

**GLOBAL CODE OF CONDUCT - CONTRACTORS**

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**Hex 5733-A**

**Global Code of Conduct -Contractors**

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25-Oct-24	1.3	Vishnu Kumar Prasad A / Vaishali Gore	Rajashree Laad	Uma Thomas (Chief Risk Officer)	Section 18- Updated on periodicity Section 19- Updated on Implementation, Governance and training of code and added email ID for compliance reporting Section 20 – Annexure 1 - Statement of Compliance - Added Code of Conduct, Anti Trust, Anti Money Laundering statement Code for Responsible AI section added.

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### 1. Introduction

The code of conduct for contractors defines standards for conduct in all business, legal, and ethical matters carried out in daily business, and is meant as a tool and a guide for dealings with contractors, employees, clients, vendors, and partners; interaction with competitors; as well as in financial areas. It is part of Hexaware's business policy to carry out all company activities in accordance with the letter and spirit of applicable legal requirements and therefore keep high standards of business ethics.

Our commitment to ethical and lawful business conduct is a fundamental value and is critical to the company's success. We will strive to uphold ethical and legal standards vigorously even as we pursue our financial objectives. We will not compromise honesty and integrity anywhere at any time even while continuously striving to build value for customers through the innovative use of technology and talent. This code of conduct reiterates our commitment to the above principles.

### 2. Scope

This code of conduct applies to all Hexaware contractors and is in addition to their legal and contractual obligations with Hexaware (which expression shall mean and include all its affiliates, subsidiaries, parent companies, successors & assignees)

Contractors should address their immediate superior when questions or problems arise. The contractors' manager is responsible for ensuring that conflicts of interests are resolved as quickly as possible.

Note:

- Any reference to "Hexaware" in this code of conduct means Hexaware Technologies Limited. (which expression shall mean and include all its affiliates, subsidiaries, parent companies, successors & assignees)

### 3. Purpose

This code of conduct is intended to:

- Set high standards of honesty, integrity, ethical and law-abiding behavior expected of Hexaware's contractors.
- Encourage the observance of those standards to protect and promote the interests of shareholders and other stakeholders.
- Guide contractors on their acts and actions necessary to maintain integrity; and
- Set out the responsibility and accountability of Hexaware's contractors to report and investigate any reported violations of this code or unethical or unlawful behavior.

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### 4. Compliance to requirements & fair competition

#### 4.1. Compliance with laws, regulations, policies and procedures

Contractors must:

- comply with all applicable law, rule or regulation, in letter and spirit.
- comply with the protocols, policies and procedures of Hexaware; and
- encourage other colleagues to do the same.

#### 4.2. Fair dealing

Hexaware expects each contractor to:

- ✓ Deal fairly with any executive, employee, shareholder, customer, supplier, competitor, auditor, lawyer or other adviser of Hexaware; and
- ✓ Encourage other colleagues to do the same.
- i. Contractors must not take unfair advantage of any employee, customer, supplier, auditor, lawyer, other adviser of Hexaware through unethical or illegal conduct, manipulation, undue influence, concealment, abuse of confidential information, misrepresentation of material facts, or any other unfair-dealing practice.
- ii. Hexaware is committed to free and open competition in the marketplace. Directors and consultants should avoid actions that could reasonably be construed as being anticompetitive, monopolistic, or otherwise contrary to laws governing competitive practices in the marketplace, including antitrust laws. Such actions include misappropriation and / or misuse of a competitor's confidential information or making false statements about the competitor's business and business practices.

### 5. Legal & ethical conduct

#### 5.1. Integrity

Hexaware conducts its business with integrity. It has zero tolerance towards unethical activities like bribery & corruption. Every contractor is expected to act professionally & with integrity in their work.

Contractors shall,

- Work in the best interest of the company
- Act honestly, fairly, ethically, with integrity and loyalty
- Act in good faith, with responsibility, due care, competence, diligence and independence
- Conduct themselves in a professional, courteous and respectful manner.
- Treat their colleagues with respect & dignity and shall not harass any of them in any manner.

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### 5.2. Conflicts of duty or interest

- Contractors must be aware of potential conflicts between (directly or indirectly), on the one hand:
  - The interests of Hexaware; or their duties to Hexaware.
- o on the other hand:
  - Their personal or external business interests; or their duties to any third party.
- Contractors must avoid placing themselves in a position that may lead to:
  - o An actual or a potential conflict of interest or duty; or
  - o A reasonable perception of an actual or potential conflict of interest or duty.
- Contractors must:
  - o Fully and frankly inform Hexaware's senior management and Human Resources department of any personal or external business interest that may lead to:
    - An actual or potential conflict of interest or duty; or
    - A reasonable perception of an actual or a potential conflict of interest of duty; and
  - o Obtain and follow independent legal advice to avoid or resolve any actual, potential or perceived conflict of interest or duty.
- Contractors must devote themselves exclusively to the business of the company and shall not accept any other work or assignment for remuneration (full time or part-time).
- Contractors must affirm compliance with this code of conduct in the format given below in Annexure I.
- For more details, refer to the company's Conflict of interest Policy which is available on the company's intranet portal.

### 5.3. Anti-bribery & Anti-corruption compliance

- a) Hexaware does not give or receive bribes, including facilitation payments.
- Hexaware is committed to conducting business holding the highest standards of integrity and adhering to the letter and spirit of all the applicable laws and regulations of the locations where the Company operates.
  - Management of the Company including members of Board of Directors have adopted a 'zero tolerance' approach to/from any form of Corruption within the Company by setting personal example of ethical attitude and ensuring compliance with applicable Anti Bribery and Corruption legislation and internal policies implemented by the Company, while executing their duties.
  - Hexaware prohibits direct or indirect payment/acceptance of bribe or any form of corrupt payment to any party for furtherance of business or to gain any Undue Advantage. Further, contractors are

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not permitted to pay any form of bribe indirectly on behalf of the Company or authorize any Third Party representing Hexaware to pay bribe on the behalf of the Company.

- Bribery may not always be in the form of cash payments and may take many other forms, including gifts, hospitality, entertainment, political contributions, charitable donations, lobbying payments, sponsorships, employment opportunities among others.
- Facilitation Payments are also prohibited and must not be incurred by contractors or Third Parties either directly or indirectly on behalf of Hexaware.
- For more details, refer to Hexaware's Hex 5865 Anti-Bribery and Anti-Corruption Policy which is available on the company's intranet portal.

b) Giving or receiving Gifts, Hospitality and Entertainment ('GHE') should be reasonable, and in certain cases prohibited.

- Gifts, Hospitality and Entertainment given to or received from any Third Party who have a business relationship with the company are generally acceptable, if the GHE is modest in value, appropriate to the business relationship, and does not create an appearance of impropriety. No cash or cash equivalent payments should be given or received.
- In the case of Public Officials, giving gifts is prohibited except for gifts during festive seasons such as Diwali and Christmas. Hospitality provided to Public Officials should be reasonable and should not influence or appear to influence any business decision. Further, any form of entertainment for Public Officials is not permissible.
- Prior to offering a permissible gifts, hospitality or entertainment to any Third Party including Public Officials, Employee should be in compliance with respect to the approval guidelines and value limits set by the Company.
- For detailed guidance, refer to Hex 5861 Hexaware's Gifts, Hospitality and Entertainment Policy available on the Company's intranet portal.

c) Donation and Sponsorship to political parties, individual candidates and Public Officials is prohibited.

- Hexaware does not offer donations or provide sponsorship to Public Officials.
- Hexaware is politically neutral, i.e., not directly or indirectly affiliated with any political party and does not provide services linked to any political messages. Hexaware does not associate itself with any political party or independent candidate, and does not campaign for, support and offer donation to political parties to influence any decision or gain business advantage. Accordingly, Hexaware does not make political contributions, donations and sponsorships of any kind to political parties and individual candidates.

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- For detailed guidance, refer to Hex 5863 Hexaware's Donations and Sponsorships Policy available on the Company's intranet.

### d) Third party Management

- Anti-Bribery and corruption laws impose liability on companies that become involved in the direct or indirect acts of Bribery. The company may therefore incur criminal and/or civil liability where Third Parties indulge in any act of Bribery in the course of their work on the Company's behalf, or otherwise for the Company's benefit. This exposure can arise even where the Company contractors ensure to take preventive steps that improper payments or advantages are not offered or accepted on behalf of the Company by the Third Party or their representatives.
- In order to maintain the highest standards of integrity, with respect to any dealings with a Third Party, the Company will ensure that:
  - All the Third-Party contracts include Anti-Bribery and Anti-Corruption compliance clauses to ensure compliance with the terms of this Policy.
  - Include appropriate wording/clauses in the Third-Party contracts to make it possible to withdraw from the relationship and take the appropriate disciplinary action, on the Third Parties who fail to abide by this Policy.
  - At the time of onboarding a Third Party and later on Annual basis, the Company must obtain an Anti-Bribery and Anti-Corruption undertaking or declaration from every Third Party to this effect.
- Every Third Party appointed for representing Hexaware or carrying out any activity for Hexaware must be hired/appointed in accordance with the guidelines, protocols and procedures around Third-Party identification, due diligence, on-boarding and approvals as set forth in Hex 5869 Third Party Management Policy which is available on the Company's intranet.

### e) Dealing with Government (Including government customers)

#### ➤ Interactions with Government Officials

Interactions with Public Officials pose a higher risk on account of their role in the government and capability to influence business decisions of Hexaware. Hence, Hexaware expects its contractors and Third Parties representing the Company to maintain the highest professional and ethical standards while interacting with the Government and resultant relationship with Public Officials. Any interactions with Public Officials must be carried out in a clear, open and transparent manner and only for legitimate business purposes.

#### ➤ Government as Customer

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Governments (including government authorities, agencies, quasi government agencies, public section undertakings among others) are unique customers for Hexaware. They often have unique bidding, pricing, disclosure, and certification requirements. When dealing with government customers, make sure to partner with the legal department when bidding for business, and contact the Compliance Officer with questions relating to compliance requirements.

### ➤ Hiring Government Employees

Laws often limit the duties and types of services that former government, military, or other public sector employees may perform as contractors or consultants of Hexaware, especially regarding matters they were involved in while with the government. Employment negotiations with government employees may be subject to legal restrictions and disclosure requirements, particularly if the government employee is involved in a matter involving Hexaware's interests. Contact Compliance Officer before entering such negotiations. You may never hire any individual in exchange for securing or retaining business or securing an improper advantage. We also prohibit hiring preference being given to anyone in return for special treatment.

Refer Hex 5868 Interactions with Public Officials Policy available on the company's intranet portal.

### 5.4. Anti-money laundering practices

- Money laundering occurs when individuals or organizations try to conceal illicit funds or make those funds look legitimate. Money laundering is illegal and strictly prohibited by Hexaware.
- Hexaware is strongly committed to prevent the use of its operations for money laundering, financing of terrorism, or any other criminal activities, and will take appropriate actions to comply with all the applicable anti-money laundering and anti-terrorism laws throughout the world.
- Hexaware conducts business only with reputable customers involved in legitimate business activities, with funds derived from legitimate sources. Jurisdictions in which Hexaware operates may publish lists of individuals and organizations that any company is prohibited from accepting funds from or distributing funds to, under applicable Anti-Money Laundering laws. Contractors are expected to use reasonable care to verify that counterparties are not owned or controlled by, or acting on behalf of, sanctioned governments, groups, individuals, organizations and other entities.
- If a contractor deals directly with customers or Third Parties, the following examples may signal potential money laundering:
  - Attempts to make large payments in cash.
  - Payments by or to someone who is not a party to the contract.
  - Requests to pay more than the amount as agreed in the contract.
  - Payments made in currencies other than those specified in the contract.
  - Payments from an unusual and/or non-business account.
  - Transactions forming an unusual pattern such as bulk purchases of products or gift cards or

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repetitive cash payments.

For detailed guidance, refer to Hex 5858 Anti-Money Laundering and Sanctions Policy available on the Company's intranet.

### 6. Insider trading

- Contractors while performing their duties for the Company, may have access to or become aware of material non-public information or unpublished price sensitive information (collectively referred as "Information") either about the Company or any of its customers or any other business partners which are publicly traded entities.
- Contractors are prohibited from using this Information to gain a financial advantage for themselves or others, either by way of making a trade for themselves, "tipping" others on the Information (i.e., disclosing the information to others such as family, friends, acquaintances or any other person), or otherwise. Doing so is not only a violation of the code that may result in immediate termination for cause but is also a serious violation of applicable securities laws and will expose any individuals involved to potential civil and criminal prosecution.
- Contractors must maintain the confidentiality of all such Information accessible to them during employment with Hexaware.

### 7. Books & records

- Hexaware's stakeholders must not engage in any actions or transactions which lead to financial or reputational loss to the Company or are blatant acts of fraud. All corporate records of Hexaware must be true, accurate and complete, and the Company data must be promptly and accurately entered in our books in accordance with Hexaware's and other applicable accounting principles, applicable laws and regulations. We must not improperly influence, manipulate or mislead any audit, nor interfere with any auditor engaged to perform an independent audit of Hexaware's books, records, processes or internal controls. No Employee in any way will cause the Company's accounts or other records to not clearly describe and properly state the true nature and timing of a business activity or transaction.
- Hexaware will make certain that all disclosures made in financial reports, public documents or any regulatory filings are full, fair, accurate, timely and understandable. This obligation applies to all, including all financial executives, with any responsibility for the preparation of such reports or filings, including drafting, reviewing and signing or certifying the information contained therein. No business goal of any kind is ever an excuse for misrepresenting facts or falsifying records. Contractors must inform the management, Human Resource department and Compliance Officer if they learn that

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information in any filing or public communication was untrue or misleading at the time it was made or if subsequent information would affect a similar future filing or public communication.

### 8. Building a great Hexaware

We are obligated to protect & promote human rights amongst our employees (permanent, contractors, retainers, trainees & employees of subcontractors), vendors & customers. We nurture sustainable long-term relationships across the ecosystem in which we operate.

#### 8.1. Diversity Equity Inclusion- DEI

- Hexaware Technologies Limited is an equal opportunity employer and supports a diverse workforce across all levels. We believe that Diversity Equity & Inclusion (DEI) is associated with our core values, and it is instrumental in our growth journey. We are committed to providing a workplace that is free from all forms of harassment. Contractors are assured a workplace free of harassment irrespective of their gender, race, social class, caste, creed, and religion, place of origin, sexual orientation, disability or economic status with a zero-tolerance policy to any kind of workplace harassment.
- The basis for recruitment, hiring, placement, development, training, compensation and advancement at the company is solely based on qualifications, performance, skills and experience.

Refer Hex 5729 Diversity, Equity and Inclusion Policy

#### 8.2. Modern slavery

- Hexaware's culture & philosophy is based on promoting human rights & as part of it we are committed to prohibiting modern slavery & human trafficking.
- We are signatory to the United Nations Global Compact (UNGC) & are committed to protecting & preserving human rights as per UN Guiding Principles & the International Labour Organization's Declaration on Fundamental Principles & Rights at Work.
- We are committed to exhibit zero tolerance towards all facets of modern slavery, as elaborated under the Modern Slavery Act 2015 UK (designed to tackle slavery, servitude and forced or compulsory labor and human trafficking, including provisions for the protection of victims), Commonwealth Modern Slavery Act 2018, the UN Declaration of Human Rights and the conventions of the International Labour Organizations specific to forced or compulsory labour.

For more details, please refer to the Slavery & Human Trafficking statement available on Hexaware website.

#### 8.3. Child labour

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- Hexaware is committed to strict prohibition of child laborers.
- Hexaware does not employ any person below the permissible age in the country where it is operating. We comply with all the relevant and applicable laws and regulations pertaining to child labor in the countries of our presence.

### **8.4. Anti-bullying & prevention of sexual harassment**

- Hexaware forbids and does not expect contractors to tolerate harassment or bullying in their employment. If an employee has a complaint of bullying, discrimination, sexual or other harassment, or other forms of violence or offensive conduct the employee is expected to report it to any Human Resources representative or a senior manager or the Head of the business unit, or in accordance with specific reporting practices as per the policy.
- Complaints of violence, offensive or improper conduct are taken seriously and investigated thoroughly, without retaliation.
- Contractors are expected to familiarize themselves with Hexaware's Prevention of Sexual Harassment policy & Hexaware's anti-harassment policy, which can be viewed on the Hexaware Portal.
- It is mandatory for all contractors to complete all training & assessments as outlined in the location specific guidelines.

India -> Refer Hex 5732 Prevention of Sexual Harassment at Workplace Policy

Global -> Hex 5734 Anti - Harassment Policy

### **8.5. Abuse of managerial authority**

- Hexaware expects its managers to perform their managerial duties diligently & not misuse their managerial authority. They should conduct themselves professionally, which will protect the employee's dignity. Some examples of managerial abuse include-
  - i. Making demands that are unreasonable and/or outside of the associate's role; or
  - ii. Demanding to perform an action that is in breach of the principles of any policy of Hexaware.
  - iii. Excessively, destructively or inappropriately criticizing or reprimanding them, or excessively scrutinizing their work, or
  - iv. Humiliating or undermining the reporting person

### **8.6. Healthy & safe environment**

- Hexaware is committed to providing a safe, healthy and hygienic environment for its workforce.

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Hexaware seeks to minimize the adverse environmental impact by conducting its operations in a safe manner. It strives to prevent all possible accidents, incidents, injuries and occupational illness. For more details, please refer to Hex 5759 Occupational Health & Safety policy on Hexaware portal.

### 8.7. Abuse free workplace

- All Hexaware premises across the globe are No Smoking zones. Possession or use of alcohol in the work area is strictly prohibited. Beer and wine can be served as an exception as per the customary practice in the country we operate for social purposes only, but not in the Hexaware work area. The illegal possession, use, sale, manufacture or distribution of illegal drugs at company premises or while on company business activities is prohibited.

### 8.8. Freedom to express & social dialogue

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

## 9. Environment, Social & Governance (ESG) management

- We at Hexaware, are committed to imbibe the philosophy of sustainability as an integral part of our business and earnestly commit ourselves to uphold this as governing framework for all our business endeavors. We have established a Sustainability policy which defines the framework for sustainability at Hexaware and works in conjunction with various other policies in existence to create long lasting value for the environment, business and society at large. This policy will also facilitate us to promote diversity, equity and inclusion, enhance environmental performance, mitigate future risks, and improve economic prosperity.
- For more details, please refer to Hex 5730 Sustainability policy.

## 10. Confidentiality

- In the course of employment with Hexaware, contractors will have access to information that is considered confidential and/or proprietary. Generally, confidential and proprietary information is any Company information that is not public. As a policy of the Company every employee must sign a Non-Disclosure Agreement before joining the services of the company and abide by the same. Contractors are expected to use appropriate discretion to discuss terms and conditions of their employment in accordance with applicable law.

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- Confidential and proprietary information is information about Hexaware or Hexaware's clients that includes, but is not limited to:
  - ✓ Research and development, such as project descriptions, plans, drawings, reports, notebooks, computer files and programs, and investment amounts
  - ✓ Trade secrets, including business practices, technical processes and applications, service and restoration procedures, operations procedures, software specifications and designs, and equipment uses.
  - ✓ Hexaware intellectual property, including patented, trademarked, and copyrighted material Procedures and practices related to management of Hexaware's network, communications, data centers, command centers, and other technical equipment
  - ✓ Non-public information about products, service alliances, and clients, including marketing plans and sales
  - ✓ Prospects, product and service strategy, and software specifications
  - ✓ Confidential and proprietary organizational and business information, such as budgets and other financial data and records, rate and cost data, client lists, services provided, and personnel data including employee records and lists.
  - ✓ Information received/receiving from or about clients and potential clients.
- Contractors have the responsibility to protect confidential and proprietary information from theft, disclosure, or inappropriate use. They are expected to store confidential and proprietary information in a safe place as identified and follow the information security and other related policies. They should use extreme caution while discussing business or using a cell phone or other portable communications device in public places, and never discuss Hexaware' or its clients' confidential and proprietary information with friends or acquaintances.
- Before releasing confidential or proprietary information or permitting anyone from outside Hexaware to use a Hexaware trademark or copyrighted work, contractors must first obtain appropriate management approval and make sure the party receiving the information has signed a non-disclosure and a license agreement approved by the legal department.
- Contractors must immediately notify the legal department if they discover that Hexaware' confidential and proprietary information, trademark, copyright, patent, name, or logo has been improperly used or disclosed.
- Contractors must protect Hexaware's clients' and prospective clients' confidential and proprietary information. They are expected to never use another party's trademark, name, logo, or copyrighted material without the owner's prior written permission, and never remove copyright notices from computer or other materials.
- When a contractor's employment with Hexaware ends, all documents, records, and other information and property belonging to Hexaware must be returned. Even after the employee leaves the employment of the Company, they have a continuing obligation to safeguard and not use or otherwise disclose Hexaware' and its clients' confidential and proprietary information to anyone.

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- The work for which contractors are employed is and will be of a private nature, and in connection with the performance of their services on behalf of Hexaware, its subsidiaries and affiliates (together with their predecessors and successors, the “Company”), the Company, may make available information of a private nature which is including, but not limited to Company’s clients’ and prospective clients’ business, strategies, methodologies, operations, technologies (including computer software), financial affairs, organizational and personal matters, policies, procedures, trade secrets, programs, operations, clients, prospective clients, employees and other non-public matters, including those concerning third parties (“Private Information”). Contractors agree that they shall receive in strict confidence all such private information belonging to the company or to its clients or prospective clients. Contractors further agree to use their best efforts to maintain and to assist the Company in maintaining the confidentiality of all such private information, and to prevent it from getting into unauthorized hands.
- Contractors shall ensure that their respective salary shall always be kept confidential and should not be disclosed to any colleagues or anybody else unless local law specifically allows for salary sharing.
- Contractors further agree that:
  - I. They shall neither copy nor distribute any material, or other information constituting private information which comes into their possession because of their employment by the company, other than for the company use.
  - II. They shall, not only during the period of employment by the Company but even at any time thereafter, directly or indirectly, disclose to others and / or use for their own benefit or for the benefit of others, private information acquired by them during the period of their employment, except to the extent as may be reasonably necessary in the ordinary course of performing their duties as an employee of the company.
  - III. They shall not disclose to the Company or attempt to induce the Company to use any private information or material to which the Company is not entitled.
  - IV. Upon termination of their employment with the Company, they shall return to the Company or to the client or prospective client/s all materials and information that constitutes private information and any copies thereof and certify to the company that they no longer have any rights to such materials or information, and they will represent that the original and all copies of such materials and information have been returned to the company or to the client/s or prospective client/s.

Contractors also acknowledge, undertake and agree as follows:

- I. They shall not use any knowledge, trade secrets or other information that is treated confidentially by the company or its clients including, but without limitation to, information on the company’s knowledge bases except in the proper course of their duties or as otherwise

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permitted by the company. Confidential information does not extend to information already in the public domain unless such information has arrived there by unauthorized means.

- II. Without limiting the previous clause, they undertake that they shall not attempt to:
- a. Remove or take any such confidential information; or
  - b. Disclose confidential information to any third party other than in the proper course of their duties or as otherwise permitted by the company; or
  - c. Gain personal advantage from trading in or based on confidential information; or
  - d. Cause or procure any other person to deal in the securities of any company on the basis of confidential information.
  - e. Obtain nor claim any ownership interest in any knowledge or information obtained from Hexaware and its knowledge bases either during or even after the termination of relationship with the company
  - f. They cannot disclose to any future employer or use for their own purposes any confidential information they may have access to during their relationship with the company.

### 11. Intellectual property rights & ownership

- All intellectual property created in the course of employment belongs to Hexaware. All computer equipment, software and facilities used by contractors are also proprietary to Hexaware, including all documents, materials and Emails created.
- Hexaware also reserves the right to withdraw any of the facilities provided if it considers that contractors' use of it is in some way unacceptable.
- For details, please refer to the Hex 5706 Intellectual Property Rights (IPR) Policy available on StationH.

### 12. Non-solicitation of contractors

- During the term of the contract and in the event of ceasing the services of the company for whatsoever reason, the contractor agrees that, in addition to any other limitation during the term of the contract period and for a period of one year after their termination, the employee will not directly or indirectly -
  - Solicit or accept employment with any Hexaware or its subsidiaries ('Hexaware') client to which the contractor has provided services as Hexaware contractor.

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- Solicit the employment of or encourage or aid any other party to employ or solicit the employment of any Hexaware independent contractor to terminate employment with Hexaware.
- Contact any persons or companies which are customers or prospective customers of Hexaware or any of its affiliates or subsidiaries for the purpose of soliciting the customers or prospective customers in competition with Hexaware its affiliates or subsidiaries nor solicit or divert or cause anyone to solicit or divert, any such customers or prospective customers from Hexaware its subsidiaries, affiliates.

### **13. Information Security, Data privacy & Data protection**

- Information Security means protecting information and the related information systems from unauthorized access, use, disclosure, disruption, modification, or destruction. The term Information security, computer security and information assurance are frequently used interchangeably. These fields are interrelated and share the common goals of protecting the confidentiality, integrity, and availability of information. Information Security is concerned with the confidentiality, integrity, and availability of data regardless of the form the data may take electronic, print or other forms.
- The information created and used by Hexaware is one of our most valuable assets. Damage or loss of these assets could severely impact our customers, violate laws and regulations and negatively affect the company.
- Given the competitive nature of our business, Hexaware's information assets must be protected. All Hexaware contractors must take the necessary steps to ensure that the company's assets are properly protected from threats that exist. For further details on Information Security, refer to the Information Security Policy document available in Intranet.
- Contractors are expected to ensure that they nominate themselves for the awareness training on Information Security that is held periodically.
- E-mail  
Hexaware provides E-mail systems to contractors to facilitate the performance of company work and their contents are the property of Hexaware. Management reserves the right to retrieve the contents for legitimate reasons, such as to find lost messages, to comply with investigations of wrongful acts or to recover from system failure.
- Internet browsing  
The browsing facility shall be provided for carrying out the company's business and usage is subject to monitoring. Any inappropriate usage shall result in warnings, removal of browsing facility and other disciplinary action.
- Login ID & passwords
  - ✓ Contractors shall ensure that Hexaware password rules are followed.
  - ✓ Contractors shall enable a password protected screen saver.
  - ✓ Contractors shall not share their passwords.

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- ✓ Contractors shall change passwords at regular intervals and whenever there is any indication of possible system or password compromise.
- ✓ Contractors shall avoid keeping paper record of passwords.
- ✓ Contractors shall change temporary passwords on first log on.
- ✓ Contractors are solely responsible for all actions committed using ID and hence expected to not to share their passwords with others or leave logins unattended.
- ✓ Contractors shall not include passwords in any automated log-on process, e.g., stored in a macro or function key.

- Visitors

Contractors shall not take visitors into the office premises without security authorization.

- Clean desk policy

- ✓ Contractors shall lock away all confidential and /or restricted information outside office hours.
- ✓ They must not leave sensitive information in the open while they are away from their desk.
- ✓ Contractors should log out and switch off their PC at the end of the day.
- ✓ Printers should be cleared of sensitive data.
- ✓ Use shredders for destroying confidential data.

- Licensed software

- ✓ Contractors shall ensure that only authorized and licensed software is loaded on the computer system assigned to them.
- ✓ Contractors shall not make unauthorized copies of copyrighted software.

- Anti-virus

- ✓ Ensure that the latest licensed anti-virus software is installed and always enabled on your PC.

- Incident reporting

- ✓ If contractors become aware of any breach of security of any kind, or any incident of possible misuse or violation of this policy, they must report to the Information Security Team.

- New installations

- ✓ No hardware changes are allowed to the workstation /PC. Installation of modems network connections, if not provided, is prohibited.

- Social media obligations

- ✓ All contractors are expected to familiarize themselves with social media policy available on intranet portal & follow it without fail.

- Public speaking & press enquiries

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- ✓ All media relations activities throughout Hexaware are conducted and managed in adherence with the principles of honesty, integrity and transparency. Competitive international benchmarking on the best communication practices is always encouraged at Hexaware. Information dissemination to the media and resolution of media queries must be comprehensible, factual and completed within reasonable time deadlines.
  - ✓ All media relations activities including communication during crisis situations at Hexaware are routed through the Corporate Communications Department. The Corporate Communications Department is responsible for planning, directing and monitoring the activities of corporate press releases and communication.
  - ✓ For details, please refer to the Hex 5442 Social Media Policy available on StationH.
- Data Privacy & Data protection
    - ✓ Hexaware's Data privacy policy details personal & sensitive personal data collection & processing, cookie policy, our policy on children, Data Transfer and disclosure of Personal Data etc.
    - ✓ Hexaware takes reasonable steps to protect information. The company has put in place appropriate physical, electronic and managerial procedures to safeguard and secure the Information from loss, misuse, unauthorized access or disclosure, alteration or destruction.
    - ✓ For more details, please refer data privacy policy available on Hexaware website ([Privacy Policy | Hexaware](#))

### 14. Code for Responsible Artificial Intelligence (AI)

#### Purpose of this code

As AI continues to rapidly evolve and shape our world, ethical concerns are at the forefront of everything we in AI development based on Data-Centric AI here at Hexaware.

Responsible AI is at the heart of Hexaware's mission, which is to help global enterprises to identify the sources of errors, noise, and bias in their data to empower them to build fair, accurate AI applications in line with AI regulations.

This Code outlines the core principles that ensure that our product/service is designed to empower users to make responsible use of AI technology that delivers positive societal outcomes

#### Ethical AI Principles

**Representative and high-quality data:** The use of representative and high-quality data is critical to the development of ethical AI applications. Our AI system relies on accurate and reliable data inputs to make decisions, which can have a significant impact on the outcomes of our technology. Therefore, we are committed to using data that accurately represents the context of the AI application by empowering users to identify sources of error, noise, and bias in data.

**Fairness:** Fairness is a fundamental value that is embedded in all our AI methods and processes. We promote fairness

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by designing methodologies that enable our customers to build AI applications that are impartial and equitable in their treatment of all data subjects.

**Accuracy:** Accuracy is essential to ensure the reliability and effectiveness of our product. Therefore, we are committed to designing and developing AI processes and methodologies that consider accuracy in all aspects of our work.

**Avoidance and mitigation of bias:** We recognize that bias can manifest in different ways throughout the AI lifecycle. This includes addressing systemic biases that may exist in our datasets as well as computational and statistical biases that may arise from non-representative samples. We are committed to designing and developing AI processes and methodologies that enable users to identify bias.

**Non-discrimination:** We design and develop AI processes and methodologies in a manner that promotes non-discrimination. In the design and development of our product, we are committed to ensuring that AI applications do not negatively discriminate against individuals or groups on the basis of any grounds, including but not limited to sex, race, color, ethnic or social origin, language, religion, or any other personal characteristics.

Hexaware is committed to regularly reviewing and improving our approach to ensure that our work aligns with these principles as well as with the latest regulatory developments. We recognize that as AI evolves, so too will the challenges we face, and we are committed to staying engaged with the broader AI community to promote the development and deployment of responsible AI.

### 15. Reporting of unlawful and unethical behaviour, whistle blower policy

- Hexaware expects contractors to:
  1. report promptly and in good faith, any actual or suspected violation by an employee of the standards, requirements or expectations set out in this code of conduct; and
  2. Encourage others to do the same.
- Hexaware has constituted Whistleblower Policy as a mechanism to encourage a climate of open communication within the Company to report concerns at the earliest opportunity including any unethical practice or behavior, actual or suspected Fraud or violation of the Company's code of conduct or ethics policy and thus avert a larger issue in the future.
- The purpose of the Whistle Blower Policy is to enable a person who observes an unethical practice or behavior (whether or not a violation of law), actual or suspected Fraud or violation of the company's code of conduct or ethics policy to approach the Whistleblower Committee of the Company without necessarily informing their supervisors.
- For more details, please refer to Hex 5870 "Whistleblower policy" available on StationH.

### 16. Organization discipline & decorum

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### Personal Appearance

- While the company fully subscribes to the view that what a person wears is their own concern but, in consideration of the image of the company, contractors are expected to demonstrate professionalism and excellence in all aspects of their behavior including the attire while at work and while on official duty. Considering the prevailing trends in business attire Hexaware recommends some norms which are outlined in the Dress code policy & guidelines. (Path: StationH – Resources- Documents-HR Policies & Processes – India – My Onboarding – Dress code policy & guidelines).

### Office Discipline

- Contractors are expected to help maintain a quiet environment and a clean desk.
- Smoking within the office premises is strictly prohibited and playing of computer games is not allowed.
- Office equipment must be handled carefully. PCs should be switched off before leaving the premises.

### Working Hours

The company has a flexible timing policy and observes a 5-day week. Working hours are country/location/customer specific, whichever is applicable.

If a customer requires alternate working hours, the customer's required working hours will supersede.

### Access card and Attendance

Contractors are expected to display their ID card while they are in the office premises. Also, they are expected to observe security regulations as intimated time to time.

As they come in, they must:

- Register their attendance with the help of the Access Card and swipe it every time they enter or leave the office premises.
- They are expected to display their card while they are in the office premises. In case they are on official outdoor duty or forget to bring the access card then they must follow the process as per Hexaware's policy in this regard.
- Do not swipe access cards for others. This will be considered as serious misconduct and will invite disciplinary action.

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- In cases where the place of work is not the designated office, the contractor is expected to use any such systems which are designed and implemented for the purpose of marking attendance.
- For details, please refer to the Attendance Policy & Guidelines available on StationH.

### Time Sheet

- All employees of subcontractors working on our premises are expected to fill their Time Sheet.
- To fill your time sheet, Login to Teams on your mobile phone -Time App -Login – Fill in the details.
- Those working on client site, must fill client time sheet (as per client requirement) and Hexaware Time Sheet.
- In case if you fail to fill your Time Sheet within the stipulated time, you will be marked as Defaulter.

### Phone Calls

- Phones must be utilized for official purposes and personal calls must be kept to a minimum.

### General

- Do not discuss problems, if any, whether personal or organizational, with the clients / customers.
- Collection, betting and trading within the office are strictly forbidden. Under special circumstances certain collections i.e., for charity, disasters, wedding gifts etc. may be permissible but only when authorized by the Head of the Unit/ Head of Administration.  
Hexaware forbids actions or content connected to illegal activities. Contractors cannot use messaging services to publish posts, distribute or disseminate defamatory, infringing, obscene, or other unlawful material or discussion. This ban strictly includes, but is not limited to, child pornography, illegal drugs, software piracy, and physical harassment.
- Contractors shall not use Hexaware web or messaging services for the purpose of linking to external sites that violate this code of conduct.
- Contractors should not upload files or post messages that contain photos, music, software or other material protected by intellectual property laws, rights of privacy or publicity, or any other applicable law unless they own or control the rights there to or have received all necessary consents. Hexaware is not liable for any use of material posted by users.

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- Contractors should not post or promote any materials that could damage or dislocate another user's computer or would allow others to wrongly access software or web sites.
- In addition to upholding this code of conduct, contractors are responsible for adhering to all local and national laws that pertain to their working location / conditions whether in India or during visit / deputation / transfer abroad for short term or long term.

### Personal Property

- To lose anything, however small it may be, is an unpleasant experience. But this may happen to anybody. Securing personal property is primarily the responsibility of the individual.
- Personal Search: Even though this is an extreme step, the company reserves the right to search any contractor if such a search is warranted for legitimate reasons.
- Lost and Found: All items of lost property are to be handed over to the Administration representatives of respective locations, which will be retained by them until their rightful owner, with proper identification, claims them.

### Acts of Misconduct

The following acts and omissions shall be treated as misconduct. This list includes but is not limited to:

- ✓ Willful in-subordination or disobedience, whether alone or in combination with others, to any lawful and reasonable order of a superior
- ✓ Theft, fraud or dishonesty in connection with the Hexaware's business or property
- ✓ Willful damage to or loss of Hexaware's goods or property
- ✓ Taking or giving bribes or any illegal gratification
- ✓ Habitual absence without leave, or absence without leave for more than 10 days.
- ✓ Habitual late attendance
- ✓ Habitual breach of any law applicable to the Hexaware
- ✓ Riotous or disorderly behaviors during working hours at the establishment or any act subversive of discipline
- ✓ Habitual negligence or neglect of work
- ✓ Frequent repetition of any act or omission
- ✓ Striking work or inciting others to strike work in contravention of the provision of any law, or rule having the force of law.
- ✓ Misrepresentation or giving false statements about personal/professional background or suppression of relevant facts during the selection process or at the time of joining or concealing any information that would have played a role in selection / rejection of the candidature for employment

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- ✓ Involvement in criminal offences
- ✓ Violation of the terms of employment and undertaking given at the time of joining/thereafter or violation of the service agreement
- ✓ Abetting or inciting others to disobedience or misconduct
- ✓ Conflict of interests with Company's business interests
- ✓ Any harassment at workplace

In case of contractors violating any of the above acts or found indulging in any of the above misconduct; company reserves the right to take an appropriate disciplinary action commensurate with the act of commission and omission after doing the enquiries/investigation.

No notice of termination shall be necessary if an employee is dismissed from service for proven misconduct, breach of code of business conduct, violation of service agreements, violation of confidentiality agreement or disobedience of written instructions.

### **Violations of this code**

Violations of this code shall be reported as per the Whistle blower policy. In applicable cases it will also have consequences in employment law and may lead to external investigations and legal proceedings shall be initiated against the contractors who violate any legal or contractual agreements/obligations with the Company.

### **17. Training & certification**

- a) The HR function must ensure to inculcate all the principles as laid down in the code and other ethics and compliance policies of the Company by imparting trainings as follows:
  - i. To all new joiners covering Hexaware's code of conduct, Anti- Bribery and Anti-corruption Policies, Anti Money Laundering Policy and other related policies, within 30 days of joining.
  - ii. Annual refresher training to all the contractors to educate them on the requirements and obligations as laid down by the company's code and all the other ethics and compliance policies and procedures as well as rules and requirements of all the applicable laws and regulations.
- b) Upon joining Hexaware each Employee will be provided with a copy of the code of conduct and required to sign an acknowledgement. On an annual basis, each employee will be required to recertify compliance with the code. Annual execution of a statement of compliance with the code [including any policies and procedures referred therein] shall be a condition of your continued employment with the Company.

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18. Review of the code

HR and Compliance function will periodically review this code minimum annually and make amendments as considered necessary in the interest of governance and in accordance with the relevant laws and regulations.

19. Administration of the policy

The code is accessible to all the contractors on the company's intranet. The company must also inform all the third parties about this policy or any amendments thereof, through online upload of the code on the company's website or any other mode as may be deemed to be necessary in this regard.

Implementation, governance and training of the code of conduct will be executed by HR function. HR shall consolidate these inputs and share with Compliance function for updating the code if required.

Any questions, exceptions or evaluations related to this code must be mailed to [compliance\\_reporting@hexaware.com](mailto:compliance_reporting@hexaware.com) which comprises of members from HR, Legal and the CRO office the Compliance Officer, by means such as email, by phone or in person.

20. Annexure 1- Statement of compliance

<b>Hexaware Technologies Limited</b>
<b>Code of Conduct</b>
<b>Annual Statement of Compliance</b>
This is to acknowledge and certify that:  I have received and reviewed Hexaware’s Code of Conduct. I agree to comply with the standards referenced in the Code and all related policies and procedures referred to herein. I acknowledge that the Code is a statement of principles for individual and business conduct and does not constitute an employment contract. I further acknowledge that it is my responsibility to understand and follow compliance standards and to adhere to the ethical principles outlined in the Code of Conduct.  I will comply with the conflict-of-interest policy and disclose real, potential or perceived conflict of interest situations arising from discharge of my duties concerning the operation of Hexaware.  I will comply with all relevant Anti-Bribery and Corruption laws including all laws, regulation and other requirements as applicable to the respective geographies in connection to our work with the Company.

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<b>Hexaware Technologies Limited</b>
<b>Code of Conduct</b>
<b>Annual Statement of Compliance</b>
<p>I will not offer, pay, promise, solicit, provide, accept, or authorize, directly or indirectly, any illegal bribe, kickback, or other improper or illegal payment to any person including any Public Official (Government Official<sup>1</sup>) in connection with our work with the Company.</p> <p>I will not authorize, offer, promise or make any payment or give anything of value<sup>2</sup> directly or through a Third Party a commercial party, in order to induce a Government Official to do or omit to do any act in violation of a duty or other obligation or to influence or reward an action or decision of the Public Official (Government Official) or any non-government/ commercial party or to gain an improper business advantage.</p> <p>I will not deal with any Government Official who has a direct or indirect legal or beneficial interest in the business of the Company.</p> <p>I will comply with all relevant Anti-Trust and Competition laws including all laws, regulations and other requirements applicable to the respective geographies in connection to our work with the Company.</p> <p>I will adhere to the Anti-Trust and Competition policy outlining prohibitions on price fixing, market allocation, bid rigging, collusion and any other anti- competitive practices.</p> <p>I will comply with all relevant Anti- Money Laundering and Sanction laws including all laws, regulation and other requirements as applicable to the respective geographies in connection to our work with the Company.</p> <p>I will adhere to the Anti – Money laundering and Sanction policy outlining the Money laundering, Terrorist Financing, Beneficial Owner, Blocked Assets, Comprehensive Sanction, related parties and any other anti- money laundering practices.</p>

<sup>1</sup> For purposes of this certification, “Government Official” shall mean an officer or employee of a government or government agency of any level, whether by appointment, by election or by agreement; an officer or employee of a body corporate that provides a service to the public; exercising a public function or acting in an official capacity on behalf of a government; a party official or candidate for political office; an officer or an employee of a public international organization, such as the World Trade Organization and the United Nations; or an employee, officer, or director of a state-owned or state-controlled enterprise

<sup>2</sup> For purposes of this certification, the term “anything of value” should be interpreted broadly to include anything that might be of value to the recipient, including (but not limited to) cash, future business, gifts, travel expenses, entertainment (e.g., sporting events, concerts, etc.), offers of employment or internships, business meals, sponsorships, and cash or in-kind charitable contributions. This also includes things of value provided indirectly, such as business opportunities to business partners; gifts or hospitality to a spouse; or internships or jobs for children of the intended bribe recipient

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Hexaware Technologies Limited	
Code of Conduct	
Annual Statement of Compliance	
<p>I will advise the Company immediately if these certifications change and/or no longer remain accurate during the term of employment.</p> <p>I will report any potential or actual violation of which I become aware promptly in accordance with Hexaware's Whistle Blower Policy. I understand that Hexaware maintains a policy of non-retaliation provided that the report is made in good faith. I understand that any violation of the Code or any ethics or compliance policy or procedure is grounds for disciplinary action, up to and including termination of employment.</p> <p>I confirm that to the best of my knowledge:</p> <ul style="list-style-type: none"> <li>• I am not involved in any situation that conflicts or might appear to conflict with the Code.</li> <li>• I have promptly disclosed all conflicts or potential conflicts with the Code that I have been involved in since the date of the last Statement of Compliance signed by me and such conflicts have been resolved to the Company's satisfaction.</li> </ul> <p>I also agree to notify Compliance Officer immediately of any change that might adversely affect my compliance with the Code.</p>	
<b>Employee Name</b>	
<b>Employee ID</b>	
<b>Job Title</b>	
<b>Department</b>	
<b>Location</b>	
<b>Date</b>	
<b>Signature</b>	

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### 21. Frequently asked questions (FAQ)

#### **Why do we have a code?**

The Code serves as a guide for how employees and contractors should conduct themselves as a member of the Hexaware team. Preserving our corporate culture and ensuring compliance with legal, regulatory and fiduciary duties is vital to the organization and following the Code helps us do that.

#### **Who must follow the code?**

This Code applies to Hexaware Technologies Limited, its subsidiaries and affiliates operating across all geographical regions (referred to as the “Company”). It thereby applies to all employees and contractors of the Company regardless of their location.

#### **What are responsibilities laid down by the code?**

Employees and contractors have two responsibilities. First, all must follow not only the letter of the Code, but its intent and spirit as well and certify the commitment/compliance on an annual basis. Second, if you suspect someone may be violating the Code or any other compliance and governance policies laid down by the Company, employees/ contractors have an obligation to report it. To make a report, follow the section of the Code: “Reporting of Unlawful and Unethical Behavior, Whistle Blower Policy”.

#### **How will a person know if there is a problem?**

The Code attempts to deal with the most common issues that an employee or contractor may encounter, but it cannot address every question that may arise and hence the Code is by no means a substitute for our good judgment. When an employee is not sure what to do, they ask themselves the following questions:

- ✓ Is it illegal?
- ✓ Does it feel like the wrong thing to do?
- ✓ Would you feel uncomfortable if others knew about it?
- ✓ Will it have the potential to create a negative perception of themselves or the Company?
- ✓ Do you have a personal interest that has the potential to conflict with the Company’s interest?

If answer to any of these questions is “yes”, then the proposed conduct may violate the Code and you should ask for help.

#### **How should I ask for help?**

If anyone has any questions about the Code, any policies or guidelines referred to herein, or about the best course of action to take in a particular situation, they should seek guidance from their supervisor/immediate superior or Compliance Officer.

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### **What if an employee/ contractor would like to make an anonymous report?**

An employee or contractor may make an anonymous report by any of the means or channels as defined in Hexaware's Whistle Blower Policy. If they choose to make an anonymous report, their anonymity will be protected to the fullest extent possible as permitted by law. Keep in mind, however, that maintaining your anonymity may limit the Company's ability to investigate your concerns.

### **What are the consequences for violating the code?**

Violations of the Code or any of the policies and guidelines incorporated by reference herein, can vary in its consequences. Hexaware reserves the right to take appropriate action for violation of this code that fits the nature and particular facts of the violation including reprimand or other disciplinary action such as termination of your employment at the company. Certain violations of the code also contravene applicable laws and therefore can have severe consequences outside of Hexaware. Depending on your actions, failing to comply with the code could lead to civil or criminal prosecution, which could result in substantial fines, penalties and/or imprisonment.