Stakeholder Engagement Policy

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REVISION HISTORY

Date	Version No.	Prepared By	Reviewed By	Approved By	Summary of Changes
14-Oct-2022	1.0	Aniket Kulkarni QMG	Rajashree Laad Head Process Excellence	Uma Thomas Chief Risk Officer & Head QMG	Introduced stakeholder engagement policy

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1.0 Policy

Hexaware believes that the only way to achieve long-term business sustainability and growth is by developing great partnerships. Stakeholder engagement is an integral part of our business operations. It is an important mechanism to understand stakeholders and their needs, involve them in managing risks and resolving conflicts at an early stage, thus ensuring a long-term sustainable business growth. We endeavor to achieve this through collaboration and regular interaction with all our stakeholder groups.

2.0 Scope

Hexaware's approach to stakeholder engagement is governed by our Stakeholder Engagement Policy (hereafter, referred as 'Policy'). It has been put in place to ensure that the stakeholder engagement is applied consistently across the operational boundary of Hexaware and its material subsidiaries.

3.0 Objective

The objectives of this Policy are:

- to lay down the methodologies, systems and processes for identifying and engaging with stakeholders,

- to convey and reinforce Hexaware's commitment towards all its stakeholders.

4.0 Purpose

- It is vital for the company to cultivate healthy stakeholder interactions and establish effective stakeholder management tools and programs in this fast-paced corporate climate.

- Stakeholder engagement is an effective and inclusive way to understand the needs, expectations, and interests of stakeholders while creating economic and social value. This helps in establishing the programme design, risk management controls and identifying opportunities that support in organizational growth.

- Stakeholder engagement promotes the exchange of ideas & thoughts for addressing the overall smooth operation of the business entity. It also highlights crucial issues such as the risks & opportunities associated with ESG.

- By consistently increasing the effectiveness of its business models and services, Hexaware strives to provide a superior experience to its key stakeholders (including, our customers, employees, investors, suppliers, shareholders, civil society organizations, regulatory authorities, media and the community). We employ corporate governance best practices in accordance with global standards and protocols to address concerns of our stakeholders.

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5.0 Methodology for Stakeholder Engagement

5.1 Stakeholder Identification

Hexaware has used the following framework to identify the most relevant stakeholders for its business:

- Hexaware identifies all its stakeholders based on factors such as impact, influence, interest, legitimacy, urgency, etc.
- Thereafter, it divides the stakeholders into an internal and external category.
- Hexaware communicates with its stakeholders on a regular basis according to identified needs to have a better understanding of their viewpoints. It also communicates with its constituents in an open and proactive manner.
- Additionally, Hexaware ensures that throughout the lifecycle of the project or operation, the Stakeholder Identification shall be reviewed and updated as and when required considering the feedback from stakeholders or in case of significant changes to the operation. Further, during the review of process, Hexaware shall also consider any new or emerging stakeholders which was previously not identified.

5.2 Stakeholder Engagement

We promote a culture of ongoing engagement with every stakeholder group, collecting feedback. The most appropriate engagement tools and methods range from written communications, one-to-one meetings, feedbacks, information sessions, site visits, joint projects, surveys, focus group discussions etc.

Some of the methods of stakeholder engagement which we undertake-

- Establishing clear accountability by assigning adequate resources and responsibilities for effective stakeholder engagement.

- Proactively engaging with and respond to those that are disadvantaged, vulnerable and marginalized. Additionally, Hexaware focuses on designing appropriate engagement methods and plans that are tailored to meet stakeholders' needs and have well-defined transparent objectives and outcomes.

- Creating awareness amongst the employees at various levels about importance of listening to the stakeholders and appropriate addressal of their concerns through training and communication.

- Ensuring all key stakeholders identified through the stakeholder analysis process shall include representative participation and the relevant risks, impacts and interests of the stakeholders.

- Following a robust process for recording and tracking any stakeholder engagement activities including meetings, questions, actions and agreements or any other relevant information to ensure that this is maintained and followed-up in a timely manner.

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6.0 Grievance redressal

Should a stakeholder have any queries or concerns or require any clarifications relating to the company may write at esg@hexaware.com

7.0 Review of policy

The policy will be reviewed at least annually and/ or as & when need arises.