

Sustainable Procurement policy

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Sustainable procurement policy

REVISION HISTORY

Date	Version No.	Prepared By	ReviewedBy	Appro vedBy	Summary of Changes
30 th Jan 24	1.2	Jaiganesh Thangavelu (Sr. General Manager)	Rajesh Chavan (Sr. General Manager)	Uma Thomas (Chief Risk Officer)	Updated Quantitative targets
20 th Feb 26	1.3	Pawan Shrimali	Jaiganesh Thangavelu	Sujeet Kumar	Updated Quantitative targets, included sections on supplier diversity, reporting policy violations, disciplinary action for policy violations

Sustainable procurement policy

Table of Contents

Contents

1. Introduction.....4

2. Scope.....4

3. Sustainable procurement policy4

3.1 Green Procurement practices4

3.2 Our commitment4

3.3 Green Procurement Principles5

 3.3.1 Green inspired.5

 3.3.1.a Green Products and Processes5

 3.3.1.b Reduce, Reuse and Recycle5

 3.3.1. c Adopting Green Initiatives and Practices-6

 3.3.2 Human Rights.....6

 3.3.3 Supplier diversity6

 3.3.4 Quality focused7

 3.3.5 Ethical aspects.....7

 3.3.5.a Compliance to laws and regulations7

 3.3.5.b Business integrity & ethics7

4. Governance, Roles & Responsibilities7

5. Quantitative targets.....8

6. Review of policy.....8

7. Reporting Policy Violation8

8. Disciplinary Action for Policy Violations8

Sustainable procurement policy

1. Introduction

Hexaware Technologies and its subsidiaries are engaged in information technology consulting, software development and business process services. With more than three decades of experience, we are a next generation IT and consulting service provider. Our innovative and tailor-made technology solutions enable our clients to achieve operational excellence and enhance customer experience.

At Hexaware, we are always driven by the “True North” values – our unwavering commitment to always do the right thing for our clients, our people, and our communities. We are committed to social impact and strive for sustainability across every function, including sourcing and procurement.

Through this procurement policy, we intend to make our operations more sustainable by:

- Upholding the laws and regulations of the respective countries we operate in
- Endorsing highest standards of economic, social, ethical, and environmental practices
- Identifying and moderating risks associated with our procurement process
- Communicating the policy with stakeholders (internal and external) and raising awareness among our suppliers

2. Scope

This policy is applicable to our business operations in conjunction with our suppliers, subsidiaries, distributors, and business contacts

3. Sustainable procurement policy

3.1 Green Procurement practices

As an organization we are conscious about People, Planet & Profit. We aim to reduce environmental impact of our procurement practices & we want to ensure that these green procurement practices are ensured in our supply chain. To achieve our goals and ensure ethical conduct, it is empirical that our suppliers share our values and vision and raise the sustainability standards in our supply chain. We acknowledge that long-term sustainable development of our suppliers is critical to our joint success and we value our relationship with suppliers who share the same approach and vision towards doing business.

3.2 Our commitment

We are committed to engaging with suppliers who share our commitment to sustainable practices and comply with our “Suppliers’ Code of Conduct (SCOC)”.

Sustainable procurement policy

3.3 Green Procurement Principles



In accordance with our commitment to adopting best-in-class sustainable practices across our operations and the value chain, we expect our suppliers to demonstrate the same level of commitment and behavior with respect to ethical conduct, alignment with human rights standards, and safeguarding the environment.

3.3.1 Green inspired.

We believe in creating a safe and clean global environment. We follow the processes as per ISO 14001:2015 Environment Management Systems (EMS) standard within our own operations and expect our suppliers, vendors, contractors to have their focus on environmental impacts

3.3.1.a Green Products and Processes

- Make progressive efforts towards reducing emissions. Opportunities for reduction in water usage should be identified and measures for water conservation should be implemented.
- Suppliers should strive towards enhancing the efficiency and performance of the equipment and processes by continual improvement, monitoring and assessment of technology.
- We expect our suppliers to assess their use of hazardous and toxic material and take necessary steps to reduce it, as much as possible.
- We recommend our suppliers use renewable sources of energy wherever possible to become more energy efficient and energy independent.

3.3.1.b Reduce, Reuse and Recycle

- Waste to landfill should be analysed and suppliers should try and set targets to reduce the quantity of disposal to landfills.
- The supplier should look for opportunities to reduce resource consumption by improving efficiency,

Sustainable procurement policy

investing in advanced technology, and reusing material by innovating products and processes.

- Suppliers should try and take steps to reduce the environmental impact of their packaging by using recycled material for packaging, reducing the usage of packaging material and avoiding the use of plastic, thermacol etc. for packaging.

3.3.1. c Adopting Green Initiatives and Practices-

In order to monitor the environmental performance and to become environmentally friendly, practices to monitor and minimize environmental impact should be imbibed in organization's processes. We recommend that our suppliers inculcate such practices in their operations to reduce their impact on the environment.

3.3.2 Human Rights

We abide by national and international human rights standards and principles within our own operations and expect the same from our supply chain which includes

- Prohibit slavery and the use of forced, bonded, or child labor
- Prohibit unlawful discrimination and harassment to provide a safe and inclusive work environment
- Provide fair pay and working conditions, including adequate rest periods and parental leave
- Provide safe and healthy workplace, which is in compliance with all applicable safety and health laws, regulations, and practices
- Engage and involve local communities We encourage our suppliers to address issues and concerns of the community impacted by operations of the supplier and minimize the impact.

Local Community Development- We understand that our operations not only affect our own communities but also our supply chains. Therefore, we encourage our suppliers to undertake steps to collaborate and associate with the local community for economic and social development by providing employment, helping in eradicating poverty, helping in developing skills of local people etc. wherever relevant.

3.3.3 Supplier diversity

Consistent with Hexaware's vision as a socially responsible business and our position in the global marketplace, we are committed to DEI. We believe that diverse businesses should have an equal opportunity to compete for contracts and subcontracts of Hexaware. Hexaware tries to give business to small, local, and diverse businesses provided they meet all other criteria.

Definition of Diverse Supplier

The definition of "diverse" is often specific to the country, however, Hexaware recognizes businesses as diverse when they are certified to be at least 50% owned, controlled, and managed by individuals belonging to any of 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 (MSME) – Only applicable for India Location.

Diverse Suppliers must provide appropriate certification(s) from government bodies or other appropriate agencies.

Sustainable procurement policy

3.3.4 Quality focused

Quality Management System- We expect our suppliers to establish and have a certified Quality Management System. The suppliers should comply with local laws & regulations, management reviews and internal audits to ensure the effectiveness of Quality Management System.

3.3.5 Ethical aspects

3.3.5.a Compliance to laws and regulations

Legal and Regulatory Compliance- We expect our suppliers to comply with applicable laws and regulations as per their country of operation. All other applicable international laws and regulations should also be complied with. Suppliers should follow guidelines of all the required permits and registrations to always be legally compliant.

3.3.5.b Business integrity & ethics

We are committed to highest standards of business integrity, accountability, transparency, and ethics. We conduct our business in good faith, ethically and responsibly with suppliers and believe in building trusting, cooperative and long-term relationships.

We ensure that our suppliers across the supply chain and procurement process shall,

- Obey all relevant international and domestic laws regarding ethical business practices
- Demonstrate existence of procedures to prevent:
 - ✓ Money laundering
 - ✓ Fraud, bribery, corruption
 - ✓ Conflicts of interest
 - ✓ Data security issues
 - ✓ Anti-competitive & restrictive trade practices

4. Governance, Roles & Responsibilities

We have defined internal roles and responsibilities to ensure commitment, oversight, and support for the framework. A supportive organizational culture is also imperative to effectively implement this framework.

Roles	Responsibilities
a) Procurement team & b) Global Vendor Management	1) Onboarding of suppliers 2) Conducting ESG assessment of suppliers 3) Data management of suppliers 4) Conducting audit of suppliers
Central Sustainability team	1) Defining policies & procedures 2) Defining ESG assessment questionnaire & providing subsequent guidance
Quality Management Group	Process improvements

Sustainable procurement policy

5. Quantitative targets

Hexaware has defined and publicly communicated the following goal on our website www.hexaware.com:

- Screen 100% of critical suppliers against ESG criteria.

In addition to the publicly stated goal, we have established the following internal quantitative targets to strengthen our supplier governance framework:

- Ensure 100% of suppliers complete the vendor onboarding process.
- Conduct due-diligence assessments for 100% of suppliers categorized as high-risk.
- Deliver training to 100% of suppliers on key topics, including ESG, Supplier Code of Conduct, and Anti-Bribery and Anti-Corruption (ABAC).

6. Review of policy

We understand that improvement in procurement performance is a continuous process and recognize the contribution of our suppliers in our journey to become more sustainable.

This policy will be reviewed annually or earlier if required for regulatory, operational, or market changes.

7. Reporting Policy Violation

- a) Any suspected violations of this Policy, or any illegal or unethical behavior of which an employee becomes aware must be reported in accordance with Hexaware's *Whistle Blower Policy*.
- b) Hexaware does not permit retaliation of any kind by or on behalf of the Company or by any employee against any individual for making reports about actual or suspected violations of this Policy (Refer Hexaware's *Whistle Blower Policy* for details).

8. Disciplinary Action for Policy Violations

- a) Hexaware has zero tolerance to any form of Bribery or Corruption by any Hexaware employee or a Third Parties representing Hexaware. Hexaware deals with all reports of violations of this Policy in accordance with the procedure laid down in Hexaware's *Whistle Blower Policy* to prevent and combat Bribery and Corruption as per applicable laws and the Company policies.
- b) Hexaware reserves the right to take appropriate action for violation of this Policy that fits the nature and particular facts of the violation in accordance with Hexaware's policies, procedures, contractual arrangements, and the relevant laws, where applicable.