

Sustainability Databook 2023



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About the Report

Reporting Principle

This report is prepared in accordance with the Global Reporting Initiative (GRI) Standards 2021. We have also 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).

Reporting Period

The reporting period for this sustainability report is from 1st January 2023 to 31st December 2023. Through this report, we disclose our non-financial performance that covers our ethical, environmental, and social responsibility.

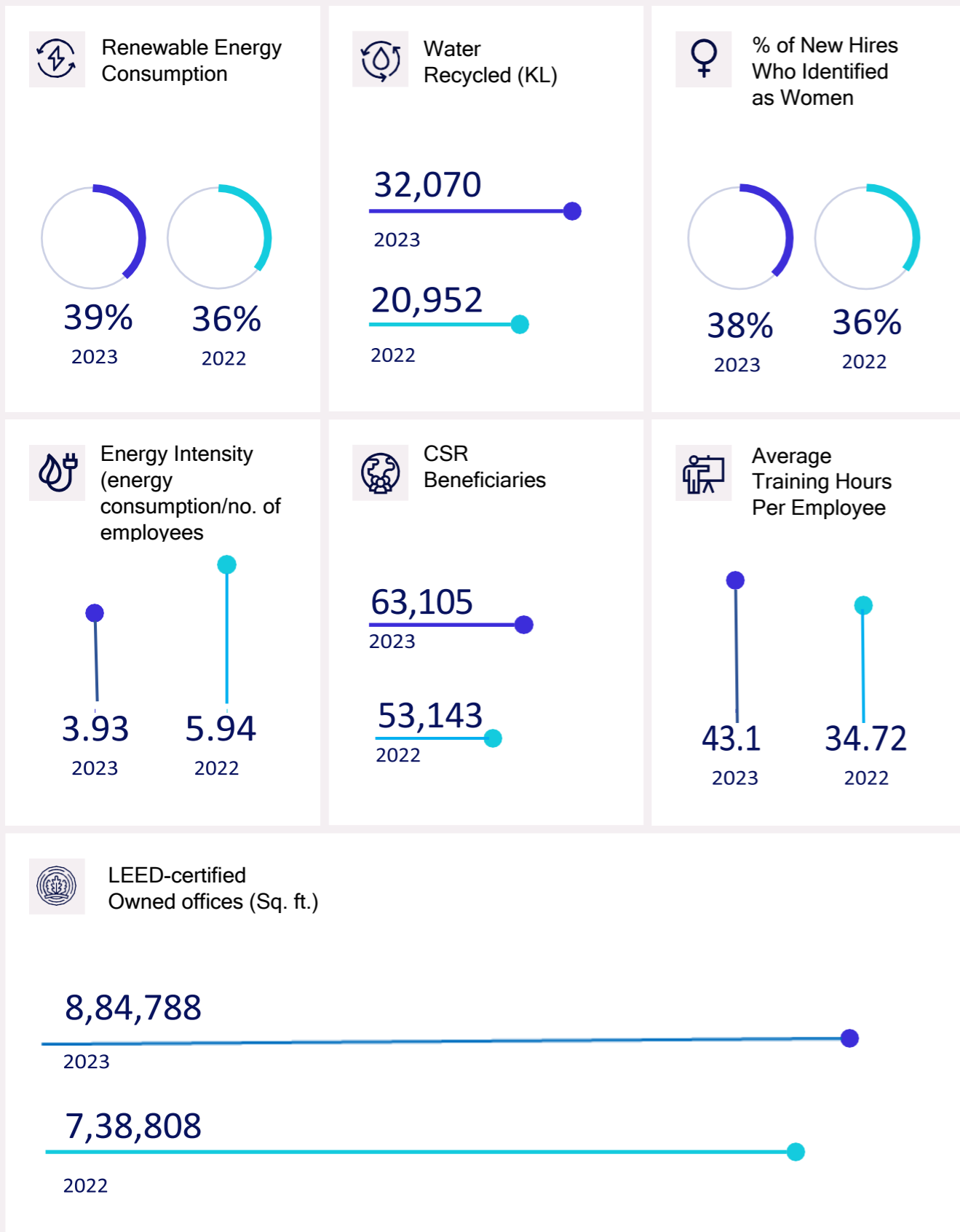
Scope and Boundary

Our operations are spread worldwide in the Americas, Europe, and Asia-Pacific Countries (APAC). Reporting boundaries for financial data, social data, and other qualitative data are for all offices globally, unless otherwise stated. However, the data and information for environment-related disclosures and community engagement is limited to our operations in India mentioned below unless otherwise stated in the respective sections.

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

ESG Performance Highlights

● CY 2023 ● CY 2022



Ethics & Compliance

Complaints/Grievances	Filed During the Year 2023	Pending Resolution at the End of the Year	Remarks
Sexual harassment	1	nil	Case was resolved
Discrimination at workplace	0	0	
Child labor	0	0	
Forced labor/Involuntary labor	0	0	
Wages	0	0	
Whistleblower complaints	6	1	5 resolved
Other human rights-related issues	0	0	
Corruption or bribery	0	0	
Customer privacy data	0	0	
Conflicts of Interest	0	0	
Money laundering or insider trading	0	0	

Supply Chain Management

KPIs for Supply Chain

0
Supplier Contracts terminated

0
Complaints received From Suppliers

100%
Of Critical Suppliers go through ESG assessments

100%
Of purchase orders required to have a clause on ESH

Supplier Code of Conduct

302
Total Critical Suppliers

251
Suppliers who signed our SCoC

83.1%
Percentage

Our Supplier demographics across the globe

1377
Total no. of Suppliers

745
Purchase Goods / Capital Goods

632
Global Vendor Management (People)

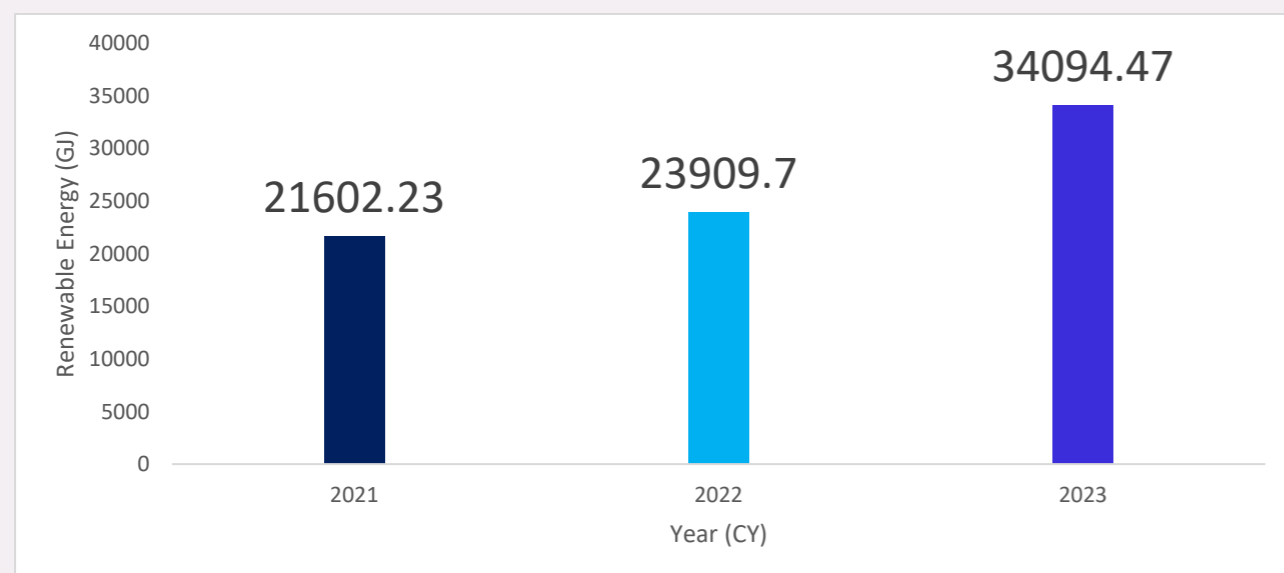
Energy Management

Energy Consumption (GJ)	CY2023	CY2022
Renewable Energy		
Solar Energy	8,477.99	7,962.77
Wind Energy	17,119.38	15,946.94
Electricity Purchased from Utility Companies	7,497.10	-
Total Renewable Energy (A)	34,094.47	23,909.71
Non-Renewable Energy		
Electricity	47,639	41,601.79
Diesel Consumption	4035.55	3,284.32
Total Non-Renewable Energy (B)	51,674.55	44,886.11
Total Energy Consumption (Within the Organization) (A+B)	85,769.02	68,795.82

Energy Intensity	CY2023	CY2022
Total Energy Consumption	85,769.02	68,795.82
Total No. of Employees	21,828	20,094
Energy intensity	3.93	5.94

Note: Total employees represent the data collected from our offices in India

Renewable Energy Consumption



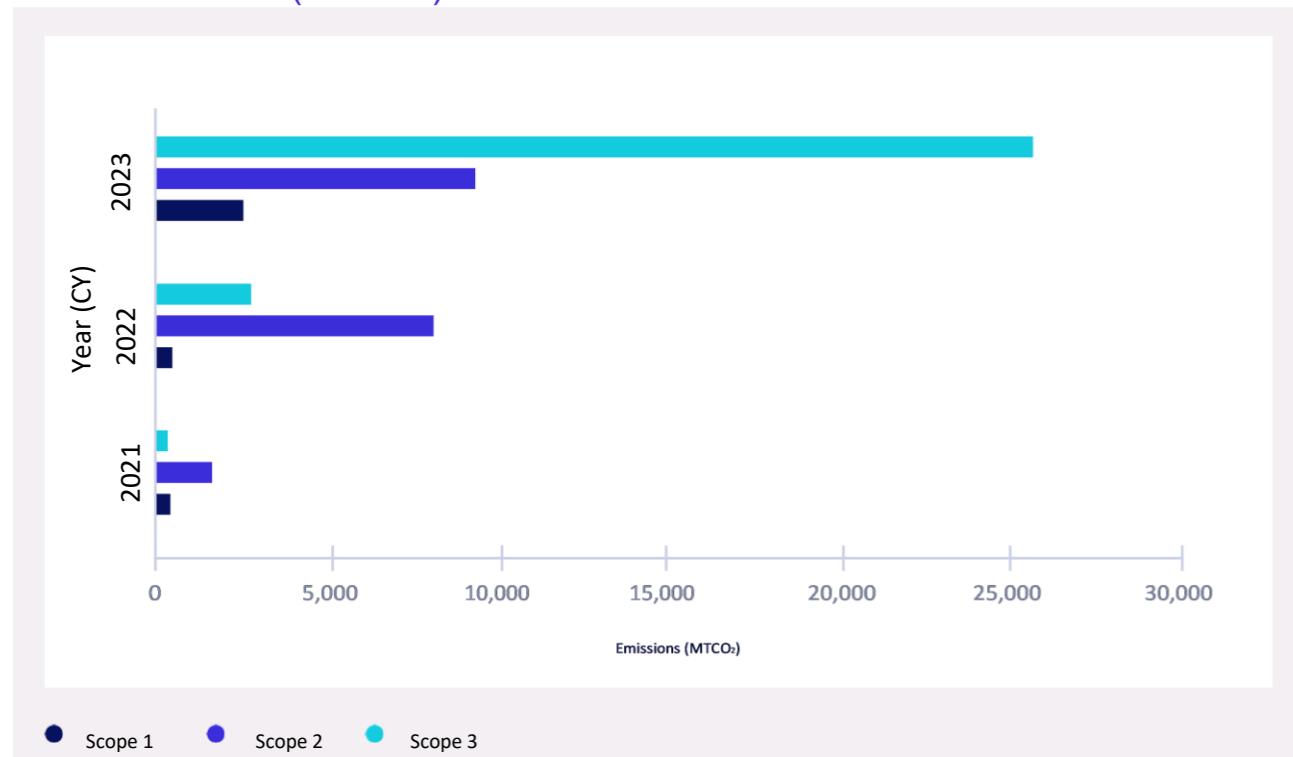
Scope	Category	Emissions (tCO2e)	% of Total
Scope 1	Stationary Combustion	328.54	0.87%
	Mobile Fuel Combustion	56.05	0.15%
	Fugitive Emissions	2,316.86	6.10%
Total Scope 1		2,701.46	7.12%
Scope 2	Purchased Electricity	9,474.79	24.96%
Total Scope 2		9,474.79	24.96%
Total Emissions (Scope 1+2)		12,176.25	32.07%
Scope 3	Purchased Goods and Services	3,744.97	9.86%
	Capital Goods	656.75	1.73%
	Fuel & Energy	2,879.51	7.58%
	Waste	1.91	0.01%
	Business Travel	9,105.36	23.98%
	Employee Commute	8,959.90	23.60%
	Upstream Leased Assets	442.03	1.16%
Total Scope 3		25,790.45	67.93%
Total Emissions		37,966.70	

Note: The above Scope 3 categories except Fuel and Energy and Waste represent the data collected from all offices across the globe. Fuel and Energy and Waste categories represent data collected from Indian offices.

GHG Emissions Intensity	FY2023	FY2022
Total Scope 1 and 2 Emissions	12,176.25	8,812.34
Total No. of Employees	21,828	20,094
GHG Intensity (MTCO2/Per Employee)	0.55	0.43
Total Scope 3 Emissions	25,790.45	2,909.23
Total No. of Employees	21,828	28,608
GHG Intensity (MTCO2/Per Employee)	1.181	0.101

Emissions Management

GHG Emissions (MTCO₂)



As seen on the above graph,

- We have reported Scope 1, 2 and 3 emissions from 72 facilities (owned and leased) of Hexaware for CY 2023.
- Our scope 1 and 2 emissions for owned facilities include diesel, LPG, fugitive emissions and purchased electricity respectively.
- Under Scope 3, we have calculated emissions from purchased goods and services (category 1), capital goods (category 2), employee commute (category 7), upstream leased assets (category 8) in addition to emissions from fuel and energy (category 3), waste from operations (category 5), and business travel (category 6) as reported last year.

Water and Effluent Management

Parameter	CY2023	CY2022
Water Consumption	1,57,187	1,13,971
Water Discharged	0	0
Water Recycled	37,084	20,952

Water Withdrawal by Source (KI)	CY2023	CY2022
Third-Party Water	1,57,187	1,10,453
Ground Water	0	0
Produced Water	0	0
Seawater	0	0
Water From Rainwater Harvesting	3,866	3,518
Total Water Withdrawal	1,61,053	1,13,971

Water Intensity	CY2023	CY2022
Total Water Consumption (KL)	1,57,187	1,13,971
Total No. of Employees	21,206	19,176
Water Intensity (Per Employee Per Day)	0.085	0.074

Note: The employee count is only for India locations as water consumption data is only for India.

Waste Management

Total Waste Generated (MT)

Hazardous Waste	8.67
Non-Hazardous Waste	54.73

Total Waste Directed to Disposal (MT)

Hazardous Waste Directed to Disposal	0.86
Non-Hazardous Waste Directed to Disposal	25.48

Total Waste Diverted from Disposal (MT)

Hazardous Waste Diverted from Disposal	6.80
Non-Hazardous Waste Diverted from Disposal	22.10

Employees

Performance Appraisal Data

	CY 2023		
	Total Number of Employees	Eligible Employees	Percentage
Gender			
Male	17,395	15,209	87%
Female	8,892	7,617	86%
Not Disclosed	27	0	0%
Total	26,314	22,826	87%
Category-wise			
Senior	1,885	1,806	96%
Middle	7,868	7,265	92%
Junior	16,561	13,755	83%
Total	26,314	22,826	87%

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

Parental Leave Data

	CY2023			CY2022		
	Male	Female	Total	Male	Female	Total
Total number of employees that were entitled to parental leave	17,483	8,944	26,427	17,975	8,926	26,901
Total number of employees that took parental leave	536	390	926	229	278	507
Total number of employees due to return to work after taking parental leave	534	209	743	228	175	403
Total number of employees that returned to work in the reporting period after parental leave ended	533	206	739	228	170	398
Number of employees who returned to work after parental leave ended and are still employed 12 months after their return to work	157	86	243	285	85	370
Return to work rate (in percentage)	100%	99%	99%	100%	97%	99%
Retention rate (in percentage)	69%	51%	61%	66%	51%	62%

New Hires Data

By Gender	CY2023		CY2022	
	No. of Employees	%	No. of Employees	%
Male	8,049	62%	12,706	64%
Female	4,867	38%	7,052	36%
Total	12,916		19,758	

By Age Group	CY2023		CY2022	
	No. of Employees	%	No. of Employees	%
<30 Years	7,591	59%	12,448	63%
30-50 Years	5,067	39%	6,867	35%
>50 Years	258	2%	443	2%
Total	12,916		19,758	

By Region	CY2023		CY2022	
	No. of Employees	%	No. of Employees	%
India	9,668	75%	15,210	77%
America	1,980	15%	3,232	16%
Europe	353	3%	426	2%
Rest of APAC	915	7%	890	5%
Total	12,916		19,758	

By Management Category	CY2023		CY2022	
	No. of Employees	%	No. of Employees	%
Senior Management	240	2%	372	2%
Middle Management	1,932	15%	2,838	14%
Junior Management	9,255	71%	14,992	76%
Contract Employees	1,489	12%	1,556	8%
Total	12,916		19,758	

Employee Count

By Gender	CY2023		CY2022	
	No. of Employees	%	No. of Employees	%
Male	18,822	67%	19,234	67%
Female	9,470	33%	9,374	33%
Total	28,292		28,608	

By Age Group	CY2023		CY2022	
	No. of Employees	%	No. of Employees	%
<30 Years	11,886	42%	13,428	47%
30-50 Years	15,303	54%	14,230	50%
>50 Years	1,103	4%	950	3%
Total	28,292		28,608	

By Region	CY2023		CY2022	
	No. of Employees	%	No. of Employees	%
India	21,828	77%	21,919	77%
America	4,172	15%	4,489	16%
Europe	1,093	4%	1,144	4%
Rest of APAC	1,199	4%	1,056	4%
Total	28,292		28,608	

By Management Category	CY2023		CY2022	
	No. of Employees	%	No. of Employees	%
Senior Management	1,989	7%	1,803	6%
Middle Management	7,862	28%	7,533	26%
Junior Management	16,576	58%	17,565	62%
Contract Employees	1,865	7%	1,707	6%
Total	28,292		28,608	

Employee Turnover

By Gender	CY2023		CY2022	
	No. of Employees	%	No. of Employees	%
Male	8,460	64%	10,207	67%
Female	4,773	36%	5,109	33%
Total	13,233		15,316	

By Age Group	CY2023		CY2022	
	No. of Employees	%	No. of Employees	%
<30 Years	7,010	53%	8,094	53%
30-50 Years	5,845	44%	6,844	44%
>50 Years	378	3%	378	3%
Total	13,233		15,316	

By Region	CY2023		CY2022	
	No. of Employees	%	No. of Employees	%
India	9,660	73%	11,475	75%
America	2,432	18%	2,656	17%
Europe	363	3%	543	4%
Rest of APAC	778	6%	642	4%
Total	13,233		15,316	

By Management Category	CY2023		CY2022	
	No. of Employees	%	No. of Employees	%
Senior Management	318	2%	347	2%
Middle Management	1,794	14%	2,933	19%
Junior Management	9,611	73%	10,575	69%
Contract Employees	1,510	11%	1,461	10%
Total	13,233		15,316	

Percentage of Women Employees

Percentage of Women Employees	CY2023	CY2022	CY2021
Women in workforce	33%	33%	31%
Women in all management positions (including junior, middle, and top management)	33%	33%	31%
Women in junior management positions	24%	24%	21%
Women in top management positions	1%	1%	1%

Employee Diversity

By Gender	CY2023			CY2022		
	Male	Female	%	Male	Female	%
Senior Management	9%	3%	7%	8%	2%	6%
Middle Management	31%	21%	28%	30%	19%	26%
Junior Management	53%	70%	59%	55%	74%	62%
Contract Employees	7%	6%	7%	7%	5%	6%
Total	100%	100%	100%	100%	100%	100%

By Age Group	CY2023				CY2022			
	<30	30-50	>50	%	<30	30-50	>50	%
Senior Management	1%	10%	46%	7%	1%	10%	43%	6%
Middle Management	4%	46%	24%	28%	5%	46%	23%	26%
Junior Management	91%	36%	16%	59%	91%	36%	19%	62%
Contract Employees	4%	8%	14%	6%	3%	8%	15%	6%
Total	100%	100%	100%	100%	100%	100%	100%	100%

Average training hours by gender and employee category

	Employee Count	Total Training Hours	Avg Training Hours
By Gender			
Male	18,822	8,67,971	46.1
Female	9,470	3,52,484.8	37.2
By Employee /Category			
Senior	1,989	20,288	10.2
Middle	7,862	1,68,948	21.5
Junior	16,576	10,15,444.6	61.3
Contractual employees	1,865	15,775.5	8.5

Average Remuneration of Female and Male Employees in USD As Per Employee Category Across Locations

Employee Category by Location	Female		Male	
	No.	Average	No.	Average
America				
Junior	273	42,657	646	44,785
Middle	302	90,799	907	96,081
Senior	68	158,763	516	182,650
Europe				
Junior	50	51,690	103	47,710
Middle	77	75,247	271	78,168
Senior	34	130,445	263	140,245
India				
Junior	2,346	8,758	3,608	9,516
Middle	1,538	22,198	4,338	24,473
Senior	141	39,207	870	43,304

Note: We have considered regions where 90% of revenue is generated.

Occupational Health and Safety

Ailments recorded

Ailment	Head Count
Disorders Of The Musculoskeletal System	25
Hypertensive Disorders	6
Mental & Behavioural Disorders	1
Grand Total	32

Data Computational Methods

» Energy Intensity ratio

Numerator is Scope 1 + Scope 2 MTCO2 & Denominator is Employee count. Employee count for 2023 = 28292, 2022 = 20094

Energy Intensity ratio uses energy consumption within the organization.

Types of energy included in the intensity ratio- Electricity, Diesel, Refrigerants Consumed

» 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 - CO2, CO2 equivalent of CH4, N2O, HFCs, PFCs, SF6, NF3 wherever available