HEXAWARE

Sustainability Report

Enhancing digital solutions through innovation and strategic leadership for a sustainable future

2023

Contents

2023 Overview

In our pursuit of a sustainable future, we are committed to enriching digital solutions through a dynamic blend of innovation and strategic leadership.

By fostering a culture of innovation, we aim to explore cutting-edge technologies that not only reduce our environmental footprint but also contribute positively to the communities we serve. At Hexaware, our leadership ensures that we adopt policies and implement the right processes to achieve our sustainability goals and improve efficiency.

Throughout 2023, we continued to strive toward achieving our Environment, Social, and Governance (ESG) goals. Additionally, we worked across our key service lines and processes to embed sustainability and enhance the capabilities of our proprietary platforms to support our customers on their ESG assessments. We believe in embracing change, investing in the right technology, and providing best-in-class services to our customers.
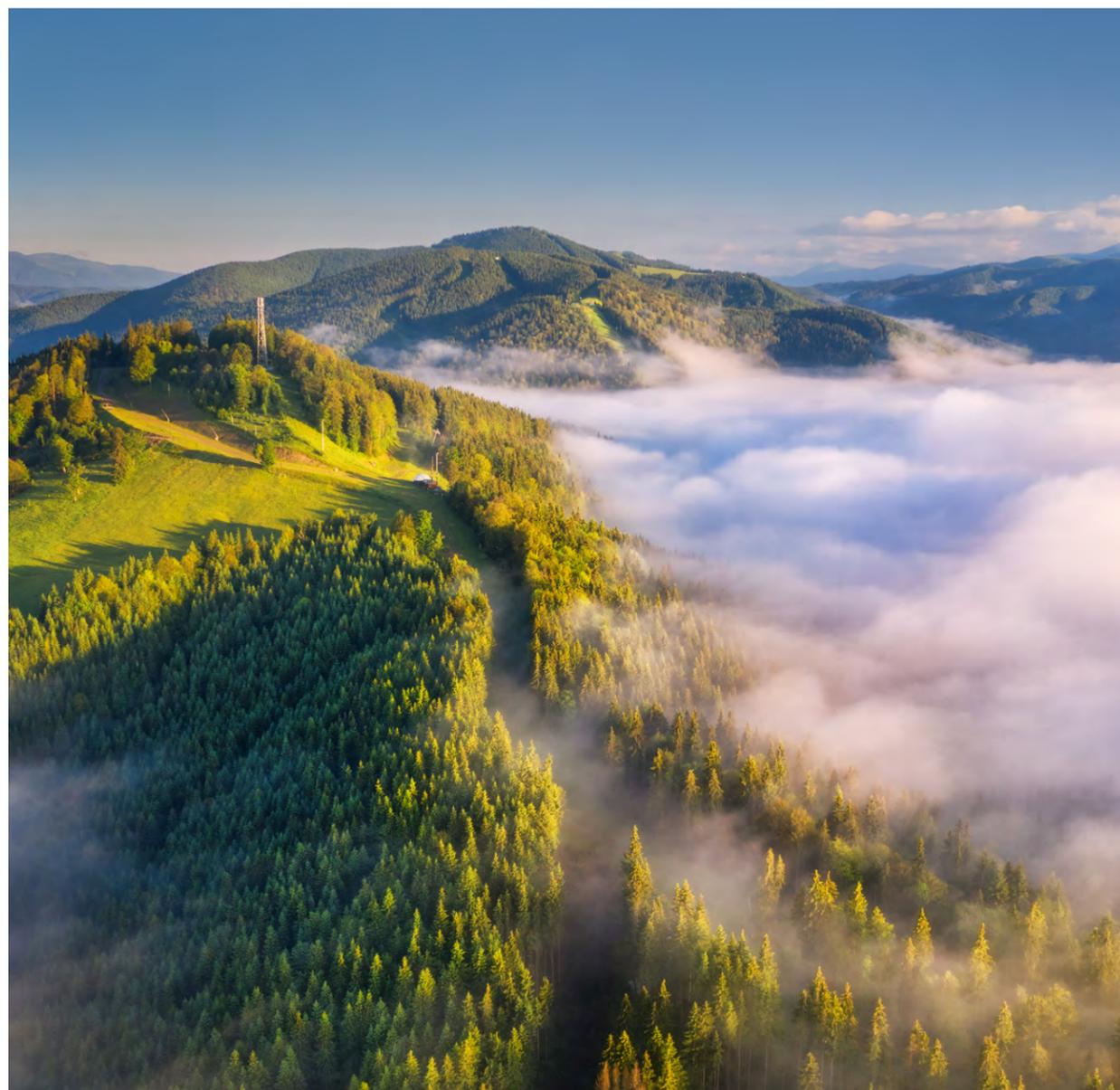
Director's Message

We uphold ethical business practices and place great emphasis on cultivating a workplace environment that is equitable, diverse, and inclusive.

Dear Shareholders,

In an era where technology evolves at an unprecedented pace, our commitment to digital excellence remains strong. We have navigated through uncertainties with agility, leveraging our expertise to address emerging challenges and seize new opportunities. The dedication of 28,600 employees in delivering cutting-edge solutions has enabled us to exceed the expectations of our clients worldwide. We are proud of Hexaware's consistent growth and success over the past years. During the reporting period, Hexaware generated INR 103,803 million in revenue, and net profit (Profit after tax) is INR 9,976 million.

We understand that economic growth is not independent of the impact we have on our environment and society. We take this opportunity to communicate our intent, actions, and progress against our commitment to sustainable operations and long-term value creation, aligning with Environmental, Social, and Governance (ESG) principles. Looking back, our commitment to transitioning toward a low-carbon economy is translated through our progress against the targets we undertook. 59% of our energy requirements in our own campuses in India are powered by renewable sources against the target of procuring 70% of our energy needs from renewable sources by 2030. We have also embraced the 5R approach—Refuse, Reduce, Reuse, Repurpose, and Recycle—to manage the waste generated at our operational facilities effectively. Additionally, we have ceased the use of single-use plastic across our campuses.

Our social endeavors are committed to cultivating a culture of active listening and continuous learning from our employees, clients, communities, and society. We are proud of the various initiatives taken towards diversity and inclusivity that have resulted in 33% of our workforce being women this year, against the target of 40% by 2030. We continue to attract top talent and invest in their career growth within the organization. Our community development programs are aligned with the Sustainable Development Goals of the United Nations, creating a positive and lasting impact on the environment and society. We undertake projects that fuel inclusive growth in disadvantaged communities; so far, we have made a positive impact on 63,105 lives.

As we look ahead, we stand ready for continued growth and innovation. Our strategic initiatives will center on leveraging emerging technologies like Gen AI, machine learning, and more to deliver value for our stakeholders.

I extend my heartfelt gratitude to our shareholders for their unwavering support and confidence in our vision. I also express my appreciation to our partners and clients for their continued trust and collaboration. Together, we will continue to innovate, inspire, and shape the future of our planet.

Regards,
Milind Sarwate
Independent Director

CEO's Message

We harness cutting-edge technology, global regulatory frameworks, and data-driven insights to empower organizations on their journey toward Environmental, Social, and Governance (ESG) goals.

Dear Stakeholders,

I am happy to share the progress on our sustainability initiatives and present our sixth sustainability report to all of you.

At Hexaware, we recognize the profound impact our operations can have on the environment, society, and economy. Therefore, we have integrated sustainability into every aspect of our operations, striving to create long-term value for all stakeholders.

Commitment Toward our Environment

In our unwavering dedication to transparency and accountability concerning climate-related risks and opportunities, we conducted a comprehensive climate risk assessment to pinpoint and manage the impacts of climate change. Our commitment is further demonstrated through the release of our inaugural report on climate-related financial disclosures, meticulously aligned with the standards set by the Task Force on Climate-related Financial Disclosures (TCFD). We're delighted to announce that our efforts have been acknowledged by EcoVadis, a globally respected platform, with the award of a Bronze medal for our outstanding ESG performance.

We have set targets to achieve net-zero greenhouse gas (GHG) emissions by 2040. We have also set targets with the Science Based Targets Initiative (SBTi) and are working toward meeting the goals of the Paris Agreement to limit global warming to 1.5°C above pre-industrial levels. Our initiatives aimed at achieving our targets include improving energy-efficient infrastructure, implementing sustainable cooling solutions, and optimizing servers, resulting in reduced energy consumption and improved emissions management.

We supported the Environmental Foundation of India (EFI) for pond restoration projects and restored six water bodies near our Chennai campus. In the past three years, this collaboration has benefited over 1000 people and conserved over 100 million liters across six water bodies in Tamil Nadu, besides increasing the biodiversity around the lakes.

Social Responsibility

In our pursuit of corporate social responsibility (CSR), we strive to make a positive difference in the lives of individuals, particularly those in vulnerable and marginalized groups. Our initiatives center around enhancing access to quality education and healthcare, fostering sports engagement, advocating for environmental conservation, empowering women, promoting livelihood opportunities, and driving rural development. In 2023, our investments in CSR initiatives in India totaled INR 144 Mn. I am proud to report that we have benefited 63,105 lives through our programs.

Growing with our Diverse Human Capital

It would not be possible to achieve our purpose of "creating smiles through great people and technology" without our great people. Hexawarians are the heartbeat of Hexaware and I am proud of everything we have accomplished together. We know that the continued growth of this company is only possible if we continue to invest in the development of the individuals who are here everyday catering to the unique needs of our clients. Our continual commitment to learning and development has resulted in an average of 43 hours of training per employee, up from 35 hours in 2022.

We celebrate diversity across the organization, appreciating people from all walks of life. This year, our diversity and inclusivity initiatives focused on enhancing visibility for diverse groups within the organization. We promoted various platforms that staged conversations around cultural intelligence and neurodiversity and ran allyship campaigns to raise awareness of societal biases.

Innovative Services

We harness cutting-edge technology, global regulatory frameworks, and data-driven insights to empower organizations on their journey toward Environmental, Social, and Governance (ESG) goals. Our innovative ESG platform, developed on AWS, merges advanced data science with transactional knowledge to redefine payment security. Through core transformation powered by Tensai®, we modernize financial operations, prioritizing agility, efficiency, and experience.

Our Amaze® platform accelerates organizations' migration to the cloud, while our Gen AI solutions, rooted in sustainability principles, propel customers toward net-zero objectives. We drive innovation through Gen AI solutions, delivering high-precision, secure knowledge systems, and executive assistance.

Commitment to Ethical Corporate Governance

Hexaware is committed to sound corporate governance practices aligned with its vision, mission, values and principles, fostering stakeholder confidence. Our operations are guided by a steadfast commitment to fairness and transparency. We prioritize sustainable growth in shareholder value through ethical decision-making and unwavering integrity.

I would like to take this opportunity to thank our stakeholders for their trust in our organization. We look forward to accelerating our efforts by driving meaningful change within our organization and beyond, leading to a sustainable and equitable future for all.

Regards,
R. Srikrishna
Chief Executive Officer

About the Report

The Sustainability Report 2023 communicates our approach towards our material issues and the progress we have made towards achieving our ESG targets. This report captures impactful stories across our functions through data and discourse. Our report is organized around material topics that have an impact on our business and are important to our stakeholders in a clear, concise, and transparent manner.

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

External Assurance

A limited assurance on certain identified sustainability indicators in this report has been provided by TUV India Pvt. Ltd. in accordance with the International Standards on Assurance Engagements (ISAE) 3000 (revised) Assurance Engagements. The subject matter, criteria, procedures performed, and limited assurance conclusion are presented in the assurance report attached at the end of this Report.

Feedback

As part of our continued engagement with stakeholders and to facilitate continuous improvement, we welcome feedback, comments, and suggestions: 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 & Environmental Design
- **MT**: Metric Tons
- **SASB**: Sustainability Accounting Standards Board
- **SBTi**: Science Based Targets initiative
- **SOP**: Standard Operating Procedure
- **TCFD**: Task Force on Climate-related Financial Disclosures
- **UN SDGs:** United Nations Sustainable Development Goals
- **ZLD**: Zero Liquid Discharge

About Hexaware

At Hexaware, we leverage technology to solve problems and deliver innovative solutions that our customers love. We are one of the fastest growing India-based IT companies. We have over three decades of experience in information technology consulting, software development, and business process services.

Our Purpose

Creating smiles through great people and technology.

Our Vision

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

Our Values

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.

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.

Be Sustainable

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

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.

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 Services

At Hexaware, our clients take center stage in everything we do. We specialize in delivering tailored solutions across a diverse range of industries, ensuring they meet our clients' needs effectively and efficiently.

Our services span several key areas:

Digital & Software: Providing cutting-edge digital solutions and software development services to transform businesses and enhance customer experiences.

Cloud & Data: Leveraging cloud technologies and harnessing the power of data to drive innovation and agility.

Digital IT Ops: Managing and optimizing digital infrastructure and operations to ensure seamless performance and reliability.

Enterprise Platform Services: Offering comprehensive services to support and enhance enterprise-level platforms, ensuring scalability, security, and performance.

Business Process Services: Streamlining and optimizing business processes to enhance productivity and efficiency.

For more information about our services and offerings, visit ➡ Hexaware.com

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
Bombay Chamber of Commerce

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:

Strategic Partners:
Significant investment, focused on sales and marketing

aws | Google Cloud | Microsoft
servicenow | salesforce | snowflake
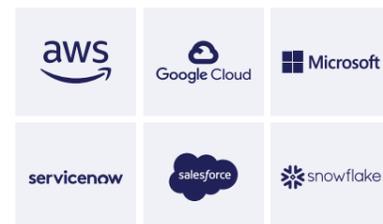
Vertical-focused Partners:
Deep domain expertise with sector specific technologies

Backbase | Duck Creek Technologies | GUIDEWIRE
MAMBU | socotra | Xceptor

Next-level Partners:
Strong suite of industry-leading enterprise solutions

Adobe | appian | GENESYS
databricks | ORACLE | outsystems
SAP | Verisk | workday

Global Presence

Our worldwide operations demonstrate our strength and capability, reflecting our diverse identity.

Efficient service delivery across the world

With a diverse team spanning continents, we deliver significant customer value through seamless collaboration and effective execution.

Revenue Share (%)

● America	72
● Europe	22
● Asia Pacific	6

50

Offices

90

Nationalities

~33%

Women Workforce

19

Countries

125

Languages

1

Common Purpose

~1,100
Employees

Europe

~5,200
Employees

America

~22,000
Employees

Asia Pacific

Note: Map not to scale.

ESG Performance Highlights

Renewable Energy Consumption

39%
2023

36%
2022

Water Recycled (KL)

32,070
2023

20,952
2022

% of New Hires Who Identified as Women

38%
2023

36%
2022

Energy Intensity
(energy consumption/no. of employees)

3.93
2023

5.94
2022

CSR Beneficiaries

63,105
2023

53,143
2022

Average Training Hours Per Employee

43.1
2023

34.72
2022

LEED-certified Owned Offices (Sq.ft.)

8,84,788
2023

7,38,808
2022
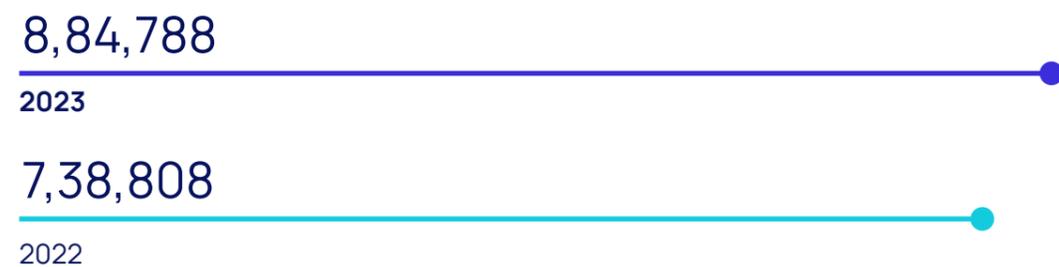
→ View the ESG Databook here

Goals & Commitment

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 by 2025

Make a positive impact on the lives of 100,000 beneficiaries by 2025

Ensure zero waste to landfill at owned facilities by 2025

Increase the share of women employees to 40% globally by 2030

Achieve water neutrality for owned operations by 2030

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

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

Maintain all our campuses free of single-use plastic

Achieve 100% employee coverage globally of code of conduct awareness/training annually

Achieve 100% employee coverage globally under information security awareness/training

Strive to ensure zero cases of data breaches every year globally

Awards & Accolades

Our relentless pursuit of excellence has earned us recognition with numerous awards across diverse domains. As we move forward, we remain steadfast in upholding these high standards, driving innovation and excellence in the industry.

To learn more about our awards and recognition, refer to our → Annual Report.

Stakeholder Engagement

At Hexaware, we foster meaningful dialogue and collaboration with stakeholders to contribute to positive social and environmental impact while simultaneously safeguarding our own sustainability and resilience in an increasingly conscious global economy. We engaged with both internal and external stakeholders to gather constructive feedback on matters of shared concern and interest.

Internal Stakeholder

Leadership and Employees

Modes Of Engagement

- Emails
- Yammer engagement portal
- Employee satisfaction surveys
- Whistleblower and vigilance mechanism

Frequency
Daily

Key Concerns And Expectations

- Learning and development
- Growth opportunities
- Diversity and inclusion
- Employee wellbeing
- Rewards and recognition
- Performance appraisals

Our Practices

- Konnect with CEO townhalls
- Organizational development training programs
- Function-specific trainings
- Employee engagement initiatives

External Stakeholders

Investors

Modes Of Engagement

- Annual General Meetings (AGM)
- Board meetings
- Annual and sustainability reports
- Press releases
- Company website and social media platforms

Frequency
Quarterly

Key Concerns And Expectations

- Financial and non-financial performance
- Risks and opportunities
- Governance and transparency
- Business continuity

Our Approach

- Economic profits
- Sustainable performance
- Risk and opportunities management framework
- Business continuity plan

Customers

Modes Of Engagement

- Customer satisfaction surveys
- Emails
- Grievance redressal mechanism
- Customer visits
- Company website and social media platforms

Frequency
As required

Key Concerns And Expectations

- Quality deliverables
- Relationship management
- Solutions and service offerings
- Post-sales support

Our Approach

- Customer spotlight sessions
- Client-specific talent development program
- Review meetings
- Leadership connects

Communities

Modes Of Engagement

- Needs assessment
- Impact monitoring and evaluation
- CSR initiatives

Frequency
As required

Key Concerns And Expectations

- Training and livelihood development
- Infrastructure development

Our Approach

- CSR impact areas
- Employee volunteering

External Stakeholders

Suppliers

Modes Of Engagement

- Supplier assessments
- Supplier training programs
- Grievance redressal mechanism

Frequency

As required

Key Concerns And Expectations

- Quality products and services
- Orders and delivery
- Sustainable supply chain

Our Approach

- Procurement policy
- Supplier code of conduct
- Supplier onboarding based on ESG criteria

Regulators

Modes Of Engagement

- Annual and sustainability reports
- Public policy engagement and advocacy
- Compliance reports

Frequency

As required

Key Concerns And Expectations

- Tax and royalties
- Emission reduction targets and initiatives

Our Approach

- Transparent reporting on financial and non-financial performance

Materiality Assessment

We conducted an impact materiality assessment last year among our key stakeholders to inform our strategy, and prioritize actions to achieve our targets.

The results of the materiality assessment are influenced by three major elements:

- Stakeholder importance
- Relevance to Hexaware
- Impact on Hexaware

Our approach is informed by a thorough understanding of the ESG regulatory and non-regulatory movements in the external environment.

We also conduct reviews of the global trends that affect our business and stakeholders and prioritize issues that are most critical to our success and sustainability. We assess the topics based on defined parameters in consultation with our stakeholders.

1. Direct financial impact of the topic on economic performance
2. Policy-related performance/ requirement/ acceptance towards the topic
3. Organizational peer-based norms/position about the topic
4. Understanding the behavioral preferences of stakeholders
5. Importance of the topic to the social ecosystem in which we operate

Materiality Matrix

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

The materiality matrix showcases the prioritization of the material topics that impact our business and that are of importance to our stakeholders. The topics are in alignment with GRI standards and UN SDGs and influence our business strategy and ESG targets.

Governance at Hexaware

Leadership Approach

We are committed to conducting business with the highest standards of integrity and adhering to the letter and spirit of all applicable laws and regulations of the locations we operate in. The corporate governance framework of our Company focuses on highest levels of transparency through financial and non-financial reporting along with adherence to the statutory and regulatory requirements.

Our efforts in ESG have been recognized by EcoVadis and Sustainalytics.

EcoVadis

Hexaware received a bronze medal from EcoVadis in recognition of the efforts in sustainability

Sustainalytics

Sustainalytics has ranked Hexaware 7 out of 1,110 Software & Services companies globally. We received a score of 10.1 indicating low risk.

10.1 Low Risk

The Company has adopted various policies, including a Whistle Blower Policy, CSR Policy, Remuneration Policy, Risk Management Policy, Anti-Bribery Policy, Prevention of Sexual Harassment Policy, and a Code of Conduct for our Board of Directors and Senior Management Personnel. We continue to adhere to ISO 9001, ISO 27001, ISO 20000, ISO 22301, and ISO 45001 standards, underscoring our commitment to the highest levels of quality, best-in-class agile processes, robust information security practices, and mature business continuity processes.

We also have a well-documented Risk Management Framework that includes a risk management policy, risk management processes, risk governance, and risk awareness programs. We have developed an Enterprise Risk Management (ERM) function to achieve the Company's strategic objectives by identifying, assessing, mitigating, and averting or managing any kind of risk.

This is discussed in detail in our **Annual Report.**

Alignment with Material Topics

1. **ESG Governance**
2. **Anti-corruption**
3. **Cybersecurity and Data Privacy**

Alignment with UN SDGs

8 DECENT WORK AND ECONOMIC GROWTH
16 PEACE, JUSTICE AND STRONG INSTITUTIONS
12 RESPONSIBLE CONSUMPTION AND PRODUCTION

8   16   12

Board of Directors

A strong and diverse Board of Directors plays a pivotal role in steering sustainability strategy for our organization. We have implemented a strong framework that ensures integrity, fairness, equity, transparency, and accountability that allows us to maintain mutually beneficial relationships with our stakeholders.

Our Board of Directors has the ultimate responsibility for overseeing our Company's strategy and execution. It is chaired by Mr. Michael Bender and comprised of a mix of executive, non-executive, and independent directors.

Board Composition and Diversity

We strongly believe in the importance of diversity within our Board, recognizing its pivotal role in shaping our organizational culture and direction. A diverse Board fosters a rich tapestry of perspectives and experiences, enriching our decision-making processes and promoting inclusivity at every level of our organization.

2	8	8	2
Indians	Foreign Nationals	Men	Women

Directors	Board Meetings Held During the Year	Board Meetings Attended During the Year	Whether Attended Last AGM	Directorship of Other Indian Public Companies	Board Committee Membership/ (Chairmanship)	Directorship of Other Listed Entity (Category of Directorship)
Mr. Michael Bender	7	7	Yes	N.A.	1(0)	N.A.
Mr. R. Srikrishna	7	5	Yes	NIL	NIL	NIL
Mr. Neeraj Bharadwaj	7	6	Yes	4	1(0)	Sequent Scientific Limited – Additional Director Piramal Pharma Limited - Director
Ms. Sandra Horbach	7	4	No	N.A.	N.A.	N.A.
Mr. Julius Genachowski	7	7	No	N.A.	1(1)	N.A.
Mr. Kapil Modi	7	7	No	3	2(0)	PNB Housing Finance Limited – Non-Executive Nominee Director
Ms. Lucia Soares	7	6	No	N.A.	N.A.	N.A.
Mr. Shawn Devilla	7	7	No	N.A.	N.A.	N.A.
Mr. Milind Sarwate	7	7	Yes	7	10 (4)	Mahindra & Mahindra Financial Services Ltd.,- ID* FSN E-Commerce Ventures Ltd.-ID Matrimony.com Ltd.,-ID SeQuent Scientific Limited., - ID Asian Paints Ltd.-ID
Mr. Larry Quinlan	7	7	Yes	N.A	1(0)	N.A.

Unit Specific Recognition Programs

Nomination and Remuneration Committee

The Committee plays a pivotal role in defining the selection criteria for directors and recommending policies to the Board regarding the remuneration of directors, key managerial personnel, and other employees. Additionally, it formulates criteria for performance evaluation, emphasizes diversity, and determines directors' terms of appointment. The remuneration for the Executive Director and Chief Executive Officer is contingent upon the Company's overall performance, their individual contributions, and their role in fostering a high-performance culture. Industry trends also factor into the remuneration decisions.

Audit, Governance, and Compliance Committee

The Audit Committee plays a crucial role in overseeing and ensuring the timeliness and effectiveness of the financial reporting process. This entails monitoring the work of management, internal auditors, and external auditors, as well as the safeguards implemented by each party throughout the financial reporting process.

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 (CSR)

The Committee formulates the CSR Policy that indicates 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

As the spotlight on corporate ESG (Environmental, Social, and Governance) performance intensifies, it's imperative to recognize the significance of governance indicators alongside environmental and social factors. At Hexaware, the Board exercises oversight over the Company's strategy, sustainability efforts, and overall performance, underscoring our commitment to responsible governance practices.

The sustainability and ESG agenda are decided by the Board and driven across the organization by the ESG steering committee. The ESG Steering committee includes a cross-functional team consisting of our COO, CRO, CPO, CFO, Head of Corporate Affairs, and Function Heads. They are responsible for the execution of the sustainability agenda within the organization.

The ESG Steering Committee works closely with other Board Committees to further our ESG ambitions. It works with the Audit Committee for actions to be taken towards ESG regulations. It interacts with the Stakeholder's Relationship Committee to discuss performance on ESG assessments and actions for improvement. It collaborates with the CSR Committee for social impact programs.

Board
↓
Board Committees
↓
ESG Steering Committee
↓
Corporate ESG Function
↓
Sustainability Leads from each function

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 completing all mandatory compliance trainings.

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 as per our Anti-Harassment Policy. We encourage open communication about unethical practices, suspected fraud, or violation of the Code of Conduct through proper channels as stated in our Whistleblower Policy.

Complaints/Grievances	CY 2023		
	Filed During the Year	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	

Grievance Redressal

The Company has established a vigil mechanism/ whistle blower policy. The policy enables the employees and other stakeholders to report to the management instances of unethical behavior, actual or suspected fraud or violation of the Company's code of conduct or ethics policy.

The policy is reviewed annually by the Audit Committee to check the effectiveness of the policy. 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. 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.

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.

Hexaware's risk identification process is designed to encompass all types of risks, including financial and non-financial, such as ESG risks. Notably, climate-related risks, which are categorized as ESG risks, have been seamlessly integrated into the company's existing risk management framework, policies, and internal control processes. This means that climate-related risks are managed alongside other types of risks within the same comprehensive risk management process.

Processes to remediate negative impact

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.

Approach to Adapt or Mitigate

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 cybersecurity 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 cybersecurity 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.

Financial Implications

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.

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.

Approach to Adapt or Mitigate

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.

Financial Implications

Our good governance practices lead to a better response to a constantly changing environment that will enable us to attract significant capital investment.

Recruiting and Managing a Global, Diverse, and Skilled Workforce

Recruiting is a risk as well as an opportunity for us. Recruiting and managing a 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.

Approach to Adapt or Mitigate

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.

Financial Implications

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.

Water

Water is a risk for us since water scarcity can impair our Company's business operations.

Approach to Adapt or Mitigate

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 upholding 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.

Financial Implications

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.

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.

Approach to Adapt or Mitigate

At Hexaware, we 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

Financial Implications

Our efforts towards the local community help generate goodwill for us, create value for stakeholders, attract local talent, and foster a culture of collaboration.

Processes to remediate negative impact:

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.

Approach to Adapt or Mitigate
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 we track compliance to all relevant legislations.

Financial Implications
Our robust culture fosters transparency, leading to organizational savings by mitigating fines and penalties. This culture also strengthens corporate governance, enhances our reputation, and cultivates employee loyalty, driving overall success.

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.

Approach to Adapt or Mitigate
We're actively managing waste to minimize landfill impact through rigorous SOP implementation, emphasizing waste segregation for recycling and proper disposal. Across all our offices, we've transitioned from plastic to glass water bottles, eliminated single-use paper cups and plastic straws, and responsibly dispose of e-waste through authorized vendors, ensuring compliance with environmental regulations and preventing landfill accumulation.

Financial Implications
Recycling waste can lead to decreased cost and increased savings, and simultaneously help reduce our carbon footprint.

Occupational Health and Safety

Occupational health and safety are paramount priorities, representing both risks and opportunities for us. It's imperative to protect employee health, prevent work-related injuries, and ensure well-being across our workforce.

Approach to Adapt or Mitigate
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.

Financial Implications
Employee safety leads to healthier and happier employees, increasing their performance and productivity.

Supply Chain Management

We uphold stringent criteria for our supplier partnerships, ensuring alignment with our quality standards, ethical conduct, and environmental stewardship.

As a member of the UNGC, we adhere to principles encompassing human rights, labor, environment, and anti-corruption, fostering a sustainable supply chain. Our Supplier Code of Conduct and Sustainable Procurement Policy underscore our dedication to responsible sourcing. We've established robust internal protocols for supplier evaluations, training, and integration to uphold these principles.

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 ESG

Sustainable Procurement Policy

The Policy supports the highest standards of economic, social, ethical, and environmental practices across our supply chain in compliance with relevant laws and regulations.

It is accessible to all internal stakeholders via our intranet portal, and to all external stakeholders via our website. All our purchase orders are required to have environmental, health, and safety clauses to reiterate our commitment to ESG.

Supplier Code of Conduct

All suppliers must agree to abide by our Supplier Code of Conduct (SCoC), which lays out the legal and ethical expectations we have of them. 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. Hexaware reserves its right to audit suppliers or inspect supplier facilities to confirm compliance.

83.1% of our critical suppliers have signed our Supplier Code of Conduct and Anti-Corruption and Anti-Bribery Policy.

302
Total critical suppliers

251
Suppliers who signed our SCoC

83.1%
Percentage

Supplier Screening

This year, we conducted comprehensive screenings of all our suppliers to evaluate their environmental, social, and governance practices. We assessed each supplier for any potential negative impacts and adherence to regulatory requirements. Based on this screening, no significant negative environmental or social impacts were identified among our suppliers. Additionally, our recruitment vendors undergo a rigorous performance analysis, considering factors such as submission ratio, profile quality, turnaround time, and vendor spend. This analysis helps us classify vendors as preferred or non-preferred. Similarly, non-staffing suppliers are categorized based on their business value and the nature of their work, ensuring alignment with our organizational priorities.

Additionally, we support small, local, and diverse businesses. We recognize diverse businesses as those which are 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

Our supplier demographics across the globe:

1377
Total no. of suppliers

745
Purchase Goods / Capital Goods

632
Global Vendor Management (People)

Supplier Assessment

At Hexaware, our Enterprise Risk Management Framework includes regular supplier risk assessments as part of our onboarding process and annual reviews. These assessments allow us to evaluate the impacts our suppliers have on our operations and identify any associated risks within our supply chain. Based on these assessments, we develop mitigation and contingency plans to address potential issues proactively. Furthermore, we organize capacity building sessions to educate our suppliers on the significance of Environmental, Social, and Governance (ESG) factors, their implications for Hexaware and our supply chain, and measures for promoting low-carbon growth. These sessions also clarify our expectations from suppliers, fostering alignment with our sustainability goals and values.

All critical suppliers go through ESG assessments. The ESG Assessment is based on the following parameters:

- Human rights, labor, governance, & business conduct
- Environment, health, and safety
- Training & development and compliance monitoring

The critical suppliers are categorized as

High Risk (0-30)	Medium Risk (31-70)	Low Risk (71 - 100)

0   30   70   100
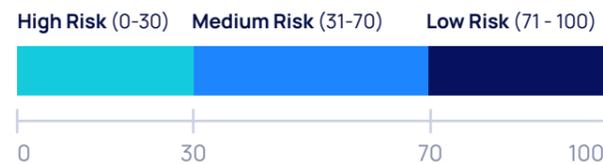
(Based on their scores out of the total score of hundred).

Cybersecurity and Data Privacy

Our approach to cybersecurity and data privacy are multileveled. The Chief Operating Officer (COO) reviews the system that addresses the cybersecurity and data privacy risks monthly, and the Board and Audit Committee reviews it periodically.

The responsibilities of the 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 external assessments under international standards of ISO 9001, ISO 20000, ISO 27001, and ISO 22301. This year, we restructured the Systems Technology Group (STG) policy and procedure documents as per the ISO 20000 and ISO 27001 standards. We also defined and created a comprehensive risk register for STG as per the National Institute of Standards and Technology Cybersecurity Framework. The Head oversees process implementation and conformance and reviews, approves, and monitors compliance with the Information Security Policy and is responsible for monitoring the progress of the initiatives.

At Hexaware, we prioritize business continuity and disaster recovery to ensure the resilience of our operations and safeguard our critical IT infrastructure. Our comprehensive plan covers disaster recovery for all essential IT assets, including those supplied by customers. Through regular reviews and updates, we ensure the plan's effectiveness and alignment with evolving needs.

Key components and dependencies are identified through a rigorous Business Impact Analysis (BIA) within our Business Continuity Management System (BCMS). Approved disaster recovery (DR) plans, encompassing customer-mandated requirements, are regularly tested and refined.

Our proactive approach includes the publication of an annual calendar for disaster recovery actions, covering critical services and activities such as network links and firewall systems. Customer-specific site recovery tests are conducted, with results shared transparently according to agreements and critical infrastructure needs.

This year, we conducted comprehensive failover and fallback tests across our facilities and data centers, ensuring readiness for any eventuality. At the project level, we executed call tree drills, simulations, and tabletop exercises, further enhancing our preparedness and resilience.
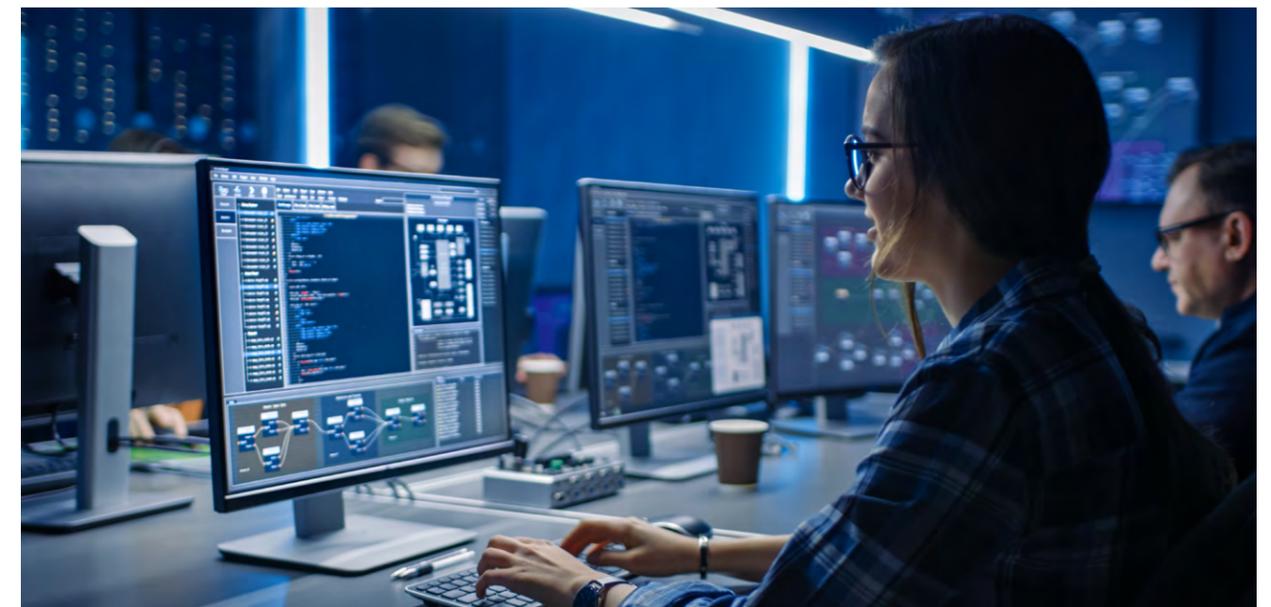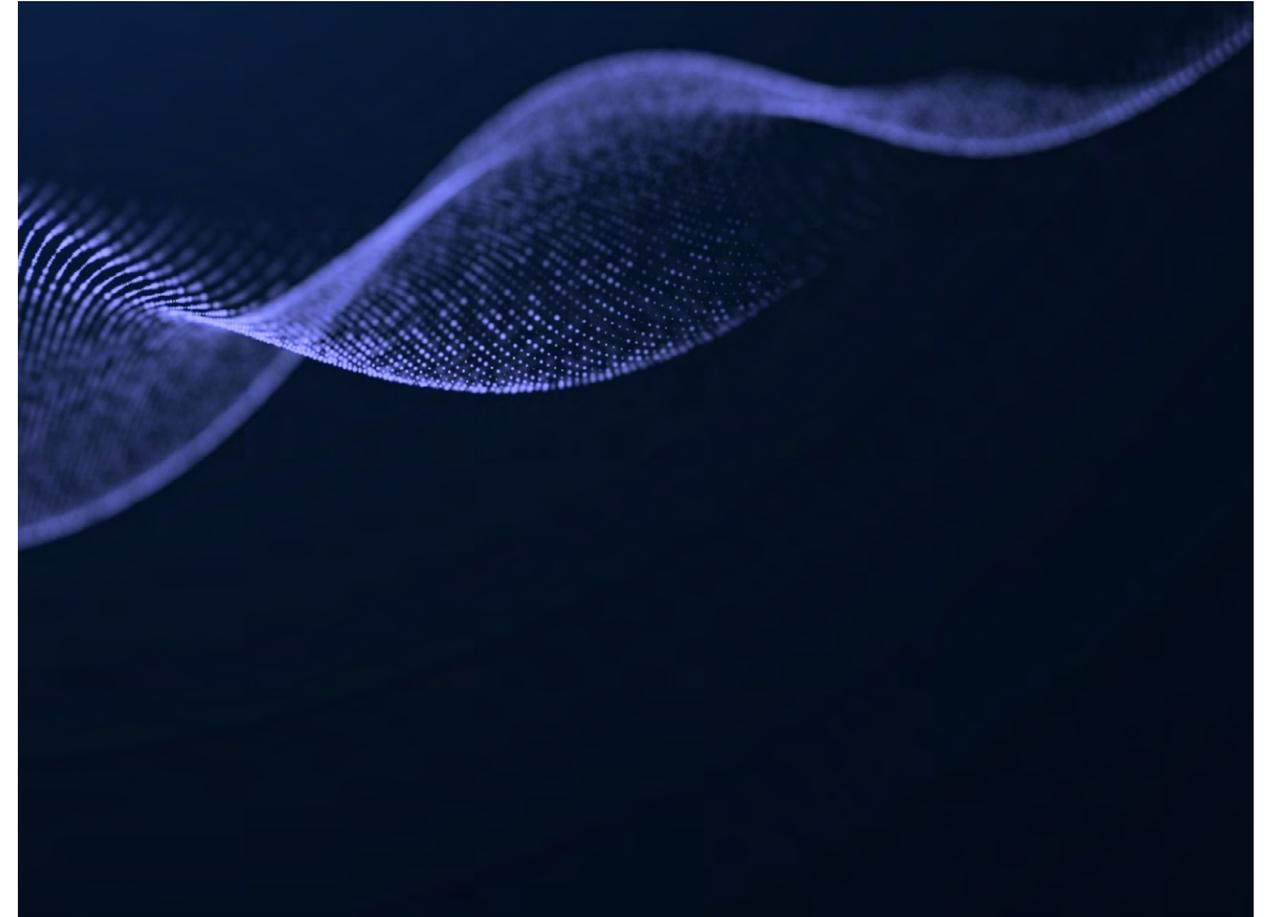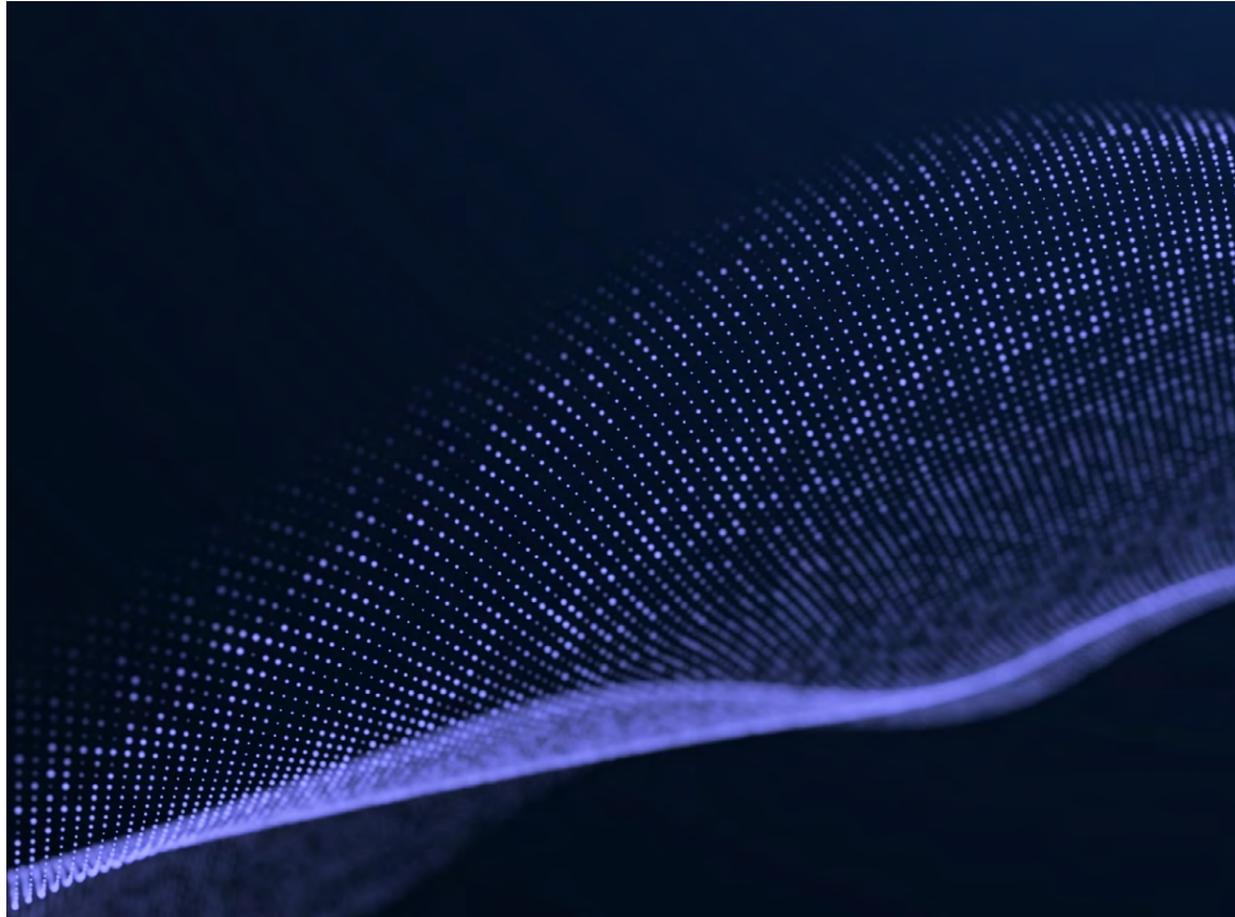
Information Security

At Hexaware, we prioritize the security of our information assets through a robust information security management system. We adhere to international standards and industry best practices, undergoing regular audits and assessments to ensure compliance and readiness.

Our annual surveillance and recertification audits for ISO 27001 and ISO 22301, along with SOC 1 Type 2 and SOC 2 Type 2 assessments, validate the effectiveness of our security measures. We've bolstered our defenses with an advanced Security Operation Center (SOC) equipped with artificial intelligence and machine learning capabilities, enabling proactive monitoring of internal assets for cybersecurity threats.

Internally, we conduct monthly vulnerability assessments on networks and systems, supplemented by annual external penetration testing by third-party experts. These proactive measures not only fortify our defenses but also enhance our ability to detect and respond to potential cyber threats swiftly.

Incorporating User and Entity Behavior Analytics (UEBA) and Security Orchestration, Automation, and Response (SOAR) capabilities further strengthens our cybersecurity posture. Regular cybersecurity risk assessments help us evaluate internal risk ratings, identify potential threats, and stay abreast of industry intelligence, ensuring continuous improvement and adaptation to evolving cyber landscapes.

We've implemented a comprehensive Data Privacy Policy and Cookie Policy to ensure transparency and accountability in tracking user behavior on our website. Prior to tracking any user behavior, we obtain explicit consent from users, respecting their preferences and rights. Rigorous technical and organizational measures

are in place to protect user data throughout its lifecycle, from collection to disposal. Our Data Retention Policy governs the retention of user data, ensuring compliance with legal requirements and industry standards. Beyond the retention period, data is safely disposed of to mitigate any risks. We strictly adhere to lawful bases for data collection and processing, ensuring that user data is used solely for its intended purpose and not for any secondary purposes.

Before onboarding a supplier, we conduct a thorough on-boarding pre-assessment process to validate the security requirements and clearance. Furthermore, we conduct event-based risk assessments whenever there is a threat or vulnerability notification to promptly address any potential risks that may arise. Annual risk assessments are conducted for all our suppliers.

Protecting our business from cyber threats requires a collective effort from all employees. We prioritize cybersecurity awareness by providing regular training sessions to educate our colleagues on various tactics used in cyber-attacks. To ensure all employees are

equipped with the necessary knowledge, new joiners receive security awareness training on their first day. Such sessions are held weekly to ensure availability. Additionally, as part of our commitment to cybersecurity, all employees and contractors are required to pass mandatory assessments on information security annually. This proactive approach ensures that everyone remains vigilant and prepared to recognize and respond to potential threats effectively.

We have an Incident Response Procedure (IRP) to manage breaches of confidential information. During the reporting period, there were zero cases of cyber-attacks impacting 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.

Environmental Sustainability

Leadership Approach

Our dedication to environmental sustainability is reflected in our business strategies. To demonstrate our commitment, nine of our sites in India have been certified for the ISO 14001:2015 (Environmental Management System) and ISO 50001:2018 (Energy Management System) standard. These cover 70% of our global development centers.

We have a dedicated Energy & Environmental Policy, laying the approach and process for the management of our material environmental aspects. The Policy has been circulated and agreed upon by all our employees, vendors, and suppliers. It is also available publicly to ensure transparency. All our energy and environmental initiatives are reviewed by our ESG team and communicated to the Board.

Additionally, 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.

Targets and Progress

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

59 % of electricity requirement is powered by renewable sources at our owned facilities

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

12,176.25 tCO₂e (scope 1 + 2)

Alignment with Material Topics

1. Carbon Emissions
2. Effluents and Waste
3. Water
4. Environmental Footprint of Hardware Products

Alignment with UN SDGs

6 CLEAN WATER AND SANITATION — 6
7 AFFORDABLE AND CLEAN ENERGY — 7
11 SUSTAINABLE CITIES AND COMMUNITIES — 11
12 RESPONSIBLE CONSUMPTION AND PRODUCTION — 12
13 CLIMATE ACTION — 13

Energy Management

The growth of the IT sector has been phenomenal in the past decade. We acknowledge the significance of our environmental footprint and initiatives that are necessary for the transition to a low-carbon economy. We continue to take significant steps to manage our energy consumption by employing energy-efficient technologies and powering our operations with renewable energy.

Since our buildings are primary consumers of energy, we plan to have all our office spaces Leadership in Energy and Environmental Design (LEED) certified. 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. We have 8,84,788 square feet of LEED-certified office spaces in India. 50% of our owned offices in India are LEED certified. This is the result of initiatives such as energy-efficient lighting and water conservation measures to achieve our goal of creating a sustainable workplace.

Energy Consumption (GJ)	CY 2023	CY 2022
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	CY 2023	CY 2022
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.

Energy Efficiency

The increasing demand for digital services has led to high energy demand for data centers and data transmission networks. At Hexaware, we continue to make significant advances in data center performance and management. Investing in energy-efficient infrastructure is a key focus area for us. We employ advanced cooling systems, server optimization techniques, and intelligent power management solutions to achieve this goal. Innovative cooling solutions such as hot/cold aisle containment and free cooling help reduce energy consumption for temperature regulation.

Additionally, we leverage server virtualization and consolidation strategies to optimize server utilization, resulting in the decommissioning of approximately 100 physical servers during critical infrastructure migration to cloud services. Moreover, we continuously upgrade our infrastructure by replacing old, outdated equipment with more efficient alternatives. Replacing 1,000 KVA transformers in two of our buildings in Mumbai resulted in significant energy savings of about 20,000 units per annum.

Emissions Management

As part of our commitment to sustainability, Hexaware has joined the Science-Based Targets initiative (SBTi) and is actively working on setting science-based emission reduction targets. We are proud to be among the 3087 organizations globally committed to net zero targets aligned with SBTi's criteria.

Our strategy for emission reduction spans across Scope 1, 2, and 3 emissions.

Scope 1:

Replacement of diesel fuel with other alternatives in existing DG sets

Replacement of refrigerants with low Global Warming Potential (GWP) refrigerants

Scope 2:

Source renewable energy through green tariffs and investing in solar power purchase agreements

Installation of smart lighting systems and replacement of old motors
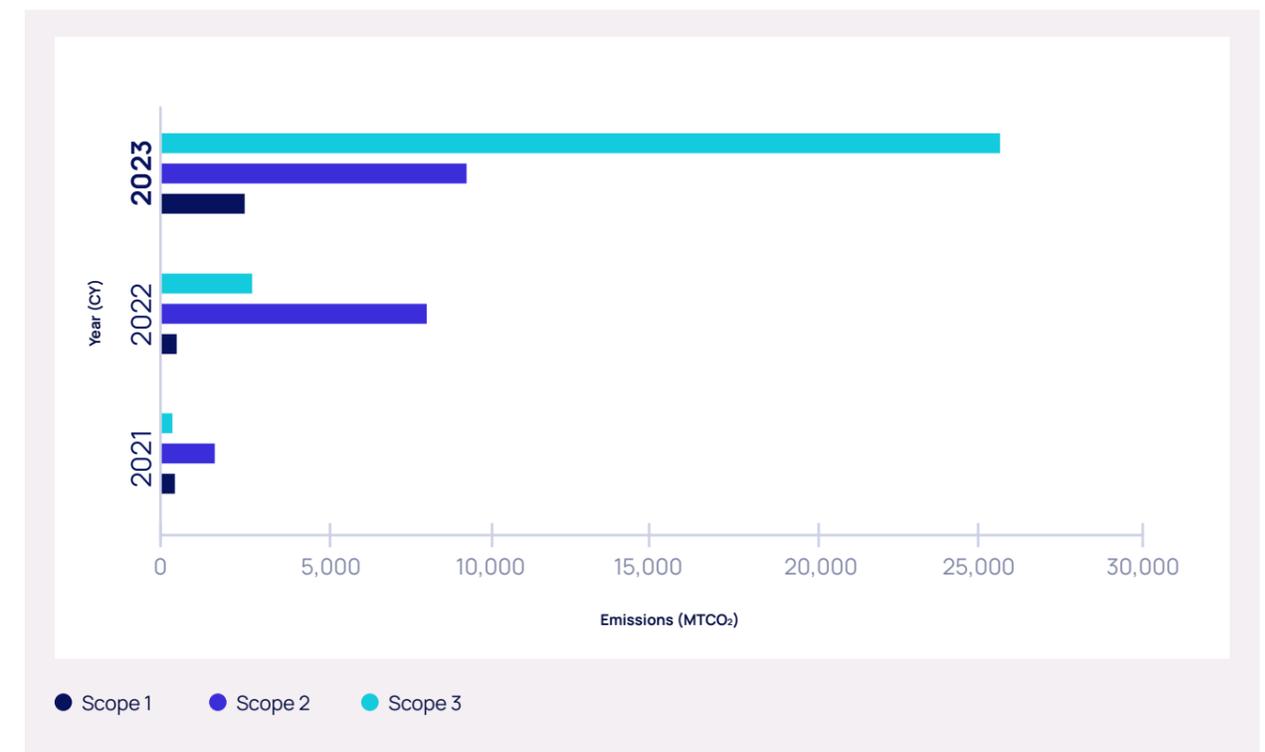
Scope 3:

Continue a hybrid working model

Work closely with our suppliers and engage them with workshops on emissions management and reduction

Develop a Green Travel Policy for reduction in business travel emissions

Promote EVs among employees

Build awareness among employees on low to zero emission modes of transport

GHG Emissions (MTCO$_2$)

Legend: Scope 1, Scope 2, Scope 3

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.
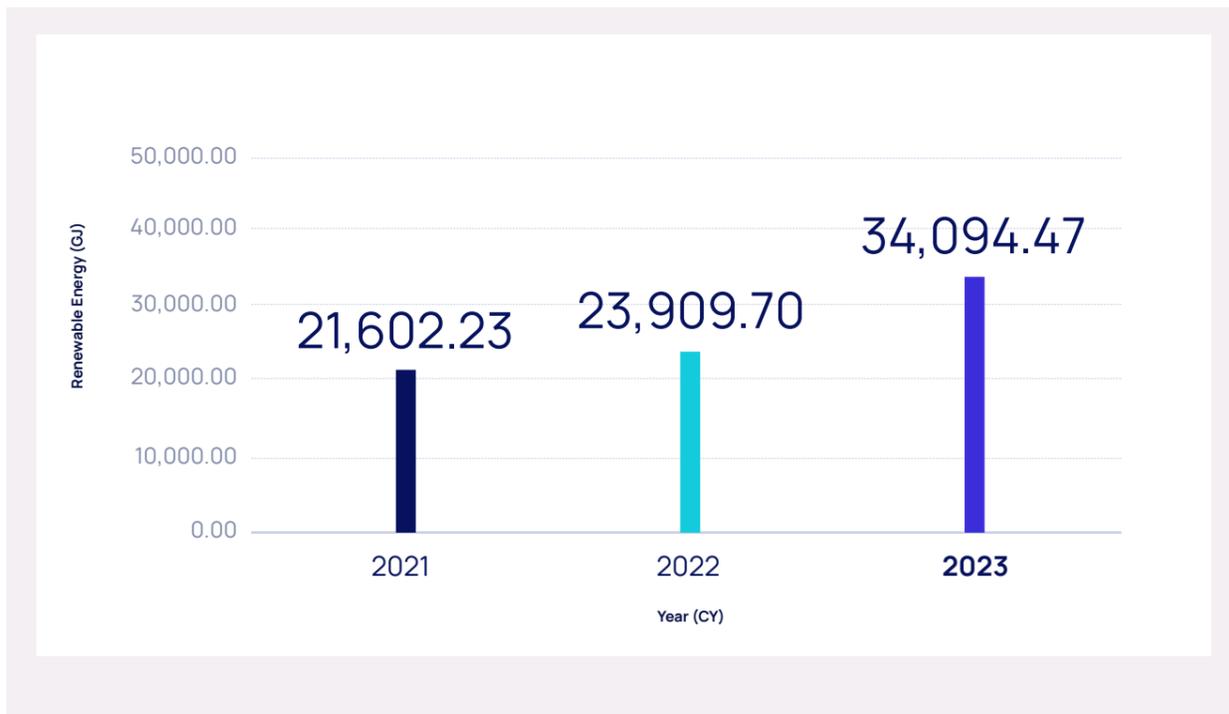
Renewable Energy

In our efforts to reduce our carbon footprint and contribute to global sustainability, 39% of our energy consumption came from renewable sources this year. We aim to increase our renewable energy capacity in the coming years. By 2030, our aim is to transition 70% of our electricity usage to renewable sources across our campuses. To support this goal, we've already made significant strides. For instance, in Chennai we boast a solar rooftop capacity of 1.84 MW and have secured 4.76 million units of wind energy as group captive power consumers through a third-party private power agency.

Green power, including wind and solar energy, accounts for 68% of the total energy consumed at our Chennai campus. Additionally, we've implemented solar panels above car parking areas at our Pune campus and have installed EV charging points at our Siruseri, Pune, and Mumbai locations to encourage the use of electric vehicles among our employees.

Renewable Energy Consumption

Scope	Category	Emissions (tCO$_2$e)	% 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	CY 2023	CY 2022
Total Scope 1 and 2 Emissions	12,176.25	8,812.34
Total No. of Employees	21,828	20,094
GHG Intensity (MTCO$_2$/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 (MTCO$_2$/Per Employee)	**1.181**	**0.101**

To reduce our Scope 1 emissions, we have replaced all R22 refrigerant filled precision and comfort air conditioners with chlorofluorocarbon (CFC) free gas (R410A) as part of our ESG initiative. We have replaced old and outdated Variable Refrigerant Flow (VRF) systems with new VRF systems and conventional light fixtures with LED at our Nagpur office to improve energy efficiency. This resulted in energy savings of about 40,000 units per annum. We are gradually replacing our owned fleet with EVs.

To reduce our Scope 2 emissions, Hexaware has been actively procuring renewable energy through solar rooftop generation, power purchase agreements for wind power and green tariffs across various facilities. Owing to these efforts of renewable energy procurement, we have avoided 6,526.97 MTCO2 of Scope 2 emissions.

To reduce our Scope 3 emissions, we continue to make use of collaborative technologies to reduce business travel. We continue to have a hybrid work model which reduces emissions due to employee commute.

Climate Change

At Hexaware, we understand that climate change presents multifaceted challenges with both environmental and financial ramifications. Recognizing its potential impact on our operations, financial performance, and overall sustainability, we take a proactive stance. We systematically identify, assess, and address climate-related risks and opportunities to make informed decisions and mitigate risks while capitalizing on opportunities for long-term resilience and growth.

Our corporate strategy is deeply rooted in our unwavering commitment to sustainability. Our organization is resolute in its dedication to reducing our carbon footprint, promoting energy efficiency, and adopting renewable energy sources. Our integration of sustainable practices into our operations is aimed at mitigating risks, enhancing resilience, and driving innovation. By prioritizing sustainability, we aim to create a lasting positive impact on our environment, our stakeholders, and our society at large.

As a significant step in our climate-positivity journey, we have published our inaugural TCFD report for the financial year 2022-2023. This report not only documents the various adaptation and mitigation actions we have taken and plan to take in the upcoming years, but also consolidates our climate governance and strategy at an enterprise level. It lays a strong foundation for the future of Hexaware, ensuring a robust and sustainable approach to our operations going forward.

Climate Governance at Hexaware Technologies

Our climate-related endeavors are helmed at the Board level by the Audit Committee. 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. The ultimate responsibility of risk oversight lies with the Board. The Board is entrusted with the key role of ensuring effective risk management and aligning the strategic objectives with the organization's key risks to achieve intended outcomes. The Board is responsible for reviewing the Climate & ESG Policy of the company annually.

Additionally, the Board Committees determine the roles and responsibilities of the ESG & Climate Steering Group, review the climate action strategy presented by management level committees and oversee the progress and implementation of strategies.

The key actions are led by the Management level, with them identifying organization-level action points, leading the development of strategies and documenting climate risks to the company to form a repository. The CEO, CFO and CRO lead the management's actions and oversight on climate-related risks and opportunities.

The Steering Group ensures that the governance, systems, and processes set around collection, collation and reporting of sustainability and climate-related data are adequate. They are also responsible for reviewing company performance in GHG emissions, Water, Energy, and other related Sustainability KPIs.

Our Climate Strategy

Based on Task Force on Climate related Financial Disclosures (TCFD) principles, we have integrated climate risk identification, assessment, and mitigation into our enterprise risk management practices. Our systematic risk identification process involves a comprehensive climate risk assessment.

We assessed our 15 global locations with maximum occupancy, for acute and chronic physical risks and identified our highly vulnerable locations. We also conducted a transition risk assessment. We have detailed a mitigation and adaptation strategy after prioritizing the high-impact risks and evaluating their business and financial impacts on our organization.

Our high-priority risks and our key mitigation and adaptation actions are summarized in the table below.

Risk Category	Risk Type	Risk Specification	Our Key Mitigation/ Adaptation Actions
Physical Risks	Acute	Cyclone	Collaboration with local authorities during extreme weather events to ensure real-time monitoring of situation and employee wellbeing
		Floods	
	Chronic	Water Stress	Implementing water-efficient measures such as rainwater harvesting, STP treated water reuse, and Zero Liquid Discharge. We are also investing in water-efficient fixtures such as faucets and waterless urinals.
		Extreme Temperatures	• Remote work, expansion to low-risk Tier 2 cities and ensuring best practices in data backup and recovery. • Energy efficiency in our operations. • As much as 60% of the energy consumed in our India offices and BPS is from renewable sources. We have also implemented battery backups for UPS and DG sets operations and set up onsite solar power plants that are functioning efficiently.
Transition Risks	Policy & Legal	Emissions Reduction Targets	Ensuring we meet regulatory compliance across our regions of operation
	Reputation	Stakeholder and Investor Preferences	• We are transparent to our stakeholders on our environmental footprint and actions through our mandatory and voluntary disclosures. • We have set specific criteria for our suppliers to ensure that procurement aligns with our sustainability goals and regulations.

For a detailed overview of our climate risk processes, assessment, and mitigation measures, refer to our → TCFD report

Water and Effluent Management

We are committed to achieving water neutrality for our owned operations by CY 2030. Our efforts focus on minimizing water consumption and preparing our campuses for water sustainability. Water usage is limited to essential activities like drinking, food preparation, washrooms, landscaping, and cooling towers.

To support our purpose, we've established a robust water management framework comprising policies, strategies, and standard operating procedures. These guidelines govern our water withdrawal, consumption, and disposal practices. We set achievable objectives to enhance water efficiency, regularly report our performance, and diligently identify and monitor water-related risks. Emphasizing sustainability, we prioritize water recycling and reuse initiatives. Our infrastructure includes sensor taps, sprinklers, smart meters, and efficient fixtures to optimize water usage throughout our organization.

Our owned office spaces in Pune and Chennai have sewage treatment plants (STPs) and rainwater harvesting systems that allow for the repurposing

and utilization of the effluent water generated on our campuses. In 2023, the STPs have decreased our dependence on freshwater and allowed reuse of about 32,070 KL treated wastewater at Chennai and 5,014 KL at Pune. We reuse the treated water for landscaping and have saved 37,084 Lt of freshwater. We are planning to implement rainwater harvesting in Nagpur between CY 2024 and 2027 and have a target to convert three of our campuses in India to be Zero Liquid Discharge (ZLD) sites by CY 2027.

One of our CSR initiatives is lake restoration in Chennai, and we have restored 8 water bodies. A total of INR 17.2 Mn was invested in Chennai and the initiative positively impacted 2000 people.

Water Stewardship

Objective

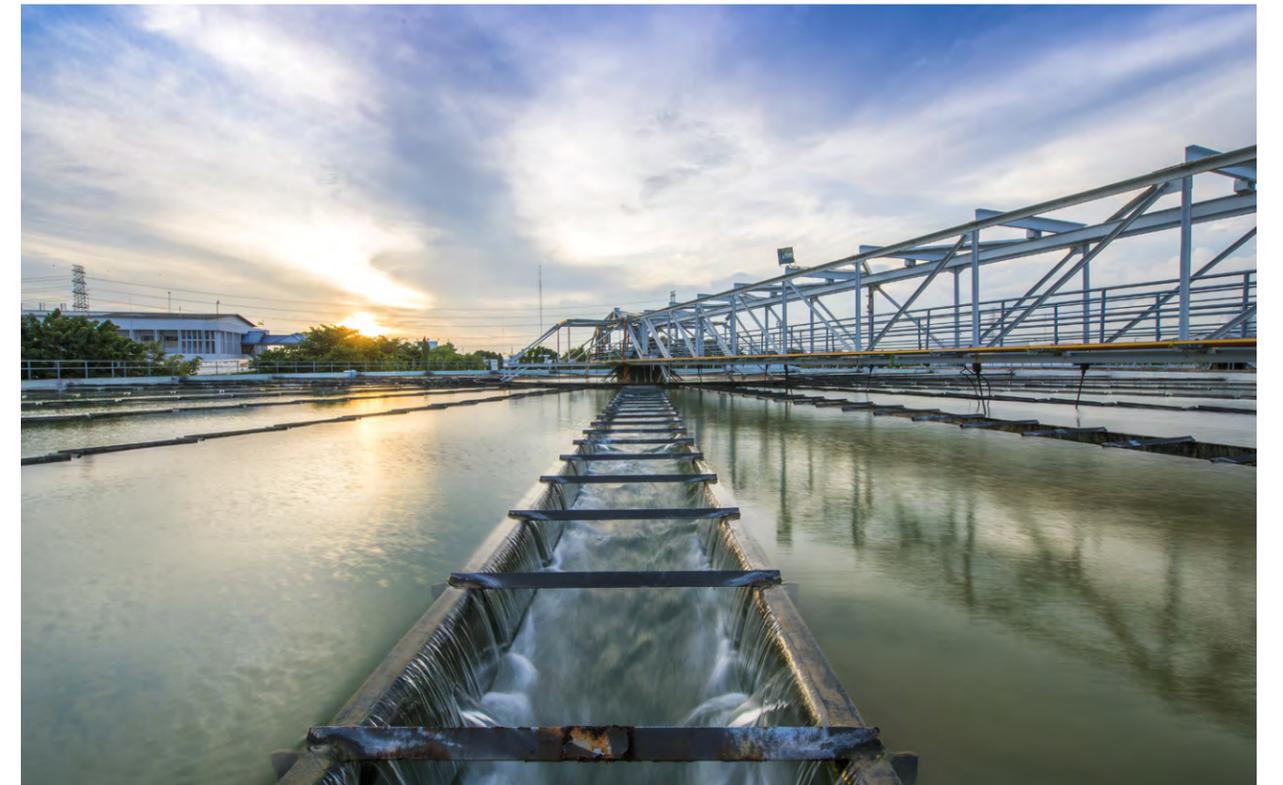Restoration of water bodies to ensure stakeholder wellbeing

Initiative

1. We supported the Environmental Foundation of India (EFI) for pond restoration projects to scientifically refurbish and restore six water bodies in Chennai.

2. We had organized a volunteer tree plantation drive for our employees around the water bodies to positively impact the local biodiversity. Around 5000 native species of saplings like Neem, Pongamia, Bamboo, Arjun, Banyan, and Peepal were planted.

Impact

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.

Native trees regulate the flow of water, improve water quality, recharge ground water table and act as filters for urban pollutants and fine particulates.

Parameter	CY 2023	CY 2022
Water Consumption	1,57,187	1,13,971
Water Discharged	0	0
Water Recycled	37,084	20,952

Water Withdrawal by Source (Kl)	CY 2023	CY 2022
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	CY 2023	CY 2022
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

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 strategy supported by our Environmental Policy and Sustainability Policy.

The 5R principle of waste management — Reduce, Reuse, Recover, Refuse and Repurpose — is 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.

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. For existing employees, the ESG training and assessment are mandated through our learning management goals. We also conduct periodic ESG awareness training for our suppliers.

Waste can have a significant negative impact on the environment and human health when not managed properly. This impact often extends beyond locations where waste is generated and discarded.

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. We have appropriate systems to dispose of and recycle hazardous waste and address non-hazardous waste that can significantly reduce the amount of food, dry, and paper waste generated in our operations.

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:

- Track source and quantify waste generation (hazardous and non-hazardous waste)
- Identify disposal methods for each type of waste disposed
- Measure waste diverted from disposal and waste diverted to disposal
- Roll out SOPs for waste management across the value chain

Opportunities in Clean Technologies

We conduct thorough assessments of the environmental impact of materials used in our IT hardware. This includes evaluating the lifecycle of materials, assessing their carbon footprint, and identifying opportunities for material substitution or recycling. Laptops procured come with energy-saving chips and technology.

We adopt various strategies to extend the lifecycle of our IT hardware, including regular maintenance and upgrades to ensure optimal performance. When equipment reaches the end of its useful life, we refurbish and redeploy it within our organization or donate it to charitable organizations. We partner with certified e-waste recycling facilities to ensure proper disposal and recycling of IT hardware. Additionally, we prioritize equipment with longer lifespans and consider modular designs to facilitate component upgrades rather than complete hardware replacements.

Non-Hazardous Waste

We have adopted distinct methods for disposal for wet and dry waste categories. Dry waste collected from all sources is segregated in a processing yard. After recovery, the materials are sent for recycling to authorized recyclers. The residual reject, mainly consisting of contaminated 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 employ a comprehensive approach to handle hazardous waste and e-waste, ensuring compliance with regulatory standards. Hazardous waste, including used oil from DG sets, undergoes proper storage and recovery procedures by authorized personnel. The oil is segregated and stored in designated containers for a maximum of 90 days, with collection and disposal meticulously documented by our Engineering Services team. All activities adhere to Hazardous Waste Management Rules and Handling and Transboundary Movement Rules 2008. We collaborate with State Pollution Control Board (SPCB) authorized vendors for the collection and disposal of used oil from our premises.

We maintain compliance with the E-Waste Management Rules, 2022, meticulously documenting the quantity of e-waste and submitting annual returns on e-waste disposal. Our process involves handing over e-waste to representatives of the Special Economic Zone (SEZ) location. These representatives coordinate with finance, procurement, and SEZ offices to prepare paperwork and submit disposal applications through SEZ to approved vendors certified by the State Pollution Control Board (SPCB). Upon approval, vendors collect the material, with trucks weighed before and after loading to determine specific item quantities such as metal scrap. Hazardous waste is either recycled or sold to SPCB-approved vendors, with residue disposed of in landfills or through incineration as appropriate. In the past year, we successfully recycled 1830 tons of e-waste.

Total Waste Generated (MT)	CY 2023
Hazardous Waste	8.67
Non-Hazardous Waste	54.73

Total Waste Directed to Disposal (MT)	CY 2023
Hazardous Waste Directed to Disposal	0.86
Non-Hazardous Waste Directed to Disposal	25.48

Total Waste Diverted from Disposal (MT)	CY 2023
Hazardous Waste Diverted from Disposal	6.80
Non-Hazardous Waste Diverted from Disposal	22.10

Biodiversity

While our India campuses are situated on state-approved land in industrial zones, we acknowledge the critical role biodiversity plays for our stakeholders. Over the last three years, we have partnered with the Environmental Foundation of India (EFI) to support pond restoration projects, scientifically rejuvenating six water bodies near our Chennai campus. This collaboration has had a profound impact, benefiting over 999 individuals and conserving more than 9.99 crore liters of water across Tamil Nadu. Additionally, these efforts have contributed to enhancing biodiversity in the surrounding areas, demonstrating our commitment to environmental stewardship.

In addition to our efforts with the Environmental Foundation of India (EFI), we initiated a tree plantation campaign led by employees, resulting in the planting of 5,000 native saplings such as Neem, Pongamia, Bamboo, Arjun, Banyan, and Peepal. These native species play a vital role in improving the micro-climate by acting as natural filters for urban pollutants, regulating water flow, enhancing water quality, and sequestering carbon dioxide. Our Pond Restoration and Afforestation initiatives collectively sequester approximately 1,25,000 kg of CO2 annually. Furthermore, we transformed a previously concrete-filled area in Metrozone, O.S.R Land in Chennai into an Eco-Park, featuring around 300 saplings.
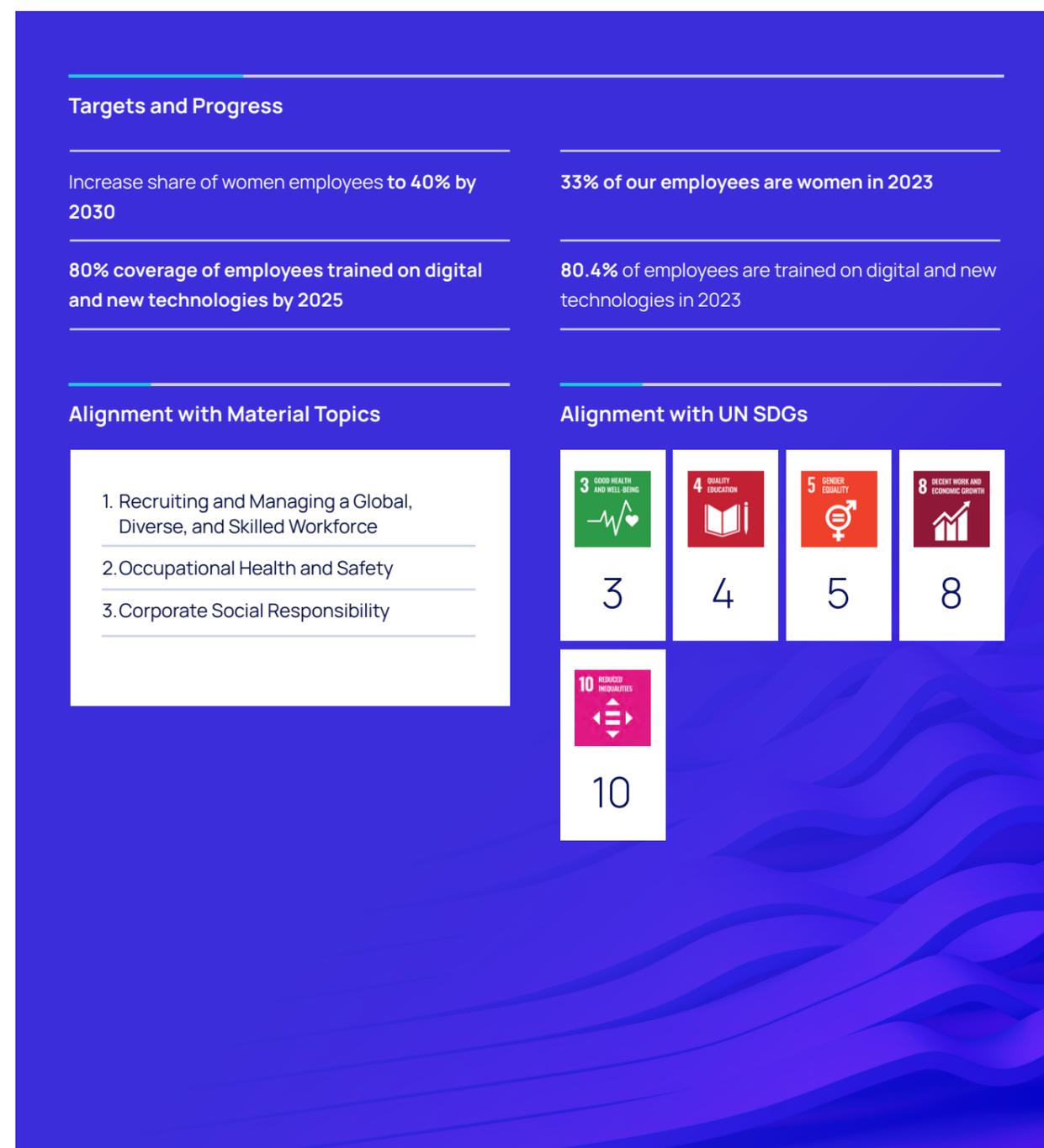

Environmental Compliance

We utilize our own technology platform to collect performance data across all our sites, ensuring compliance with relevant laws. Our compliance manager tool tracks and reports applicable legislations, acts, and rules in countries where we operate. This tool allows us to map compliances and enables compliance owners to update statuses, which are regularly reviewed by senior management. No instances of non-compliance with environmental rules and regulations occurred during the 2023 reporting period.

Social Responsibility

Leadership Approach

We commit to creating a safe, inclusive, and engaging professional work environment. We are also driven by our purpose to provide equal opportunities for learning, growth, and development to our employees. We have implemented policies and procedures to ensure compliance with relevant regulations in every region we operate.

Targets and Progress

Increase share of women employees **to 40% by 2030**

33% of our employees are women in 2023

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

80.4% of employees are trained on digital and new technologies in 2023

Alignment with Material Topics

1. Recruiting and Managing a Global, Diverse, and Skilled Workforce
2. Occupational Health and Safety
3. Corporate Social Responsibility

Alignment with UN SDGs

3 GOOD HEALTH AND WELL-BEING — **3**

4 QUALITY EDUCATION — **4**

5 GENDER EQUALITY — **5**

8 DECENT WORK AND ECONOMIC GROWTH — **8**

10 REDUCED INEQUALITIES — **10**

Employee Engagement

Human capital is a vital driver of business value, underscoring the need to attract, retain, and develop a diverse and accountable workforce. Our focus is on continuous engagement with employees to understand their experiences and satisfaction working at Hexaware.

Our Human Resource Business Partners (HRBPs) effectively plan and monitor various activities to engage our virtually connected workforce. Our virtual assistant, Amber, connects with employees throughout their tenure to collect valuable feedback and concerns for us to address. Hexaware's YUVA extravaganza is a celebration of diverse talents that brings various cultures to life. This event is not just for employees but also their families, creating unforgettable moments for all.

This year, we unveiled the new version of StationH, enhancing the employee experience across both physical and digital workplaces.

This platform empowers employees to build and nurture technology communities and employee resource groups, sharing company events and rituals. From our CEO's "What's Happening at Hexaware" sessions to training schedules, Navigator ceremonies, organizational news, and more, it offers a comprehensive hub. Leaders can share thoughts and announcements with specific or global audiences via podcasts or livestreams, and employees can stay updated with Hexaware TV. StationH is a one-stop solution for accessing employee policies, the company calendar, announcements, and more.

Performance Management

We are dedicated to fostering a high-performance, highly engaging culture, where excellence in performance becomes a habit for every Hexaware employee.

In 2023, we introduced our new performance management system, PROPEL. This system, coupled with the support of our employees, propels us toward achieving a high-performance culture. We conducted numerous sessions on employee and manager evaluations, as well as implemented a detailed feedback mechanism for performance management. The yearly performance review was made available to 22,826 eligible 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.

Talent Acquisition and Retention

Hexaware's Talent Management approach is to bring about transformation and growth opportunities for our consultants keeping in mind dynamic industry trends. Our practices pivot on a culture that embraces and nurtures talent, rewards top performance, and focuses on customer delight. Human capital is a critical enabler of the business value we deliver at Hexaware.

The industry today is changing rapidly with many disruptive business models necessitating a need for human capital to adapt in an agile manner. The focus of the Company is to digitally re-imagine our business models, products, services, processes, and workplaces to drive growth and efficiency and to deliver superior experiences to all stakeholders: customers, employees, investors, and the community at large. Exceeding customer expectations requires a high level of focus, competence, and technical expertise. To enable this, we strengthened our recruitment efforts through

continued employee referrals, job fairs, social media outreach, and campus recruitment drives. The Company is focused on attracting and retaining high calibre employees through comprehensive hiring and on-going deployment processes.

To sustain the human capital strategy, we employ a combination of initiatives supported by diverse and passionate teams and a global culture rooted in innovation and automation. Some of our key initiatives during the year included:

Rewards & Recognition

We have a robust rewards and recognition platform called InAwe through which we ensure employees get appreciated and recognized for their stellar contribution to Hexaware. Some of our awards include:

- Pinnacle Award
- Rockstar of the Month Award
- Dashing Debut Award
- Dream Team Award
- Culture Champs Award

- Tech Gig (Guru) Award
- High Performance Club/ Award
- Great Managers Award

Unit Specific Recognition Programs

Our business units recognized and celebrated employees who have made a significant difference that also motivated the larger workforce to give their best at work.

KPI Driven Incentive Plan

The objective of Hexaware's bonus policy is to provide a fair, transparent, rapid process, and methodology to determine performance-oriented bonuses.

Celebrating Personal Milestones

We openly and excitedly celebrate our employees' personal events, e.g., weddings, anniversaries, birth of a child, and birthdays at account levels.

Long Service Awards

We celebrate the remarkable dedication of our long-serving employees with the Hexaware Navigator Program in all our office locations. This initiative recognizes milestones of 5, 10, 15, 20, 25, and 30 years of loyal service through blazer ceremonies, and delightful goodies.

Star/ACE/SPOT Performers

We organize monthly and quarterly ceremonies to felicitate performers who go above and beyond to exceed performance expectations.

Brainbox Awards

Brain Box, our Customer Value Add (CVA) initiative, is a common forum for employees to share value added activities performed for their respective projects. More than 50% of our employees contribute to CVAs every year. About 90% of our CVAs are themed around automation resulting in USD 18 Mn in savings for our customers.
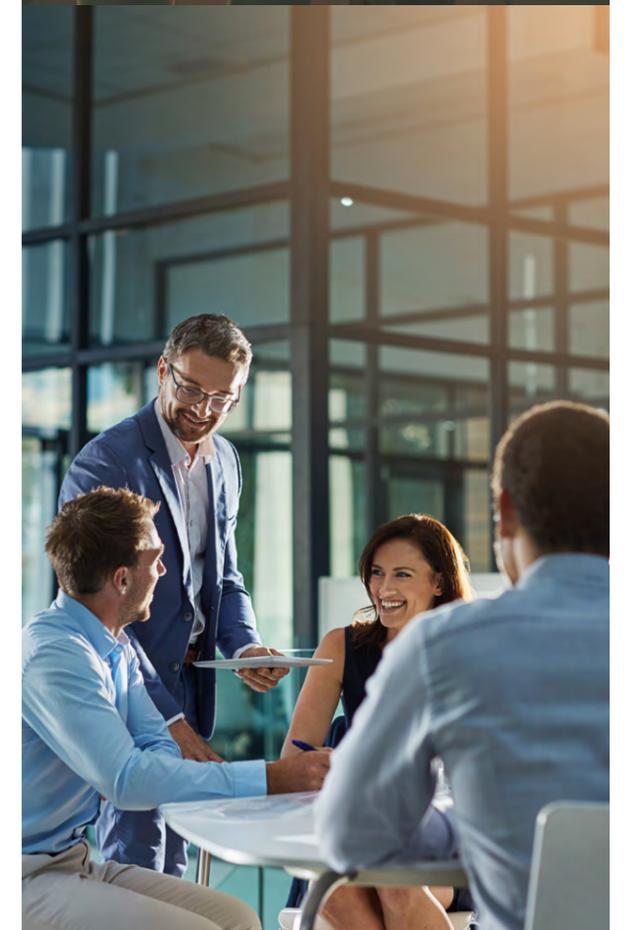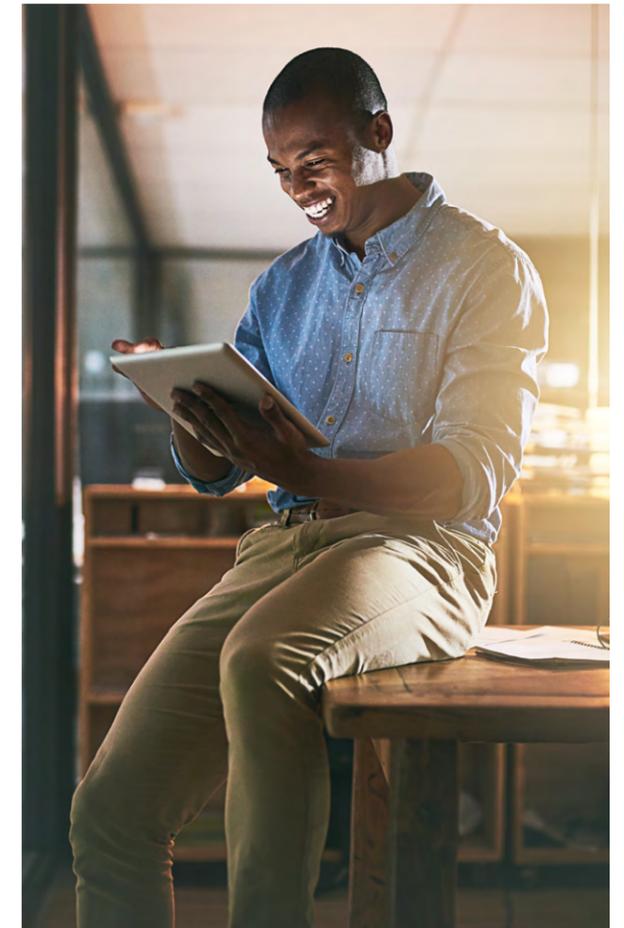
Employee Wellbeing

We adopted 'Wellness and Tenure' as the theme of the year. We introduced various initiatives that emphasized the importance of mental health and wellbeing. We launched the Fit Hexaware Program, that underscored our investment in the team's holistic wellbeing, merging health and fitness with our work culture, ensuring accessibility to wellness expertise for all. As part of Fit Hexaware, we introduced the Out-Patient-Department (OPD) Policy that covers defined out of pocket medical expenses up to the sub-limits defined within the wallet allocated to the employees when not hospitalized. Other features include a comprehensive health check-up, sessions with dieticians and consultants, and an exclusive gym membership.

Employees can avail counseling services with specialists to support them with their workplace and/or personal stress. This initiative also offers wellness coaching, online health risk assessment tools, and a self-help library/self-assessment tests.

On Women's Day, we launched StrongHer Up to empower women through **various supports like health screenings and professional development, bolstering their growth in the workplace**. This was complemented by the **Revive & Thrive program**, aiding women returning from career breaks with resources to thrive. On Men's Day, initiatives such as 'Open Up' and 'Showvember' highlighted men's emotional wellbeing for a supportive workplace. We offer flexible working options and various types of parental leave to our permanent employees, based on the law of the land.

Parental Leave Data	CY 2023			CY 2022		
	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%**

100% of our permanent employees are offered the following benefits across our offices in India.

01 Life and medical Insurance	**02** Online medical care	**03** Employee Assistance Program (EAP) for mental health
04 Parental leave	**05** Locally relevant savings and retirement plans	**06** Others (FitHexaware OPD plan)
		07 Time off for voting

Diversity, Equity, and Inclusion (DE&I)

Our approach to diversity is one that celebrates and welcomes unique ideas, experiences, and backgrounds. We find this approach translating to an enhanced service and collaboration with our clients, partners, and community.

We understand that building a more equitable and inclusive company culture is crucial to fostering a sense of belonging for our employees and other partners in the value chain. The DE&I journey is a reminder to evaluate our policies, processes, programs, and systems to combat unconscious bias that may negatively influence the way we manage our organization.

This year, in our pursuit to improve awareness and understanding of DE&I across the Company, we focused on creating representation and improving visibility of our vibrant and diverse groups. To stay consistent with this theme, we undertook a variety of initiatives that opened the floor for conversations on personal experiences, inclusive leadership, and cultural intelligence.

Women

We began the year with celebrating International Women's Day (IWD) with trainings and webinars about allyship and empowering women. A panel of inspiring women leaders in collaboration with our customers led the discussion on gender equality. We launched our first ever IWD Awards, recognizing the valuable contributions by women leaders in the Company. Looking at our global goal of increasing the number of women to at least 40% by 2030, we are happy to see that we have grown from 31% of women in 2021, to 33% this year. Being named as one of the 'Best Organizations for Women 2023' by ET Now makes us proud.

This accomplishment demonstrates our commitment to maintaining a work environment that values women and supports them as they thrive and succeed.

We have a program called "Mothershift" that 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.

Embracing Differences

In June 2023, we celebrated Pride Month by encouraging people across our Company to share real and personal stories about the challenges faced by the transgender community. We ran an Embracing Differences campaign creating awareness around race, ethnicity, neurodiversity, physical disabilities, and cultural differences. We distributed DE&I lanyards across our offices that displayed the message 'Free to be Me' and concluded the year with our Diversity Festival Week touching upon the different DE&I topics requested by our employees.

Building a Culture of Inclusion

Objective

To combat unconscious bias that may negatively influence our way of operating.

Initiative

We hosted regular conversations about DE&I that focused on our behaviors, decisions, and ways of interacting with people. We wanted to build a habit around this and introduced Diversity Wednesdays to facilitate daily conversations around the DE&I topics. We are proud of the 30+ global DE&I champions that have been helping in their respective countries, accounts, and verticals to conduct meaningful conversations, roll out trainings, and spread awareness.

Impact

This led to employees sharing personal and powerful stories and actively participating in our monthly activities on DE&I. This initiative also fueled the beginning of three Employee Resource Groups (ERGs) this year; Allies to Pride, Women @ Hexaware and an ERG for Persons with Disabilities. ERGs act as enablers to strengthen the micro ecosystems that create a safe space for people to share their stories and experience inclusion in their everyday workplace.

Employee Data

New Hires Data

By Gender	CY 2023		CY 2022	
	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	CY 2023		CY 2022	
	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	CY 2023		CY 2022	
	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	CY 2023		CY 2022	
	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	CY 2023 No. of Employees	%	CY 2022 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	CY 2023 No. of Employees	%	CY 2022 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	CY 2023 No. of Employees	%	CY 2022 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	CY 2023 No. of Employees	%	CY 2022 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	CY 2023 No. of Employees	%	CY 2022 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	CY 2023 No. of Employees	%	CY 2022 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	CY 2023 No. of Employees	%	CY 2022 No. of Employees	%
India	9,660	73%	11,475	75%
America	2432	18%	2,656	17%
Europe	363	3%	543	4%
Rest of APAC	778	6%	642	4%
Total	13,233		15,316	

By Management Category	CY 2023 No. of Employees	%	CY 2022 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	CY 2023	CY 2022	CY 2021
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

	CY 2023			CY 2022		
By Gender	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%**

	CY 2023				CY 2022			
By Age Group	‹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 Remuneration of Female and Male Employees in USD
As Per Employee Category Across Locations

	Female		Male	
Employee Category by Location	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.

Human Rights

As a signatory to the "United Nations Global Compact (UNGC)", Hexaware supports the protection of human rights in accordance with the United Nations Universal Declaration of Human Rights, United Nations Guiding Principles on Business and Human Rights and the International Labor Organization's (ILO) Declaration on Fundamental Principles and Rights at Work.

Additionally, we align ourselves with the recommendations of the International Program on the Elimination of Child Labor (IPEC) and the Indo-US Child Labor Project (INDUS). We are also fully compliant with the Indian Child Labor (Prohibition and Regulation) Act of 1986.

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. 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.

We are intolerant towards any violation of human rights across our business and remain watchful towards such unacceptable practices.

Our Supplier Code of Conduct and Modern Slavery Statement requires our suppliers to commit to upholding the human rights of their workers and treating them respectfully. We are also planning to extend the human rights risk assessment to our suppliers or value chain partners to understand and mitigate the negative impact on our supply chain.

We conducted a Human Rights Risk Assessment and mapped out mitigation measures and assigned responsibilities to address the identified risks across our value chain.

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.

Mitigation Measures
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.

Responsibility
Head Corporate Affairs and Chief People Officer

Right to equality and freedom from discrimination

Impact
Workplace discrimination can lead to increased episodes of anxiety, depression, and stress affecting performance and productivity.

Mitigation Measures
We have policies and processes in place to address workplace discrimination. These include Global Code of Conduct, Modern Slavery Statement, DE&I Policy, Anti-Harassment Policy, and Prevention of Sexual Harassment Policy.

Responsibility
Chief People Officer, DE&I Head

Right to abuse-free workplace

Impact
- Workplace bullying can affect employees psychologically and affect performance.
- Workplace smoking is a health and safety hazard and cause of conflict.

Mitigation Measures
- All premises 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

Impact
Abuse of power or authority can create a stressful environment affecting the confidence of employees.

Mitigation Measures
- 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

Impact
Upskilling employees promotes agility and adaptation to the dynamic business environment.

Mitigation Measures
We offer multiple training programs at different levels through various platforms. The section on Learning and Development in this report covers our training and upskilling initiatives.

Responsibility
Head Hexavarsity

Freedom of association

Impact
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.

Mitigation Measures
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.

Responsibility
Chief People Officer

Freedom to express and social dialogue

Impact
With freedom of expression, employees are more engaged and loyal. They also assume higher responsibility towards their work commitments.

Mitigation Measures
- We promote open dialogue by encouraging employees to express their views, opinions, and thoughts openly without any fear in all forums with various stakeholders.
- We launched EmpPower in 2023 as a platform for transparent communication, encouraging every voice in the organization to speak and be heard.

Responsibility
Chief People Officer

Learning and Development

We continue to make strategic investments in the competency development of our talent. We provide our employees with learning experiences and future-ready skills through various interventions that promote continuous transformation.

During the year, the Company focused on workforce transformation, increasing learning adoption, rapid upskilling to meet growing demands, designing new programs, identifying new skills and programs required for the business, and reinventing our learning strategies. In 2023, our employees received an average of 43.1 hours of training, with an average expenditure of USD 63.3 per employee.

Continuous Learning Programs

We offer trainings at three levels namely, entry, enterprise, and engagement. The entry level programs focus on inculcating young professionals and providing them with hands-on training and mentorship to navigate the work environment. We introduced the Hexaware Future Leaders Program for senior management trainees in Mexico.

Our enterprise level training focuses on role-based development aligned with the latest technologies and incorporates an assessment model that ensures fit-for-purpose to track the impact of the intervention. The engagement level training ensures our employees possess account-specific skills to meet client expectations through CTaDel, a customer-centric talent development program.

Enhancing Digital Skills

Objective

Facilitate continuous transformation and upskilling of our workforce.

Initiative

Hexaware introduced SONIC, a robust learning framework designed to foster a culture of continuous learning within the organization. SONIC encourages learning through a variety of avenues, including industry-leading certifications, specialized communities, gamified learning experiences, hackathons, and access to external courses. Incentives and bonuses are also offered to employees who engage with the platform, making learning not just rewarding but also fun.

Recognizing that learning is a lifelong journey, SONIC provides access to over 600 external certifications and offers 300 meticulously curated learning plans. Employees also benefit from a 100% reimbursement for external certifications, making professional development accessible and financially feasible.

Impact

80.4% of employees were trained in digital and new technologies.

In the annual CDS survey, the "personnel skills" parameter scores improved significantly from 6.08 in 2022 to 6.21 for 2023, with reduction in variation (Range: 1 to 7 where 7 is highest satisfaction).

The BPS (Business Process Services) team at Hexaware extended continuous learning opportunities to its employees globally via various offerings in 2023:

As part of the competency development program, we launched several programs at various band levels on topics such as digital awareness, transformation, business acumen, and self-leadership.

As part of learning and development, programs focused on wellbeing, women leadership, leading teams within their workgroups, etc., were offered.

Process and product training for all operational teams was offered based on client needs and requirements.

Strategic Leadership Management, an external training session for selected Account Service Delivery Managers (ASDMs) was arranged through an external learning partner, Gold Gate University, USA. The program delved into concepts around effective self, team, and performance management principles.

Other mandatory eLearning programs include Code of Conduct, Environment Social Governance (ESG), Anti-bribery and Anti-corruption, Information Security, etc.

Leadership 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 etc.

The Hexaware Leadership Lantern Series offers a platform for leaders to share valuable lessons, tips, and insights that help our global employees stay motivated and connected with teams on vital issues. The series proves to be a great way to demonstrate leadership effectiveness and innovation and helps us leverage their insights and experience. We also encourage dialogue between employees and senior representatives through programs such as Hexaware Future Leaders and Women at Hexaware.

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

Occupational Health and Safety

Ensuring the safety and well-being of our employees is a top priority at Hexaware. We are committed to providing a workplace that is safe, secure, and promotes a culture of health and wellness. To achieve this, we have implemented a range of safety protocols and training programs aimed at raising awareness of health and safety among our employees and suppliers.

As part of our efforts to prioritize employee health, we offer mental health and wellness training programs to equip our workforce with the knowledge and resources to maintain a healthy work-life balance. Programs like The Wellness Corner, a complimentary app, provide employees with convenient access to healthcare services. Through this app, employees can seek advice from doctors for themselves or their immediate family members, participate in live sessions focused on wellness topics, and even purchase discounted medicines.

In addition to these initiatives, we regularly distribute employee wellness mailers that contain a wealth of helpful tips and information on maintaining physical and mental wellbeing. These mailers serve as a valuable resource for our employees, offering practical advice and guidance on various aspects of wellness.

By prioritizing health and wellness, we aim to create a supportive and nurturing environment where employees can thrive both personally and professionally. Our commitment to employee wellbeing extends beyond the workplace, demonstrating our dedication to the holistic health and happiness of our team members.

Ailments recorded

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

Every location has safety committees responsible for monitoring and managing employee health and safety. These committees consist of representatives from physical security, engineering, and administrative departments. They conduct audits of the 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) to improve OHS performance and take necessary actions.

Our employees can report any concerns or observations through the Ask Genie platform. We ensure that all support staff are familiar with safety-related norms by conducting regular trainings to sensitize employees on environmental health and safety policies and incident reporting related to environmental safety. There have been no safety-related incidents or injuries during the year.

There were no spills from our operations.

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

% of all operational sites for which an environmental risk assessment has been conducted: 100% for major operations which are our owned premises having 70% of overall employee headcount.

% of all operational sites for which an employee health & safety risk assessment has been conducted: 100% for major operations which are our owned premises having 70% of overall employee headcount.

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

Customer Satisfaction

We conduct a 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 and engagement (external survey).

Project Level

In 2023, 621 customer delight surveys were conducted, covering 93% of eligible projects. In this survey, we achieved an overall score of 6.35 out of 7.

Engagement Level

The external survey is conducted on an annual basis by Feedback Insights, an independent agency. We achieved a score of 84.2 and topped the industry score ranging from 22.5 to 83. Further, we received a Net Promoter Score of 72.

	2020	2021	2022	2023	2024

Advocacy: 5.97, 6.26, 6.25, 6.23, 6.38
Loyalty: 5.96, 6.22, 6.25, 6.16, 6.35
Satisfaction: 5.65, 6.02, 5.95, 6.00, 6.17
Business Value: 5.61, 5.92, 5.95, 5.97, 6.07

Industry Benchmarks**

84.2 Hexaware

22.5 Low
63.0 Median
83.0 High

0 20 40 60 80 100

- Low
- Median
- High

**Industry scores & observations based on 23 studies conducted by Feedback Insights in the last 16 months.

Corporate Social Responsibility

Hexaware is committed to fulfilling its corporate social responsibility (CSR) obligations as mandated by Section 135 of the Indian Companies Act. This regulation requires companies to allocate a minimum of 2% of their average net profits from the previous three financial years towards CSR initiatives. Since this regulation came into effect in 2013, Hexaware has diligently adhered to these guidelines, ensuring that our CSR activities are aligned with the UN Sustainable Development Goals.

Our CSR initiatives are designed to create a positive and lasting impact on the environment and society. We are dedicated to implementing responsible policies that contribute to inclusive growth, particularly in disadvantaged communities. Through our CSR projects, we have been able to make a meaningful difference in the lives of many individuals.

As of 2023, Hexaware has positively impacted the lives of 63,105 individuals through our CSR initiatives. We have allocated approximately 1.7 million USD towards these

projects, focusing on areas that promote social welfare, education, healthcare, environmental sustainability, and community development.

By investing in these initiatives, Hexaware aims to be a responsible corporate citizen that contributes to the well-being of society and the environment. Our commitment to CSR reflects our values and our dedication to making a positive difference in the world around us.

To know more about our CSR initiatives and impact, visit → CSR achievements

GRI Content Index

GRI Content Index

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GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	Local Communities	27
	413-2 Operations with significant actual and potential negative impacts on local communities	Local Communities	28
Recruitment and Managing Diverse Skilled Workforce			
GRI 3: Material Topics 2021	3-3 Management of material topics	Talent Acquisition and Retention	50 to 59
GRI 401: Employment 2016	401-1 New employee hires and employee turnover	New Hires Data & Employee Turnover	55 & 57
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Employee Wellbeing	52
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GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	Learning and Development	63
	404-2 Programs for upgrading employee skills and transition assistance programs	Learning and Development	63 to 65
	404-3 Percentage of employees receiving regular performance and career development reviews	Performance Appraisal Data	49
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	Employee Diversity	58
	405-2 Ratio of basic salary and remuneration of women to men	Average Remuneration of Female and Male Employees in USD	59
GRI 406: Non- discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	Ethics and Compliance	24
GRI 3: Material Topics 2021	3-3 Management of material topics	Processes to remediate negative impact	26
GRI 409: Forced or Compulsory Labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	Ethics and Compliance	24
Effluents and Waste			
GRI 3: Material Topics 2021	3-3 Management of material topics	Waste Management	44 to 46
GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	Waste Management	44 to 46
	306-2 Management of significant waste-related impacts	Waste Management	44 to 46
	306-3 Waste generated	Waste Management	44 to 46
	306-4 Waste diverted from disposal	Waste Management	44 to 46
	306-5 Waste directed to disposal	Waste Management	44 to 46

GRI Standard	Disclosure	Section	Page No.
Occupational Health and Safety			
GRI 3: Material Topics 2021	3-3 Management of material topics	Occupational Health and Safety	66 to 67
GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	Occupational Health and Safety	66 to 67
	403-2 Hazard identification, risk assessment, and incident investigation	Occupational Health and Safety	66 to 67
	403-3 Occupational health services	Occupational Health and Safety	66 to 67
	403-4 Worker participation, consultation, and communication on occupational health and safety	Occupational Health and Safety	66 to 67
	403-5 Worker training on occupational health and safety	Occupational Health and Safety	66 to 67
	403-6 Promotion of worker health	Occupational Health and Safety	66 to 67
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Occupational Health and Safety	66 to 67
	403-8 Workers covered by an occupational health and safety management system	Occupational Health and Safety	66 to 67
	403-9 Work-related injuries	Occupational Health and Safety	66 to 67
	403-10 Work-related ill health	Occupational Health and Safety	66 to 67
ESG Governance			
GRI 3: Material Topics 2021	3-3 Management of material topics	ESG Governance at Hexaware	23
Anti-corruption			
GRI 3: Material Topics 2021	3-3 Management of material topics	Anti-corruption	28
GRI 205: Anti- corruption 2016	205-1 Operations assessed for risks related to corruption	Anti-corruption	28
	205-2 Communication and training about anti-corruption policies and procedures	Learning and Development	63
	205-3 Confirmed incidents of corruption and actions taken	Ethics and Compliance	24

Independent Assurance Statement

To
The Directors and Management
Hexaware Technologies Limited
No. H5, Sipcot IT Park Siruseri
Kancheepuram District
Tamil Nadu, India – 603 103

Hexaware Technologies Limited, referred to as 'HTL' or 'the company,' has commissioned TUV India Private Limited (TUVI) to conduct independent external assurance of the Non-Financial ESG performance indicators disclosed in HTL's Sustainability Report (hereinafter 'the Report') for the period January 01, 2023 to December 31, 2023 This engagement was comprised a "limited assurance" of HTL's sustainability information for the applied reporting period. The Report is based on the principles of GRI 2021 standards. This limited level assurance engagement was conducted in accordance with ISAE 3000 (revised).' The ESG Report covers HTL's ESG KPIs for the period of 1st January 2023 to 31st December 2023, and the verification was conducted within the reporting boundary during April 2024.

Management's Responsibility

HTL has developed the Report content and is responsible for identification of materiality, corresponding sustainability issues, identifying, establishing, reporting performance management, data management, and quality. The management team at HTL is accountable for the accuracy of the information provided in the Report and the process of collecting, analyzing, and reporting that information in both web-based and printed Reports. This includes the maintenance and integrity of the company's website. Furthermore, HTL's management team takes responsibility for the accurate preparation of the Report in accordance with the applied criteria. They ensure that the Report is free of any intended or unintended material misstatements, so the stakeholders can trust the information provided. HTL will be responsible for archiving and reproducing the disclosed data to the stakeholders upon request.

Scope and Boundary

The scope of work includes limited assurance of the following non-financial performance / KPI disclosures as disclosed in the Report. In particular, the assurance engagement included the following:

I.   Review of the disclosures submitted by HTL;
II.   Review of the quality of information;
III. Review of evidence (on a sample basis) for identified non-financial indicators

TUVI has verified the below-mentioned GRI disclosures given in the Report:

Topic	Indicator	GRI Disclosure
Economic	Economic Performance	201-1
	Procurement Practices	204-1
Water	Water consumption	303-5
Waste	Waste generated	306-3
Emissions	Direct (Scope 1) GHG emissions	305-1
	Energy indirect (Scope 2) GHG emissions	305-2
Energy	Energy consumption within the organization	302-1
Occupational Health and Safety	Occupational health and safety management system	403-1
	Worker participation, consultation, and communication on occupational health and safety	403-4
	Work-related injuries	403-9
Employment	Benefits provided to full-time employees that are not provided to temporary or part-time employees	401-2
	Parental leaves	401-3
Communities	Operations with local community engagement, impact assessments, and development programs	413-1

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The reporting boundaries for the above topics includes 8 site locations across India. Onsite Assessment was performed at below mentioned 7 sites in April 2024 followed by remote verification (via Microsoft teams) at 7 sites.

1. HTL Chennai- Owned & Leased (date: 24 April 2024, onsite)
2. HTL Bangalore – Leased (date: 25 April 2024, remote)
3. HTL Coimbatore – Leased (date: 25 April 2024, remote)
4. HTL Mumbai – Owned & Leased (date: 25 April 2024, remote)
5. HTL Noida – Leased (date: 25 April 2024, remote)
6. HTL Ahmedabad – Leased (date: 26 April 2024, remote)
7. HTL Nagpur – Owned (date: 26 April 2024, remote)
8. HTL Pune – Owned (date: 26 April 2024, remote)

The assurance activities were carried out together with a desk review carried out for all other HTL sites within the reporting boundary. Applicable boundaries for disclosures are explained in the Report.

Limitations

TUVI did not perform any assurance procedures on the prospective information disclosed in the Report, including targets, expectations, and ambitions. Consequently, TUVI draws no conclusion from the prospective information. During the assurance process, TUVI did not come across any limitations to the agreed scope of the assurance engagement. TUVI is contracted by the HTL and answerable to the HTL's management only. TUVI verified the data on a sample basis; the responsibility for the authenticity of the data entirely lies with HTL. TUVI expressly disclaims any liability or co-responsibility in the case of erroneous data reported or for any decision a person or entity would make based on this assurance statement.

Our Responsibility

TUVI's responsibility in relation to this engagement was to perform a limited level of assurance and to express a conclusion. On the basis on the work performed. This engagement did not include an assessment of the sufficiency of the principles of GRI Standards: Core option, and ISAE 3000 (revised), other than those mentioned in the scope of the ESG data assurance. TUVI's responsibility regarding this verification is in accordance with the agreed scope of work which includes non-financial Quantitative and qualitative information disclosed by HTL. This assurance engagement assumes that the data and information provided to us by HTL are reliable, complete and true.

Verification Methodology

During the assurance engagement, TUVI adopted a risk-based approach, focused on verification efforts with respect to disclosed KPI's. TUVI has verified the KPI's and assessed the robustness of the underlying data management system, information flows, and controls. In doing so:

1) TUVI examined and reviewed the documents, data, and other information made available by HTL for non-financial KPI's (non-financial disclosures);
2) TUVI conducted interviews with key representatives, including data owners and decision- makers from different functions of the HTL during the verification;
3) Review the level of adherence to principles of GRI standards.
4) TUVI examined and reviewed the documents, data (on sample basis) and other information made available by HTL for the reported disclosures including the Management Approach and performance disclosure.

Opportunities for Improvement

The following are the opportunities for improvement reported to HTL. However, they are generally consistent with HTL management's objectives and programs.

1. Hexaware can opt for the RE/ EV based vehicle to reduce Scope 1 emission for internal and business local commuting
2. Hexaware can opt for the detail energy audit study to establish the gaps for improvement.
3. Hexaware can opt for the ISO 20400 for sustainable procurement management system.
4. Hexaware can opt for the ZWL and ZLD certification for the owned facilities.

Our Conclusion

In our opinion, based on the scope of this assurance engagement, the "disclosures on ESG performance" and reference information provide a fair representation of the material topics, related strategies, and meets the general content and quality requirements of the GRI Standards.

HTL appropriately discloses the KPI's and actions that focus on the creation of value over the short, medium and long term. The selected KPI's disclosures by HTL are fairly represented. On the basis of the procedures we have performed, nothing has come to our attention that causes us to believe that the information subject to the level of assurance engagement was not prepared, in identified ESG information is not reliable in all material respects, with regards to the reporting criteria.

Disclosures: TUVI is of the opinion that the reported disclosures generally meet the GRI Standards reporting requirements. HTL refers to general disclosure to Report contextual information about HTL, while the 'Management Approach' is discussed to

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Report the management approach for each material topic.

Universal Standard: HTL followed GRI 1: Foundation 2021: Requirements and principles for using the GRI Standards; GRI 2: General Disclosures 2021: Disclosures about the reporting organization. General Disclosures were followed when reporting information about an Organization's profile, strategy, ethics and integrity, governance, stakeholder engagement practices, and reporting process. and GRI 3: Material Topics 2021: Disclosures and guidance about the organization's material topics. GRI3 was selected for Management's Approach on reporting information about how an organization manages a material topic.

TUVI is of the opinion that this report has been prepared in reference with the GRI Standards.

Topic Specific Standard: 300 series (Environmental topics), and 400 series (Social topics); These Topic- specific Standards were used to Report information on the organization's impacts related to environmental and social topics. TUVI is of the opinion that the reported material topics and Topic-specific Standards that HTL used to prepare its Report are appropriately identified and addressed.

Limited Assurance Conclusion: Based on the procedures we have performed, nothing has come to our attention that causes us to believe that the information subject to the limited assurance engagement was not prepared in all material respects. TUVI found the ESG information to be reliable in all principles with respect to the reporting criteria of GRI Standards.

This assurance statement has been prepared in accordance with the terms of our engagement. In accordance to the ISAE 3000 (revised) requirements

Independence:

TUVI follows IESBA (International Ethics Standards Board for Accountants) Code which, adopts a threats and safeguards approach to independence. It is confirmed that the Assurance Team is selected to avoid situations of self-interest, self-review, advocacy and familiarity. The Assessment Team was safeguarded from any type of intimidation.

Quality control:

The Assurance Team complies with the Code of Ethics for Professional Accountants issued by the IESBA, which includes independence and other requirements founded on fundamental principles of integrity, objectivity, professional competence and due care, confidentiality and professional behavior. In accordance with International Standard on Quality Control, TUVI maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

In the context of Assurance, the following contemporary principles has been observed:

Evaluation of the adherence to other contemporary Principles:

Inclusivity: Stakeholder identification and engagement is carried out by HTL on a periodic basis to bring out key stakeholder concerns as material topics of significant stakeholders. In our view, the Report meets the requirements.

Materiality: The materiality assessment process has been conducted based on the requirement of GRI standards, considering the topics that are internal and external to the HTL range of businesses The Report fairly brings out the aspects and topics and its respective boundaries of the diverse operations of HTL. In our view, the Report meets the requirements.

Responsiveness: TUVI believes that the responses to the material aspects are fairly articulated in the report, i.e. disclosures on HTL policies and management systems, including governance. In our view, the Report meets the requirements.

Impact: HTL communicates its ESG performance through regular, transparent internal and external reporting throughout the year, aligned with BRSR, GRESB and GRI as part of its policy framework that includes Environmental, ESG, Climate Change Mitigation, Corporate Social Responsibility Policy etc. HTL reports on ESG performance to the Board of Directors, who oversees and monitors the implementation and performance of objectives, as well as progress against goals and targets for addressing ESG-related issues. HTL completed establishing contemporary goals and targets against which performance will be monitored and disclosed periodically.

TUVI expressly disclaims any liability or co-responsibility for any decision a person or entity would make based on this Assurance Statement. The intended users of this assurance statement are the Management of HTL. The Management of the HTL is responsible for the information provided in the Report as well as the process of collecting, analysing, and reporting the information presented in web-based and printed Reports, including website maintenance and its integrity. TUVI's responsibility regarding this verification is in accordance with the agreed scope of work which includes non-financial quantitative and qualitative information (Sustainability Performance) disclosed by HTL in the Report. This assurance engagement is based on the assumption that the data and the information provided to TUVI by HTL are complete and true.

Our Assurance Team and Independence

TUVI is an independent, neutral third-party providing sustainability services with qualified environmental and social specialists. TUVI states its independence and impartiality and confirms that there is "no conflict of interest" with regard to this assurance engagement. In the reporting year, TUVI did not work with HTL on any engagement that could compromise the independence or impartiality of our findings, conclusions, and recommendations. TUVI was not involved in the preparation of any content or data included in the Report, with the exception of this assurance statement. TUVI maintains complete impartiality towards any individuals interviewed during the assurance engagement.

For and on behalf of TUV India Private Limited

Manojkumar Borekar
Product Head – Sustainability Assurance Service
TUV India Private Limited

Date: 21/05/2024
Place: Mumbai, India
Project Reference No: 8122634851

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