HEXAWARE

2022

Sustainability Report

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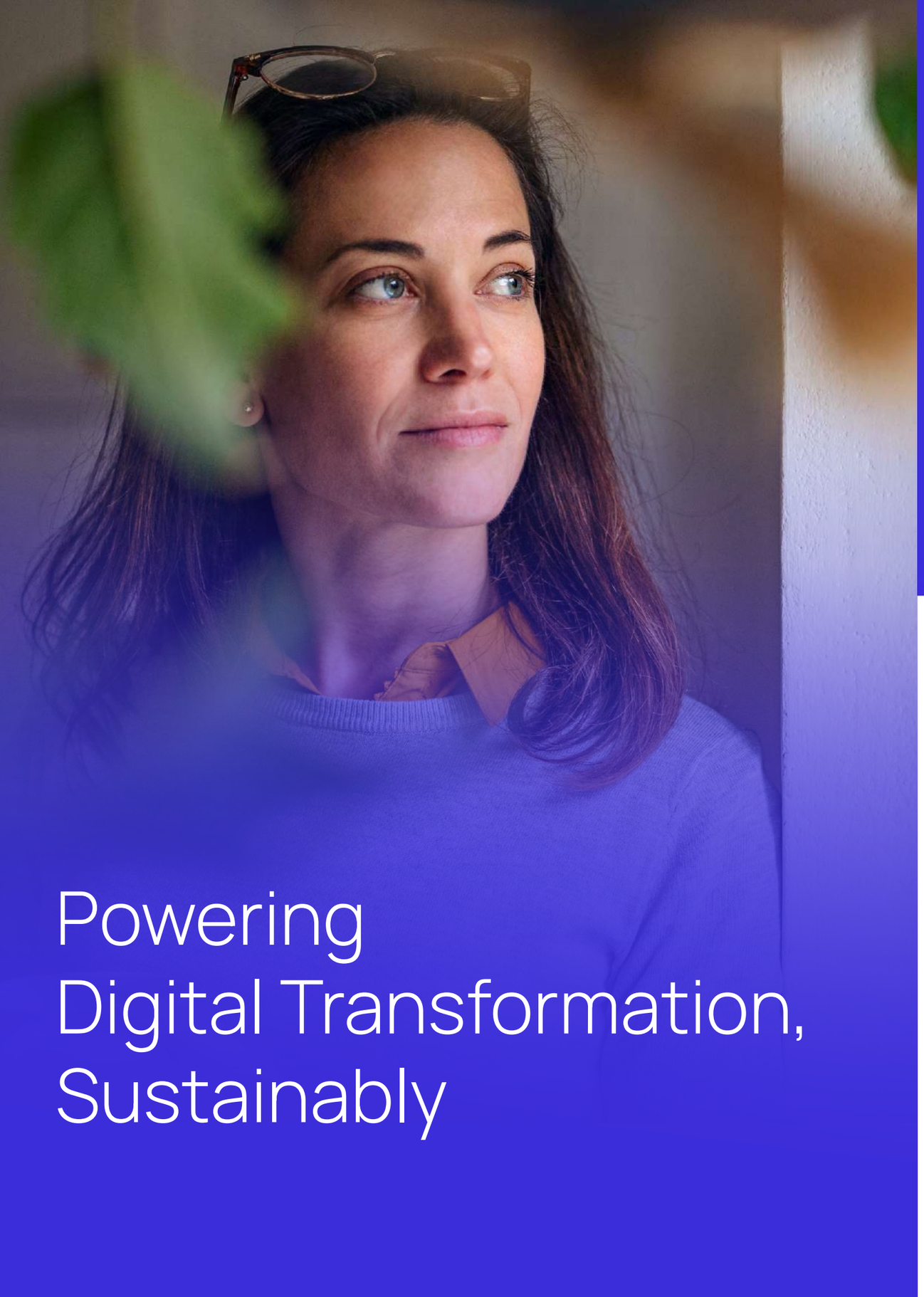


Powering Digital Transformation, Sustainably

Our 28,500+ Hexawarians wake up every day with a singular purpose; to create smiles through great people and technology.

At Hexaware, we transform the digital landscape and provide our customers with best-in-class services, and solutions, and experiences as we build, modernize, run, and optimize their technology and business processes.

We believe in embracing change, fostering a culture of innovation, investing in the right technology, and engaging with our customers and employees. We recognize that true success goes beyond profitability. Thus, we are extremely conscientious of our actions and have proactively adopted sustainable practices and policies across our business operations and value chain.

We seek to protect the planet and build a better tomorrow for our customers, employees, partners, investors, and the communities in which we operate.

To balance our business-focused obligations and our responsibility toward our employees and the environment, we engage with stakeholders to reduce our dependencies on commonly-shared resources. Our unwavering commitment to create a positive impact on society while maintaining the highest governance standards enables us to foster long-term value for our stakeholders.

Our Purpose

Creating smiles with great people and technology

Our Vision

To be the world's most-loved digital transformation partner

Message from the CEO

Dear Stakeholders,

I am happy to share the progress on our sustainability initiatives and present our fifth Sustainability Report to all of you.

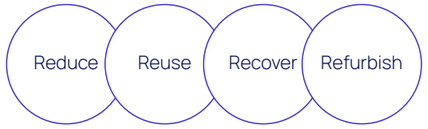
As we grow, it is more important than ever that we consider the impact of our business on our employees, customers, and the communities in which we operate. Therefore, we continue to focus on our ESG performance.

Aligning to goal 13 of the Sustainable Development Goals (SDGs), Hexaware has various programs to combat climate change and reduce our emissions. **We have set a target to achieve net-zero greenhouse gas (GHG) emissions (scope 1 and 2) by 2040. Further, we also aim to transition to 70% energy from renewable sources on our campuses by 2030.** As a signatory to the United Nations Global Compact (UNGC), we are committed to integrating its principles into our strategy, culture, and business operations.

Our vision is to become the world's most loved digital transformation partner.

The changing business dynamics and evolving customer needs call for agile and creative actions. For us at Hexaware, innovation forms the backbone of all our business endeavors. This is evident in the way we have continually built up our range of value-added products and services globally, which contribute enormously to our organic growth.

We have set progressive targets for various environmental, social, and governance aspects. We have rolled out ESG initiatives across all offices globally and are proactively responding to the changing regulations while adopting industry best practices. These efforts have resulted in Hexaware being recognized as a leader in ESG adoption by Neo Group's ESG Adoption Survey.



We have adopted the 4R approach of 'Reduce, Reuse, Recover, and Refurbish' to manage the waste generated at our operations facilities. Furthermore, we have discontinued the use of single-use plastic at our campuses.

We are diligently working on the social front and fostering a culture of listening and learning from our people, clients, community, and society. We conduct business ethically and have an equitable, diverse, and inclusive culture at our workplace.

Diversity, Equity & Inclusion is our way of life. We have formed employee resource groups (ERGs) such as Allies to PRIDE and Women@Hexaware. These ERGs create a safe space for people to share stories & experiences. They are advisors to team DEI and the company for increasing inclusion. We have launched monthly newsletters, weekly diversity posts, webinars, and events to improve awareness about DEI.

We believe in the holistic development of our people and have designed a plethora of learning programs for our employees. During the reporting period, our focus on training and development initiatives resulted in an average of 35 hours of training per employee across the organization.

The Code of Conduct is intended to set high standards of honesty, integrity, and ethical and law-abiding behavior and reinforce employee and leadership accountability and responsibility. We have a whistleblower mechanism to report and investigate violations.

Our CSR (Corporate Social Responsibility) programs enable us to positively impact the lives of people, specifically those in vulnerable and marginalized groups. We focus on providing quality education and healthcare, promoting sports, encouraging environmental stewardship, empowering women, and creating livelihood opportunities. **The amount spent on CSR initiatives in India was INR 127million with 53,143 lives benefited through our programs.**

At Hexaware, our business strategy aims to power digital transformation and create value sustainably and responsibly. Our focused approach towards sustainability is backed by robust policies and institutional frameworks that help us to fuel innovation, track our progress and build strong ties with stakeholders. With the UN Sustainable Development Goals as our North Star, we have put sustainability at the core of everything we do. Sustainability by design is a core principle at the heart of every offering across our business.

We continue to invest in R&D and state-of-the-art innovation labs that are aligned to our market expectations.

We are working across our key service lines, platforms, and processes to further embed sustainability by design principles within Hexaware, leveraging initiatives such as

- Developing green software.
- Implementing green cloud initiatives in our Digital & Software (D&S), IT Operations, and Cloud service lines.
- Further enhancing the capabilities of our proprietary platforms Amaze® and Tensai® to provide detailed ESG assessments and quantify the sustainability of applications on the cloud.
- Building AI-based solutions for products and processes that will enable climate tech companies to project demand, detect anomalies, identify risks (including climate risks), conduct stress tests, and forecast and comply with evolving regulations.
- Working closely with our customers to align with their ESG journey and accelerate their ability to achieve their net-zero and sustainability goals.

We have already committed to the Science Based Targets Initiative (SBTi) and are working towards setting a science-based target to meet the goals of the Paris Agreement - limiting global warming to 1.5 degrees C above pre-industrial levels.

We have begun work on aligning our financial disclosures with the recommendations of the Task Force on Climate-Related Financial Disclosures (TCFD). This ongoing exercise will enable us to better understand and manage risks and opportunities arising from climate change. We intend to publish Hexaware's TCFD report on an annual cadence as part of our ESG report beginning next year. Our focus on ESG will continue and we will accelerate all our efforts to build a sustainable and resilient organization.

Regards,
R. Srikrishna
CEO

About the Report

We are proud to share our fifth Sustainability Report with all our stakeholders. This report includes information that is material to our stakeholders in a concise, complete, and transparent manner. Further, the report presents an overview of our businesses and associated activities that help us achieve our short-, medium-, and long-term goals.

01

Reporting Principle

This report is aligned with various international ESG standards and frameworks to highlight our commitment to stakeholders and maintain transparency in operations. This report is prepared in accordance with the Global Reporting Initiative (GRI) Standards 2021. Besides, we have referred to the sustainability disclosure requirements as per the Sustainability Accounting Standards Board (SASB) for the Software and IT Services industry. We are a signatory to the United Nations Global Compact (UNGC), and this report reflects our alignment with the principles. We have also adopted Agenda 2030 and the 17 United Nations Sustainable Development Goals (UN SDGs).

02

Reporting Period

The information provided in the report is for the period from 1st January 2022 to 31st December 2022. Through our sustainability reporting practice, we disclose our non-financial performance on an annual basis.

03

Scope and Boundary

Our operations are spread worldwide in Asia-Pacific Countries (APAC), Europe, and the Americas.

Reporting Boundaries for Financial data, social data and other qualitative data is for all offices globally, unless otherwise stated. However, the data and information for community engagement is limited to our operations in India.

Reporting Boundaries of the Environment related disclosures comprises of all offices of IT, BPS & MBQ in India at following locations mentioned below unless otherwise stated in the respective sections.

- Ahmedabad
- Bangalore
- Coimbatore
- Chennai
- Nagpur
- Pune
- Mumbai
- Noida

04

External Assurance

A limited assurance on certain agreed/identified sustainability indicators in this Report has been provided by Price Waterhouse Chartered Accountants LLP, in accordance with the International Standards on Assurance Engagements (ISAE) 3000 (revised) Assurance Engagements Other than Audits or Reviews of Historical Financial Information, International Standard on Assurance Engagements (ISAE) 3410, Assurance Engagements on Greenhouse Gas Statements. The subject matter, criteria, procedures performed, and limited assurance conclusion are presented in the assurance report attached at the end of this Report.

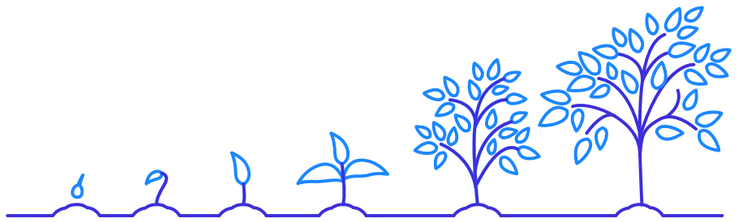
05

Forward-Looking Statement

This report contains forward-looking statements that describe our projections and expectations, based on reasonable assumptions and past performance. These are subject to change with the evolving industry trends, geographical market conditions, government rules regulations, and other incidental circumstantial changes. These statements must not be interpreted as assurances of future performance since these underlying assumptions may affect the future outcomes.

Feedback

Our previously published Sustainability Reports are available on our website https://hexaware.com. As part of our continued engagement with stakeholders and to facilitate continuous improvement, we welcome feedback, comments, and suggestions on: esg@hexaware.com.



Acronyms

- **DEI:** Diversity, Equity, and Inclusion
- **EHS:** Environmental Health and Safety
- **ESG:** Environmental, Social, and Governance
- **GHG:** Greenhouse Gas
- **GRI:** Global Reporting Initiative
- **KPI:** Key Performance Indicator
- **LEED**: Leadership in Energy and Environmental Design
- **MT:** Metric Tons
- **SASB:** Sustainability Accounting Standards Board
- **SOP:** Standard Operating Procedure
- **TCFD:** Task Force on Climate-related Financial Disclosures
- **UN SDGs:** United Nations Sustainable Development Goals
- **ZLD:** Zero Liquid Discharge

Hexaware at a Glance

Driven by the desire to steer digital transformation, we at Hexaware have emerged as one of the fastest-growing India-based IT companies. Established in 1990, we have over three decades of experience in information technology consulting, software development and business process services.

With over 28,500 employees globally, we strive to create smiles through great people and technology. Our innovative and customized technology solutions enable our clients to achieve operational excellence and enhance customer experience. We remain deeply committed to our purpose, vision, and values. We further seek to protect the planet and build a sustainable future for our stakeholders through our collaborative efforts.

We have reorganized our services and forged ahead on the path of innovation with a new brand vision and set of values. Our brand developments reflect our collective voice and the community's strength.

Highlights

₹41,230 Millions
Net worth

393
Global Customers

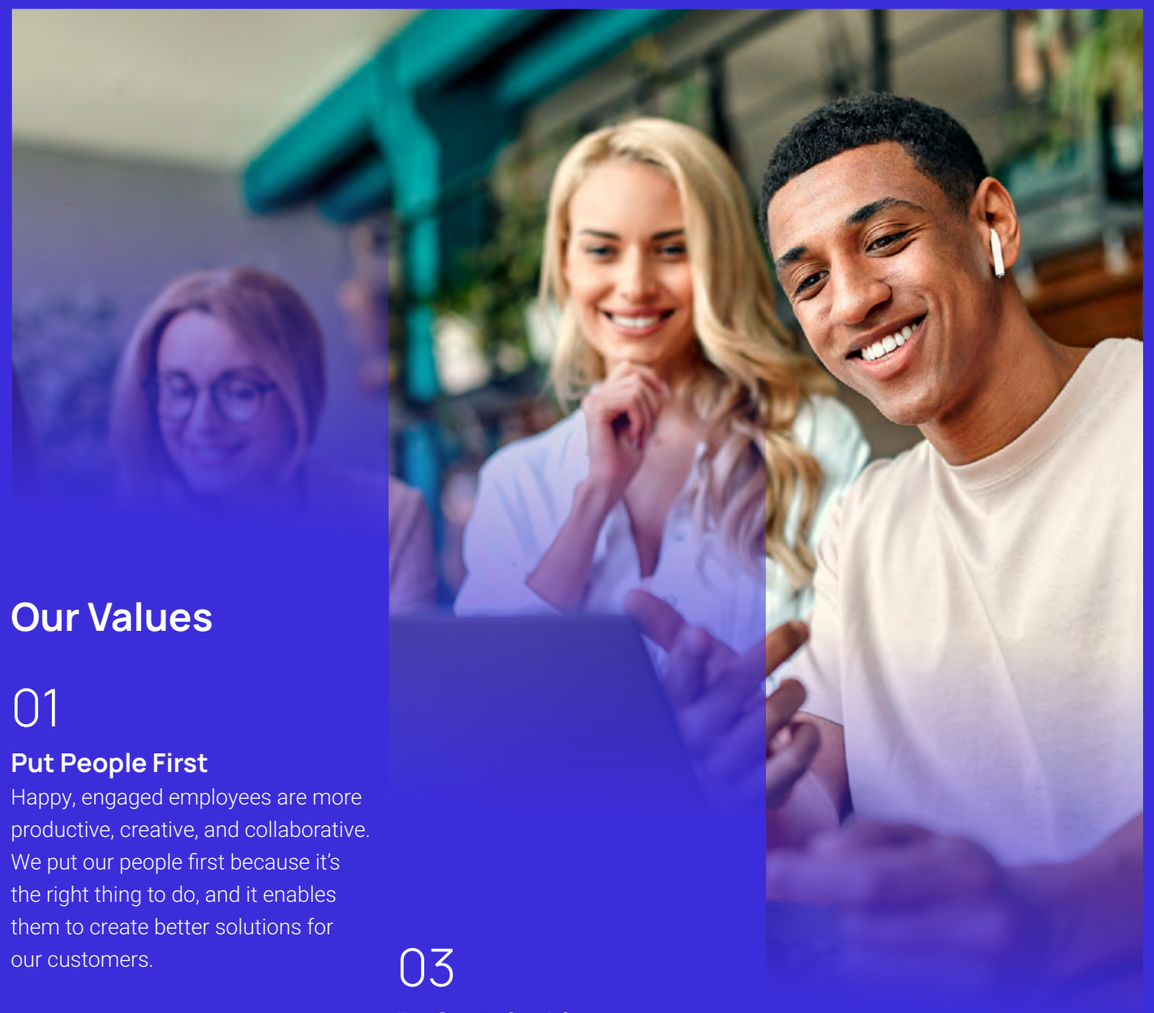
31
New Customers

33
Years of Experience

90+
Nationalities represented in our global team

28,500+
Employees Worldwide

33
Intellectual Properties (IPs) owned



Our Values

01

Put People First

Happy, engaged employees are more productive, creative, and collaborative. We put our people first because it's the right thing to do, and it enables them to create better solutions for our customers.

02

Create Customer Value

As a trusted partner, we consistently surpass expectations and find ways to create more value for our customers to help their businesses grow and thrive.

03

Be Sustainable

We integrate sustainability into everything we do and collaborate with our stakeholders to build a better tomorrow.

04

Innovate Relentlessly

We're technology-loving people who push boundaries and seek change to bring the future into the present. We stay curious and continually find new ways to solve problems for our customers.

05

Come On In!

We ensure that everyone we interact with feels welcome, safe, and informed. In everything we do, we respect and value people – including our employees, customers, partners, and members of the communities we serve.

Our Geographical Presence

We have a strong global presence, with 40+ offices across 19 countries. Outside India, we operate in Asia Pacific, Europe, and America. With our corporate headquarters in Navi Mumbai, India, we have regional offices in New Jersey, America; London, Europe; and Singapore, Asia Pacific.

Our widespread presence enables us to stay updated with local market trends, regulatory changes, and business practices. Our operations allow us to foster strong relationships with our clients by ensuring solution delivery with a personal touch, ensuring widely comprehensive solutions customized to each client's unique needs. Our extensive worldwide network also helps us provide affordable solutions without compromising on quality.

40+ offices

19 countries

Headquarters

- **Iselin, New Jersey**
- **Mumbai**
- **London, England**
- **Sydney , Australia**

Delivery Centers

North America
- Mississauga, Ontario
- Waltham, Massachusetts
- Wayne, Pennsylvania
- Reston, Virginia
- Alpharetta, Georgia
- Gainesville, Florida
- Monterrey, Mexico
- Saltillo, Mexico
- Guadalajara, Mexico
- San Ramon, California

South America
- Sao Paulo, Brazil
- Buenos Aires, Argentina

Asia
- Singapore
- Metro Manila, Philippines
- Hong Kong
- Guangzhou, China
- Tokyo, Japan
- Chennai
- Bangalore
- Hyderabad
- Pune
- Coimbatore
- Nagpur
- Ahmedabad
- Bhopal
- Noida
- Riyadh, Saudi Arabia
- Dubai, UAE

Europe
- Barcelona, Spain
- Levallois - Perret, France
- Brussels, Belgium
- Birmingham, England
- Amsterdam, Netherlands
- Vallentuna, Sweden
- Tallinn, Estonia
- Riga, Lativia
- Warsaw, Poland
- Frankfurt, Germany
- Geneva, Switzerland

Africa
- Cape Town, South Africa

Oceania
- Melbourne, Australia

Value Creation

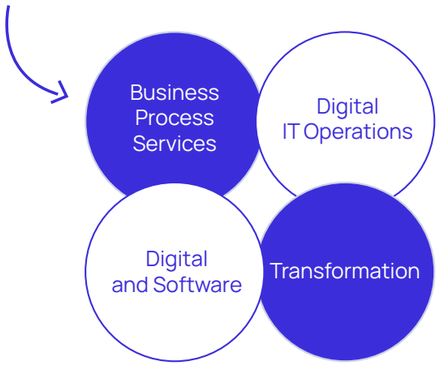
At Hexaware, our clients are our prime focus, and we strive to meet their needs in the most optimal way possible. Our customer-centric approach has allowed us to have a high customer retention rate. We have an average 14-year relationship with our top 10 clients.

We continue to provide our clients with technological assistance that eliminates redundancies, drives agility and flexibility, and elevates the end-user experience.

We assist our customers in achieving these goals through our strategic platforms:

tensai® for Employee Experience	amaze® for Cloud Consulting	rapidX for Application Design
Automate IT operations	Accelerate the cloud journey	Build the digital core

Our service offerings include digital product engineering, cloud transformation, digital core transformation enterprise and next-generation services, business process services, digital IT operations, and others. **However, in the final quarter of 2022, we streamlined our services into four divisions:**



Our vision is to drive digital transformation and inclusive growth for a sustainable future with people and the planet at the core.

Our Strengths

We remain committed to our values by undertaking initiatives to minimize our environmental footprint, focus on society, support our people, and indulge in ethical business practices. Our strengths include:

01
Domain Expertise
With more than two decades of experience in delivering emerging technology solutions, we develop proprietary technologies for a diverse customer base across different business verticals.

02
Diverse Sector Coverage
We serve global customers from different sectors, such as banking, financial services, healthcare and insurance, travel and transportation, high-tech and professional services, and manufacturing and consumer, thus, reducing our dependency on a single business vertical.

03
Customer Focus
Our focused approach helps us deliver enhanced customer experiences, making us a trusted and dependable IT service provider.

04
Skilled Professionals
Our team is comprised of people from different regions of the world with diverse skill sets that give us a strong impetus for growth. We undertake various engagement initiatives to empower our people and minimize attrition.

Our Partnerships

At Hexaware, we believe in efficient collaboration to enhance value for our customers.

We have partnered with various industry leaders to create a valuable partner ecosystem. Our partners include:

Microsoft
Accelerating digital marketing with joint Go to Market initiatives

servicenow
Making a world of work, work better for people

MuleSoft
Realizing the value of a true digital enterprise

snowflake
Accelerating your journey to the Snowflake Data Cloud

salesforce
Enabling customer experience transformation

aws
Accelerating your cloud adoption journey with joint Go to Market initiatives

Our Key Associations

As a part of our operations, we are members of the following industry associations:

- IAOP — International Association of Outsourcing Professionals (IAOP)
- NASSCOM® — The National Association of Software and Services Companies (NASSCOM)
- FICCI — Federation of Indian Chambers of Commerce & Industry (FICCI)
- CII — Confederation of Indian Industry (CII)
- Bombay Chamber of Commerce

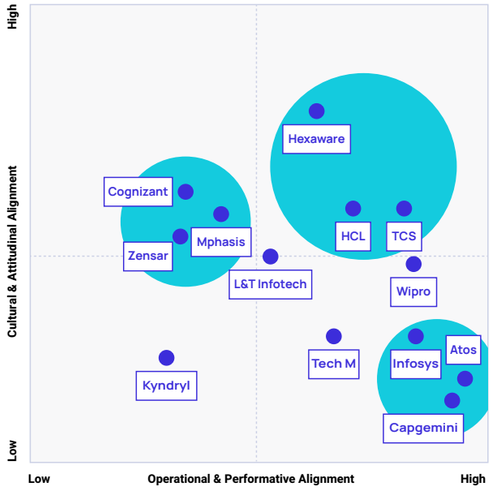
ESG-Related Awards and Accolades

Sustainability

2022 Neo Group ESG Adoption Survey Report

Hexaware received high ESG adoption scores in the Neo Group ESG Adoption Survey Report. This report evaluates two criterias of ESG adoption—Operational Performative Alignment and Cultural-Attitudinal Alignment.

Hexaware ranked high in both parameters. We are incredibly proud of our high score on the Cultural-Attitudinal Alignment axis, which speaks of our efforts to inculcate ESG principles across our organization as well as the actions of Hexawarians to embrace these principles as a way of life both at work and at home.



ESG Adoption – Performative v. Attitudinal Alignment

EcoVadis

Hexaware has been awarded a **bronze medal** in recognition of sustainability achievement by EcoVadis.

Sustainalytics

Sustainalytics has ranked us 7 out of 1,110 Software & Services companies globally.

Our score of 10.1 indicates low risk.

(Sustainalytics, a Morningstar Company, rates the sustainability of listed companies based on ESG performance) - Report dated May 18, 2023

Corporate & Governance

Institute of Company Secretaries of India	ICSI National Awards for Excellence in Corporate Governance (Medium Category in the Unlisted Segment)
ASSOCHAM Vibrant Bharat CFO Summit & Awards 2022	Best CFO of the Year in IT & ITES for outstanding financial leadership

People Best Practices

L&D Confex & Awards 2023	'Impactful Learning Programme of the Year' Award		
Organisation Development Summit & Awards 2022	Best Talent Development Strategy of the Year	Best Organisational Development Programme	Best Capability Development Programme of the Year
Future of Learning & Development Summit and Awards 2022	Digital Learning Transformation Award	Innovation in Learning Award	
Brandon Hall Group HCM Excellence Awards 2022	Gold Award for Best Learning Programme Supporting a Change Transformation Business Strategy Innovation in Learning Award	Bronze Award for Best Advance in Senior Manager Development	Gold Award in Talent Acquisition for Best Social Talent Acquisition Strategy Awards for Best Employer Practices in Mexico
Awards for Best Employer Practices in Mexico	Hexaware recognised on Forbes Mexico's Best Employers 2022 list	Hexaware receives Best Place to Code 2022 accreditation in Mexico	

CFO Excellence Awards 2022 organized by the Confederation of Indian Industry (CII)	Hexaware CFO Vikash Jain recognized among the Leading CFOs of the Year
CFO100 2023	CFO100 2023 Roll of Honour in the Capital Management category covering FY 2022

To learn more about our awards, please reference our annual report or visit Awards & Recognitions | Hexaware

ESG Highlights

Our Goals and Commitments

Increase the share of women employees to 40% globally

- Transition to 70% electricity usage from renewable sources on our campuses
- Achieve water neutrality for owned operations

2025

- 100% critical suppliers to be screened on ESG criteria by 2025 globally
- 80% coverage of employees undergoing skill upgradation on digital and new technologies globally

Make a positive impact on the lives of 100,000 beneficiaries

- Ensure zero waste to landfill at owned facilities

2030

2040

Achieve net-zero GHG Emissions (Scope 1 and 2)

We continue to do the below mentioned activities.

- Maintain all our campuses free of single-use plastic
- Achieve 100% employee coverage globally of code of conduct training annually
- Cover 100% of employees globally under information security awareness/training
- Strive to ensure zero cases of data breaches every year globally

ESG Highlights

Our Performance Highlights

16%
y-o-y increase in revenue

1,748 tons
of CO2 reduction in GHG emissions through renewable energy consumption

More than
30%
of the total energy consumed at the India campus (as per reporting boundary) is fed from green power (wind and solar)

88%
of the total energy consumed at the Chennai campus comes from green power (wind & solar)

44,29,705kWh
(approx.) units of wind energy were availed in 2022 as a group captive power consumer through a third-party private power agency

ISO 14001:2015

Our offices have been certified for ISO 14001:2015
Environmental Management System standard since 2021

9 in India
1 in Philippines
1 in Poland

5182 KGs
of dry recyclable waste from our Chennai campus were recycled through ITC's WOW (Wellbeing Out of Waste) initiative

4000 trees
were planted in 2022, as part of urban re-forestation

ISO 45001

Got certified for ISO 45001
Occupational Health & Safety for IT & BPS

1563 KW
The total solar capacity in Hexaware offices at the end of 2022

53,143
CSR beneficiaries

738,808 sq. ft.
of LEED-certified owned office spaces in Pune, Mumbai LOMA & Chennai Siruseri campus

36%
of new hires globally identify as women compared to 34% in 2021

Note: We are disclosing in GRI - 401 (New hire % of Women Hires)

The Chennai and Pune campuses are zero-water discharge campuses, with rainwater harvesting system installed along the periphery

Stakeholder Engagement

We believe the only way to sustain business in the long term is through developing great partnerships. At Hexaware, we foster a culture of collaborating with our partners to help our clients solve critical business challenges. We engage our stakeholders constructively across our services and operations to build stronger relationships.

Stakeholder engagement helps us proactively consider the needs and desires of anyone with a stake in our organization. Engaging with them can help us identify and mitigate potential risks by better understanding the social, environmental, and economic impacts of our operations. Stakeholders can become advocates supporting us in our mission and vision.

Each stakeholder group requires a unique approach to establish a foundation of respect, trust, and understanding. Therefore, to nurture such relationships, we have a structured framework that acts as a guiding principle. Our stakeholder identification takes into consideration several factors, such as impact, influence, interest, legitimacy, urgency, capabilities, needs & expectations, scalability, proximity, stakeholder knowledge, and availability of alternatives. Then the stakeholders are categorized into internal and external.

We have listed out the details of stakeholder engagement with the frequency of engagement, mode of engagement, and the type of stakeholders.

01
Stakeholder identification and prioritisation based on factors

02
Categorization of stakeholder into internal and external

03
Identifying the needs, concerns and mode of communication

We are committed to listening and addressing the key concerns and the needs and interests raised by each stakeholder.

Employees

Why do they matter?
Employees are the backbone of the organization and bring about transformational change. We aim to provide the finest environment for them to develop, innovate, and transform into capable individuals.

Modes of engagement

- Emails and Communication blogs
- Yammer Engagement Portal and AskGenie (portal for issue resolution)
- Training programs and workshops
- Employee engagement surveys and performance appraisals
- Counseling services
- Whistleblower

Key concerns and expectations

- Career opportunities
- Learning and development
- Health and safety and employee well-being
- Diversity, equity, and inclusion
- Rewards and recognition
- Transparent and effective communication

Our Approach

- Konnect with CEO
- Organizational Development and Behavioral trainings
- Function-specific training programs
- Meetings with HR
- Hexaware sessions for employee physical and mental well-being

Customers

Why do they matter?
Customers are essential since they bring business and drive sales. Our business would be unable to function without them.

Modes of engagement

- Customer engagement surveys
- Customer delight surveys
- Customer visits
- E-mails
- Grievance redressal mechanism
- Social media platforms

Key concerns and expectations

- Quality deliverables
- Relationship management
- Innovative and sustainable products
- Responsible business conduct-consumption and disposal
- Post-sales support

Our Approach

- Customer spotlight sessions
- Client-specific talent development program
- Project status review meetings
- Account manager connect
- Delivery head connect
- Leadership connect

Communities

Why do they matter?
Community engagement fosters a society of culture and values and pushes us towards being a responsible business. It also helps us forge long-lasting relationships around our areas of operation.

Modes of engagement
- Site visits
- Stakeholder engagement surveys
- Need assessment and impact assessment
- CSR initiatives

Key concerns and expectations
- Training and livelihood development
- Infrastructure development

Our Approach
- CSR focus areas
- Employee volunteering activities
- Interaction with communities and NGOs

Investors

Why do they matter?
Investors enable financial resources and support for sustainable business growth.

Modes of engagement
- Annual report
- Sustainability reports
- Quarterly board meetings
- Annual general meetings
- Press release
- Social media platforms

Key concerns and expectations
- Economic performance
- Business continuity
- Brand image and reputation
- Sustainable performance, initiatives, and goals
- Ethics and integrity

Our Approach
- Continuous economic performance and profits
- Risk management framework
- Business continuity management plan

Suppliers

Why do they matter?
Suppliers are essential for the product's life cycle. They provide us with goods and raw materials to ensure business continuity.

Modes of engagement
- Supplier assessment
- Supplier feedback
- Site visits and meetings
- Grievance redressal mechanism

Key concerns and expectations
- Collaboration for business growth and impact
- Continuity of orders and business
- Sustainable supply chain

Our Approach
- Sustainable procurement policy
- Supplier Code of Conduct
- Supplier onboarding based on ESG criteria
- Connect with the global procurement head
- Regular feedback and connect with the procurement team
- Operational review

Government and Regulatory bodies

Why do they matter?
Government and regulatory bodies are policy and change makers, and we strive to ensure compliance with the applicable laws.

Modes of engagement
- Annual reports
- E-mail communication with regulatory bodies
- Public policy engagement
- Compliance reports

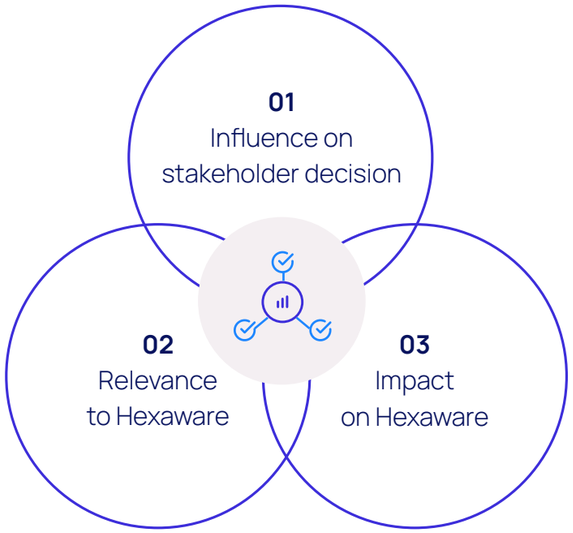
Key concerns and expectations
- Tax and royalties
- Green economy
- Reducing carbon emissions and aligning with national goals and targets
- Developing community

Our Approach
- Adopting green energy and setting ESG goals and commitments

Materiality Assessment

Stakeholders play a vital role in materiality assessment as they influence or get influenced by the Company's actions. Materiality assessment helps us identify, hone, and evaluate the potential environmental, social, and governance issues that may impact our business activities and are of interest to our key stakeholders. This assessment helps us make informed decisions, prioritize actions and allocate resources more effectively. It further assists us in analyzing risk factors and upgrading business processes for the future.

At Hexaware, we conduct an impact materiality assessment every year to align our business decisions and strategies to material topics that directly impact our stakeholders. We follow a three-pronged approach to conduct the assessment.



We evaluate the topics based on defined parameters in consultation with our stakeholders.
This is done by engaging with stakeholders and conducting external reviews of the impacts of businesses and the ESG regulatory and non-regulatory movements in the external environment.

Direct financial impact of the topic on economic performance

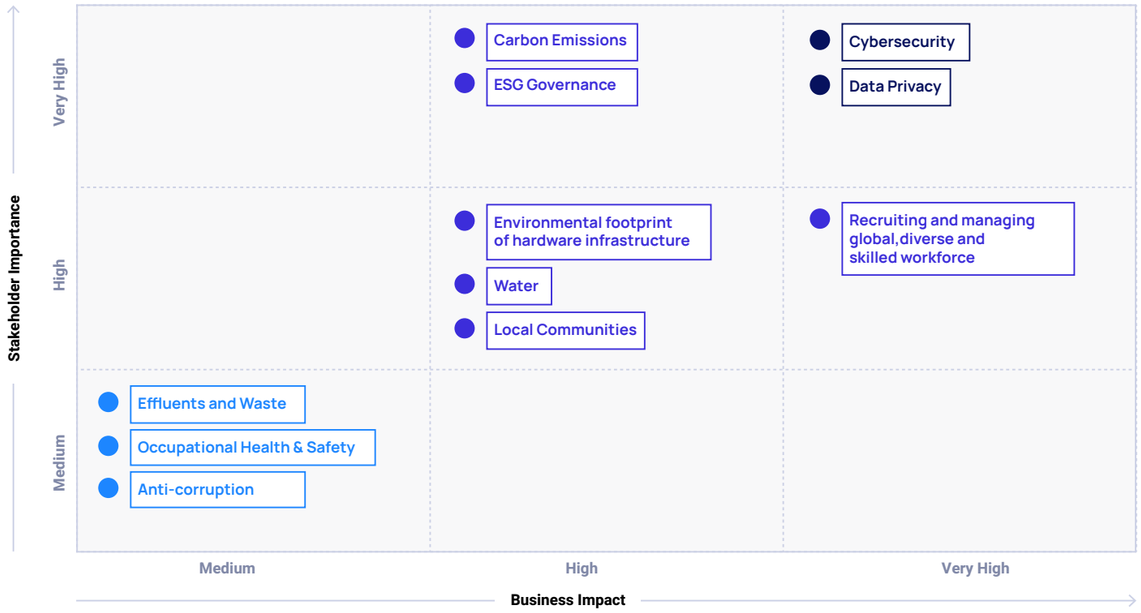
Policy related performance/ requirement/ acceptance towards the topic

Organizational peer based norms/position about the topic

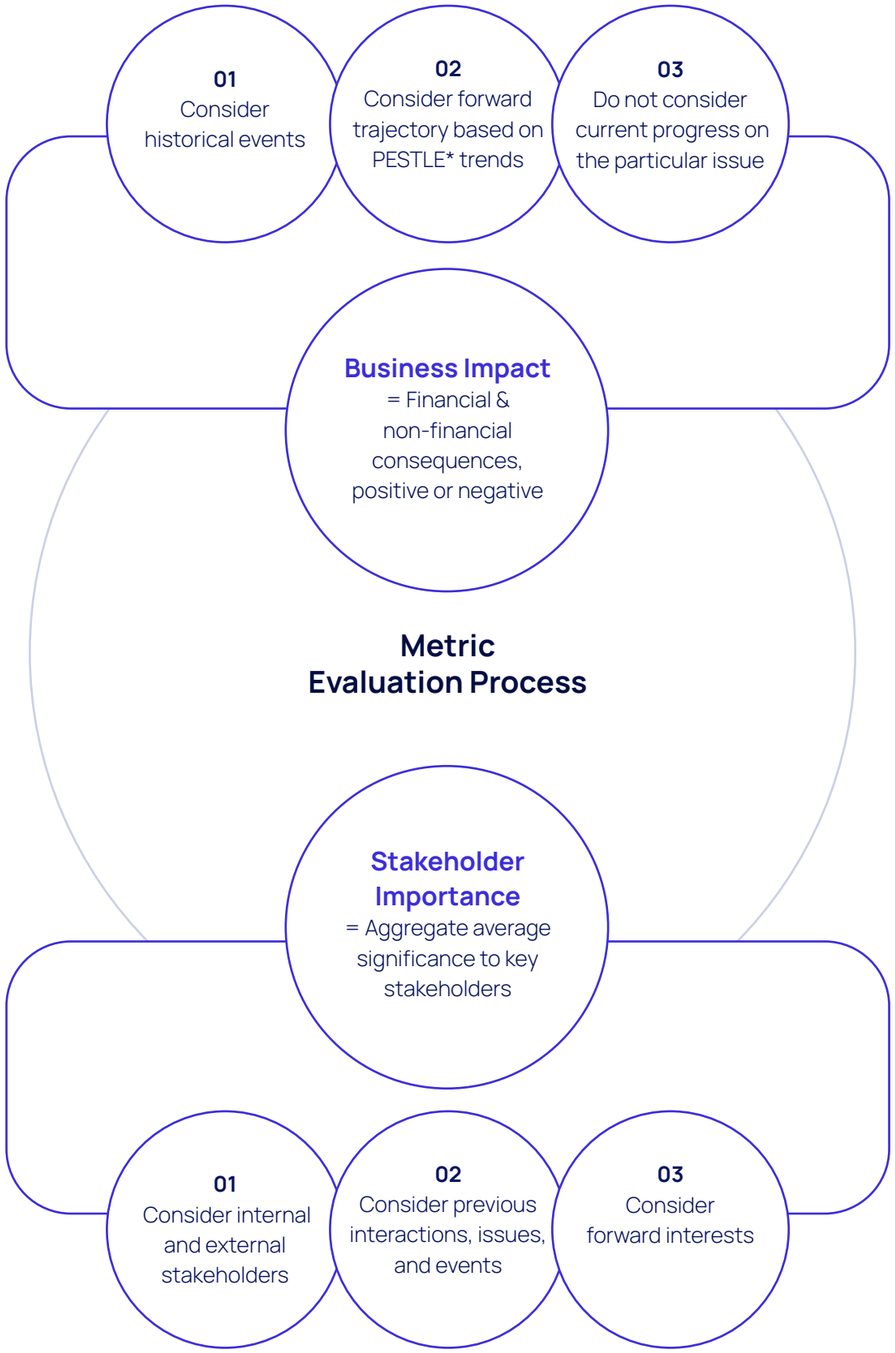
Understanding the behavioral preferences of stakeholders

Importance of the topic to the society and communities in which we operate

Materiality Matrix



While all issues are important, these items are of highest priority



Then we prioritized the material topics based on the impact on our business and the level of stakeholder concerns. Our strategy is developed based on the topics that emerge as very high, high, and medium.

The materiality matrix showcases the same. Furthermore, we have aligned our material topics with the GRI Standards and the Sustainable Development Goals.

* PESTLE: political, economical, social, technological, legal, environmental

GRI & SDG Mapping

Material Topic	GRI Topic	SDG alignment	Reference
Cyber security and data privacy	**GRI 418:** Customer Privacy	NA	Pg.117
Carbon emissions	**GRI 305:** Emissions	12 Responsible Consumption and Production, 13 Climate Action	Pg.126 - Pg.127
ESG governance	NA	NA	Pg.38
The environmental footprint of hardware infrastructure	NA	12 Responsible Consumption and Production, 13 Climate Action	Pg.126 - Pg.127
Water	**GRI 303:** Water	6 Clean Water and Sanitation, 12 Responsible Consumption and Production	Pg.128
Local communities	**GRI 413:** Local communities	3 Good Health and Well-Being, 10 Reduced Inequalities, 4 Quality Education, 6 Clean Water and Sanitation	Pg.97
Recruiting and managing a globally diverse, skilled workforce	**GRI 401:** Employment **GRI 404:** Training and Education **GRI 405:** Diversity and Equal Opportunity	3 Good Health and Well-Being, 8 Decent Work and Economic Growth, 10 Reduced Inequalities	Pg.68 Pg.86 Pg.74
Effluents and waste	**GRI 306:** Waste	12 Responsible Consumption and Production	Pg.131
Occupational health and safety	**GRI 403:** Occupational Health and Safety	3 Good Health and Well-Being	Pg.91
Anti-corruption	**GRI 205:** Anti-corruption	16 Peace, Justice and Strong Institutions	Pg.40

Building Trust through Good Governance

Focus Areas

- Board Level Governance
- Code of Conduct
- Whistleblower Mechanism
- Anti-bribery and Anti-corruption
- Enterprise Risk Management
- Cyber and Data Security/ BCP/ Privacy

Contribution to SDGs

Decent Work and Economic Growth	8
Peace, Justice and Strong Institutions	16
Responsible Consumption and Production	12

Interlinkages with Material Topics

- Cybersecurity and Data Privacy
- ESG Governance
- Anti-corruption

Corporate Governance

Robust corporate governance embraces dynamic market changes and enhances the decision-making process. The growing necessity of sustainable measures has urged our leadership to emphasize sustainable digital transformation.

We have implemented a strong framework that ensures integrity, fairness, equity, transparency, accountability, and commitment to values. In order to create a solid corporate culture deeply rooted in our values, we have developed robust governing policies and an effective leadership team. This allows us to maintain mutually beneficial relationships with our stakeholders. We are constantly improving our systems and procedures to ensure better management with the changing times. We are committed to conducting business with the highest standards of integrity and adhering to the letter and spirit of all the applicable laws and regulations of the locations where we operate.

Our Compliance Framework consists of Anti-bribery, Anti-corruption program (ABAC), policies, and procedures in the areas of anti-money laundering and sanctions, third-party due diligence, Code of Conduct, interactions with public officials, gifts, hospitality, and entertainment. Our anti-bribery and anti-corruption policy is shared with all employees globally and we organize regular training sessions on various aspects of the ABAC program. All our new joiners and existing employees are mandated to undergo this training and the subsequent assessments. Further, we are committed to continuing to cover 100% of employees under the Code of Conduct training.
We have zero tolerance towards bribery and corruption, and will not (directly or indirectly) offer, give, seek, or receive any cash, gift, or favor to illegally influence a business decision. An internal audit function carries out periodic monitoring of the same. In the reporting period, there were zero cases of corruption. No cases were reported on anti-competitive behavior, anti-trust, and monopoly practices.

Board of Directors

Our Board of Directors ("Board") is at the helm of our governance structure and provides us with strategic direction. The Board upholds the interests of the stakeholders, including shareholders, and oversees the management and operations of the Company. Our Board has substantial management and leadership experience in strategic planning, business development, and mergers and acquisitions.

Hexaware's Board represents an appropriate balance between executive, non-executive, and independent directors. The Board comprises ten directors as on December 31, 2022. Of these, nine directors are non-executive, and two are independent. Further, for more than 17 years, the role of the Chairman and CEO have remained separate.

Name of the Director	Nature	Category	Tenure on the Board (Months)	Attendance in FY 2023 (%)	No. of other Directorships held
Mr. Michael Bender*	Non-Executive	Chairman, Non-Independent Director	16	100	0
Mr. R. Srikrishna	Executive	CEO, Non-Independent Director	118 CEO 115 WTD[1]	75	8
Mr. Neeraj Bharadwaj	Non-Executive	Non-Independent Director	19	100	13
Ms. Sandra Horbach	Non-Executive	Non-Independent Director	19	75	1
Mr. Julius Genachowski	Non-Executive	Non-Independent Director	19	100	4
Mr. Kapil Modi	Non-Executive	Non-Independent Director	19	100	5
Ms. Lucia Soares	Non-Executive	Non-Independent Director	19	100	1
Mr. Shawn Devilla* **	Non-Executive	Non-Independent Director	10	100	2
Mr. Milind Sarwate	Non-Executive	Independent Director	37	100	10
Mr. Joseph McLaren Quinlan**	Non-Executive	Independent Director	16	100	9

* **Mr. Michael Bender** was appointed as Non-Executive Director (Chairman) w.e.f. February 7, 2022

** **Mr. Joseph McLaren Quinlan** was appointed as Non-Executive Independent Director w.e.f. February 7, 2022

***Mr. Shawn Devilla** was appointed as Director w.e.f. August 09, 2022

****Mr. Patrick McCarter** resigned as Director w.e.f. August 08, 2022

[1] **WTD:** Whole Time Director

Responsibilities of the Board

The Board is collectively responsible for promoting our organizational success by directing and supervising the business operations.

The Board performs the following activities:

- Demonstrates entrepreneurial leadership within a structure of prudent and efficient controls, which enables risks to be evaluated and managed.
- Sets our strategic goals and ensures that necessary financial and human resources are in place to meet our objectives.
- Evaluates the management's effectiveness.
- Sets our values and standards and ensures that its obligations to its shareholders and others are understood and met.
- Constructively challenges and contributes to our overall strategy and business development initiatives.

Board Effectiveness

- Our Board is collectively responsible for ensuring Company's success by directing and supervising its affairs. We provide entrepreneurial leadership within a framework of prudent and effective controls, enabling risk assessment and management.
- Our Board sets the Company's strategic aims, ensures that the necessary financial and human resources are in place to meet the objectives, and reviews management performance. We have also set the Company's values and standards carefully to ensure that our obligations to our shareholders and other stakeholders are understood and met.

Our directors constructively challenge and contribute to the Company's overall strategy and business development initiatives.

Board Competencies

The following skills/expertise/competencies have been identified as fundamental for the effective functioning of Hexaware and therefore prioritized by the members of the Board:

Comprehensive management and leadership experience

Wide management and leadership experience includes strategic planning, business development (organic and inorganic), and mergers and acquisitions.

Technology competency

Experience in the information technology business, technology consulting and operations, emerging areas of technology, and technical background to understand future technological trends to enable innovation and develop new business models.

Corporate governance

Experience in developing governance practices, serving the best interest of all stakeholders, effective long-term stakeholder engagement, and developing and maintaining high corporate values and ethics.

Global business

Understanding of global business dynamics across various geographical markets, industry verticals, and regulatory jurisdictions.

Personal values and integrity

Personal characteristics match the Company's values, such as integrity, accountability, and high-performance standards. Our Board has a gender, age, and ethnic diversity, which leads to better Board outcomes.

Process for evaluation of board performance and subsequent action taken:

01

The Annual Performance Evaluation was carried out for all Board Members, the Board, and its committees. The Board evaluation framework has been designed to comply with the Companies Act 2013 requirements. Schedule IV of the Companies Act 2013 states that the performance evaluation of independent Directors shall be done by the entire board of Directors, excluding the director being evaluated.

02

The Board evaluation was carried out based on responses from the Directors on the questionnaire designed.

03

The Board's performance is evaluated after seeking input from all the directors based on the criteria such as the Board composition and structure, effectiveness of board processes, information, and functioning, etc.

04

The board evaluates the performance of the committees after seeking input from the committee members based on the criteria such as the composition of committees, effectiveness of committee meetings, etc.

05

The Chairman of the Board / the Nomination and Committee ("NRC") review the performance of the individual directors based on the criteria approved by the Board.

06

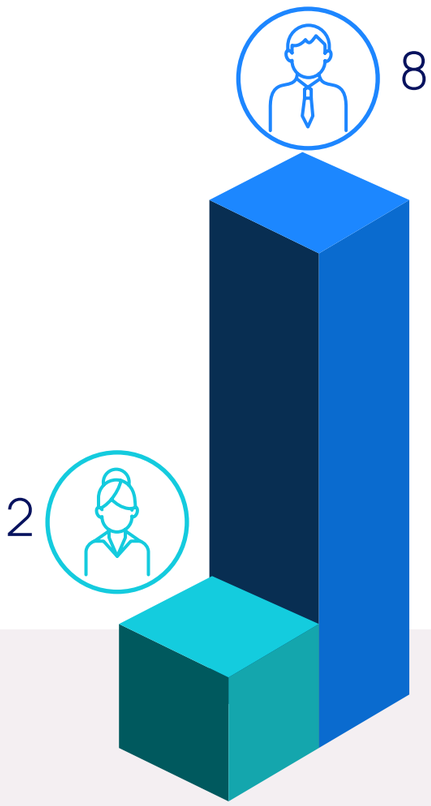
In a separate meeting of Independent Directors held on December 9, 2022, the performance of Non-Independent Directors, along with the performance of the Board as a whole and the performance of the Chairman was evaluated.

Board average tenure and industry experience:

- **Independent Directors:** not exceeding two terms of up to 5 years each;
- **CEO:** there is a contract for 5 years; no fixed tenure for the rest.

Board Diversity

At Hexaware, we recognize the significance of diversity and inclusion in our organization. Diversity in the Board is essential for maintaining competitive advantage. A diverse Board brings in broader range of perspectives and experiences to the decision-making process, leading to better and more innovative solutions. We thus have a diverse Board, which helps us enhance our Board effectiveness, build a more inclusive culture, and augment rational and quick decision-making.



Board Diversity by Gender

Nomination and Remuneration Committee

The Nomination and Remuneration Committee (NRC) determines the selection criteria for a Director and recommends the Board for policies relating to the remuneration of the Directors, key managerial personnel, and other employees. The Committee also formulates criteria for evaluating performance, ensuring diversity, and determining the term of appointment for directors. The remuneration payable to the Executive Director and Chief Executive Officer depends on the Company's overall performance, their contribution towards the same along with their ability to ensure and support a high-performance culture. Industry trends are also taken into consideration.

Audit, Governance, and Compliance Committee

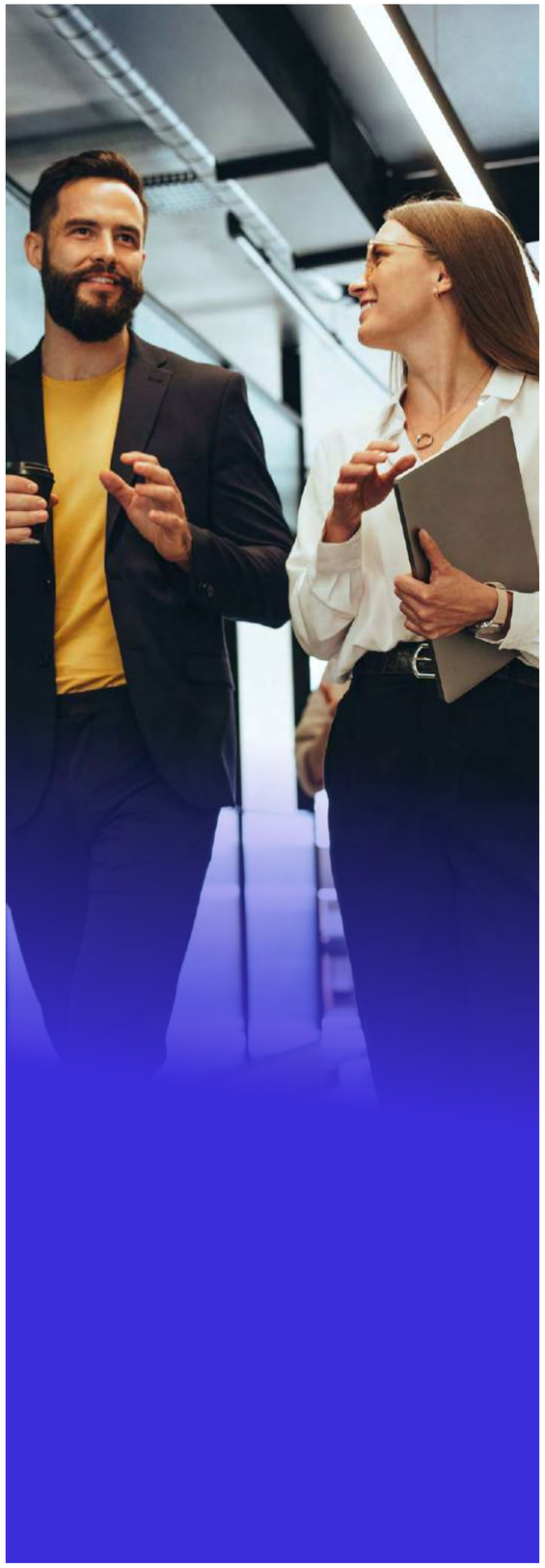
The Audit Committee oversees and ensures a timely and efficient financial reporting process. The Committee oversees monitoring the management's work as well as that of the internal and statutory auditors and the safeguards taken by each of them during the financial reporting process. The role, membership, powers, meeting procedures, etc., of the Audit Committee, have all been outlined in the mandate and operating procedures framed by Hexaware.

Stakeholders Relationship Committee

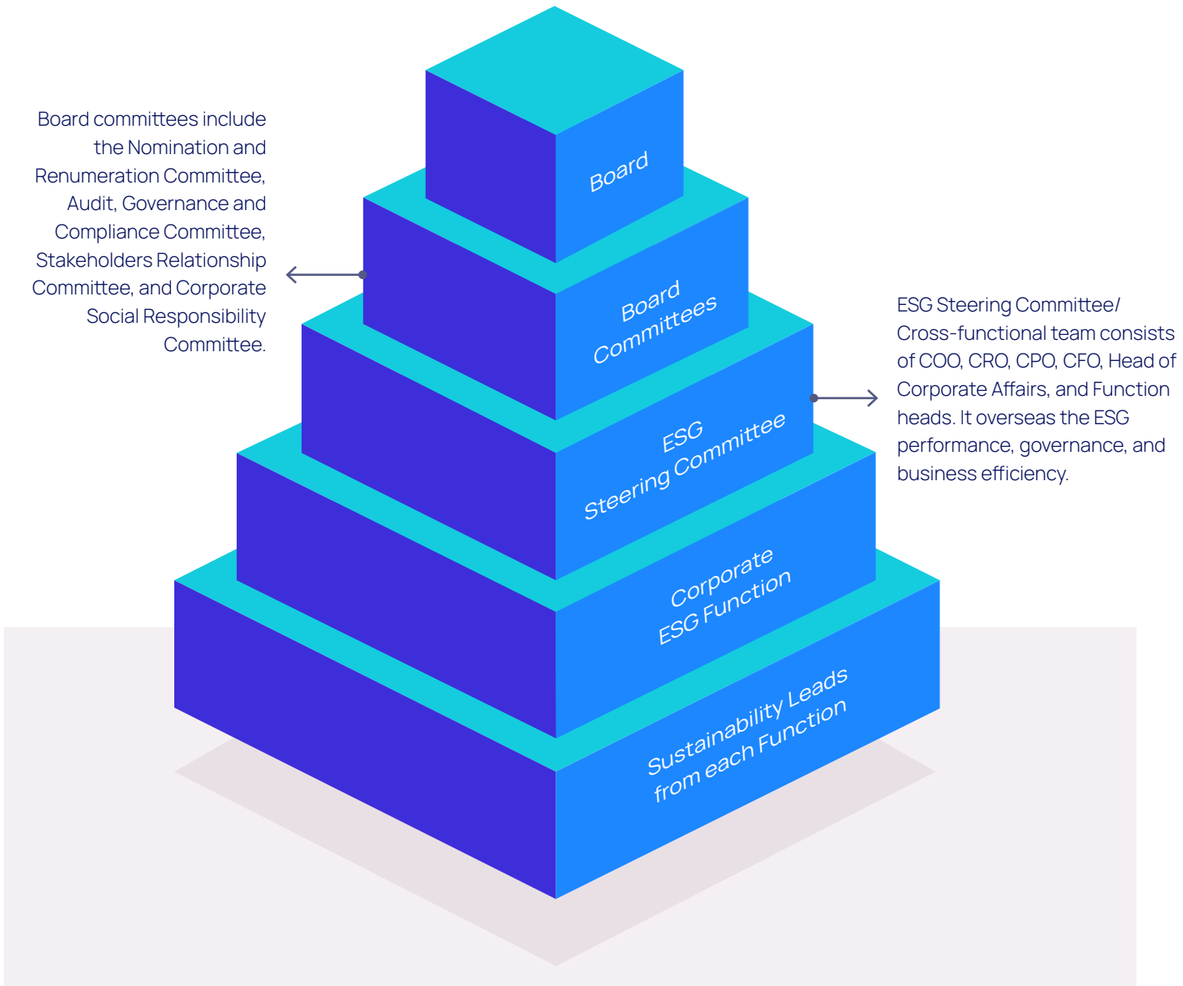
The Stakeholders Relationship Committee is responsible for resolving investor complaints pertaining to share transfers, non-receipt of annual reports, dividend payments, issue of duplicate share certificates, the transmission of shares, and other shareholder-related queries.

Corporate Social Responsibility Committee

The Committee formulates and recommends a Corporate Social Responsibility (CSR) Policy to the Board, which shall indicate the activities to be undertaken by Hexaware as specified in Schedule VII to the Companies Act, 2013. The Committee recommends the amount of CSR expenditure and monitors CSR policies, activities, and execution of initiatives approved by the Board.



ESG Governance at Hexaware



The Board of Directors has oversight of the Company's overall strategy and future direction. The Board's recommendations are based on the Company's purpose and core values while inputs from stakeholders are leveraged for driving the future direction of our business. Our ESG Governance reflects our values and commitments. It encompasses our culture, policies, and relationships with our stakeholders. Hexaware's undeterred focus on good corporate governance is strengthened by our commitment to reduce emissions and take actions to minimize its impact on the environment and climate.

The Board assumes responsibility for long-term sustainability, strategy and performance. The Board members have the requisite competence and knowledge of ESG, Sustainability and Climate-related issues. The Sustainability and ESG agenda is driven across the organization through the ESG Steering Committees. The ESG Steering committee includes a Cross-functional team consisting of COO, CRO, CPO, CFO, Head of Corporate Affairs, and Function heads. They are the decision-makers who drive our sustainability agenda within the organization. It oversees the ESG performance, governance, and business efficiency.

Our Policies

Environmental

Sustainability Policy
The Policy defines the framework for sustainability at Hexaware and works in conjunction with other existing policies to create long-lasting value for the environment, society, and business.

Environment Policy
The Policy recognizes the importance of addressing risks due to climate change and the environmental impacts of our business activities. Hence, it enables us to continually improve our environmental performance across our operations and value chain.

Health and Safety Policy
The Policy showcases our commitment to providing healthy and safe working conditions to all our employees through regular training, communication, and performance evaluation.

Stakeholder Engagement Policy
The Policy is an important mechanism to understand stakeholders and their needs, involve them in managing risks, and resolve conflicts at an early stage, thus ensuring long-term sustainable business growth.

Corporate Social Responsibility Policy
The Policy highlights our CSR vision and pursues our vision of inculcating good corporate citizenship. It highlights the thrust areas for philanthropy at Hexaware.

Social

Slavery and Human Trafficking Statement
This statement shows our commitment to upholding human rights and taking steps to ensure that slavery and human trafficking do not operate within our business or our supply chain.

Human Rights Policy
The Policy provides a clear framework so that we, as a Company and through each of our employees, continue to protect and uphold human rights as per the UN Guiding Principles and the ILO's Declaration on Fundamental Principles and Rights at Work.

Anti-Harassment Policy
The purpose of the Policy is to provide a cordial work environment with zero tolerance for any kind of harassment in the workplace. Our employees have the right to work in an environment that is free from any form of discrimination and harassment.

Supplier Code of Conduct
This Code of Conduct is intended to set out high standards of business integrity expected from suppliers. We engage with suppliers who share our commitment to human rights and fair employment practices compliant with existing international standards.

Sustainable Procurement Policy
Through this we intend to make our operations more sustainable by upholding the laws and regulations, endorsing the highest standards of economic, social, ethical, & environmental practices, identifying and moderating risks, and raising awareness among our suppliers through the communication of the Policy.

Governance

Code of Conduct
The Code of Conduct is intended to set high standards of honesty, integrity, and ethical and law-abiding behavior. It guides our employees and sets out the accountability and responsibility of employees to report and investigate any reported violations of this CoC or unethical or unlawful conduct.

Anti-bribery and Anti-corruption Policy
The Policy creates a strong anti-bribery and anti-corruption culture, including a 'zero tolerance' approach to bribery, and relentlessly combat, control, and prevent corruption by raising awareness and taking punitive actions.

Whistleblower Policy
The Policy provides a mechanism to encourage an environment of open communication to report concerns at the earliest opportunity and avert a larger issue in the future.

Data Protection and Data Privacy Policy
The Policy enables us to govern the collection, usage, storage, transfer, and disposal of the data subject's Personally Identifiable Information (PII) collected from employees/vendors or any other interested parties of Hexaware operating regions as required by the organization and as mandated by the laws and regulations in the respective jurisdictions.

Information Security Policy
The Policy allows us to ensure the confidentiality and integrity of information processed by, stored in, and moved through information systems and applications under Hexaware custody. It also ensures the availability of information systems and applications during routine operations and crises.

Conflict of Interest Policy
This policy covers Hexaware's approach to identify, manage and regulate Conflicts of Interests which may arise during the course of carrying out business activities. It lays the principles for undertaking business transactions with undivided loyalty and without any personal conflicts.

Ethics and Compliance

- At Hexaware, our compliance office has developed and implemented stringent policies and procedures to uphold ethical behavior among our employees and comply with regulatory standards, statutes and laws. All employees must demonstrate commitment to our culture of compliance by adhering to the company's Code of Conduct and by the timely completion of all mandatory compliance trainings. Employees who engage in fraudulent behavior are subject to disciplinary action, including termination from employment with Hexaware.
- As delineated in our Anti-Harassment Policy and Code of Conduct, we have zero tolerance towards any acts of sexual or non-sexual harassment in the workplace. We initiate immediate steps on receipt of such complaints to ensure the well-being and safety of the complainant.
- We have a Whistleblower mechanism, which encourages an environment of open communication to report concerns at the earliest opportunity. This includes any unethical practice or behavior, actual or suspected fraud or violation of the Code of Conduct, thus averting a larger issue in the future.
- We ensure that no unfair treatment is meted out to a whistleblower by virtue of having reported a complaint as per the Whistleblower Policy. We condemn any kind of discrimination, harassment, victimization, or other unfair employment practice against the whistleblower. An act instilling fear in the minds of the complainant and/or any witnesses by the respondent on account of participating in an investigation are viewed extremely serious, and appropriate action is taken against the wrongdoer. The whistleblower's identity shall be kept confidential.
- In case someone believes that they have been retaliated against for reporting concerns pertaining to real or perceived wrongdoings, they can report it in accordance with the Company's Whistleblower Policy. Allegations of retaliation will be investigated and addressed pursuant. Also, any other person assisting in the said investigation or furnishing evidence shall be protected to the same extent as the Whistleblower. In general, the Whistleblower Committee investigates the filed complaints. If a complaint is made against a member of the Whistleblower Committee, the CEO will be notified, who will have the option of deciding on his own or through an investigation. In the year 2022, there were no whistleblower complaints reported or filed.

Complaints/Grievances	2022		
	Filed during the year	Pending resolution at the end of the year	Remarks
Sexual harassment	2	1	
Discrimination at workplace	0	0	
Child labor	0	0	
Forced labor/Involuntary labor	0	0	
Wages	0	0	
Whistleblower complaints	0	0	
Other human rights-related issues	0	0	
Complaints by Supplier	0	0	
Complaints by Community	0	0	

Based on the annual global compliance risk assessment, we identify and prioritize compliance risks and develop our audit and monitoring plan for the year.

The plan is shared with relevant stakeholders, and we track outcomes to ensure timely remediation of issues.

Risk Management

We are aware of the risky environment in which we operate and are actively taking steps to stay one step ahead. We are identifying internal and external risks to protect our organization. An essential factor affecting our business operations, financial success, and competitiveness in the market is risk management. Effective risk management is paramount to preserving our stakeholders' confidence and maintaining our reputation. To further ensure the safety and security of our resources, employees, and clients, our risk management strategy includes regular assessments, monitoring, and mitigation strategies.

We have a robust enterprise management framework to identify, evaluate, and mitigate strategic business risks. Our enterprise risk management procedures follow COSO ERM 2017 and ISO 31000:2018. The risk management process, risk governance, and risk awareness programs are all a part of Enterprise Risk Management (ERM). We can integrate our operations with our risk management programs mainly due to this framework. We have also developed Early Warning Indicators (EWIs) to determine the level of risk appetite for each risk.

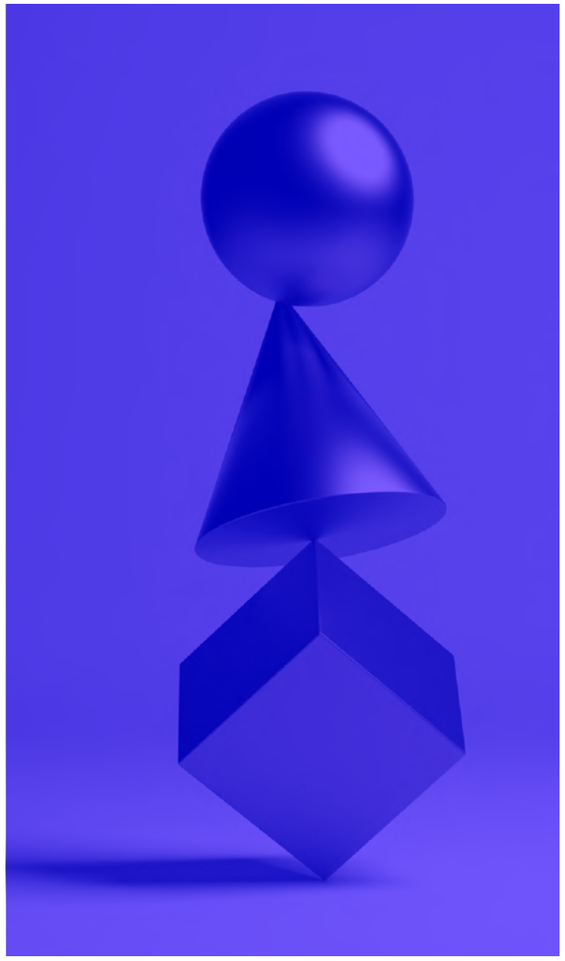
Risk Identification and Governance

We have a detailed and structured risk identification process in our comprehensive Risk Management Policy. The risks are identified for the enterprise and various processes or functions within the Company. We carry out an annual exercise every year to identify the risks faced by Hexaware. The identified risks are then assessed and prioritized based on their potential impact and likelihood of occurrence. Top risks and the associated early warning indicators are identified and assigned to relevant risk owners for appropriate mitigation. This helps us to develop appropriate risk mitigation strategies and ensure business continuity. We monitor mitigation plans and early warning indicators periodically and initiate appropriate actions, if and when required.

A well-defined risk governance structure with three lines of defense serves to communicate the approach of risk management throughout the organization by establishing a clear allocation of roles and responsibilities for managing risks on a day-to-day basis.

Our Chief Risk Officer (CRO) manages the ERM function and collaborates closely with the various risk owners. Also, risk-based audits are conducted regularly to increase the organization's independence and objectivity. The risk-based audits offer an unbiased evaluation of the efficiency of our risk management controls and procedures. This enables us to identify any gaps or weaknesses and take corrective actions to improve our risk management framework.

Hexaware has established a Cross-functional Risk Management Committee (CFRMC) to discuss current risk management issues. The committee ensure that risk management activities are carried out in accordance with the Policy. Throughout the organization, involvement and risk management awareness are promoted through training, workshops, e-mailers, seminars, conferences, quizzes, etc.



The top key and emerging risks identified for 2022 are:

01	02	03	04	05
Information and Cyber Security Risk	Talent Availability & Talent Retention	Increased Cost of Services	Data Protection & Privacy	Business Continuity & Disaster Recovery
06	**07**	**08**	**09**	**10**
Competition Risk	Service Delivery	Revenue Concentration (Customer/ Geography/Industry)	Regulatory & Compliance Risk	Climate Change

Key/Emerging risk	Mitigation plan	
Information and Cyber Security Risk As companies are working in hybrid mode and using digital technologies, they are more prone to sophisticated targeted attacks, ransomware threats, malware, data leakage, and other security failures.	» Leveraging next-gen technologies, we have implemented critical security initiatives like upgrading the security policies and processes, endpoint detection & response (EDR) monitoring, secure access service edge (SASE), security information and event management (SIEM), and timely patch management. » Periodic internal Vulnerability Assessment and Penetration Testing (VAPT), third-party vulnerability analysis, including simulated hacker attacks, dark web monitoring, Open-source intelligence (OSINT) scans, and external scans are performed to identify and remediate threats and vulnerabilities proactively. » Implemented an ISO27001:2013 certified ISMS and cyber security program. » Strengthened our endpoint security measures to mitigate work-from-home and cyber risks. » The governance and management of security compliance and risk are reviewed periodically.	» Engaged external auditing bodies to carry out a type-2 assessment of SSAE16 and ISAE3402 for SOC1 and SOC2 annually. » Cyber security alignment with NIST cyber security framework for the latest benchmarking of security practices. » Our posture from our internal and external vulnerability scans (E.g., Nessus) reflects our seriousness to achieve 0% of vulnerabilities, void of the issues that can be deemed as critical/severe/high by industry-standardized vulnerability scores. » We are in the top echelon of the BitSight scores in our industry with a score of 800 points, the industry average being in the range of 650 to 770. » The score represents our cyber security posture, performance, cyber risk, and overall security practices relative to the industry. » We engage with industry experts for emerging threat management and security technology adoption.

Key/Emerging risk	Mitigation plan
Talent Availability and Retention Delay in the deployment of and non-availability of employees with relevant skills, especially in new-age domains such as digital offerings, could result in revenue loss. We operate in an industry that is highly dependent on talent. We must continuously invest in employee training and development or face the risk of attrition.	» Dedicated competency SPOC at offshore and in the US identified to drive the HTD program, covering the training readiness, schedules, and logistics. » Doubled our recruitment capacity in two phases. » Added vendors for L1 Interviews to increase the funnel by 60%, as 60% of the candidates decline online screening. » Planned jumpstart training/internal training & deployment (ITD) on focused areas for bench employees to increase their chances for deployment. » Social platforms like Glassdoor are being watched more closely, with focused participation to respond to queries/concerns from current and prospective employees.

Key/Emerging risk	Mitigation plan
Increased Cost of Services Increase in salary and other expenses could affect margins.	We are improving our operating efficiency by: » Controlling operating costs (tight budgeting process). » Monitoring and replacing subcontractors with full-time employees, wherever possible. » Mentoring and guiding potential candidates to take greater responsibilities. » Implementing a rotation plan in our long-running projects. » Broadening the pyramid by hiring freshers. » The company has a structured training framework for upskilling existing resources on the latest technologies.

Key/Emerging risk	Mitigation plan
Data Protection and Privacy Leakage and misuse of confidential data and proprietary information increase the risk of non-compliance with privacy and data protection laws and can damage brand reputation, relationships, and growth.	» Having a robust framework that includes policies, privacy impact assessments, governance, data mapping, and incident management. » Possess robust data protection measures in compliance with the global standards and requirements of GDPR, HIPAA, PCI-DSS, etc. » Developed and communicated security awareness guidelines during work from home for our employees. » Signing NDAs with employees and providing regular training and awareness on information security and data privacy. Account-specific boot camps are conducted to sensitize the team, where required.

Key/Emerging risk	Mitigation plan
Business Continuity & Disaster Recovery We may be vulnerable to risks due to natural calamities, disasters, or pandemics.	» Certified for ISO 22301:2019 BCMS. » Structured business continuity management plan to address business disruptions at every level, thereby minimizing impact of outages, including recovery sites, intra-city redundancies, work from home, etc. » Business continuity plans are tested regularly. » Implemented DR capabilities for critical infrastructure (critical servers, firewalls, core switches, and other critical components) to ensure there is no single point of failure (SPOF) using cloud capabilities. » Implemented multiple connectivity options, e.g., over the internet through site-to-site VPN or MPLS and B2B VPN, so that employees can securely connect with both client and Hexaware network. » Ensured high availability and robust resilience measures for business and service continuity.

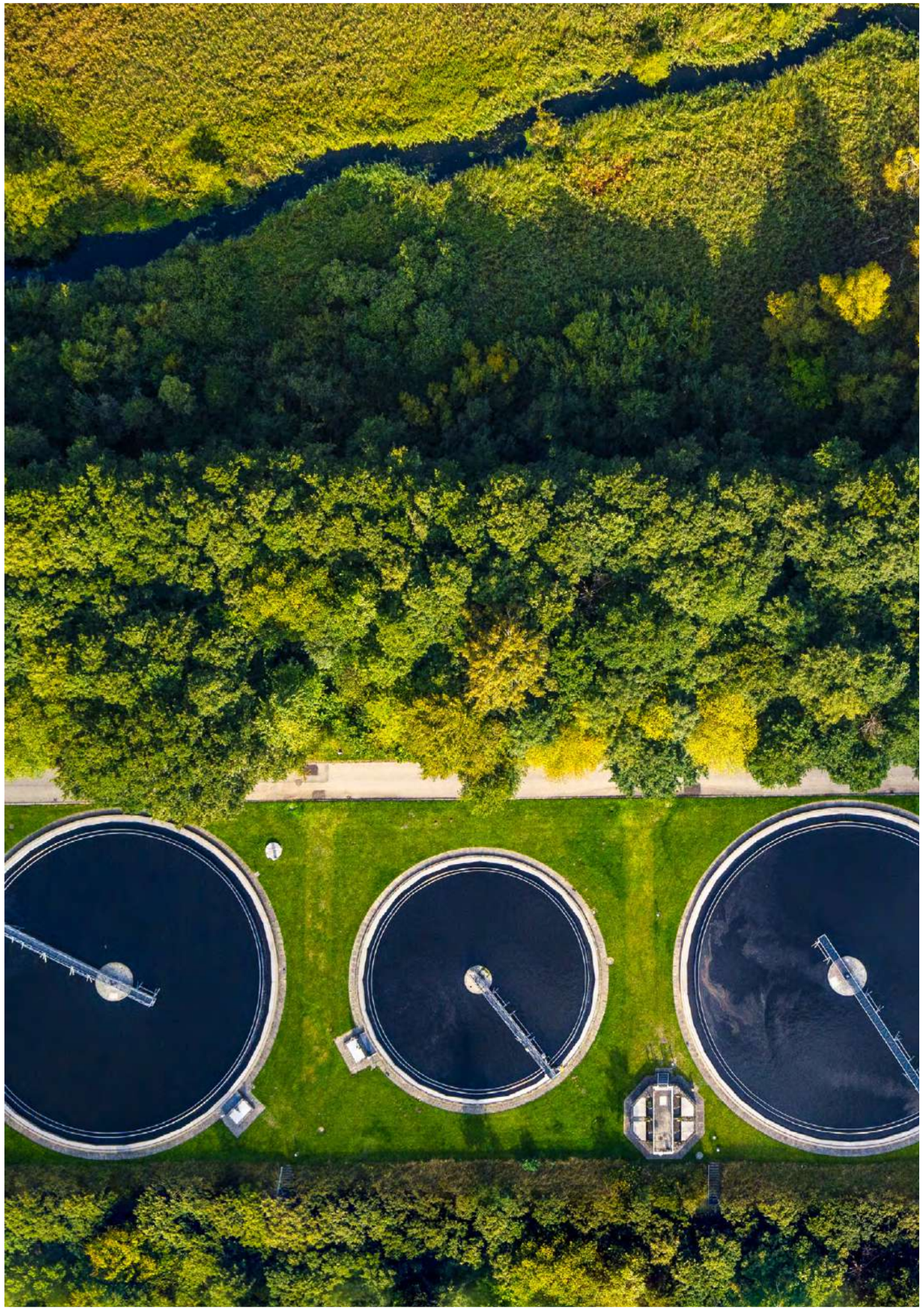
Key/Emerging risk	Mitigation plan	
Competition Risk We face competition from various tier 1 and tier 2 organizations. Moreover, some of our clients might consider outsourcing to onsite providers of outsourcing services.	» Increased our service offerings to include new-age technologies such as automation, cloud, mobility, and digital. » Restructured our business by creating service lines to deliver focused service to our customers. » We promote Bottom-Up Disruption by encouraging employees to provide innovative value adds to the customer. » The company has invested in building its partner ecosystem with market-leading product and platform vendors and niche technology providers to help our clients solve critical business challenges.	» Nurture long-term relationships with our customers. The average relationship duration with the top 10 customers goes back 15 years. » Adhere to pre-sales accountability to drive bids in each vertical. » Strengthened sales team to win new clients and mine existing accounts. » Constantly monitor analyst ratings (ISG) across geographies and service lines to ensure we retain our position in the 'leader' quadrant.

Key/Emerging risk	Mitigation plan	
Service Delivery Risk Service delivery could be a risk factor, especially with employees working from home for almost two years.	» We check our customers' pulse through multiple customer delight surveys. Usage of advanced analytical models to analyze these inputs and determine future course of action. » A daily status reporting tool is used for voluntary disclosure of key challenges faced by delivery teams. This enables timely actions and speedy resolution.	» Regular tracking of the Project Health Index of all projects to ensure that all project parameters are tracked effectively. » Knowledge-sharing sessions within the team to retain the project knowledge among team members.

Key/Emerging risk	Mitigation plan	
Revenue Concentration (customer/ geography/industry) Concentration of business from customers from limited geographic areas and dependence on few customers could impact business.	» Increased focus on markets other than the US, i.e., Europe, APAC, Nordic, Middle East, and Africa (AMEA) regions, and tracking the percentage share of America to total revenue. » We have delivery centers in the Philippines, Poland, Dubai, Manila, and Hong Kong.	» Regular monitoring of the revenue contribution of our top 5 customers vs. others.

Key/Emerging risk	Mitigation plan	
Complex and Changing Global and Local Regulation Our business operations are spread across various geographies, and we offer our clients a wide range of services. This increases our exposure to various risks associated with regulatory requirements.	» We have a well-defined compliance framework to track regulatory compliances globally and have defined owners for various compliances. » Use of compliance tool to track and monitor compliances	

Key/Emerging risk	Mitigation plan
Climate Risk A risk facing business and governmental entities resulting from climate change and affecting natural and human systems. The predicted impacts of climate change are becoming increasingly visible. Environment and climate-related risks—including extreme weather events, water scarcity, and the failure to adapt and mitigate climate change -- are among the top threats.	» Increased usage of renewable energy year-on-year at our India offices. A high percentage of total energy consumed at the India campus is fed from green power (wind and solar). » High-capacity solar panels are installed at our India offices to avoid greenhouse gas emissions. Energy Consumption per employee is decreasing every year by adopting energy-efficient measures. » As a group captive power consumer, Hexaware is availing wind energy from a third-party power agency. Hexaware campuses are zero-water discharge campuses.



Climate risk management

Climate change is one of the most significant risks to the planet. According to the Intergovernmental Panel on Climate Change (IPCC), the chance of breaching the 1.5°C target by 2030 stands at about 50%. This highlights the urgent need for countries to take immediate action to reduce greenhouse gas emissions and transition to renewable energy sources. Failure to do so will cause irreparable harm to the planet and its inhabitants. Thus, a net-zero economy must be established to lessen the effects of climate change.

We have aligned our ESG practices with the Task Force on Climate-Related Financial Disclosures (TCFD) and have completed the gap assessment. We have performed Climate Risk Assessment with the help of Scenario Analysis. We have identified Physical risks (RCP 2.6 and RCP 8.5 scenarios) & Transition risks (International Energy Agency's (IEAs) NZE2050 and STEPS scenarios) and are working on the mitigation measures.

At Hexaware, we aim to achieve net-zero GHG emissions (Scope 1 and 2) by 2040.

Opportunities at Hexaware

Development of New Products and Services (R&D and Innovation) will lead to an increase in revenue

Our **Amaze® ESG Solution**—a part of **Amaze®** for Capital Markets, is a sustainability-inspired solution. The lack of standardization in disclosures has led to an increase in the range of global taxonomies and regulatory frameworks to help in the common interpretation of ESG indicators and aid consistent disclosure reporting and integration for investor communication.

Our **Amaze® ESG** platform incorporates these standards with inbuilt data management capabilities like data ingestion, processing, validation and extraction, visualization, reporting, and analytics. Our ESG integration platform-led services will significantly enhance the capabilities around sustainability risk and investing decisions, ESG analytics, investment reporting, regulatory compliance and reporting, taxonomy alignment, and net-zero alignment. To help our financial services clients align with the regulatory and market requirements, we have added capabilities on SFDR (Sustainable Finance Disclosure Regulation) reporting. With the growing demand for ESG reporting, our platform will help customers across various sectors.

Social Responsibility – Alignment with Local Communities

We at Hexaware strive to constantly create an impact on the lives of our stakeholders across all communities in which we operate. We focus on critical areas of education, women empowerment, environment, health and sanitation, sports, natural calamities and disaster relief, and rural development. We are providing structural interventions around generating greater interest in STEM education and STEM careers in the younger generation, which can address talent scarcity issues in the future and help build a brand reputation for alignment with local communities. In partnership with the Environmentalist Foundation of India (EFI), we are also focusing on restoring water bodies. The project has benefited the people of Tamil Nadu and helped conserve crores of liters of water.

Transition to Low Carbon Operations Leading to Reduced Operational Costs

The focus on green energy has provided us with a significant opportunity to manage our emissions and improve cost efficiencies. A high percentage of total energy is consumed at the India campus. It is fed from green power, allowing us to increase year-on-year usage of renewable energy at our India offices. We have also been able to install high-capacity solar panels to avoid GHG emissions. As a group captive power consumer, we are availing wind energy from a third-party power agency and have invested in a renewable energy company to avail the benefit of renewable energy at our India offices. Additionally, we are decommissioning physical servers, performing cloud services migration of critical infrastructure, and migrating desktop users to laptops. These measures have allowed us to decrease energy consumption per employee every year.

Processes to remediate negative impacts

Topic	Approach to adapt or mitigate	Financial implications
Cybersecurity and data privacy Cybersecurity and data privacy is a risk as well as an opportunity for us as it is imperative to protect our customer's data, our brand, and market value. It will help us promote business ethics and is integral to maintaining the Confidentiality, Integrity, and Availability (CIA) triad.	**We have taken a few initiatives to mitigate this risk:** » We have implemented crucial state-of-the-art security initiatives like upgrading the security policies and processes, Endpoint detection and response (EDR) monitoring, Secure Access Service Edge (SASE), Security Information and Event Management (SIEM), and timely patch management. » To proactively identify and remediate threats and vulnerabilities, we ensure that periodic internal Vulnerability Assessment and Penetration Testing (VAPT), third-party vulnerability analysis, including simulated hacker attacks, dark web monitoring, Open-Source Intelligence (OSINT) scans, and external scans are performed. » We have implemented an ISO27001:2013 certified ISMS and cyber security program and strengthened our endpoint security measures to mitigate work-from-home and cyber risks. » We ensure governance and management of security compliance, periodic risk review ,and engage external auditing bodies to conduct a type-2 assessment of SSAE16 and ISAE3402 for SOC1 and SOC2 annually. » We align with the NIST cyber security framework for the latest benchmarking of security practices. » Our posture from our internal and external vulnerability scans (E.g., Nessus) reflects our seriousness to achieve 0% of vulnerabilities, void of the issues that can be deemed as critical/severe/ high by industry standardized vulnerability scores. » We are in the top echelon of the BitSight scores in our industry, with a score of 800, the industry average being in the range of 650 to 770 points. The score represents our cyber security posture, performance, cyber risk, and overall security practices relative to the industry. » We engage with industry experts for emerging threat management and security technology adoption.	A proper system ensures unhindered business continuity and improves overall customer trust and satisfaction. This will help us avoid costly lawsuits, protect our brand and market value and build long-term relationships.

Topic	Approach to adapt or mitigate	Financial implications
ESG Governance ESG Governance is an opportunity for us as it is linked to our business strategy. It helps us ensure effective risk management and enhances long-term value for stakeholders.	We see our stakeholders as partners in success, and will continue working to maximize stakeholder value. By consistently increasing the effectiveness of our business models and services, we strive to provide a superior experience to our stakeholders. Our governance architecture promotes continual improvement of its operations and services.	Our good governance practices lead to a better response to a constantly changing environment that will enable us to attract significant capital investment.

Topic	Approach to adapt or mitigate	Financial implications
Recruiting and managing global, diverse and skilled workforce Recruiting is a risk as well as an opportunity for us. Recruiting and managing global, diverse and skilled workforce helps us improve operational efficiency and increase employee loyalty. We enjoy the benefits of a highly-skilled workforce with reduced hiring costs.	We are committed to creating a high-performance and high-engagement culture, resulting in a high retention rate. We conduct regular performance reviews, coaching, and appraisals. We ensure internal job posting/internal job rotation, follow a merit-based pay system, and conduct employee engagement activities regularly. Our Learning Management System defines, enables, and monitors competency development based on agreed plans. We have instituted a Rewards and Recognition (R&R) program and closely monitor social platforms like Glassdoor to respond to queries or concerns from current, past and prospective employees.	We have successfully fostered a culture of team spirit, leadership, and knowledge sharing within the Company. We also focus on increasing productivity, reducing attrition, and creating a better workplace. These have enabled us to develop a core team of experts and reduce hiring costs.

Topic	Approach to adapt or mitigate	Financial implications
Water Water is a risk for us since water scarcity can impair our Company's business operations.	We have established a Water Management Policy built around the principles of 'reduce, re-use, recover and recycle,' thus enabling a circular economy. Through the Policy, we show our commitment to uphold laws and regulations, improving water efficiency, reporting our water performance, and identifying and tracking water-related risks. To improve water management, we are training employees to save water, ensure efficient use of water on campuses, and recycle wastewater. We also capture rainwater through our well-established rainwater harvesting system.	Our systems help manage water resources efficiently and optimize our water footprint. It also helps us undertake steps to reuse and restore water for local communities.

Topic	Approach to adapt or mitigate	Financial implications
Local communities Local Communities present an opportunity for us. Our operations can help boost the local economy, create employment, and motivate our employees through community volunteering programs.	We at Hexaware strive to constantly create an impact in the lives of our stakeholders across all communities in which we operate. **We engage in strategic philanthropic programs across four strategic areas:** » Flagship Programs » Employee Engagement Programs » Stakeholder Management Programs » Programs Aligned with National (India) Themes	Our efforts towards the local community help generate goodwill for us, create value for stakeholders, attract local talent, and foster a culture of collaboration.

Topic	Approach to adapt or mitigate	Financial implications
Anti-corruption Anti-corruption is a risk as well as an opportunity for us as compliance with regulations is required, but strong practices form a part of good governance.	We have a strong Anti-bribery and Anti-corruption Policy, procedure, and culture permeating the organization. We ensure that awareness regarding ABAC is imparted through continuous training to new joiners and existing employees, and track compliance to all relevant legislations.	Our strong culture helps in transparency and savings to the organization on fines and penalties. It also aids effective corporate governance, boosts our image, and improves employee loyalty.

Topic	Approach to adapt or mitigate	Financial implications
Effluents and waste This is a risk as well as an opportunity for us, as proper management can help prevent the spread of disease and reduce pollution. While effluents and waste can be an environmental hazard and require legal compliance, suitable treatment prevents water, soil, and air, contamination, thus promoting health and hygiene.	We are focusing on waste management by working toward our goal of minimizing waste going to landfills by following our comprehensive SOP. We ensure proper segregation of waste at source for effective recycling and disposal. Additionally, we have discontinued using plastic water bottles and replaced them with glass bottles in all our offices. We have stopped using single-use paper cups and plastic straws across all our locations. We send our e-waste to authorized vendors for disposal to be processed in accordance with all applicable local, state, and federal laws in an environmentally controlled way, thus preventing waste from going to landfills.	Recycling waste can lead to decreased cost and increased savings, and simultaneously help reduce our carbon footprint.

Topic	Approach to adapt or mitigate	Financial implications
Occupational health and safety It is a risk as well as an opportunity for us as we need to safeguard the health and well-being of employees and prevent work-related injuries and illnesses of our employees.	We provide a safe and healthy workplace by periodically identifying health and safety-related risks and opportunities at our operations to prevent occupationally induced illness or injury. We have established safety committees at all locations to monitor and control employee health and safety matters. These committees implement robust governance to investigate incidents, actively deploy mitigations, and improve the timeliness and efficacy of emergency response practices.	Employee safety leads to healthier and happier employees, increasing their performance and productivity.

Cyber Security and Data Privacy

The global cyber threat continues to evolve rapidly, with a rising number of cyber-attacks and data breaches each year. **As an IT company, we recognize the importance of data privacy and cybersecurity. We are committed** to taking extensive security measures **to protect sensitive information** from cyber-attacks and unauthorized access. We routinely update our security protocols to stay ahead of potential risks and enhance the security of our systems and information. Preventing data leakage is extremely important to us, and we have put in place several systems and procedures to ensure that there are no data breaches.

We make sure that only secured VPN/MPLS/SDVAN connections are made to customer networks. We have state-of-the-art security controls, including firewalls, Antivirus / endpoint detection and response (EDR), web proxy monitoring tools, Security Information and Event Management (SIEM) tools, and external vulnerability assessments to look for anomalies. We ensure that admin privileges and USB ports are disabled by default. Additionally, we have set up data encryption tools, restricted internet access and print screen and copy-paste controls. We also have mobile device management controls in place.

We are continually working to improve our data security posture. We have implemented to monitor the surface, dark, and deep web for content associated with the organization, branding, DNS/email domains, or any compromised user credential. We have also implemented an advanced Security Operation Center (SOC) with artificial intelligence and machine learning capability to monitor internal organization assets for cyber security platforms. Further, we have implemented tools for DRM/IRM, DAST/API testing, VMDR, and endpoint vulnerability discovery. These measures have significantly enhanced our ability to detect and respond to potential cyber threats, having User and entity behavior analytics (UEBA) and Security orchestration, automation, and response (SOAR) capabilities. With these security measures in place, we are confident in our ability to protect our data and assets from malicious attacks.

We have a well-defined and comprehensive Data Privacy Policy which meets the requirements of privacy laws across the globe. We have defined and implemented the Cookie Policy to track the behavior of users visiting the Hexaware website. We obtain explicit consent from the users prior to tracking the User behavior and have implemented technical and organizational measures to protect the user data. User data is retained as per the Data Retention Policy and safe disposal beyond the retention period. We ensure data is collected and processed only on a lawful basis and that user data is not used for secondary purposes.

Cybersecurity Governance

We use a multilayered approach to contain data privacy and cybersecurity risks. Our Chief Risk Officer is responsible for ensuring data privacy and cybersecurity, and weekly system reviews to ensure data privacy. Additionally, the **Chief Operating Officer (COO)** reviews the system monthly, and the **Board and Audit Committee reviews it periodically.**

The COO assumes great responsibility for ensuring information security for all our stakeholders. He identifies the required resources and keeps the organization's networking, communications, and operations secure at appropriate levels. Some of the responsibilities of a COO include:

- Reviewing the System Technology Group regularly.
- Overseeing the installation and upkeep of the organization's hardware, software, backups, and disaster recovery plans.
- Ensuring compliance with the laws, regulations, and information security policies and procedures.
- Ensuring the availability of consultants and funds for implementing the Quality Management System (QMS) in the organization.

The **Head of Quality Management Group ensures** adherence to and prepares the organization for external assessments under international standards of ISO 9001, ISO 20000, ISO 27001, and ISO 22301. The Head oversees process implementation and conformance and reviews, approves, and monitors compliance with the Information Security Policy. The Head also participates in the Management review (Quality, Service, and Security) meeting and monitors the progress of the action items.

At Hexaware, we have developed and approved a thorough business continuity and disaster recovery plan that covers disaster recovery for all essential IT infrastructure, both at the organizational level and for IT assets supplied by customers. The plan is reviewed and updated every year. The critical components and dependencies are identified through a Business Impact Analysis (BIA) within the activities of a Business Continuity Management System (BCMS) at the project and organizational levels.

Recovery Time Objective (RTO) and Recovery Point Objective (RPO) are determined based on how essential the services are, and a recovery strategy is planned accordingly. RTO is the period after an outage during which business processes and related applications must be restored to avoid a specific level of impact. RPO is determined by identifying how much data the staff could manually recreate for a given application. Additionally, we have devised disaster recovery plans approved by appropriate authorities and regularly tested and reviewed. Customer-mandated DR requirements are part of engagement-specific DR plans. The annual calendar for disaster recovery actions is published and covers critical services such as Common Internet Link, SD-WAN, Firewall, and P2P link, and the activities are performed bi-annually. Customer-specific site recovery and simulation tests are conducted, and the drill results are shared with the customer in accordance with the agreement and the critical infrastructure.

We have a well-developed information security management system. We undergo an annual surveillance audit and a recertification audit once in three years for ISO 27001 and ISO 22301. We also undertake SOC 1 Type 2 and SOC 2 Type 2 assessments annually. Additionally, vulnerability assessment is performed internally on all the networks and systems every month. We also undergo external Penetration Testing annually by third-parties. These audits and assessments ensure that our organization's information security management system complies with international standards and industry best practices. By conducting regular vulnerability assessments and penetration testing, we identify potential weaknesses in our systems and take proactive measures to mitigate any security risks.

During the reporting period, there were zero cases of cyber-attacks impacted the organization. There were no internal or external data breaches or any instances of non-compliance with legal regulations and voluntary codes. During the period, we did not have any non-monetary sanctions or monetary fines for non-compliance with laws and legal regulations related to data security. We aim to comply with all relevant laws and be at par with all the industry best practices while creating pioneer information security systems and procedures. We have implemented strict measures to protect our client's data and prevent any unauthorized access or breaches.

Information security training

100% of our employees are covered under the information security awareness program. We regularly provide them with training sessions and updates about security protocols and industry standards. Regular training and assessments aid in reducing the risk of security incidents and safeguarding sensitive data. Security awareness training is given to every new hire. All employees and contractors also participate in the annual refresher training. Every year, all employees and contractors must pass mandatory data privacy and information security assessments.

We also regularly assess the risks, and provide our contractors the necessary training. Before onboarding a supplier, an onboarding pre-assessment process is conducted to validate the security requirements and clearance. In addition, if a notification of a threat or vulnerability is received, an event-based risk assessment is performed. We ensure that all our suppliers undergo annual risk assessments. By conducting pre-assessments and risk assessments, we can make sure that our suppliers adhere to our security standards and that we are aware of any threats or potential risks. We can thus maintain a high level of security throughout our supply chain by carrying out these evaluations regularly.

Direct and Indirect Economic Impact

We are dedicated to conducting business sustainably while creating value for all our stakeholders. Our strong capital structure and vision, ensure we take advantage of every opportunity and are ready for both current and emerging risks. Our business and governance strategies at Hexaware drive the Company's growth and generate profits for its shareholders. Hexaware is prepared to continue its global expansion because we have confidence in our strong operational capability, long standing relationship with its clients, and secure capital availability. This section includes the key financial disclosures for the year 2022.

Economic Performance

Our revenue in 2022 has increased by 28.2% since 2021.

Revenues

Net Worth

Profit After Tax

Performance
(Values in INR Million)

Tax Strategy

At Hexaware, we seek to comply with relevant tax laws and obligations in each jurisdiction of operation and accordingly pay our fair share of taxes in those countries. We have established robust tax risk management processes that enable the identification, assessment, management, and mitigation of critical tax risks, along with accurate recording and reporting. We believe in creating and maintaining a transparent, constructive, and cooperative dialogue with tax authorities.

We adhere to the principle of transparency by ensuring that required disclosures are made in the financial statements to communicate appropriate information regarding tax matters clearly to all our stakeholders. We consult with senior management, in-house tax experts, and/or external consultants/advisors to prevent and reduce significant tax risk.

To ensure efficient tax management, we use measures and tools to identify, assess, manage, and mitigate any operational reporting, financial reporting, and compliance tax risks in all the countries we operate in. The management reviews the tax strategy as needed to make sure that the people, procedures, and technology are suitable for handling our current tax implications.

We are committed to acting with integrity and transparency. Our tax strategy and policies implement appropriate reliefs to control tax costs. While our transactions are driven by commercial rationale and economic activity, they are not to gain a tax advantage. The tax law may be subject to interpretation, especially when there is less clarity on evolving tax laws. In circumstances where we have reasons to believe that there is uncertainty concerning the application of the tax laws, we seek external tax advice to ensure that we do not suffer any unforeseen or unreasonable tax outcomes.

Within the Hexaware Group, transactions take place in different tax jurisdictions. The legally recognized 'arm's-length' principle serves as the foundation for all our transfer pricing calculations. Further, we comply with the applicable Transfer Pricing regulations. In the current transfer pricing post-Base Erosion and Profit Shifting (BEPS) scenario, we follow the substance over form philosophy.

We continually enhance the knowledge management systems to meet the evolving diversities and complexities in the business model, and thereby adhere to the aforementioned principles.

Supply Chain Management

At Hexaware, we have developed sustainable procurement practices focused on local, diverse, and ethical partners since we believe in the growth of our neighboring communities as we expand. While upholding the highest standards of quality and efficiency in our business practices, we hope to positively impact the environment and society through these practices.

At Hexaware, we are devoted to having a positive social impact and work towards achieving sustainability in all operations, including sourcing and procurement. Our unwavering commitment is to have 100% critical suppliers screened on ESG criteria by 2025. Being a signatory to UNGC, we are committed to integrating UNGC principles into our supply chain and working toward creating a lasting positive environmental and social impact.

Our Sustainable Procurement Policy serves as our commitment to sustainable procurement. The Policy supports the highest standards of economic, social, ethical, and environmental practices and aids in identifying and managing risks related to our procurement process. It also helps us uphold all relevant laws and regulations. It is accessible to all internal stakeholders via our intranet portal, and to all external stakeholders via our website. All of our purchase orders are required to have environmental, health, and safety clauses to reiterate our commitment to ESG.

Further, conforming with our supplier code of conduct (SCoC), we expect strict adherence to widely accepted procurement ethics from suppliers and their subcontractors in all procurement-related interactions. The SCoC leverages the UNGC principles, which include protecting and upholding internationally proclaimed human rights, treating all persons with respect and dignity while safeguarding their rights, eliminating forced and compulsory labor, abolition of child labor, and implementing strong corporate governance practices across the supply chain.

As an environmentally conscious organization, we urge our suppliers to protect the environment and use scarce natural resources in their business processes judiciously. We emphasize the importance of health and safety in their workplace and expect the supplier to comply with health and safety requirements. We ensure that the SCoC is accepted and acknowledged by suppliers. We will continue to ensure 100% acknowledgment of the SCoC by suppliers.

At Hexaware, we believe in helping our suppliers lead sustainable businesses. We enabled our suppliers to resolve key sustainability challenges through capacity building and incorporating the best practices towards sustainable and low-carbon development and growth. In 2022, we initiated training on ESG topics and their relevance to the products and services provided by Hexaware. The sessions helped us communicate our expectations from our suppliers regarding their ESG performance.

The topics include:

01

Introduction on ESG

02

Need for ESG

03

ESG@Hexaware

04

Hexaware's expectations from suppliers to be a responsible corporate citizen

Suppliers are categorized based on the nature of the product or service they provide as follows:

01

Supplier of Staffing services
This refers to contractors (business and support) who provide manpower to Hexaware. The manpower assigned to Hexaware works at Hexaware and/or its client locations as an integral part of the workforce.

02

Supplier of Services
This refers to partners or agencies that provide essential services (such as catering, food and beverage counters, transportation, construction, etc.) at Hexaware locations.

03

Supplier of Products
This refers to partners who supply products to Hexaware (such as hardware, software, electrical or electronic equipment, furniture, heavy equipment, paper products, etc.) across Hexaware locations.

Supplier Screening

We make an effort to select reputable suppliers who uphold strict ethical principles, offer a safe and healthy work environment, safeguard human rights, protect the environment, and adhere to all relevant legal and regulatory requirements.

We try to support small, regional, and diverse businesses as long as they satisfy all other requirements. While the definition of 'diverse' is often specific to the country, we recognize businesses as diverse when they are certified to be at least 50% owned, controlled, and managed by people belonging to any of the following categories:

- Minorities and groups eligible for the local government's affirmative action program
- Women-owned businesses
- Persons with disabilities
- LGBTQ+
- Service veterans and disabled service veterans
- Historically Underutilized Businesses (HUB Zone)
- Micro, small, or medium enterprises

In the case of staffing services, before empanelment, we evaluate the vendor's capabilities and validate if they can support fulfillment activities for relevant skills. We try to understand if the vendors can provide dedicated recruiters to service the focused demand of crucial accounts for the required skillset.

Also, vendor performance analysis is carried out regularly. It focuses on the submission ratio, quality of profiles, selection ratio, and turnaround time, based on which we classify the vendors as preferred or non-preferred.

Geography	Region	GVM[1] (People)	PROC[2] (Others)	Total Supplier Count
NA	US	181	179	360
	Mexico	19	18	37
	Canada	28	1	29
EU	EU	110	97	207
APAC	India	82	541	623
	Rest of APAC	42	43	85
		462	**879**	**1,341**

[1] **GVM:** Global Vendor Management

[2] **PROC:** Procurement

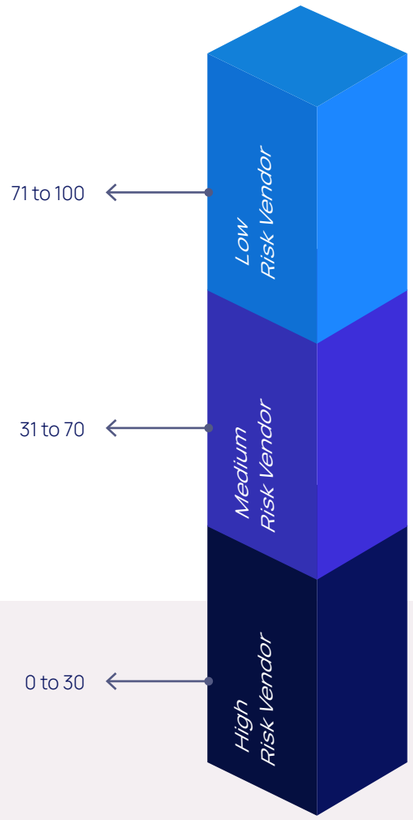
We had no actual and potential negative environmental and social impact in the supply chain. We had no significant changes to our supply chain in fiscal 2022.

Supplier Assessment

The Enterprise Risk Management process includes regular supplier risk assessments. Procurement helps us assess sustainability-related risks, plan and monitor the implementation of mitigation and contingency plans and follow up with suppliers to implement action plans. The supplier's sustainability risk is assessed by various parameters related to the environment, health and safety, human rights, labor, governance, training, compliance, and monitoring.

In three calendar years, all the critical vendors must undergo ESG assessment at least once. The ESG assessment will be based on the following parameters.

Based on the ESG risk assessment outcome, vendors would be classified as Low, Medium, or High risk. The ESG assessment scores will range from zero to a hundred. The vendor classification is as follows:



Vendor classification against ESG Assessment Score

The vendor risk rating can be increased based on the company's assessment. For example, a third-party scored as low-risk may be reassessed as medium or high-risk after completing the ESG assessment. The high-risk vendor list is reviewed by the procurement function annually.

Putting People First

Key Highlights

33%
Women Workforce

4442
Net New Hires
(New Hires - Turnover)

35 Hrs
Average
Training Hours

2.8M USD
spent on Learning
and Development

Contribution to SDGs

Good Health and Well-being	3
Quality Education	4
Gender Equality	5
Decent Work and Economic Growth	8
Reduced Inequalities	10

Interlinkages with Material Topics

- Recruiting and managing a globally diverse, skilled workforce
- Occupational Health and Safety

Our purpose, "creating smiles for people and technology", steers us to provide our employees with equal opportunities, a protected and inclusive working environment, and opportunities for learning, growth, and development. Moreover, we have set specific goals and targets to create a diverse workplace and support our employees on their learning journey by training them in digital and new technologies.

Employee Engagement

At Hexaware, we are inspired by our core values to foster a culture of growth, empowerment, learning, and empathy. Our policies and procedures, such as the Diversity, Equity, and Inclusion Policy, Slavery and Human Trafficking Statement, Health and Safety Policy, Anti-harassment Policy, Human Rights Policy, and the Code of Conduct, not only guide us but also drive us to protect our employees and create a diverse and equitable working environment. We believe that building strong relationships with our employees is essential, and to achieve that, we actively engage with them on a regular basis.

To cultivate trust in our company values and maximize human potential, our leadership periodically engages with employees. One such unique initiative is **"Koffee with Keech"** where the CEO interacts with a changing group of employees to collect feedback and hear about their experiences. These sessions can be open forums or more focused discussions gathering specific feedback about a process from a business unit or a particular group of employees. In 2022, **"Konnect with Keech"** was held in Mumbai and Chennai, with many employees visiting Keech along with their families. **'Hexaware in your Hometown'** is another opportunity we created to facilitate in-person interaction between our employees, their families, and the leadership. This event enables employees located in different towns across India to meet their colleagues and leaders in their town. In 2022, it was organized in Madurai, Coimbatore, Hyderabad, Pune, Noida, and Mumbai. Additionally, an exclusive get-together was organised for new joiners in Mumbai and Noida.

Furthermore, Human Resource Business Partners (HRBPs) effectively plan and monitor various engagement activities like annual town halls, quarterly town halls, pulse meetings, skip meetings, happy hours, and round table series. We organized a landmark event, **"Yuva"**, for all our business units to come together, celebrate success, acknowledge smart work and foster a sense of unity. The event was an amalgamation of culture, creativity, competitiveness, teamwork, and team bonding.

In 2022, we launched a revamped recognition and rewards programme called R&R 2.0. This program enables managers and peers to acknowledge accomplishments with awards such as Culture Champ, Tech Guru, Rockstar of the Month, and more. Each award is worth a certain number of points that can be redeemed for over 10,000 items from leading retailers in our R&R portal. Our recognition and rewards program include:

- "Spot" recognitions and other awards for exceptional performance
- Long-service awards for employees who have completed significant years of service
- Annual awards for outstanding performers
- Performance-based incentives and bonuses

As per Hexaware's Performance Management Guidelines, only permanent employees undergo an annual performance and career development review. Additionally, only employees who joined Hexaware before September 30, 2022 are eligible for performance reviews under the policy.

The yearly review of performance was available to 24,851 employees, and all eligible employees accomplished the process. There is transparency in the process and employees can see the rating given by their supervisor in the tool.

Performance Appraisal Data

	CY 2021			CY 2022		
	Total Number of Employees	Eligible Employees	%	Total Number of Employees	Eligible Employees	%
Gender						
Male	15,569	13,326	86%	17,985	16,711	93%
Female	7,026	6,068	86%	8,916	8,140	91%
Total	**22,595**	**19,394**	**86%**	**26,901**	**24,851**	**92%**
Category-wise						
Senior	1,499	1,385	92%	1,803	1,760	98%
Middle	7,868	6,826	87%	7,533	7,225	96%
Junior	13,228	11,183	85%	17,565	15,866	90%
Total	**22,595**	**19,394**	**86%**	**26,901**	**24,851**	**92%**

Note: The Percentage represents only those eligible employees who have joined before September 30 out of all permanent employees of respective year under consideration.

Our virtual assistant, **Amber**, connects with the employees from the day they join until the time they leave. During this period, the application collates and shares valuable feedback and information from employees while highlighting any issues that need to be addressed. Amber has been incredibly useful in ensuring constant communication with each employee, even when they work from home for a few days a week, and in-person engagement or interaction is limited. Additionally, collaboration tools like **Facebook@Work (Yammer)** allow employees to openly voice their suggestions or issues . Continuous feedback from employees helps us continuously improve our process and requirements.

We are not having any Transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination of employment.

Talent Attraction and Retention

To stay ahead of the curve in the agile and dynamic IT industry, we prioritize attracting talent that demonstrates a high level of focus and technical expertise.

To ensure we attract individuals with relevant skill sets and reduce our hiring costs, we implemented the **HTD (Hire Train Deploy)** model. This model enables us to hire employees based on their core skill sets and provide training to enhance their performance efficiency. Furthermore, it helps us minimize the time spent searching for ideal candidates and onboarding new personnel. A dedicated competency team works in collaboration with the recruitment team to train suitable candidates.

Once hired, we take pride in our continued focus and efforts to retain our employees. To improve retention, we have adopted the Early Warning Signal (EWS) tool, which helps track employee behaviour and categorizes them as red, amber, or green based on their behavioural aspects. The tool also predicts the likelihood of an employee leaving the organization. Additionally, we closely monitor social platforms like Glassdoor and actively participate in addressing queries or concerns raised by current and prospective employees.

Our gender diversity has improved, with women now comprising 33% of our total workforce.

Furthermore, we celebrate our employees' achievements and honour them with the following accolades, as and when applicable:

Unit-specific Recognition Programs
Recognizes and celebrated employees who have made a significant difference

Maverick Skill Bonus
Acknowledges and rewards employee contribution to organisational initiatives

KPI-driven Incentive Plan
Bonus policy to provide fair, rapid process and methodology to determine performance

Celebrating Personal Milestones
Celebrating employee personal events such as birthday, wedding, etc.

Long Service Awards
Long term service tenure or lualty towards the Company is appreciated

ACE Performers
Monthly and quarterly ceremony to above and beyond performers

High Performers Club
Club members awarded with benefits, with 166 consistent members

Great Managers' Award
Felicitated managers who performed exceedingly well

Brainbox Awards
Forum for projects to share the value added activities performed and leading ones are awarded

In addition to this, employees' milestones are recognized and celebrated through our **rewards and recognition portal, InAwe.**

Employee Well-being

Our Hexacare forum reaches out to all employees and raises awareness about their health, safety, and well-being. These forums are created "for the employees, by the employees, and with the employees" to provide services centered around work-life balance and recreation. We organize Zumba classes, yoga sessions, sound healing sessions, Hexakids Day, Hexaware Premier League (HPL), and women empowerment sessions, etc.

We recognize the impact of day-to-day stress on our employees and have partnered with specialists in counseling to support them in dealing with personal and workplace stress. This program has helped motivate employees and prevent potential life-threatening situations. Counselling services are available in face-to-face, telephonic, and online formats, including e-workshops. This initiative also offers other supplementary services such as Wellness Coaching, Online Health Risk Assessment tools, and Self-Help Library/Self-Assessment Tests. The program also includes customized sessions for managers and leaders.

To bring our purpose of "Creating Smiles" to all stakeholders, including employees, customers, housekeeping staff, and communities, we launched a campaign. A short, happy video conveyed our promise to create smiles in a simple and impactful way. This campaign brought our defining values to life, and emphasized the trust created by working in a great environment.

In February, we introduced the Mascot **Dr.H** who shares health tips, diet recommendations, and exercise routines with employees on a weekly basis, and gradually transitioning to a fortnightly basis throughout the year. As part of the Heart of Hexaware initiative, we encouraged employees to dress up in red and engage in activities that make their hearts happy and healthy. We also organized a Leadership Lantern series session with eminent doctors who provided insights on maintaining a strong and healthy heart.

We prioritize providing a safe working environment, relevant medical care, and facilities to consult doctors on our primary campuses. Our employees are covered under hospitalization, personal accident, group term life, and insurance benefits.

We offer various types of parental leave to our permanent employees, including maternity leave and miscarriage leave as per the Maternity Benefit Act, 2017, as well as paternity and adoption leave.

Parental Leave Data

Disclosures	Male	Female	Total
Total number of employees that were entitled to parental leave, by gender.	17975	8926	26,901
Total number of employees that took parental leave, by gender.	229	278	507
Total number of employees due to return to work after taking parental leave	228	175	403
Total number of employees that returned to work in the reporting period after parental leave ended, by gender.	228	170	398
Number of employees who had taken parental leave in prior period and due to return to work in prior reporting period	433	168	601
Number of employees who returned to work after parental leave ended and are still employed 12 months after their return to work	285	85	370
Return to work rate (in percentage)	100%	97%	99%
Retention rate (in percentage)	66%	51%	62%

Note: Only Permanent Employees of Hexaware IT, BPS & Mobiquity are considered.

Diversity and Inclusion

We believe that diversity stimulates varied ways of thinking, problem-solving, and execution, fostering creativity, innovation, engagement, and growth. Our leadership is committed to leading the inclusive journey and sponsoring our DE&I agenda and initiatives to build and maintain an inclusive culture at Hexaware.

We have a vibrant team of 28,500+ employees representing over 90 nationalities, working from 40+ global offices across different time zones. Gender diversity is an integral part of our work culture, with women comprising 33% of our workforce.

Goal

Increase share of women employees to 40% by 2030

New Hires Data

By Gender

	2021		2022	
	No. of employees	%	No. of employees	%
Male	10,490	66%	12,706	64%
Female	5,475	34%	7,052	36%
Total	**15,965**		**19,758**	

New Hires Data

By Age Group

	2021		2022	
	No. of employees	%	No. of employees	%
<30 Years	8,972	56%	12,448	63%
30-50 Years	6,617	41%	6,867	35%
>50 Years	376	2%	443	2%
Total	**15,965**		**19,758**	

By Region-wise

	2021		2022	
	No. of employees	%	No. of employees	%
India	12,186	76%	15,210	77%
America	2,204	14%	3,232	16%
Europe	718	5%	426	2%
Rest of APAC	857	5%	890	5%
Total	**15,965**		**19,758**	

By Employee Category

	2021	%	2022	%
Senior Management	383	2%	372	2%
Middle Management	3,683	23%	2,838	14%
Junior Management	10,449	66%	14,992	76%
Contract Employees	1,450	9%	1,556	8%
Total	**15,965**		**19,758**	

Employee Count

By Gender

	2021	%	2022	%
Male	16,735	69%	19,234	67%
Female	7,431	31%	9,374	33%
Total	**24,166**		**28,608**	

By Age Group

	2021	%	2022	%
<30 Years	10,319	43%	13,428	47%
30-50 Years	13,090	54%	14,230	50%
>50 Years	757	3%	950	3%
Total	**24,166**		**28,608**	

By Region-wise

	2021		2022	
	No. of employees	%	No. of employees	%
India	18,184	76%	21,919	77%
America	3,913	16%	4,489	16%
Europe	1,261	5%	1,144	4%
Rest of APAC	808	3%	1,056	4%
Total	**24,166**		**28,608**	

By Employee Category

	2021		2022	
	No. of employees	%	No. of employees	%
Senior Management	1,499	6%	1,803	6%
Middle Management	7,868	33%	7,533	26%
Junior Management	13,228	55%	17,565	62%
Contract Employees	1,571	6%	1,707	6%
Total	**24,166**		**28,608**	

Employee Turnover Data

By Gender

	2021		2022	
	No. of employees	%	No. of employees	%
Male	7,718	66%	10,207	67%
Female	3,914	34%	5,109	33%
Total	**11,632**		**15,316**	

By Age Group

	2021		2022	
	No. of employees	%	No. of employees	%
<30 Years	6,100	53%	8,094	53%
30-50 Years	5,268	45%	6,844	44%
>50 Years	264	2%	378	3%
Total	**11,632**		**15,316**	

By Region-wise

	2021		2022	
	No. of employees	%	No. of employees	%
India	9,143	78%	11,475	75%
America	1,592	14%	2,656	17%
Europe	429	4%	543	4%
Rest of APAC	468	4%	642	4%
Total	**11,632**		**15,316**	

Employee Turnover Data

By Category

	2021		2022	
	No. of employees	%	No. of employees	%
Senior Management	276	2%	347	2%
Middle Management	2,409	21%	2,933	19%
Junior Management	7,862	68%	10,575	69%
Contract Employees	1,085	9%	1,461	10%
Total	**11,632**		**15,316**	

Percentage of Women Employees

Percentage of women employees	2021	2022
Women in workforce	31%	33%
Women in all management positions (including junior, middle, and top management)	31%	33%
Women in junior management positions	23%	26%
Women in top management positions	2%	1%

Definitions of employee category

	IT	BPS	Mobiquity
Junior Management	Trainees, G2/S2 to G4/S4	Band 1 and Band 2	Trainees, G2/S2 to G4/S4
Middle Management	SMT, G5/S5 to G7/S7	Band 3	SMT, G5/S5 to G7/S7
Senior Management	G8/S8 and above	Band 4	G8/S8 and above

Diversity of Governance Bodies - Board of Directors

By Gender

	2021	%	2022	%
Male	8	80%	8	80%
Female	2	20%	2	20%
Total	**10**	**100%**	**10**	**100%**

By Age group

	2021	%	2022	%
< 30 years	0	0%	0	0%
30-50 years	3	30%	3	30%
> 50 years	7	70%	7	70%
Total	**10**	**100%**	**10**	**100%**

Employee Diversity

By Gender

	2021			2022		
	Male	Female	%	Male	Female	%
Senior Management	8%	2%	6%	8%	2%	6%
Middle Management	37%	24%	33%	30%	19%	26%
Junior Management	48%	69%	55%	55%	74%	62%
Contract Employees	7%	5%	6%	7%	5%	6%
Total	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**

By Age Group

	2021				2022			
	<30	30-50	>50	%	<30	30-50	>50	%
Senior Management	1%	9 %	39%	6%	1%	10%	43%	6%
Middle Management	8%	52 %	28%	33%	5%	46%	23%	26%
Junior Management	87%	31%	17%	55%	91%	36%	19%	62%
Contract Employees	4%	8%	16%	6%	3%	8%	15%	6%
Total	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**	**100%**

Note: Rounded up to nearest integer number

Throughout Hexaware, we are conducting various DE&I training sessions to increase awareness and strengthen skills and behaviours that contribute to an inclusive culture in our organization. Some of the training includes DE&I basics, unconscious bias, prevention of sexual harassment, and code of conduct.

We have initiated **#IamRemarkable** training sessions for women and every other person who feels they could benefit from some support in self-promotion. We believe that everyone should be able to speak about their accomplishments and take pride in who they are and what they have achieved. We are exploring the possibility out of implementing this training across the organization.

In our Business Process Services (BPS) division, where employees mostly work in shifts, we have introduced the concept of "Mothershift". This program allows mothers to choose convenient shifts and have dedicated time off to balance work and life, especially for women returning to work after maternity leave. We have various policies that offer flexibility to all our employees, with a particular focus on women and mothers, such as additional sabbaticals after maternity leave, flexible working hours, and work-from-home options. Additionally, most of our offices provide dedicated breastfeeding rooms and childcare facilities.

We celebrated Women's Day and Men's Day with enthusiasm aligning these campaigns with our values of creating an inclusive work environment and nurturing trust in our company culture. We thought out of the box and ensured that the engagement was innovative and enthusiastic. Moreover, the idea of building **Women's Leadership at Hexaware** by providing relevant coaching along an 18-month learning journey emerged during one of the 'Koffee with Keech' sessions. By 2023, our goal is to see women in leadership positions driving accounts, practices, functions, and units. **This program is divided into three phases: learning, development, and implementation.**

"Humans of Hexaware" is our treasure trove of inspiring stories from Hexaware offices across the world. These stories highlight overcoming adversity, finding work-life balance, and achieving significant milestones, fostering a sense of connection and belonging.

Human Rights

At Hexaware, we uphold human rights across our business operations. We are signatories to the principles of the United Nations Global Compact (UNGC), which are aimed at protecting and preserving human rights, and we abide by the International Labour Organisation (ILO) Declaration on Fundamental Principles and Rights at Work.

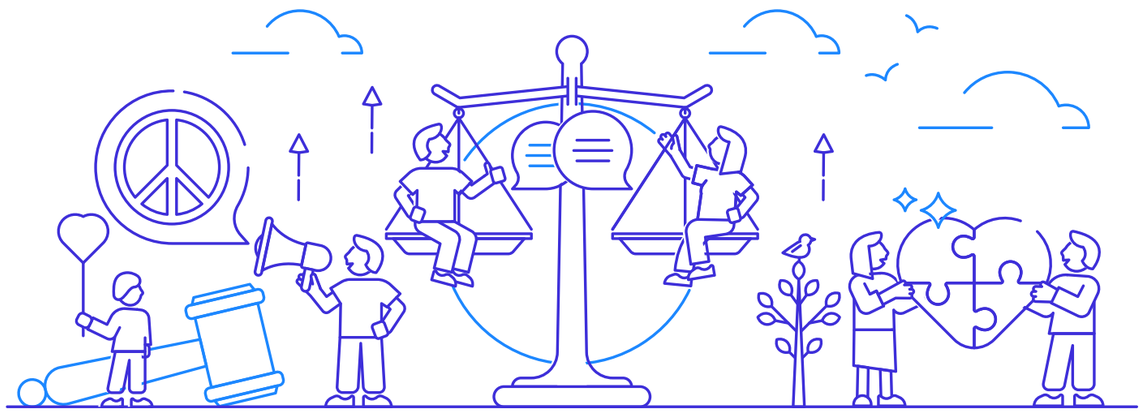
Policies and procedures form the foundation of strong corporate governance. At Hexaware, we formulate all our policies with our multi-generational and diverse workforce in mind. Our Code of Conduct specifically addresses human rights issues, such as modern slavery, human trafficking, child labor, forced labor, abuse of managerial authority, and harassment. Our supplier code of conduct requires our suppliers to commit to upholding the human rights of their workers and treating them respectfully.

Additionally, we align ourselves with the ideologies and recommendations of the International Program on the Elimination of Child Labor (IPEC) and the Indo-US Child Labor Project (INDUS). At Hexaware, we fully comply with the Indian Child Labor (Prohibition and Regulation) Act of 1986.

As an equal opportunity employer, we do not discriminate against any of our employees, as outlined in our Diversity, Equity, and Inclusion (DE&I) Policy. We do not discriminate based on race, color, religion, national origin, sex, age, sexual orientation, marital status, citizenship status, or disability. Our human rights policies and procedures are part of the training program for both new joiners and existing employees. It is mandatory for all employees to undergo annual Code of conduct training and confirm their alignment with the code.

The voice of our employees is represented by the HR Council, which plays a pivotal role in addressing human rights matters. **The Employee Self-Service (ESS) HR tool, Genie+**, ensures that all queries are promptly responded to and resolved, contributing to improved satisfaction levels.

On the occasion of the International Day for Human Rights on December 10, 2022, we reaffirm our mission to ensure "Dignity, Freedom, and Justice for all". In everything we do, we are committed to ensuring that every member of our diverse family is respected. We spare no effort in empowering each individual with the freedom to express themselves.



Human Rights Risk Mapping Matrix

Right to a healthy and safe environment

Impact

- Without a healthy and safe environment, employees' morale will be down. They will be less interested in work, which will ultimately impact the company's performance.

Action taken

- We are committed to providing a safe, healthy, and hygienic environment for our workforce. We seek to minimize adverse environmental impacts by safely conducting our operations. We strive to prevent all possible accidents, incidents, injuries, and occupational illnesses.
- There were zero incidents of accidents or injuries reported in 2022.

Responsibility

Head Corporate Affairs and Chief People Officer

Right to equality and freedom from discrimination 02

Impact

- Workplace discrimination can lead to depression, anxiety, and even hostile behavior.
- Discrimination also leads to an increased occurrence of migraines and stress-related ailments like high blood pressure, obesity and cardiovascular disease.
- Workplace discrimination will affect the company's performance as well.

Action taken

- Policies – Global Code of Conduct, Modern Slavery Statement, DEI Policy, Anti-harassment Policy, Prevention of Sexual Harassment Policy
- The Company has set up Internal Committee ("IC") in accordance with the Prevention of Sexual Harassment Act and Rules to redress the complaints of an aggrieved employee.
- Mandate Prevention of Sexual Harassment Act e-learning training followed by an assessment annually.
- Grievance Mechanism under Whistle Blower Policy
- Employee salaries are purely based on merit and not discriminated against by gender, age, etc.
- Representation of women in the workforce - 33%
- Our culture and philosophy are based on promoting human rights and as part of it, we are committed to prohibiting modern slavery, child labor and human trafficking.

Responsibility

Chief People Officer, DEI Head

Right to abuse-free workplace 03

Impact

- Employees tend to take longer and more frequent breaks, which can result in reduced work performance and less productivity.
- It also increases anxiety and decreases concentration.
- Smokers are more prone to increased accidents and injuries and get sick frequently due to the physical effects of smoking on the body.
- Smoking increases air pollution and harms the environment

Action taken

- All our premises across the globe are 'No smoking zones'.
- The illegal possession, use, sale, manufacture, or distribution of illegal drugs at company premises or while on company business activities are prohibited.

Responsibility

Head Corporate Affairs

Abuse of managerial authority 04

Impact

- Impacts the morale of employees.
- An employee who is being abused finds it hard to concentrate on work.
- Creates a stressed environment in the workplace.
- Reduces productivity.
- Loss of manpower.
- Employees who could deal with abuse of power might leave the organization or can take extreme steps like committing suicide.

Action taken

- We expect our managers to perform their managerial duties diligently and not misuse their power. They should conduct themselves professionally, which will protect the employee's dignity.
- Affected employees can report this to HRBPs of respective locations or HR location heads.

Responsibility

Chief People Officer

Right to learning, reskilling, and upskilling 05

Impact

- Employee training and development help companies keep up with changes in the industry.
- It increases job satisfaction and morale.
- It creates scope for internal promotions.
- Employee training gives the company a competitive edge.

Action taken

- With a mission to create an environment that motivates learning and empowers employees to grow and succeed in their chosen career path relevant to the business, we are committed to continuous transformation and upskilling of the workforce.
- Hexavarsity, the training arm of Hexaware has multiple programs for addressing employees' learning requirements—Entry-level programs like Mavericks, Hexaware Future Leaders, Hexaware WILP; Enterprise-level programs for laterals like organizational development and behavioral programs, HTD, Women leadership program, Toastmasters international program, Insights program, etc.

Responsibility
Head Hexavarsity

Freedom of Association 06

Impact

- In addition to being a right, freedom of association enables workers and employers to join unions to protect not only their economic interests but also their civil freedoms such as the right to life, security, integrity, and personal and collective freedom.
- As an integral part of democracy, this principle is crucial to realize all other fundamental principles and rights at work.

Action taken

- Hexaware respects employees' right to form and join a trade union, in accordance with applicable laws recognizing such entities for the purpose of collective bargaining.
- Our employees can exercise their rights without fear of intimidation or reprisal, irrespective of the country where they are located while adhering to local laws.

Responsibility
Chief People Officer

Freedom to express and social dialogue 07

Impact

- With the freedom to express themselves, employees are more engaged, loyal and happy in their work. This leads to reduced absenteeism and higher employee retention.

Action taken

- We are committed to making Hexaware a great place to work with the help of our passionate and engaged workforce. In this process, we have equipped our workforce with their right to express themselves and are fostering a culture of open dialogue.
- We promote open dialogue by encouraging employees to express their views, opinions, and thoughts openly without any fear in all forums with various stakeholders.

Responsibility
Chief People Officer

01 Legal actions for anti-competitive behavior and anti-trust: nil

02 Confirmed incidents of corruption and actions taken: nil.

03 None of our operations employ child/forced/compulsory labor.

04 No human rights violated in our organization.

Learning and Development

At Hexaware, we are dedicated to upskilling our workforce and redesigning our learning framework. We offer various talent development programs to ensure our employees are prepared for the future, focusing on role-based learning rather than just skills-focused training.

Our aim is to train both existing and new joiners through targeted upskilling initiatives that enable us to build a scalable and rapid talent supply. We are committed to equipping our workforce with the necessary organizational and behavioural skills for their success. To achieve this, we provide a wide range of training programs, including behavioural, technical, process, and domain-specific training. In 2022, our employees received an average of 35 hours of training, with an average expenditure of $204.01 per employee.

Under our **organizational development (OD)** and behavioural programs, we have implemented leadership programs and managerial programs for senior leaders and managers. Under technical programs, we have delivered cloud and digital programs, as well as other niche technologies, to consultants through our role-based upskilling initiative. Throughout the year, we conducted various training and certification drives in areas such as Cloud (Azure, AWS, and GCP), Artificial intelligence (AI), Machine Learning (ML), DevOps, and Security. Thanks to the support of our global technology partners, over 5000 employees are now certified assets in these areas.

Our **Mavericks program**, designed for campus hires, offers orientation and "Campus to Corporate" sessions to help them navigate the professional environment and develop a positive mindset as they enter corporate life. This program focuses on grooming young professionals and providing them with hands-on training and mentorship opportunities to become more resourceful and self-reliant. We have now expanded our Mavericks program to include fresh engineering graduates in the US and Mexico. Additionally, in Mexico, we introduced the **Hexaware Future Leaders program** for Senior Management Trainees.

Goal

80% coverage of employees trained on digital and new technologies by 2025

Entry Level

Enterprise Level

Engagement Level

CTaDel, our customer-centric talent development program, ensures that our employees possess account-specific skills to deliver exceptional service.

At Hexaware, upskilling both existing and new joiners is a key priority for building a scalable and agile workforce. Furthermore, it enables a growth path for our employees. Our delivery style incorporates short, high-impact modules that blend classroom, field, online, and individual learning.

In 2022, we conducted **several signature programs**, including "7 Habits of Highly Effective People", "Growth Mindset vs Fixed Mindset", "Pomodoro Technique", "Six Thinking Hats", "Diversity Inclusion and Belonging", "Emotional Intelligence", and "Feedback with Coaching".

Training Delivery Platforms

- Microsoft Teams
- Hexaguru+ Sumtotal
- HexaLibrary
- HexAcademy

Content Development Platforms

- Canva
- Camtasia
- epiplex 500
- POWTOON

Average Training Hours

By Gender

	2021			2022		
	Total training hours	Headcount	Average training hours	Total training hours	Headcount	Average training hours
Male	4,12,672	15,973	25.84	6,26,922	18,434	34.01
Female	2,63,600	7,172	36.75	3,29,456	9,111	36.16
Total	**6,76,272**	**23,145**	**29.22**	**9,56,378**	**27,545**	**34.72**

Note: This disclosure pertains to Hexaware IT & Hexaware BPS Employees and excludes Mobiquity employees.
For Calculation of Average Hours we had considered only those employee who were pertaining to IT & BPS offices only.

By Employee Category

	2021			2022		
	Total training hours	Headcount	Average training hours	Total training hours	Headcount	Average training hours
Senior Management	1,452	2,771	0.52	1,412	1,604	0.88
Middle Management	78,175	5,600	13.96	74,299	6,979	10.65
Junior Management	5,89,939	13,357	44.17	8,68,494	17,320	50.15
Contract Employees	6,706	1,417	4.73	12,173	1,642	7.41
Total	**6,76,272**	**23,145**	**29.22**	**9,56,378**	**27,545**	**34.72**

Note: This disclosure pertains to Hexaware IT & Hexaware BPS Employees and excludes Mobiquity employees.
For Calculation of Average Hours we had considered only those employee who were pertaining to IT & BPS offices only.

Average Training Hours

By Training Program and Gender

	Male	Female	Total
OD Program	25,351	9,844	35,195
SEED	4,533	2,613	7,146
Signature Program	3,229	2,666	5,895
UDAAN	260	118	378
Evolve	2,04,460	68,943	2,73,403
Mavericks	3,73,981	2,39,372	6,13,353
Others	15,109	5,900	21,009
Total Training Hours	**6,26,922**	**3,29,456**	**9,56,378**
Total No. of Regular Employees(BPS+IT)	**18,434**	**9,111**	**27,545**
Average Training Hours	**34.01**	**36.16**	**34.72**

Note: This disclosure pertains to Hexaware IT & Hexaware BPS Employees and excludes Mobiquity employees.
For Calculation of Average Hours we had considered only those employee who were pertaining to IT & BPS offices only.

HexAcademy serves as a comprehensive learning program for all learning needs within Hexaware BPS. It promotes anytime learning for employees and provides integrated learning and reporting tools to monitor progress. With 2700 BIZ Licenses, it offers off-the-shelf industry-specific learning content, with a repository of over 6000+ courses available to 2,700 employees. This platform features Leaderboards, PKT, Quizzes, and Reporting with data analytics. Additionally, we create and upload in-house content, with 630+ courses available. HexAcademy provides easy access to complete reports and is integrated with the L&D Dashboard.

Following the successful launch of our career development initiative, **"Evolve"**, we have enhanced the new digital upskilling framework and introduced "Evolve 2.0" in January 2022. Evolve is a training program that takes an innovative approach, focusing on role-based development aligned with the latest technologies. It incorporates an assessment model that ensures fit-for-purpose. This program has won several accolades, including the coveted Brandon Hall Award for Excellence in September 2022. A total of 846 employees were covered under the EVOLVE PROGRAM in the year 2022.

We have an executive leadership framework as a part of the **SEED (Supporting Excellence and Employee Development)** competency programs, consisting of 9 competencies and a set of behavioural indicators. This framework includes recognizing and providing professional development opportunities for employees who embody these competencies and core values in their work for the organization. The programs are specifically designed for senior leaders in the BPS division. Additionally, in March 2022, we conducted a value-based leadership training program. For both IT & BPS, 100% of eligible employees received regular performance and career development reviews.

Upskilling and Enhancing the Skillsets of Emerging Women Leaders

To support the growth journey of women at Hexaware, we organized a 12-hour program spread across four months with the main objective of:

01

Strengthening leadership skills through self-development using the Johari Window technique and creating a graphical presentation to brand oneself. We also incorporated the use of the "SBI (Strength-based analysis questionnaire)".

02

Understand the perspective of women in business by discussing market trends and exploring the reasons behind the underrepresentation of women in leadership roles. The program also focused on learning how to delegate tasks differently.

03

Enhancing business acumen to establish a strong professional network by developing critical skill sets like critical thinking, networking, negotiation, and understanding financial perspectives.

A total of 20 women successfully completed the emerging women leaders program. Due to its popularity, this will continue to be offered to all women leaders joining the organization in 2023.

Ho'oponopono

An ancient Hawaiian healing technique was introduced wherein participants are provided with a technique of self-healing. A session usually lasts for 45 minutes to 1 hour.

The Power of I AM

Affirmations – a session wherein the concept of affirmations or self-positive talk is introduced with its benefits. The duration of this session is for 2 hours.

We offer a variety of wellness programs to our employees.

Days of Happiness through Mindfulness

The first wellness programme is introduced wherein participants are introduced to the concept of Mindfulness, which is to practice the essence of being in HERE and NOW. Learning the concept and using practical ways to learn this technique is divided into 7 days of 30 minutes each day. Each day is categorised into a specific topic to discuss and practice on focusing releasing unwanted thoughts to increase a sense of well-being.

The Attitude of Gratitude

A sense of gratitude or being thankful is instilled within the participants who attend this session and what are its long-term benefits along with some techniques to follow. The session is for 2 hours.

We believe that our employees require support and guidance from their senior leadership, along with a well-established learning and development infrastructure, to progress in their career paths. Our **Hexaware Leadership Lantern Series** provides an opportunity for leaders to share their experiences, lessons, tips, and insights, thereby motivating employees and enhancing their overall learning experience. Additionally, we foster an interactive atmosphere that encourages dialogue between employees and senior representatives through initiatives such as the **Hexaware Future Leaders** and **Women at Hexaware (W@H)** programs.

To cultivate future leaders, we empower employees across various positions through a series of leadership programs focusing on topics such as strategic thinking, customer-centricity, innovation, and more.

LEAP 2.0
For our
Senior Leaders

mLeap 2.0
For our Managers

Unlock - Coaching programme
For our
Senior Leaders

Smart PM 2.0
For our experienced project managers

BA2BC 2.0
For our analysts and Business Analysts

We have also created a platform that enables our employees to engage with clients. Alongside the aforementioned initiatives, our overarching theme of **'Own Your Game'** has been instrumental for the past three years and continues to be so. This theme empowers our employees by instilling a spirit of achievement and cultivating champions who take ownership. Through Own Your Game, we aim to form teams of A-players who are humble yet confident in their abilities.

Learning and Development Awards

In September, we received five awards recognizing our learning and development programs and talent development strategy. We emerged as winners in multiple categories at the Organization Development Summit and Awards 2022 as well as the Future of Learning and Development Summit and Awards 2022.

The Organization Development Summit and Awards are bestowed upon organizations that prioritize a 'human-centered' approach and demonstrate adaptability and responsiveness. This summit assists businesses in leveraging their L&D capabilities to achieve sustainable success and align organizational development and design policies with overall business objectives. In the second edition of these awards this year, we received recognition in categories such as Best Talent Development Strategy, Best Organizational Development Program, and Best Capability Development Program.

The Future of Learning and Development Summit and Awards provide a platform for industry and thought leaders to share their perspectives on the evolving learning and development landscape. At the ninth edition of these awards this year, we were honored with the Digital Learning Transformation Award and Innovation in Learning Award.

The 2022 Brandon Hall Group HCM Excellence Awards acknowledge exceptional work in learning and development, talent management, leadership development, talent acquisition, human resources, sales performance, diversity, equity and inclusion, and the future of work. We received three awards at the Brandon Hall Group HCM Excellence Awards 2022. Additionally, we secured two awards in Learning and Development– a Gold Award for Best Learning Program Supporting a Change Transformation Business Strategy, and a Bronze Award for Best Advance in Senior Manager Development. Another win is a Gold Award in Talent Acquisition for Best Social Talent Acquisition Strategy, which was jointly won with our referral platform partner, RippleHire.

Occupational Health and Safety

The safety and well-being of our employees are of utmost importance to us. We have implemented numerous initiatives to ensure that our employees feel safe, supported, and valued. From mental health and wellness programmes to safety protocols and policies, we are dedicated to creating a workplace where our employees can thrive and feel secure. We strictly adhere to our Health and Safety Policy and promote Occupational Health and Safety awareness through regular training and development for all employees and suppliers.

We regularly identify, assess, and mitigate health and safety-related risks and opportunities across our operations and supply chain. Additionally, we provide necessary medical assistance to all personnel working on our campuses as deemed appropriate and in accordance with policy guidelines. For instance, our Pune, Mumbai, and Chennai campuses have dedicated medical room facilities and on-call doctors.

We prioritize employee well-being through initiatives such as The Wellness Corner – a free-to-use app that allows employees to consult with a doctor for themselves or an immediate family member, participate in live sessions, and order discounted medicines. We also share employee wellness mailers with employees covering various wellness tips. Furthermore, we conduct audits of our health and safety parameters every six months as part of the Integrated Internal Quality Audit for our Quality Management System (QMS) and Environment Management System (EMS). We actively engage with relevant stakeholders to improve our OHS performance and initiate necessary improvement actions.

At each location, we established Safety Committees responsible for monitoring and managing employee health and safety matters. These committees consist of representatives from physical security, engineering, and administrative departments. When starting a new onsite project, work permits are issued and monitored by the security team to identify any gaps and implement corrective actions. We encourage employees to report any concerns or observations through the Ask Genie platform. Our risk management process follows a hierarchical control approach, prioritizing control actions sequentially. Controls are categorized as elimination, substitution, engineering controls, admin controls, and personal protection. Over the past three years, we have not reported any safety-related incidents or injuries.

We ensure that all support staff are familiar with safety-related norms, and our security personnel carry pocket diaries on hazard identification and precautions. We organize training sessions to raise awareness of our EHS Policy and incident reporting related to environmental safety. There have been no work-related injuries or fatalities in the past three years. The Corporate Affairs team conducts specific safety and operational training for their members, such as handling chemicals for cleaning, while the HR team organizes periodic health-related training for all employees across locations.

Hexaware is committed to maintaining a zero-incident workplace, and we continuously strive to enhance health and safety at our workplaces by leveraging state-of-the-art infrastructure and industry-leading practices.

Fostering Relationships

Key Highlights

₹127 Million
CSR Expenditure

25
NGO Partners

53,143
Beneficiaries

92%
of CSR beneficiaries from vulnerable and marginalised groups

Contribution to SDGs

Zero Hunger	2
Good Health and Well-being	3
Quality Education	4
Gender Equality	5
Clean Water and Sanitation	6

Contribution to SDGs

Decent Work and Economic Growth	8
Reduced Inequalities	10

Interlinkages with Material Topics

Local Communities

Community Development

The sustainable growth and development of society play a critical role in the progress of a nation. Our commitment to good citizenship enables us to create a positive impact through our philanthropic interventions in various areas, including education, women empowerment, skill development, environment, health and sanitation, sports, arts and culture, as well as natural calamities and disaster relief. All our programs align with the United Nations Sustainable Development Goals (UN SDGs).

None of our operations have a negative impact on local communities. No water bodies/habitats negatively affected by our operations.

Our philanthropy activities are focused on four strategic areas:

01

Flagship Programs

We have launched unique projects that focus on education, skill development, and women empowerment. These programs, conceptualized, funded, and run by our CSR team, help us create a positive impact in society.

02

Programs Aligned with the National Theme:

These programs align with India's key development agenda, fostering effective partnerships with corporates, NGOs, and the government, leading to social development.

03

Stakeholder Management Programs:

These niche programs are conceived, planned, and driven by our core management team.

04

Sustainability Employee Engagement Programs:

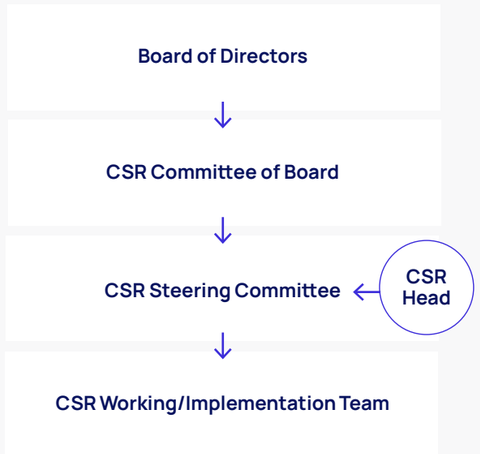
These programs actively involve our employees in integrating various CSR strategies into the Hexaware brand while engaging them in numerous volunteer-run events.

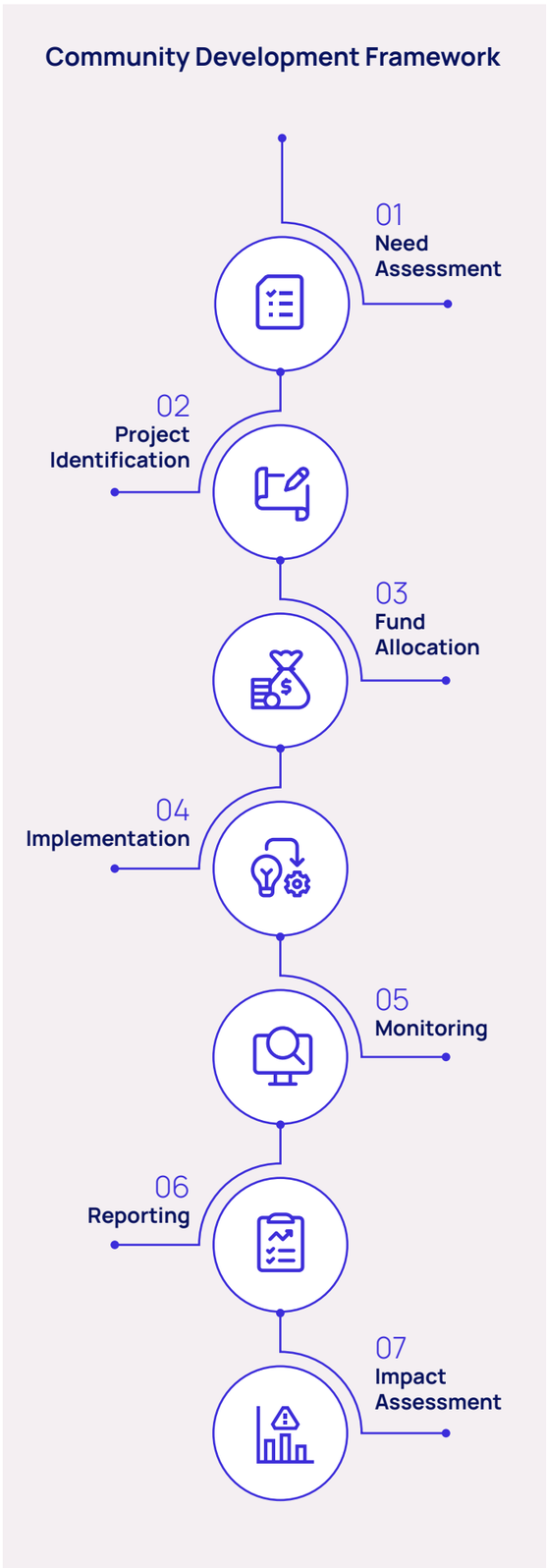
CSR Governance

Our bottom-up approach helps us identify and formulate areas of social concern to pursue in our community development programs. All our CSR projects are undertaken in accordance with the Board-approved CSR Policy. This policy serves as a guiding document for planning, identifying, implementing, and monitoring all our CSR initiatives. The CSR Committee of the Board oversees the implementation of CSR and is responsible for periodically reviewing the policy.

The Steering Committee for CSR supports the CSR Committee of the Board at the organizational level and sets and drives the CSR agenda. The Head of CSR chairs the Steering Committee. The Committee identifies business opportunities and synergies to leverage community development programs and regularly reviews them. It meets periodically, with a minimum quorum of 50%.

To further support the Steering Committee, location specific CSR Working Teams are constituted, comprising representatives from Human Resources, Administration, and a Business Unit Head. These teams are responsible for recording data and maintaining documentation for projects. Additionally, they coordinate with implementing agencies and regularly monitor, track, and update data management systems.





Contribution to Social Upliftment

The CSR Committee of the Board recommends the budget for CSR projects to the Board for review and approval. We allocate more than 2% of the average net profit of the past three years for the implementation of CSR projects and activities. During the reporting period, **we contributed INR 127 M to community development programs.**

Grievance Redressal for Communities

We ensure that the grievances of communities are heard and addressed. A quarterly review of CSR projects and interactions with community groups through CSR committee members help bridge the gap with the communities. The partner NGOs responsible for implementing and executing community development projects serve as the initial point of contact for gathering any grievances from the communities. During quarterly meetings, grievances are discussed, and solutions are provided. If a matter is critical, NGO partners will reach out to us, and it will be resolved immediately. In 2022, we received two complaints that have been successfully addressed.

Monitoring, Evaluation, and Impact Measurement

Our CSR programs are strategically planned, implemented, periodically monitored and improved. We employ four distinct approaches to track the effectiveness of these programs:

- **Use of Technologies:**
  We utilize P3, a technology platform that brings together NGO partners, projects, and our team on a single platform. The dashboard allows us to gather real-time data from the field and facilitates monitoring and evaluation of our CSR projects.
- **Helping Hands of Hexaware:**
  We foster a culture of giving and volunteering through our volunteer engagement initiatives called "Helping Hands of Hexaware". We prioritize volunteering opportunities within our CSR projects. The involvement of volunteers extends beyond giving and volunteering to include tracking the effectiveness of the program.
- **Senior Management Review:**
  The Board and the senior management conduct quarterly reviews and monitor the CSR programs, while the Steering Committee conducts monthly reviews. We take necessary corrective actions as needed to ensure the ongoing effectiveness of our CSR programs.
- **Third-Party Impact Assessment:**
  In line with the new CSR guidelines, we conduct third-party impact assessments to evaluate the social and environmental impacts of our CSR projects.

Community Development Projects

25,033
Direct beneficiaries

28,110
Indirect beneficiaries

53,143
Total beneficiaries

Some of our key projects are as follows-

Sr. No	Name of the Project	Implementation Partner	Focus Area	Location	SDG	No. of beneficiaries
1	**Udaan**	Apne Aap Women's Collective (AAWC)	Education and Healthcare	Mumbai		**435** Total Beneficiaries **145** Girl Children **290** Indirect Beneficiaries
2	**Digital and Financial Education**	American India Foundation	Education	Chennai and Mumbai		**12,177** Total Beneficiaries **4,059** Children in **23** Schools **8,118** Indirect Beneficiaries
3	**Antar Bharti Balgram Yojana**	India Sponsorship Committee	Education	Lonavala		**480** Total Beneficiaries **160** Balgram Children **320** Indirect Beneficiaries
4	**Magic of You! Curriculum Program**	Art1st Foundation	Education	Lonavala		**483** Total Beneficiaries **161** Students **322** Indirect Beneficiaries

Sr. No	Name of the Project	Implementation Partner	Focus Area	Location	SDG	No. of beneficiaries
5	**Pond Restoration Projects**	Environmental Foundation of India	Environment	Chennai		**6** Water Bodies in Chennai **1** Urban Reforestation Project **2,000** Direct Beneficiaries
6	**Scholarship for School and College Students**	Idea Foundation	Education	Chennai, Mumbai and Pune		**1,425** Total Beneficiaries **475** Students **475** Indirect Beneficiaries
7	**Katalyst Program**	Katalyst India	Education	Mumbai and Pune		**180** Total Beneficiaries **60** Girl Students **120** Indirect Beneficiaries
8	**Youth Skilling Program**	Magic Bus Foundation	Skill Development	Chennai, Mumbai and Pune		**3,000** Total Beneficiaries **600** Youths per year **2,400** Indirect Beneficiaries
9	**Providing Prosthetic Legs for Amputees**	Dream Runner Foundation + Freedom Trust	Healthcare	Chennai		**1,000** Total Beneficiaries **200** Needy Amputees per year **800** Indirect Beneficiaries
10	**Support to Athletes**	Olympic Gold Quest	Promotion of Sports	Mumbai		**360** Total Beneficiaries **4** Athletes and **68** Para Athletes **288** Indirect Beneficiaries
11	**Rainbow Homes Program**	Rainbow Homes	Education and Healthcare	Chennai and Mumbai		**1,050** Total Beneficiaries **275** children in Chennai and **75** children in Mumbai **700** Indirect Beneficiaries

Sr. No	Name of the Project	Implementation Partner	Focus Area	Location	SDG	No. of beneficiaries
12	**Young Scientist Program**	SKI Star Foundation	Education	Chennai		**3,000** Total Beneficiaries **1,000+** Science Based Students **2,000** Indirect Beneficiaries
13	**Pankh Program**	TRRAIN	Skill Development	Chennai, Mumbai and Pune		**3,250** Total Beneficiaries **650** PwDs every year **2,600** Indirect Beneficiaries
14	**Skill Development Program**	V-Excel Educational Trust	Skill Development	Chennai		**423** Total Beneficiaries
15	**Early Intervention Program**	V-Excel Educational Trust	Education and Healthcare	Chennai		**28** Children with Special Need **113** Children **282** Indirect Beneficiaries
16	**Yuva Unstoppable**	Yuva Unstoppable	Education and Promotion of Sports	Mumbai and Pune		**3,500** Children Benefitted
17	**Inclusive Employment Opportunities**	Tweet Foundation	Skill Development	Mumbai		**180** Total Beneficiaries **60** Transgender Persons **120** Indirect Beneficiaries
18	**Purnkuti**	Purnkuti - Manosakha	Education	Pune		**150** Total Beneficiaries **50** Children **100** Indirect Beneficiaries

Sr. No	Name of the Project	Implementation Partner	Focus Area	Location	SDG	No. of beneficiaries
19	**Mission for Vision**	Mission for Vision	Healthcare	Chennai	3	**5,000** Total Beneficiaries **1,000** Old Age People **4,000** Indirect Beneficiaries
20	**Rural Development Project**	Seva Sahayog	Rural Development	Mumbai	4, 6	**3,000 +** People
21	**Yuva Parivartan**	Yuva Parivartan - Skilling	Skill Development	Nagpur	4	**600** Youths per year
22	**Urban Afforestation**	Environmental Foundation of India	Environment	Chennai	13	**5,000** Trees Plantation **2,000** Direct Beneficiaries
23	**Educational Support by Participation in Marathon**	TATA Mumbai Marathon	Education	Mumbai	4	**500+** Children
24	**Livelihood Initiative for Women**	Purnkuti - Dhara	Skill Development and Women Empowerment	Pune	4, 5, 8, 10	**1,500** Total Beneficiaries **300** Women and Transgender **1,200** Direct Beneficiaries

Focus Areas

01

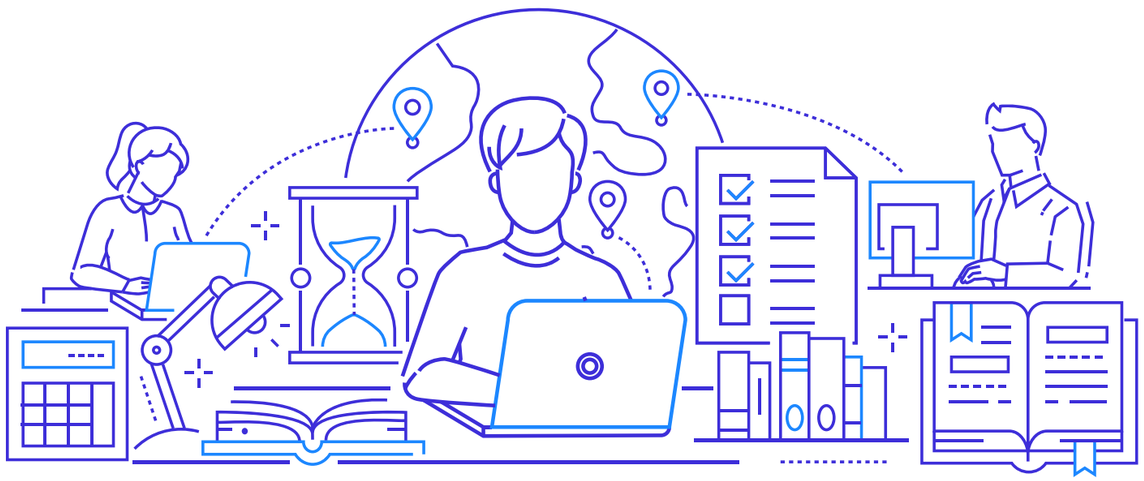
Yuva Unstoppable

Our goal is to provide educational assistance to students and support their overall growth and development. This year, we identified seven government schools in need of improved infrastructure and modern facilities for the students. We helped them by providing adequate classroom facilities, sports grounds, equipment, educational paintings, and smart classes. The sanitation facilities we provided have transformed the understanding of hygiene and privacy among young girls, while the sports facilities have sparked interest in sports among the students. Our support to these schools has benefited approximately 3,500 students.

02

Scholarship for School and College students

We believe in providing financial support to deserving and underprivileged students to help them continue their education. Through our partnership initiatives in Development and Education for All (IDEA), we offer educational sponsorship to needy and deserving high school and college students in Hinjewadi, Pune, Mumbai, and Chennai. The sponsorships cover their course fees and educational materials. Furthermore, the sponsored students have the opportunity to participate in life skill sessions conducted by experts in various fields, including career counseling, personality development, exposure visits, and digital literacy. We have distributed school materials to 140 students in Pune, 76 students in Mumbai, and 160 students in Chennai.



03

Early Intervention Program

We support an early intervention center that focuses on comprehensive development of children 'at risk for developmental disabilities in the age group of 0-7 years, as well as a remedial program in the age group of 8-18 years. The program offers occupational therapy, neuro-developmental therapy, sensory integration therapy, and speech and language facilitation. These therapies help minimize potential developmental delays that could result in academic setbacks and difficulties in Activities of Daily Living (ADL) in children. The program has benefited 8 children who have been successfully integrated into regular and special schools. Moreover, we provided training to parents on various essential topics relevant to their children's development, with 12 parents trained in acceptance and support and 10 parents trained in activities of daily living. Our help desk for therapeutic and remedial rehabilitation has assisted 125 children.

04

Rainbow Homes Program

The Rainbow Homes program is a residential, long-term, comprehensive care program that provides care and protection to children in need. The program focuses on health, nutrition, holistic education, skill development, and career guidance to enable children to grow into independent individuals. We regularly conduct health camps, life exposure sessions, parent visits, community-based learning, sports and games activities, and health and sanitation interventions. Four girls from the girls' homes have successfully completed their 12th grade and will now pursue higher education.

Embracing Differences

Srinath, a six-year-old boy, diagnosed with developmental delays and symptoms of autism, has received comprehensive intervention at our early intervention center. Our team has worked on his sensory integration, rhythm, and continuous intervention, understanding, listening, following instructions and social cues. We have provided his parents with proper training in ADL, language development, social interaction, and interactive play with peers. The training involved a step-by-step approach, guiding the parents towards achieving the desired results.

Thanks to our collaborative efforts, there has been significant improvement in Srinath's condition. We are pleased to share that Srinath can now independently perform his daily activities, including using the toilet, eating, and dressing himself. He has developed the ability to follow instructions and has shown improvements in his ability to sit for longer periods. Due to his progress, we have discharged him and placed him from the program and placed him in a special school.

Empowering Minds

With the aim of creating awareness about the importance of education, we identified two sisters, Sadhana and Kaviya, who had dropped out of school from the Kannaginagar community. Their mother and relatives were their only source of support. We noticed these young girls on the streets and introduced them to the Rainbow Community Care Learning Centre (RCCLC).

We taught them social skills, reading, and writing. Simultaneously, our team engaged with their mother to emphasize the importance of education. After regular follow-ups, the family realized the significance of education, and we helped them enroll in Chennai's Middle School, Ezhilnagar.

05

Digital and Financial Education Program

In association with the American India Foundation Trust, we are implementing Digital and Financial Education (DAFE) program in 13 government and corporation schools in Tamil Nadu and 10 corporation schools in Mumbai, Maharashtra. This program impacts the lives of 4,059 students. The selection of these schools was based on their infrastructural needs and government recommendations. The program empowers teachers and students with a computer-aided learning program and the Digital and Financial Education (DAFE) program, creating an innovative and interactive learning environment in schools. The program utilizes two unique methodologies – The Digital Equalizer Way of Teaching and Flipped Classrooms - to help students learn and reinforce important concepts. Additionally, online and offline sessions on attending the NFLAT exam and provided guidance regarding the syllabus.

06

Magic of You! Curriculum Program

There are two initiatives in the program: Cascade Model and the Studio Workshop Model. The Cascade model is for the government school children and teachers in Mumbai, while the Studio Workshop model is for the children of sex workers currently benefiting from the programs run by AAWC conducted at the AAWC center and Antar Bharti Balgram center in Lonavala. Hexaware partnered with Artfirst Foundation to enable the girl child in a stimulating and enlivening education environment in economically challenged schools where the child can freely think and grow. The conceptually based art program provides unique learning experiences to the girl child. It not only empowers the children to interpret their ideas, thoughts, and feelings, but it also provides them with a tool for life- a tool that can empower them economically, socially, and emotionally. Three remote and physical sessions were held with the girls.

07

Purnkriti Project

Children of female sex workers are particularly vulnerable to mental, physical, social, and financial abuse. They lack a secure environment and often spend their time playing on the streets, using slang language, and dressing inappropriately. Other children supported through this project are those who have missed two years of regular instruction due to the pandemic, which has negatively impacted their reading, writing, and mathematical skills.

Purnkuti has initiated learning centers for children from low-income families, aged between 6 and 15 years. We assisted Purnkuti in constructing a learning facility to support these children and address their issues. Upon Purnkuti's suggestion, we took over the responsibility of running the Manosakha center in Vadgaon Sheri. Through this center, we support children from underprivileged homes, many of whom belong to migrant worker households. We provide them with life skills sessions, family counseling, and engage them in art and craft activities. Moreover, 16 students have been enrolled either in Marathi or English medium schools.

08

Kaleidoscope Learning Center

Imparting curative education to the child after assessing the developmental needs of the child. Through this, we see a transformation in the life of the child and facilitate a nurturing environment in the homes of these children through parent education, counseling, and support. Helping parents with nutrition planning. Providing therapy needs to the children to answer their sensory issues and help with physical and occupational competence at the body level. The school curriculum is designed with the purpose of helping children reach their individual potential in various domains - motor, social, cognitive, communication, adaptive, and vocational skills.

Educating for a Better World

Ansh Chavan, an eight-year-old boy from the Solapur district, had never attended school due to his family's financial constraints. He lived in an extremely difficult conditions with his mother and grandmother, lacking permanent shelter. Their poor financial situation forced them to leave their rented house and seek temporary shelter with relatives or on the streets.

We came across Ansh and invited his mother and grandmother to enroll him in the Manosakha project. After extensive conversations, we convinced his family and got him enrolled in the second grade.

09

India Sponsorship Committee (Antar Bharati Balgram Yojana)

The program aims to provide orphaned and destitute children with an opportunity to develop into responsible and good citizens of India. It does so by giving them access to quality education, nutrition and inculcating moral values in them. The program takes care of the holistic development of the children. The nutrition and health care services provided to these children are consistent with the guidelines of CWC and appropriate for the age of the child. The children have 24x7 access to counselors. As a result of the program, there were zero dropouts from school, and the average attendance in school was 97%. There was an improvement in the reading levels and scholastic scores every year.

Support in the Holistic Growth and Development

Aaqila studied at Kaleidoscope Learning Center (KLC) and was admitted there due to her behavioral issues. Now she is a young adult interning to become an assistant kindergarten teacher, who is assertive, knows what she wants, and is ready to face the world. Her training at Kaleidoscope Learning Center (KLC) helped her identify her personal strengths and weaknesses and decide on her future course.

10

Mission for Vision

Cataract is the leading cause of blindness (66.2%) and visual impairment (71.2%) in the population aged 50 years and above. In cataract surgery, the cataract is removed, and an intraocular lens (IOL) is inserted, thereby making it possible to prevent 80% of blindness and visual impairment and provide immediate visual rehabilitation. However, the availability, accessibility, affordability, and acceptability of eye care services pose key barriers to eye health. To aid the people from socially and economically challenged rural communities, we provided financial support to them for cataract surgery. During the reporting year, we helped 1000 such people from Tamil Nadu.

Empowering People with the Gift of Sight

Palani is 62 years old and from the Chittoor district of Andhra Pradesh. Palani's poor vision due to cataracts led him to fall into a pit and fracture his right leg. It took him a long time to recover from the injury. As soon as Palani could move around again, he visited a nearby eye camp, which was supported by our organization. Palani was diagnosed with a bilateral cataract and was advised to have surgery on his visit to the camp. He got operated on at Sankara Nethralaya, Mission for Vision's partner hospital in Chennai. The program has helped Palani walk around confidently with his restored vision.

Skill Development

01

Youth Skilling

We are supporting Magic Bus India Foundation, which is engaged in implementing high-impact youth employability programs for young people. The program is being implemented at Lonavala and Thane, Maharashtra, and Chennai, Tamil Nadu, for over 600 students. It aims to identify and train youth belonging to disadvantaged sections of society and provide them with employment opportunities. Three hundred thirty-seven students have either been placed or are self-employed.

02

V-Excel Skill Development Program

The program aims to provide placement and employment opportunities to young adults with special needs. The project is based out of Chennai, and the target beneficiary group is young adults aged 19 and above with intellectual and cognitive challenges. The project provides intensive vocational training for a period ranging from one to four years, depending on an individual's capacity and capabilities and the choice of vocations. This skill training had a widespread impact, and over five trainees got paid internships in 2022.

03

Yuva Parivartan

The objective of the project is to improve the socio-economic status of underprivileged youth from the peri-urban areas of Nagpur. Technical or vocational training is provided with exposure visits and guest lectures to children and youth to help them tackle challenges and difficulties and build their self-esteem and confidence to support them in developing a positive attitude. The youth is provided with the Soch ka Parivartan module. Sixty-six young adults were provided the Soch ka Parivartan training in 2022, with 30% of the training covering theory-based modules and 70% of the training with practical life sessions.

04

Pankh Project

The Pankh Project is a unique initiative that aims to create sustainable livelihoods for Persons with Disabilities (PwD) and promotes inclusive growth in the retail sector. Trust For Retailers and Retail Associates of India (TRRAIN) is the implementation partner for this initiative. The project aims to achieve a minimum of 70% placement for the trainees. Over 19,000 PwDs have been trained and employed in the retail industry under this program, with over 500 retailers benefiting from the same.

Unlocking Potential by Investing in Skills

Appasaheb Sudhakar Vetal, a 22-year-old youth from Maharashtra's Aurangabad, is suffering from speech and hearing impairments. Appasaheb completed his HSC and was searching for a job but was unable to find one.

He came across the Pankh program at our Pune center from one of his friends. He immediately enquired about the same and enrolled himself in the course as he wanted to support his family. The program has helped him boost his confidence, improve his communication skills, and provide him with knowledge regarding retail and customer services. Appasaheb got selected as a Customer Service Associate at one of the organizations. He is very happy to get the job and expressed his gratitude to the TRRAIN and his trainer.

05

Inclusive Employment Opportunities

Transgender Welfare Equity and Empowerment Trust (TWEET Foundation) is a community-based and completely trans-led organization based out of New Delhi and Mumbai. It aims to serve the young trans movement, especially the transmen community that faces extreme gender-based violence. TWEET provides critical support to young transmasculine and transfeminine people. This includes crisis support, short shelter stays, health and legal resources, skill building, and inclusive employment opportunities.

Garima Greh promotes youth empowerment and offers financial stability and dignity to the transgender people in the community. Garima Greh has been inaugurated in Mumbai to provide shelter for young trans people who are in crisis.

Further, the programs help with placements in corporate offices and colleges to provide nutritious food, counseling, medical check-ups, career counseling, entrepreneurship training, digital literacy, financial literacy, work skills, and essential English skills. Fifteen residents of Garima Greh have finished a Comprehensive English and Digital Literacy Upskilling Course from the faculty of Maniben Nanavati Women's College. In October 2022, a center of skill building called "Gurukul for Trans Excellence" was set up to cater to the needs of trans people to achieve economic empowerment by providing skilling and training and awareness building with respect to formal employment and self-employment.

Women Empowerment

Empowering women is vital for promoting sustainable development, reducing poverty, and achieving gender equality. We encourage girls and women to be self-reliant and provide them with education, opportunities, and a safe and supportive environment where they can build life skills, develop their voices, and express their opinions freely.

These initiatives will increase the financial independence of women, reduce the gender gap in employment, attain improved standards of living, and enhance their status within their families and communities. Moreover, it will enable them to educate their children and afford better health, clothing, and shelter.

01

Udaan Program

We have partnered with Apne Aap Women's Collective (AAWC) to support Udaan programs. AAWC, an anti-trafficking organization, serves women and their children in the red-light districts of Falkland Road and Kamathipura, Mumbai.

While serving the women in brothel-based prostitution, it was realized that their daughters were at a greater risk of entering the cycle of inter-generational prostitution due to their proximity to the sex trade. It was normal for them to become a prostitute, and they did not have any positive role models or alternative aspirations for the future. Hence, the Udaan program aims to empower the daughters of brothel-based prostitutes, equip them to pursue aspirational professions, and enable genuine socio-economic mobility. Until now, the program has served 25 beneficiaries.

The services provided to the girls include:

- Formal and informal education, including enrolment in government and private schools, tuition after school, and kindergarten education for younger beneficiaries.
- Mentor-mentee programs
- Educational, vocational classes, and workshops
- Career guidance-oriented exposure visits
- Support for both physical and mental health, consisting of monthly check-ups, medical referrals, quarterly medical camps, daily nutritional meals, multivitamin supplements, counseling, and art therapies
- Involvement in extracurricular activities such as dance, drama, music, and other recreational activities, along with shelter home services
- Job skill training and job placements

02

Katalyst Program

We have partnered with Katalyst to support girls throughout their undergraduate degree with mentorship, skill training, exposure to different vocations, medical insurance, and providing access to laptops and best-in-class technologies. The program provides skill training and mentors underprivileged girls to pursue professional degrees in Engineering, Architecture, Medicine, and Chartered Accountancy in the metropolitan cities of Mumbai, Pune, Bangalore, and Delhi. As a part of the program, one-to-one mentorship is provided, and a 600-hour proprietary researched curriculum to support the students on their learning pathway.

03

Young Scientist Program

We have been proud supporters of the Space Kidz India team for the past seven years now. It is more than a pleasure for us to help the team's journey of nurturing young minds – from organizing competitions and creating space awareness to building balloon satellites and launching orbital satellites.

We are encouraging students to opt for scientific studies in the field of Aerospace, Aeronautics, Environment, and Robotics, apart from the regular stream of Engineering and Medicine. We organized educational trips to NASA, the Euro Space Centre, and Yuri Gagarin Space Centre. Seven hundred fifty girl students from 75 rural schools across the country were chosen and given hands-on training to help build the AzaadiSAT. This is first of its kind space mission with an 'all-women concept' to promote women in the stem as this year's theme is 'Women in Space'. The Indian flag was unfurled at 30 km (about 18.64 mi) near space as part of celebrating 75 years of Independence.

Environment

01

Pond Restoration

Water is the most precious resource for survival; therefore, conserving water is critical to securing our future. It is very crucial to use water wisely and responsibly. In association with the Environmentalist Foundation of India, we were able to create a positive impact in the neighborhoods where these water bodies were located. In a span of three years, the association has benefitted over 35,000 people and has conserved over 8.93 crore liters across six water bodies in Tamil Nadu.

02

Tree Plantation Drive

We organized a tree plantation drive, which was volunteered by our employees. Around 5,000 native species of saplings like Neem, Pongamia, Bamboo, Arjun, Banyan, and Peepal were planted to improve the micro-climatic conditions of the area. Native trees act as filters for urban pollutants and fine particulates, regulate the flow of water and improve water quality. These trees act as carbon sequesters and help in mitigating climate change. They also provide natural habitat, food, and protection for the local flora and fauna to thrive in an urban set-up.

Sports

01

Support to Athletes

We have been proactive in supporting athletes through the Foundation for Promotion of Sports and Games (OCQ). **Our support to athletes includes the following:**

- World-class equipment provided to players
- Support and exposure for domestic and international training and tournaments
- Expert coaching and training provided to players
- Provide medical/sports science/injury rehabilitation

In 2022, we supported four women Olympic athletes and 68 para-athletes. 23 OGQ-supported athletes represented India at the Commonwealth Games 2022 held in Birmingham. Seventeen athletes won medals, including 12 Gold Medals. In the year 2022, seven OGQ-supported para-badminton players won medals, including two Gold Medals at the Para-Badminton World Championships held in Tokyo.

Key Achievements

Shaili Singh
Gold Medal

20th National Federation Cup Juniors (U 20) Athletics Championship

Ankita Bhakat
Silver Medal

Archery World Cup Paris, Stage 3

Vinesh Phogat
Gold Medal

Wrestling Commonwealth Games 2022

Manisha Ramadass
Gold Medal

Women's Singles SU-5 Commonwealth Games 2022

Sudhir
Gold Medal

Para Powerlifting Commonwealth Games 2022

Bhavina Patel
Gold Medal

Sonal Patel
Bronze Medal

Para Table Tennis – Commonwealth Games 2022

02

Mumbai Marathon

Mumbai Marathon is the biggest philanthropy event of the year with enormous success and showcases the great spirit of this city in supporting many charities and causes. Across the Marathon, Hexaware had financially supported five NGOs, namely, AAWC, Save The Children, Manav Foundation, TRRAIN, and Katalyst Foundation. Over 160 employees took part in this charity marathon to do their bit to improve the world. Our employees' enthusiasm was truly an experience to watch – the fun, nail-biting excitement, high-octane coverage, friendships, etc.

In addition to the above-mentioned focus areas, we are also engaged in programs that promote and support rural development. We are also committed to assisting people in disaster relief programs. We believe in sustaining life, bringing hope for the future, and contributing to potential economic recovery.

Rural Development

01

Seva Sahayog Foundation

We have undertaken integrated village development projects to help the villagers of Patil Pada, Boisar. The project activities include the installation of roof catchment areas and soak pits, construction of jalkund, installation of the seed bank, skill training for women, tree plantation drive, orientation of farmers, and study center for students. In 2022, the foundation undertook the installation of soak pits for 20 houses and has constructed five jalkunds. The foundation also is running a study center for 105 students.

02

Employee Volunteering

We aim to promote volunteering activities and provide participation opportunities in social projects that we engage in. Our employee volunteering approach encourages our employees to participate in and contribute to social responsibility initiatives. The total volunteering hours spent by the employees in 2022 stands at 1,065. The employees participated in a variety of activities such as coastal cleanup, tree plantation, school kit drives, blood donation camps, etc.

Customer Relationship Management

At Hexaware, our focus has been on delivering enhanced customer experiences, thereby making us a trusted and dependable IT service provider. Our three-pronged strategy of **'Automate Everything, Cloudify Everything, and Transform Customer Experience'** is aimed at fast-tracking customer enterprises into the digital era. AI and microservice offerings have augmented this strategy and helped our customers automate business processes, accelerate cloud migration, and amplify customer experience transformation.

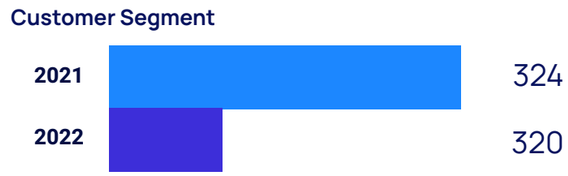
We seek to develop new experiences that drive the happiness of our customers and the growth of their businesses. We assist our clients in accelerating their growth path by embracing customer intimacy, transforming their end customers' experiences, and consistently delivering these experiences to gain a competitive edge.

Leveraging cutting-edge technologies such as the Internet of Things (IoT), Big Data Analytics, Data Science, Machine Learning, Artificial Intelligence, Cloud Computing, and more in an accessible and affordable way, we help our customers deliver innovation and value. We further facilitate these market leaders and future-ready organizations to build sustainable enterprises.

Our employees contribute ideas for adding value to the customers' IT landscape through our **Brainbox** program, which has been instrumental in driving employee engagement and innovation. To date, we have posted 7,368 ideas with 73% employee participation. 5,124 ideas have been implemented. Brainbox has saved $166 million / year and 33,236,814 hours/year in effort for our customers, thus delivering value over and beyond the contractual expectations.

Our Customer Segment

With over two decades of experience in delivering emerging technology solutions, we develop proprietary technologies for a diverse customer base across different business verticals. We serve customers across the world, such as Banking, Financial Services, Healthcare and Insurance, Travel and Transportation, High-tech Professional Services, and Manufacturing and Consumer. This reduces our dependency on a single business vertical.



Customer Segment	Revenue in INR (in million)	Contribution to overall revenue (in %)
Banking	6,706	7.29
Financial Services	26,628	28.94
Healthcare and Insurance	20,789	22.60
Global Travel and Transportation	6,384	6.94
Manufacturing and Consumer	16,572	18.01
Hi-Tech and Professional Services	14,917	16.21

Quality Assurance

At Hexaware, we are committed to delivering the highest standards of quality to our customers. Our exemplary agile processes, robust information security practices, and business continuity processes have contributed significantly to our milestones throughout the year. **We have got certified for ISO 45001:2018 (Occupational Health & Safety) this year.**

Our environmentally sustainable processes are certified for ISO 14001:2015 (Environment Management Systems). Furthermore, we continue to adhere to international quality certifications such as ISO 9001-2015, ISO 27001:2013, ISO 20000-1:2018, ISO 22301:2019, and CMMI - DEV Ver 1.3 - Level 5.

Feedback and Grievances

We prioritize customer communication and engagement as the cornerstone of our business strategy. We understand that building strong relationships with our customers is critical to our success, and we are committed to providing exceptional experiences that exceed their expectations. We closely engage with our customers through multiple platforms. We actively solicit feedback from our customers through surveys and other channels to understand and act upon the gaps between customer expectations and the company deliverables.

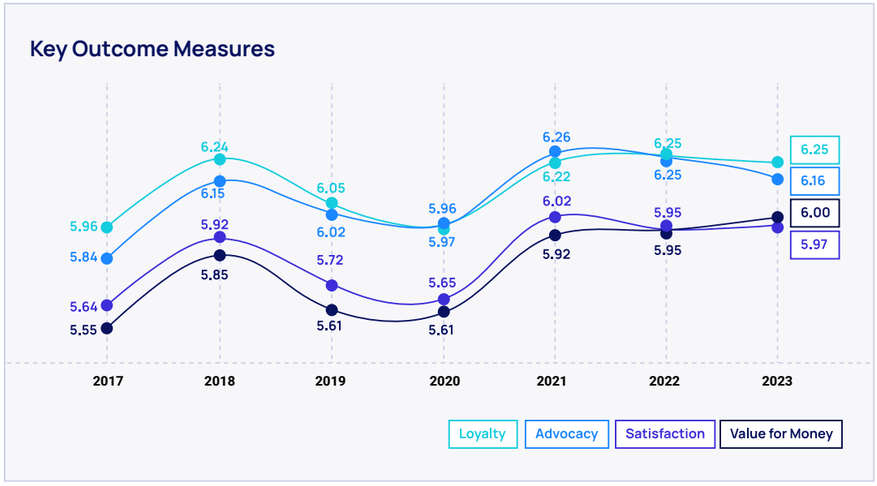
We conduct Customer Delight Survey every six months to evaluate the performance of the services offered to our customers. The survey is conducted at two levels, project level and engagement level (external survey).

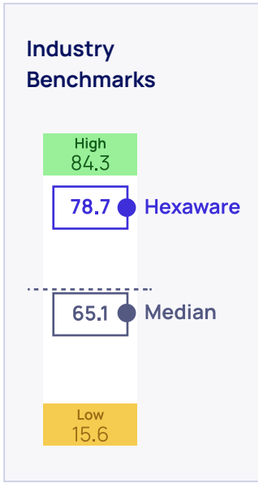
In 2022, 635 customer delight surveys were conducted, covering 82% of eligible projects. In this survey, we achieved an overall score of 6.35 out of 7.

Ranked #2
in overall customer satisfaction in Whitelane Research IT Sourcing Study, BeLux, 2023

Ranked #3
in overall customer satisfaction in Whitelane Research IT Sourcing Study for Europe, 2022

The external survey is conducted on an annual basis by Feedback Insights, an independent agency. We achieved a score of 78.7 against an industry score ranging from 15.6 to 84.3. Further, we received a Net Promoter Score of 54.





Our process for handling grievances involves acknowledging the issue, investigating the cause, and providing a timely and satisfactory resolution. We ensure regular touchpoints with our customers and have established customer connections at multiple levels on the following cadence. We believe that prioritizing customer satisfaction is very crucial for our growth journey, and we will continue to make it a top priority moving forward.

CXO	Vertical Head/Vertical Delivery Head	Account Manager (AM)/ Account Service Delivery Manager (ASDM)	Project Managers
Quarterly or Half yearly	Monthly/Quarterly	Fortnightly/Monthly	Daily/Weekly

Customer Privacy

We recognize that customers entrust us with their personal information when they interact with us, and we have a responsibility to protect their privacy and uphold their trust. We take reasonable measures to ensure the security of personal data that we collect, store, process or disseminate. We have a Data Privacy Policy in place that outlines how customer data is collected, used, and protected. All customer agreements have a data privacy clause applicable to the region or country.

User data is retained as per the Data Retention Policy and is disposed of beyond the retention period. We have defined and implemented a Cookie Policy to track the behavior of users visiting our company website (www.hexaware.com). We obtain explicit consent from the users prior to tracking the user's behavior.

Our data is collected and processed only on a lawful basis and for the purpose of collection. User data is not used for secondary purposes. During the reporting period, we did not face monetary losses because of legal proceedings associated with user privacy. Moreover, we did not receive any law enforcement requests for user information. None of our core products or services are subject to government-required monitoring, blocking, content filtering, or censoring.

In 2022, We received a total of 10 complaints from our customers covering all locations that Hexaware operates in. 8 complaints were closed during the year, and two complaints raised in December were closed in Jan'23.

Enriching Intellectual Prowess

We have invested in the research and innovation wing that helps us create unique intellectual properties. We have state-of-the-art innovation labs, which include the Research and Development (R&D) Lab and the Offering Engineering Lab. The R&D Lab is an incubation unit for new technology services that drives thought leadership and focuses on future-proofing our organization and the customers. It tracks disruptive trends in the areas of business technology and domains for their impact on customers and Hexaware.

As part of the process, the lab does secondary research and applies innovation in the identified space. The Offering Engineering Lab is the delivery hub for building and maintaining our IPs and solutions that power our service offerings.

We have a team of innovation architects, full-stack developers, and consultants working in rotation to exchange ideas and produce the desired results.

rapidX
for Application Design

Platform Engineering for Accelerated Digital Delivery Platform engineering aims to optimize developer experience and accelerate digital delivery. We have invested heavily throughout 2022 in building our own software engineering platform, RapidX, which we soft-launched at the end of 2022. RapidX is already helping our customers to optimize the developer experience and accelerate their teams' delivery of value.

tensai®
for Employee Experience

Our customer, a global investment bank and financial services firm, required a comprehensive solution to modernize their core IT infrastructure. The focus was on end-to-end (E2E) automation of IT domains such as L2 data center ops, E2E server and app patching, and end-user services.

We helped to revamp the client's entire IT infrastructure with our proprietary platform Tensai®. Our solution automated their end-to-end infrastructure processes, including server decommissioning, server and application patching, and end-user services. Our automation system helped to reduce manual errors, increased efficiency and provided real-time tracking.

Our solution not only transformed the client's IT infrastructure but also provided them with significant cost savings with a 415% return on investment.

amaze®
for Cloud Consulting

A leading secondary mortgage player was looking for a transformation partner to help modernize their legacy platforms.

Hexaware evaluated the existing application landscape and analyzed and categorized their applications for transformation to the cloud. Once the categorization was complete, we embarked on a journey of transforming their applications to the cloud, leveraging our Amaze® platform, which drastically reduced the transformation time from 6-9 months to less than eight weeks.

Our solution helped the client define their overall cloud migration strategy, and our Amaze® platform enabled them to achieve over 45% savings in the transformation journey through automation.

We have multiple large customers who have already experienced the magic of Amaze® and are on a risk-mitigated journey to migrate and transform their ecosystems to the cloud.

Powering a Sustainable Tomorrow

Key Highlights

2
Locations with ZLD

738,808 sq. ft.
of LEED certified owned office space

Contribution to SDGs

Clean Water and Sanitation	6
Affordable and Clean Energy	7
Sustainable Cities and Communities	11
Responsible consumption and Production	12
Climate Action	13

Interlinkages with Material Topics

- Carbon Emissions
- Effluents and Waste
- Water
- Environmental Footprint of Hardware Infrastructure

01 There were no spills from our operations.

02 No non-compliance with environmental laws w.r.t. social and economic areas.

03 % of all operational sites for which an environmental risk assessment has been conducted – 100% for owned premises*.

04 % of all operational sites for which an employee health & safety risk assessment has been conducted- 100% for owned premises*.

05 % of total workforce across all locations who received training on environmental issues- 100%.

*Owned Premises: Pune, Nagpur, Chennai & Mumbai MBP

Extreme changes in weather patterns have drawn attention to climate change and heightened the need for climate action. Governments across the world are also encouraging companies to become more responsible and accountable for their impact on the environment. At Hexaware, our leadership is impelled to adopt processes that support improving our operational eco-efficiency as well as offer innovative solutions to our clients that support them in alleviating their ecological footprint.

Our ambitious vision and dedication to environmental sustainability are reflected in our business strategies. Further, to demonstrate our high level of commitment, nine of our sites in India, one in the Philippines, and one in Poland have been certified for the ISO 14001:2015 (Environmental Management System) standard. These cover 70% of our global development centers. Our other sites also follow the requirements of the standard, and they undergo rigorous internal audits and reviews.

In addition to our Sustainability Policy, which is implemented by the ESG Steering Committee, we also have a dedicated Environmental Policy. Our Environmental Policy, stating our commitments towards our material environmental aspects, has been circulated and agreed upon by all our employees, vendors, and suppliers. The Policy is publicly available to enable transparency with all our stakeholders.

Considering the dynamic external challenges, the Policy is reviewed annually or as needed to ensure compliance with the applicable laws and regulations.

All our environmental initiatives are reviewed by our ESG team and communicated to the Board every quarter. Additionally, as part of our efforts to be a responsible corporate citizen, we have formed strategic alliances with various vendors engaged in renewable energy, energy-efficient technology, wastewater recycling technology, authorized E-waste disposal agencies, and water recharge and restoration agencies to help us reduce our environmental footprint and mitigate any negative environmental impact.

Climate Resilience

Increasing global temperatures have made it crucial for all of us to take remedial actions in order to combat the effects of climate change and protect our planet. We are committed to addressing climate change as a part of our Environment and Sustainability Policy. Cognizant of the urgent need to address climate-related risks, we have embedded it in our robust Enterprise Risk Management (ERM) Framework.

Additionally, we have implemented several interventions to remain resilient towards climate-related transition risks. We constantly endeavor to diversify our energy mix and enhance energy efficiency in our operations. We have also implemented robust monitoring mechanisms to track our targets and report our progress regularly to the highest level of management.

Increasing the share of renewable energy

At Hexaware, we are continuously trying to meet our energy requirements through renewable sources. Utilizing renewable energy will help us reduce our carbon footprint and contribute towards a sustainable future. Green power, including wind and solar energy, accounts for 88% of the total energy consumed at our Chennai campus. We have also installed several rooftop solar systems across our operations.

We obtained approximately 44,29,705 KWH units of wind energy as group captive power consumers through a third-party private power agency in 2022. While our current solar capacity stands at 1,563 KW (1.563 MW) at the end of 2022, it is expected to increase to 1,841 KW (1.84 MW) in 2023.

Roof Top Solar System

	Capacity	Power Generated (2022)
Siruseri Campus	1124 KW	16,25,261 units
Mumbai MBP Campus	114 KW	1,44,667 units
Pune Campus	325 KW	4,41,951 units

Solar Car Parking Port

Pune Campus

278 KW

Capacity (Work in Progress)

Power generated in the year 2022 from these systems is 16,25,261, 1,44,667, and 4,41,951 units at Chennai, Mumbai, and Pune locations, respectively.

These initiatives have helped us avoid around 1,748 tonnes of CO_2 (Carbon Dioxide) emissions, including 1,284 tonnes at Chennai, 115 tonnes at MBP, and 349 tonnes at Pune.

Solar power generation installed capacity (MW)

Decarbonizing Workspaces

We endeavor to build sustainable workplaces for our employees. Sustainable workplaces not only benefit the environment but also enhance the well-being and productivity of our employees. Therefore, we have implemented various initiatives such as energy-efficient lighting, water conservation measures, and waste reduction programs to achieve our goal of creating a sustainable workplace. We are further striving to get all our offices certified with Leadership in Energy and Environmental Design (LEED).

LEED is the most widely used green building rating system in the world and is a globally recognized symbol of sustainability achievement and leadership. Our Pune campus in India has been awarded LEED Platinum Level certification (the highest level of certification), and our Chennai and Mumbai-LOMA campuses in India have been awarded LEED Gold Level certifications, totaling 5,26,308 sq. ft. Currently, we have 7,38,808 sq. ft. of LEED-certified owned office space in India.

We have installed an Ultraviolet Germicidal Irradiation (UVGI) System at Comfort Air Conditioning for disinfecting micro-organisms. This has led to the improvement of indoor air quality at the Chennai, Mumbai, and Pune campuses. Indoor and ambient air quality is monitored monthly, and the CO_2 level inside the work area is monitored to ensure a pollution-free environment.

Energy Management

At Hexaware, we acknowledge the significance of environmental concerns and support initiatives for the transition to a low-carbon economy. We are working towards mitigating the adverse effects of climate change through renewable energy and energy-saving technologies. Our resolve is highlighted by our robust Standard Operating Procedures (SOPs) to track, monitor, and reduce our emissions as well as non-renewable energy consumption.

Our commitment to renewable energy has helped us reduce our carbon footprint and contributed to the global effort of combating climate change. 36% of our energy consumption needs, w.r.t. reporting boundary, were met by renewable energy. We aim to increase our renewable energy capacity in the coming years. Our goal is to transition to 70% electricity usage from renewable sources on our campuses by 2030.

Goal

Transition to 70% electricity usage from renewable sources on our campuses by 2030

The reporting boundary in 2022 has changed due to inclusion of additional India locations of Hexaware, and therefore there has been an increase in energy consumption and non-renewable energy consumption.

Energy Consumption in GJ	2021	2022
Renewable Energy		
Solar Energy	7,737.55	7,962.77
Wind Energy	13,864.68	15,946.94
Total Renewable Energy (A)	21,602.23	23,909.71
Non-renewable Energy		
Electricity – others	7,838.86	41,601.79
Diesel Consumption	2,782.26	3,284.32
Total Non-Renewable Energy (B)	10,621.12	44,886.11
Total Energy Consumption (within the organization) (A+B)	**32,223.35**	**68,795.82**

Note: For Electricity - Conversion Factor Used for Conversion of kWh to GigaJoules is 0.0036 (1kWH=0.0036 GJ)
For Diesel - Source of emission factors are referred from IPCC stationary combustion file.
Refer link - https://www.ipcc-nggip.iges.or.jp/public/2006gl/pdf/2_Volume2/V2_2_Ch2_Stationary_Combustion.pdf

Conversion factor used for conversion of 1 litre of diesel to GigaJoules is 0.0361 (1lt=0.0361)
Conversion factor used for Updating of Disclosures of Previous year is 1 MWH = 3.6GJ & for Diesel 1 ltr=.0361GJ

Energy Type (in GJ)	
Electricity Consumption (Renewable + Non-renewable)	62,038.49
Heating and Cooling Consumption	3,473.00
Others	3,284.32
Total (Energy within the organization)	**68,795.81**

Others include Diesel Consumption for DG Sets (owned) and Diesel Consumption for owned vehicles

Note: For Energy Consumption we have reported the energy consumed at IT, BPS & Mobiquity offices situated in Mumbai, Pune, Chennai, Noida, Bangalore, Coimbatore, Nagpur and Ahmedabad.

We have considered new locations this year for Energy Consumption: Coimbatore, Nagpur and Ahmedabad.

Energy Intensity (GJ/Employee)

Note: For Energy Intensity calculation we have considered employees reporting at IT, BPS & Mobiquity offices situated in Mumbai, Pune, Chennai, Noida, Bangalore, Coimbatore, Nagpur and Ahmedabad.

Number of employees included in intensity calculations for our operations is - 2021: 15,278, 2022: 20,094

Emissions Management

GHG emissions are detrimental to the air quality and, subsequently, the entire planet. Poor air quality leads to respiratory and cardiovascular diseases, reduced agricultural productivity, increased flood risk, natural disasters, disruption of energy systems, and environmental migrations. We recognize the importance of environmental issues and take steps to transition towards a low-carbon economy. We further strive to reduce our emissions by increasing the usage of renewable energy, implementing energy-efficient technologies, and monitoring and reducing employee business travel.

Goal

Achieve net zero GHG emissions (Scope 1 and 2) by 2040

Emissions data (in MTCO2)

Scope 1 & Scope 2

Emissions	2021	2022
Total Emissions (Scope 1+2)	**2,240.87**	**8,812.34**
Scope 1 Total (MTCO2)	**520.65**	**549.76**
Scope 1 - By Sources		
Emissions from Fuel Consumption (Diesel) - DG Sets & Company Owned Vehicles	206	243.37
Fugitive Emissions (MT)	314.4	306.39
Scope 2 Total (MTCO2)	**1,720.22**	**8,262.58**
Scope 2 - By Source		
Purchased Electricity	1,720.22	8,262.58
Number of Employees*	15,278	20,094
GHG Intensity Scope 1 + Scope 2 MTCO2 per employee	0.15	0.44

Note: For Emission Intensity (Scope1 + Scope2) calculation we have considered employees reporting at IT, BPS & Mobiquity offices situated in Mumbai, Pune, Chennai, Noida, Bangalore, Coimbatore, Nagpur and Ahmedabad.

For Scope1 :

- Emissions calculation we have considered emissions reported at offices of IT & BPS situated in Mumbai, Pune, Chennai, Noida, Bangalore, Coimbatore, Nagpur and Mobiquity Ahmedabad.
- Exclusion for Refrigerant Details: IT (Loma & Pune) & BPS (All offices) & MBQ (All offices)
- Exclusion for Extinguisher details: IT- Noida, BPS(MBP-3,Chennai One, Fayola, Coimbatore) MBQ (Pune).

For Scope2:

- Emissions calculation we have considered emissions reported at offices of IT, BPS & Mobiquity situated in Mumbai, Pune, Chennai, Noida, Bangalore, Coimbatore, Nagpur and Ahmedabad.
- New offices Ahmedabad, Coimbatore and Nagpur are added in year 2022 for the the scope 1 and scope 2 emissions.

Scope 3

Emissions	2021	2022
Scope 3 Total (MTCO2)	**425**	**2,909.23**
Scope 3 - By Sources		
Category 6- Business Travel	425	2,908.34**
Category 5- Waste Generation in Operations	NA	0.77
Category 3- Fuel and Energy related activities not included under Scope 1 and Scope 2	NA	0.12
Number of Employees	15,278	28,608**
GHG Intensity Scope 3 MTCO2 per employee	0.028	0.101

Categories considered for calculation under Scope 3 emissions

- **Category 3 -** Fuel and Energy related activities not included under Scope 1 and Scope 2
- **Category 5 -** Waste Generation in Operations
- **Category 6 –** Business Travel

*Number of employees included in Scope 1 & Scope 2 intensity calculations for our operations is - 2021: 15,278, 2022: 20,094

** Air Travel data is based on Airmiles as source for calculating CO_2 emission. Reason for the increase in CO_2 emissions is because of travel increase post pandemic in 2022. Number of employees included in Scope 3 intensity calculations for our operations is - 2021: 15,278, 2022: 28,608.

As an environmentally responsible organization, we believe in reducing our GHG emissions and have taken several initiatives to reduce our direct and indirect emissions and, consequently, our carbon footprint. We monitor and report our Scope 1 emission from our owned DG sets, company-owned vehicles, cafeterias, fugitive emissions, and fire extinguishers, and our Scope 2 emissions from electricity consumption.

Until last year, we only tracked business travel, i.e., Category 6 under Scope 3 emissions. However, from 2022, we have also started tracking emissions from fuel and energy consumed (not included in Scope 1 and Scope 2), i.e., Category 3, and waste generation in operations, i.e., Category 5. Hence, our emissions have increased due to the changes in the reporting boundary and the inclusion of additional Scope 3 categories.

Further, the generators that we have at our campuses are pollution-free, as certified by Government Pollution Control agencies, and the stacks are fixed at the prescribed heights and locations. The purpose of installing wet scrubbers in generation set exhaust lines is to minimize air pollution. The Ozone Depleting Substance (ODS) produced for the reporting period was 2.30 MT CFC-11 equivalent.

Note

» **Energy Intensity Ratio**
Numerator is Scope 1 + Scope 2 MTCO2 & Denominator is Employee count. Employee count for 2021 = 15,278, 2022 = 20,094
Energy Intensity ratio uses energy consumption within the organization.
Types of energy included in the intensity ratio - Electricity, Diesel, Refrigerants Consumed

» **Energy & Emissions Source & Conversion Factors**

For Scope 1

Source of emission factors are referred from IPCC stationary combustion chapter and GHG Protocol.

Emission Factor for Diesel:
Density: 0.84 kg/litre of fuel
1KL Diesel = 2.67TCO_2
Heating Value Energy Basis: 74,100 Kg/TJ
Heating Value: 43TJ/Gg

Emission Factor for Refrigerants:
HCFC-22 (1KG)
1,810.000 | GWP as per UNEP ODP GWP Calculator
R 407 (1KG)
1,774.000 | GWP as per UNEP ODP GWP Calculator
R410 (1 KG)
2,088.000 | GWP as per UNEP ODP GWP Calculator

Refer links below
- https://www.ipcc-nggip.iges.or.jp/public/2006gl/pdf/2_Volume2/V2_2_Ch2_Stationary_Combustion.pdf
- https://ghgprotocol.org/calculation-tools-and-guidance
- https://www.gov.uk/government/publications/greenhouse-gas-reporting-conversion-factors-2022

For Scope 2

Emission factor for grid electricity is referred from Central Electricity Authority (CO_2 Baseline database for Indian power sector - Version 18) for year 2022.

Emission Factors for Grid Electricity :
(Weighted Average Emission Rate Incl. RES*):
0.000715 (TCO2/kWh)

Refer link: https://cea.nic.in/wp-content/uploads/baseline/2023/01/Approved_report_emission___2021_22.pdf
*RES - Renewable Energy Sources

» **Standards, methodologies, assumptions, and/or calculation tools used, if any -** We have SOP for "Energy and Emissions Management" which provides details about standards, methodologies & calculations related to Scope1, Scope 2, Scope 3 calculations. We have prepared master excel templates where data of all locations gets collated.

» **Consolidation Approach for Emissions;** whether Equity Share, Financial Control, or Operational Control – Operational Control

» **Gases included in the calculation of Scope 1, Scope 2 & Scope 3 -** CO_2, CO_2 equivalent of CH_4, N_2O, HFCs, PFCs, SF_6, NF_3 wherever available

» **Energy Intensity Ratio -** Numerator is Scope 1 + Scope 2 MTCO2 & denominator is employee count. Employee count 2021 - 15,278, 2022 - 20,094

Water and Effluent Management

We, at Hexaware, are conscious of the urgent and increasing need for collective global action to address the pertinent issue of water scarcity. Further, we recognize the importance of using our resources sustainably and understand our accountability towards the survival of future generations.

As a responsible organization, we endeavor to become water neutral, provide clean water to our employees, and reduce our freshwater consumption. To facilitate our purpose, we have comprehensive SOPs to manage our water withdrawal, consumption, and disposal. We are making extensive efforts to recycle and reuse the water consumed by our organization.

Our water consumption is limited to domestic usage, including drinking, hygiene, facility operations, and landscaping. We have installed sensor taps, sprinklers, smart meters, rainwater harvesting systems, and sewage treatment plants (STP) to achieve our goal of water conservation and recycling. Water stored from rainwater harvesting systems is used for gardening purpose in Chennai and Pune campuses.

The sewage treatment plant allows for the cleaning and utilization of the effluent generated on our campuses. These plants have made it possible for us to decrease our freshwater usage while also enhancing local sanitation. The treated water generated from STP is used for gardening purposes. This sustainable solution not only conserves water resources but also promotes a greener environment. Additionally, it reduces the amount of wastewater that is discharged into natural bodies of water, thereby minimizing pollution.

We regularly send awareness mailers to our staff to encourage water-saving habits and to empower them to be accountable for their water use at home and at work. We intend to do this to foster a sustainable culture both within and outside of our organization.

Our Chennai Siruseri, Pune & Nagpur campuses are in water stress areas. The water data below contains data from these campuses.

Water Data

Parameter	Unit	2021	2022
Water Consumption	KL	97,568.70	1,13,971.00
Water Discharged	KL	0	0
Water Recycled	KL	14,368.00	20,952.00

Water withdrawal by Source	Unit	2021	2022
Surface Water	KL	0	0
Ground Water	KL	0	0
Third-Party Water	KL	92,758.00	1,10,453.00
Seawater/desalinated water	KL	0	0
Water from rainwater harvesting	KL	4,811.00	3,518.00
Total Water Withdrawal	**KL**	**97,568.70**	**1,13,971.00**

Water Consumption

Location	Business sector	Unit	Total Water Consumption (in KL)
Chennai	IT	KL	55,495.02
Chennai Fayola	BPS	KL	1,682.72
Chennai One	BPS	KL	189.60
Coimbatore	BPS	KL	55.18
Mumbai- Loma	IT	KL	1,743.97
Mumbai- Loma	BPS	KL	8,654.71
Pune	IT	KL	19,426.90
Mumbai MBP 1	IT	KL	5,678.60
Mumbai MBP 152	IT	KL	3,749.86
Mumbai MBP 157	BPS	KL	4,776.80
Nagpur	BPS	KL	299.68
Mumbai MBP 3	BPS	KL	12,217.96
Total Consumption			**1,13,971.00**

Water Consumption

Location	Business sector	Unit	Rainwater in KL	Surface water in KL (Water procurement from industrial authorities*) Third party water	Tanker water in KL	Drinking water (Jars)KL	Total Water Consumption (in KL)
					Third party water	Third party water	
Chennai	IT	KL	3,286.00	48,396.00	3,600.00	213.02	55,495.02
Chennai Fayola	BPS	KL	-	1,620.64	-	62.08	1,682.72
Chennai One	BPS	KL	-	-	-	189.60	189.60
Coimbatore	BPS	KL	-	-	-	55.18	55.18
Mumbai- Loma	IT	KL	-	1,679.47	29.02	35.48	1,743.97

Water Consumption

Location	Business sector	Unit	Rainwater in KL	Surface water in KL (Water procurement from industrial authorities*) Third party water	Tanker water in KL	Drinking water (Jars)KL	Total Water Consumption (in KL)
					Third party water	Third party water	
Mumbai- Loma	BPS	KL	-	8,444.13	-	210.58	8,654.71
Pune	IT	KL	232.00	19,086.50	-	108.40	19,426.90
Mumbai MBP 1	IT	KL	-	5,653.00	-	25.60	5,678.60
Mumbai MBP 152	IT	KL	-	3,703.00	-	46.86	3,749.86
Mumbai MBP 157	BPS	KL	-	4,729.00	-	47.80	4,776.80
Nagpur	BPS	KL	-	-	-	299.68	299.68
Mumbai MBP 3	BPS	KL	-	11,184.00	840.00	193.96	12,217.96
Total Consumption			**3,518.00**	**1,04,495.74**	**4,469.02**	**1,488.24**	**1,13,971.00**

Water Intensity (KL/Employee)

4.39

5.94

Note: The water data gets collated in a master excel workbook/template which is designed based on GRI 303 requirements.

Number of employees included in intensity calculations for our operations is - 2021: 15,278, 2022: 19,176

For Water Consumption calculation we have considered water consumption at IT & BPS offices situated in Mumbai, Pune, Chennai, Coimbatore, excluding Noida & Bangalore offices.

We have considered new location this year for Water Consumption: Coimbatore

- Total Water consumed is through third party sources and rainwater
- Rainwater consumption is reported at Chennai Siruseri and Pune
- Tanker water (Water Procurement and consumed from Third party vendors) consumption is reported at Chennai Siruseri and Mumbai
- Drinking water (Jar) (Water Procurement and consumed from Third party vendors) consumption is reported at Chennai, Pune, Mumbai, Coimbatore and Nagpur
- Surface water (Water procurement and consumption from industrial authorities) consumption is reported for Chennai, Mumbai and Pune

Chennai

We have made considerable progress in our journey of water stewardship at our Chennai plant. Our Chennai campus is a zero-water discharge campus. We have installed a cutting-edge 220 KLD sewage treatment plant as well as a rainwater harvesting system along the periphery. We also supported the Environmental Foundation of India (EFI) for pond restoration projects to scientifically refurbish and restore the water bodies in Chennai.In the past three years, the association has benefited over 999 people and conserved over 9.99 crore liters across six water bodies in Tamil Nadu.

Pune

Our campus in Pune is not far behind on its journey to water positivity and is also a zero-water discharge campus. We have installed a 75 KLD sewage treatment plant as well as a rainwater harvesting system along the periphery.

Waste Management

Waste mismanagement is not only a major environmental hazard but also deters economic progress, leads to a poor standard of living, and negatively impacts our health and safety. In our continued efforts to create a positive impact on our communities, we manage our waste in an environmentally responsible way. We adhere to the legal requirements and ensure little to no environmental impact. We aim to achieve the goal of zero waste to landfill at our owned campuses by 2025. To achieve our goal, we have laid out an exhaustive waste management process supported by our Environmental Policy and Sustainability Policy.

The 4Rs of waste management, 'Reduce, Reuse, Recover, and Refurbish,' are the foundation of our waste management procedure. We are aware of the types, quantities, and sources of waste, and thus evaluate the waste source before choosing the best disposal method. We also place special emphasis on sensitizing our stakeholders to practice responsible consumption.

Goal

Ensure zero waste to landfill by 2025 at owned facilities

As an IT company, we only produce electronic, electrical, office supplies, and municipal solid waste. Lead-acid batteries and used lubricant waste are present in smaller proportions. Proper disposal and recycling of hazardous waste is crucial to prevent environmental contamination. Implementing effective waste management practices can significantly reduce the amount of food, dry, and paper waste generated by our business.

Waste can have a significant negative impact on the environment and human health when inadequately managed. This impact often extends beyond locations where waste is generated and discarded.

To effectively track and report waste management-related data within the organization, we capture data on the following parameters for all owned and controlled office locations:

- Source and quantity of waste generation (hazardous and non-hazardous waste)
- Disposal methods for each type of waste disposed
- Identifying waste diverted from disposal and waste diverted to disposal
- Waste management practices across the value chain

Waste Generated (in MT)

Waste Details	2021	2022
Lube oil/Used oil	8.80	1.24
Total Hazardous Waste	**8.80**	**1.24**
Paper waste	1.16	11.41
Food waste	0	11.47
Plastic waste	0.06	0.60
Metal waste	0	9.26
Miscellaneous waste	0	0
Total Non-Hazardous Waste	**1.23**	**32.75**
E-waste	**12.84**	**14.421**
Total Waste Generated	**22.88**	**48.42**

We are committed to maintaining a system to prevent and manage waste in all our activities, including upstream and downstream in our value chain.

To segregate waste appropriately, it is important to correctly identify the type of waste being generated at the source. For waste segregation, we identify and classify waste into the following categories depending on its biological, physical, and chemical properties.

Non-Hazardous Waste

We have adopted distinct methods for disposal for different waste categories. Dry waste collected from all sources is segregated in a processing yard and then sold to authorized agencies handling such materials. The residual reject from the dry waste will be sent for incineration in an eco-friendly incinerator. After recovery of the items, they can be recycled or sold to authorized recyclers. The residual reject, mainly consisting of hazardous material, is sent for incineration or to designated scientifically prepared landfills as per the applicable disposal method of the waste. On the other hand, wet waste is sent for processing to produce biogas or sent for composting.

Hazardous Waste

We use a more comprehensive approach to manage hazardous waste and e-waste. We ensure proper storage and recovery of materials. We handle the used oil from DG sets with utmost precaution. We ensure that only authorized and trained personnel remove used oil from the DG sets. The oil is then stored in separate containers meant for the purpose and at the appropriate location meant for storing hazardous waste for a maximum of 90 days. The Engineering Services team documents the collection and disposal of the used oil. All the necessary records are maintained as per the Hazardous Waste Management Rules, Handling, and Transboundary Movement Rules 2008. We ensure that the State Pollution Control Board authorized vendors to collect and dispose of the used oil from our premises.

We mandatorily keep a record of e-waste and submit annual returns regarding e-waste disposed of. Our teams ensure that e-waste is handed off to the Special Economic Zone (SEZ) location SPOC. The SEZ SPOC collaborates with the finance, procurement, and SEZ office to prepare the necessary paperwork and submit applications for the disposal of that material through SEZ and a state PCB-approved vendor. After their sign-off and approval, the vendor collects the material from the site. Trucks are weighed both empty and filled to determine the number of specific items like metal scrap. After hazardous waste is sent for recycling or sold to the State Pollution Control Board-approved vendors, the residue is then sent to landfills or for incineration based on the type of the material. During the reporting period, we recycled 14.42 MT of e-waste.

Waste Directed to Disposal (in MT)

To maintain a culture of responsible and sustainable business practices that align with our values and goals, we provide regular training sessions to ensure our employees are well-versed with the various components and developments in the ESG space. ESG training is a part of the induction process for new employees. The Corporate Affairs team covers the environment, health, and safety aspects, while the HR team provides the Code of Conduct, Prevention of Sexual Harassment, and other training as part of the induction. In November 2022, we added additional training led by our ESG team, and since then, 100% of our new employees have undergone ESG training.

Waste details for the year 2022 (in MT)

Environmental Compliance

We collect performance data across our sites using our technology platform to ensure compliance with all applicable laws. We use the 'Compliance Manager tool' to track and report all applicable legislations, acts, and rules across the countries, wherever we operate. The tool enables us to map all applicable compliances and allows compliance owners to update the compliance status. Further, the senior management regularly reviews that. **There were no cases of any non-compliance regarding environmental rules and regulations during the reporting period.**

GRI Standard	Disclosure	Page Numbers
General Disclosures		
GRI 2: General Disclosures 2021	**2-1 Organizational details**	Hexaware at a Glance | Pg.10
	2-2 Entities included in the organization's sustainability reporting	Scope and Boundary | Pg.8
	2-3 Reporting period, frequency and contact point	Reporting Period Feedback | Pg.8
	2-4 Restatements of information	None
	2-5 External assurance	External Assurance | Pg.8
	2-6 Activities, value chain and other business relationships	Value Creation | Pg.14
	2-7 Employees	Performance Appraisal Data | Pg.69
	2-8 Workers who are not Employees	Employees by Employee Category | Pg.76
	2-9 Governance structure and Composition	Corporate Governance | Pg.32
	2-10 Nomination and selection of the highest governance body	Nomination and Remuneration Committee | Pg.36
	2-11 Chair of the highest governance body	Corporate Governance | Pg.32
	2-12 Role of the highest governance body in overseeing the management of impacts	Corporate Governance | Pg.32
	2-13 Delegation of responsibility for managing impacts	Materiality Assessment | Pg.26
	2-14 Role of the highest governance body in sustainability reporting	ESG Governance at Hexaware | Pg.38
	2-15 Conflicts of interest	Conflict of Interest Policy | Pg.41
	2-16 Communication of critical concerns	Corporate Governance | Pg.32
	2-17 Collective knowledge of the highest governance body	Corporate Governance | Pg.32
	2-18 Evaluation of the performance of the highest governance body	Board effectiveness | Pg.34 - 35
	2-19 Remuneration policies	Nomination and Remuneration Committee | Pg.36
	2-20 Process to determine Remuneration	Nomination and Remuneration Committee | Pg.36
	2-21 Annual total compensation Ratio	Economic Performance | Pg.60
	2-22 Statement on sustainable development strategy	Message from the CEO | Pg.6 - 7
	2-23 Policy commitments	ESG Highlights | Pg.18
	2-24 Embedding policy Commitments	Message from the CEO | Pg.6 - 7
	2-25 Processes to remediate negative impacts	Processes to remediate negative impacts | Pg.54 - 57

GRI Standard	Disclosure	Page Numbers
GRI 2: General Disclosures 2021	**2-26 Mechanisms for seeking advice and raising concerns**	Stakeholder Engagement | Pg.22
	2-27 Compliance with laws and regulations	Ethics & Compliance | Pg.42
	2-28 Membership associations	Hexaware at a Glance | Pg.10
	2-29 Approach to stakeholder Engagement	Stakeholder Engagement | Pg.22
	2-30 Collective bargaining Agreements	Human Rights Risk mapping | Pg.82 - 85
Material Topics		
GRI 3: Material Topics 2021	**3-1 Process to determine material topics**	Materiality Assessment | Pg.26
	3-2 List of material topics	Material Topic | Pg.29
Cybersecurity and Data Privacy		
GRI 3: Material Topics 2021	**3-3 Management of Material Topics**	Cyber Security and Data Privacy | Pg. 58
GRI 418: Customer Privacy	**GRI 418-1 Substantiated complaints concerning breach of customer privacy**	Customer Privacy | Pg. 117
Carbon Emissions		
GRI 3: Material Topics 2021	**3-3 Management of Material Topics**	Emissions Management | Pg.126
GRI 305: Emissions 2016	**305-1 Direct (Scope 1) GHG emissions**	Emissions Data | Pg.126 - 127
	305-2 Energy indirect (Scope 2) GHG emissions	Emissions Data | Pg.126 - 127
	305-3 Other indirect (Scope 3) GHG emissions	Emissions Data | Pg.126 - 127
	305-4 GHG emissions intensity	Emissions Data | Pg.126 - 127
	305-5 Reduction of GHG emissions	Emissions Data | Pg.126
	305-6 Emissions of ozone-depleting substances (ODS)	Emissions Data | Pg.127
	305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	NA
GRI 302: Energy 2016	**302-1 Energy consumption within the organization**	Energy Management | Pg.125
	302-2 Energy consumption outside the organization	Energy Management | Pg.124 - 125
	302-3 Energy intensity	Energy Intensity | Pg.125
	302-4 Reduction of energy consumption	Energy Management | Pg.125
	302-5 Reductions in energy requirements of products and services	Energy Management | Pg.124 - 125

GRI Standard	Disclosure	Page Numbers
ESG Governance		
GRI 3: Material Topics 2021	**3-3 Management of Material Topics**	ESG Governance at Hexaware | Pg.38
Environmental footprint of hardware infrastructure		
GRI 3: Material Topics 2021	**3-3 Management of Material Topics**	Emissions Management | Pg.126
GRI 305: Emissions	**305-3 Other indirect (Scope 3) GHG emissions**	Emissions Data | Pg.127
Water		
GRI 303: Water and Effluents 2018	**303-1 Interactions with water as a shared resource**	Water and Effluent Management | Pg.128
	303-2 Management of water discharge-related impacts	Water and Effluent Management | Pg.128
	303-3: Water Withdrawal	Water Data | Pg.128
	303-4: Water Discharge	Water Data | Pg.128 - 131
	303-5: Water Consumption	Water Data | Pg.128 - 130
Local Communities		
GRI 3: Material Topics 2021	**3-3 Management of Material Topics**	Community Development | Pg.94
GRI 413: Local Communities 2016	**413-1 Operations with local community engagement, impact assessments, and development programs**	Community Development | Pg.94 - 96 Supply Chain Management | Pg.62
	413-2 Operations with significant actual and potential negative impacts on local communities	Local communities | Pg.97
Recruitment and Managing, Diverse Skilled Workforce		
GRI 3: Material Topics 2021	**3-3 Management of Material Topics**	Talent Attraction and Retention | Pg.70
GRI 401: Employment 2016	**401-1 New Employee Hires and Employee Turnover**	New Hires Data | Pg.74 - 75 Employee Turnover Data | Pg.77
	401-2 Benefits provided to full time employees that are not provided to temporary or part-time employee	Employee Well-being | Pg.72
	401-3 Parental leave	Parental Leave Data | Pg.73
GRI 404: Training and Education 2016	**404-1 Average hours of training per year per employee**	Average Training Hours | Pg.87
	404-2 Programs for upgrading employee skills and transition assistance programs	Learning and Development | Pg.86 & 69
	404-3 Percentage of employees receiving regular performance and career development review	Performance Appraisal Data | Pg.69

GRI Standard	Disclosure	Page Numbers
GRI 405: Diversity and Equal Opportunity 2016	**405-1 Diversity of governance bodies and employees**	Diversity of Governance bodies | Pg.79 - 80
	405-2 Ratio of basic salary and remuneration of women to men	Right to equality and freedom from discrimination | Pg.82
GRI 406: Non-Discrimination 2016	**406-1 Incidents of non-discrimination and corrective actions taken**	Ethics and Compliance | Pg.42 Human Rights | Pg.81
Effluents and Waste		
GRI 306: Waste 2020	**306-1 Waste generation and significant waste related impacts**	Waste Management | Pg.131
	306-2 Management of significant waste related impacts	Waste Management | Pg.131
	306-3 Waste generated	Waste Generated | Pg.132
	306-4 Waste diverted from disposal	Waste Management | Pg.131
	306-5 Waste directed to disposal	Waste Directed to Disposal | Pg.134
Occupational Health and Safety		
GRI 403: Occupational health and safety 2016	**403-1 Occupational health and safety management system**	Occupational Health and Safety | Pg.91
	403-2 Hazard Identification, risk assessment, and incident investigation	Risk Management, Risk Identification and Governance | Pg.44
	403-3 Occupational health services	Occupational Health and Safety | Pg.91
	403-4 Worker participation, consultation, and communication on occupational health and safety	Occupational Health and Safety | Pg.91
	403-5 Worker training on occupational health and safety	Occupational Health and Safety | Pg.91
	403-6 Promotion of worker health	Occupational Health and Safety | Pg.91
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Mitigation Plan | Pg.45
	403-8 Workers covered by an occupational health and safety	Occupational Health and Safety | Pg.91
	403-9 Work-related injuries	Occupational Health and Safety | Pg.91
	403-10 Work-related ill health	Occupational Health and Safety | Pg.91
Anti-Corruption		
GRI 3: Material Topics 2021	**3-3 Management of Material Topics**	Anti-bribery and Anti-corruption Policy | Pg.40
GRI 205: Anti-Corruption 2016	**205-1 Operations assessed for risks related to corruption**	Anti-bribery and Anti-corruption Policy | Pg.40 Anti-Corruption | Pg.56
	205-2 Communication and training about anti-corruption policies and procedures	Corporate Governance | Pg.32
	205-3 Confirmed incidents of corruption and actions taken	Corporate Governance | Pg.32

Independent practitioner's limited assurance report on Identified Sustainability Indicators in Hexaware Technologies Limited's Sustainability Report

To the Board of Directors of Hexaware Technologies Limited

We have undertaken to perform limited assurance engagement for Hexaware Technologies Limited (the 'Company') vide Engagement Letter dated November 29, 2023 in respect of the agreed indicators/ parameters listed below (the "Identified Sustainability Indicators"). These indicators/ parameters are as included in the "GRI Content Index" in the Sustainability Report of the Company for the year ended December 31, 2022 ('the Sustainability Report').

Identified Sustainability Indicators

The Identified Sustainability Indicators for the year ended December 31, 2022 are summarised in Appendix 1 to this report.

Our limited assurance engagement was with respect to the year ended December 31, 2022 information only and we have not performed any procedures with respect to earlier periods or any other elements included in the Sustainability Report and, therefore, do not express any conclusion thereon.

Criteria

The criteria used by the Company is Global Reporting Initiatives Standards ("GRI Standards") 2021, as set out under Appendix 1 to this report, to prepare Identified Sustainability Indicators for inclusion in the Sustainability Report.

Management's Responsibility

The Company's Management is responsible for identification of key aspects of Sustainability Report, engagement with stakeholders, content and presentation of the Sustainability Report in accordance with the Criteria mentioned above. This responsibility includes the design, implementation and maintenance of internal control relevant to the preparation of the Sustainability Report and measurement of Identified Sustainability Indicators, which are free from material misstatement, whether due to fraud or error.

Inherent limitations

The absence of a significant body of established practice on which to draw to evaluate and measure non-financial indicators allows for different, but acceptable, measures and measurement techniques and can affect comparability between entities. In addition, Greenhouse gas ("GHG") quantification is subject to inherent uncertainty because of incomplete scientific knowledge used to determine emissions factors and the value needed to combine emissions of different gases.

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Price Waterhouse (a Partnership Firm) converted into Price Waterhouse Chartered Accountants LLP (a Limited Liability Partnership with LLP identity no: LLPIN AAC-5001) with effect from July 25, 2014. Post its conversion to Price Waterhouse Chartered Accountants LLP, its ICAI registration number is 012754N/N500016 (ICAI registration number before conversion was 012754N)

Price Waterhouse Chartered Accountants LLP

Our Independence and Quality Management

We have complied with the independence and other ethical requirements of the International Code of Ethics for Professional Accountants issued by the International Ethics Standards Board for Accountants (IESBA Code), which is founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behavior.

Our firm applies International Standard on Quality Management (ISQM) 1 "Quality Management for Firms that perform Audits or Reviews of Financial Statements, or Other Assurance or Related Services Engagements" and ISQM 2 "Engagement Quality reviews", accordingly maintains a comprehensive system of quality management including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

Our Responsibility

Our responsibility is to express a limited assurance conclusion on the Identified Sustainability Indicators based on the procedures we have performed and evidence we have obtained. We conducted our limited assurance engagement in accordance with International Standard on Assurance Engagements 3000 (Revised) 'Assurance Engagements other than Audits or Reviews of Historical Financial Information' and International Standard on Assurance Engagements 3410 'Assurance Engagements on Greenhouse Gas Statements', issued by the International Auditing and Assurance Standards Board. These standards require that we plan and perform this engagement to obtain limited assurance about whether the Identified Sustainability Indicators are free from material misstatement.

A limited assurance engagement involves assessing the suitability in the circumstances of the Company's use of the Criteria as the basis for the preparation of the Identified Sustainability Indicators, assessing the risks of material misstatement of the Identified Sustainability Indicators whether due to fraud or error, responding to the assessed risks as necessary in the circumstances, and evaluating the overall presentation of the Identified Sustainability Indicators.

A limited assurance engagement is substantially less in scope than a reasonable assurance engagement in relation to both the risk assessment procedures, including an understanding of internal control, and the procedures performed in response to the assessed risks.

The procedures we performed were based on our professional judgement and included inquiries, observation of processes performed, inspection of documents, evaluating the appropriateness of quantification methods and reporting policies, and agreeing or reconciling with underlying records.

Given the circumstances of the engagement, in performing the procedures listed below, we:

- Obtained an understanding of the Identified Sustainability Indicators and related disclosures.
- Obtained an understanding of the assessment criteria and their suitability for the evaluation and /or measurements of the Identified Sustainability Indicators.
- Made enquiries of Company's management, including the various teams such as Sustainability team, Human Resource team etc., and those with responsibility for managing Company's Sustainability Report.
- Obtained an understanding and performed an evaluation the design of the key structures, systems, processes and controls for managing, recording and reporting on the Identified Sustainability Indicators including at the offices covered and corporate office.
- Based on above understanding and the risks that the Identified Sustainability Indicators may be materially misstated, determined the nature, timing and extent of further procedures.

- Checked the consolidation for offices including corporate office under the reporting boundary (as mentioned in the sustainability report) for ensuring the completeness of data being reported.
- Performed limited substantive testing on a sample basis of the Identified Sustainability Indicators at corporate head office, and in relation to samples offices covered, to verify that data had been appropriately measured with underlying documents recorded, collated and reported. This included assessing records and performing testing including recalculation of sample data.
- Assessed the level of adherence to GRI Standards, 2021, by the Company in preparing the identified sustainability indicators in the Sustainability Report.
- Assessed the Sustainability Report for detecting, on a test basis, any major anomalies between the information reported in the Sustainability Report on performance with respect to Identified Sustainability Indicators and relevant source data/information.
- Obtained representations from Company's Management.

The procedures performed in a limited assurance engagement vary in nature and timing from, and are less in extent than for, a reasonable assurance engagement. Consequently, the level of assurance obtained in a limited assurance engagement is substantially lower than the assurance that would have been obtained had we performed a reasonable assurance engagement. Accordingly, we do not express a reasonable assurance opinion about whether the Identified Sustainability Indicators have been prepared, in all material respects, in accordance with the Criteria.

Exclusions

Our limited assurance scope excludes the following and therefore we do not express a conclusion on the same:

- Testing the operating effectiveness of management systems and controls
- Performing any procedures over other information/operations of the Company/aspects of the report and data (qualitative or quantitative) included in the Sustainability Report not agreed under our engagement letter.
- The statements that describe expression of opinion, belief, aspiration, expectation, aim or future intentions provided by the Company and testing or assessing any forward looking assertions and/or data.

Limited Assurance Conclusion

Based on the procedures we have performed and the evidence we have obtained, nothing has come to our attention that causes us to believe that the Company's Identified Sustainability Indicators included in the Sustainability Report for the year ended December 31, 2022 are not prepared, in all material respects, in accordance with the criteria.

Price Waterhouse Chartered Accountants LLP

Restriction on Use

Our limited assurance report including the conclusion has been prepared and addressed to the Board of Directors of the Company at the request of the company solely to assist the company in reporting on the Company's Sustainability performance and activities. Accordingly, we accept no liability to anyone, other than the Company. Our deliverables should not be used for any other purpose or by any person other than the addressees of our deliverables. The Firm neither accepts nor assumes any duty of care or liability for any other purpose or to any other party to whom our Deliverables are shown or into whose hands it may come without our prior consent in writing.

For Price Waterhouse Chartered Accountants LLP
Firm Registration No: 012754N/500016

Heman Sabharwal
Partner
Membership Number: 093263
UDIN: 23093263BGWPNT8713

Place: Gurugram
Date: December 19, 2023

Price Waterhouse Chartered Accountants LLP

Appendix 1

Identified Sustainability Indicators

S. No.	GRI Indicator reference	Indicator Description
1	302-1	Energy consumption within the organization
2	302-3	Energy intensity#
3	303-5	Water consumption
4	305-1	Direct (Scope 1) GHG emissions
5	305-2	Indirect (Scope 2) GHG emissions
6	305-4	GHG emissions intensity*#
7	401-1	New employee hire and employee turnover
8	401-3	Parental leave
9	404-1	Average Hours of training per year per employee
10	404-2	Programs for upgrading employee skills and transition assistance program
11	404-3	Percentage of employees receiving regular performance and career development reviews
12	405-1	Diversity of governance bodies and employees

* - based on Scope 1 and Scope 2 emissions
#- intensity calculated basis employee count

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