

Stakeholder Engagement Policy

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REVISION HISTORY

Date	Version No.	Prepared By	Reviewed By	Approved By	Summary of Changes
2 nd Feb 26	1.3	Aniket Kulkarni QMG	Rajashree Laad Head Process Excellence	Uma Thomas Chief Risk Officer & Head QMG	Updated section 5.2 Stakeholder engagement to include KYC assessment

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1.0 Policy

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

2.0 Scope

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

3.0 Objective

The objectives of this Policy are:

- to lay down the methodologies, systems and processes for identifying and engaging with stakeholders,
- to convey and reinforce Hexaware's commitment towards all its stakeholders.

4.0 Purpose

- It is vital for the company to cultivate healthy stakeholder interactions and establish effective stakeholder management tools and programs in this fast-paced corporate climate.
- Stakeholder engagement is an effective and inclusive way to understand the needs, expectations, and interests of stakeholders while creating economic and social value. This helps in establishing the programme design, risk management controls and identifying opportunities that support in organizational growth.
- Stakeholder engagement promotes the exchange of ideas & thoughts for addressing the overall smooth operation of the business entity. It also highlights crucial issues such as the risks & opportunities associated with ESG.
- By consistently increasing the effectiveness of its business models and services, Hexaware strives to provide a superior experience to its key stakeholders (including, our customers, employees, investors, suppliers, shareholders, civil society organizations, regulatory authorities, media and the community). We employ corporate governance best practices in accordance with global standards and protocols to address concerns of our stakeholders.

5.0 Methodology for Stakeholder Engagement

5.1 Stakeholder Identification

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

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

5.2 Stakeholder Engagement

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

Some of the methods of stakeholder engagement which we undertake-

- Establishing clear accountability by assigning adequate resources and responsibilities for effective stakeholder engagement.
- Proactively engaging with and respond to those that are disadvantaged, vulnerable and marginalized. Additionally, Hexaware focuses on designing appropriate engagement methods and plans that are tailored to meet stakeholders’ needs and have well-defined transparent objectives and outcomes.
- Creating awareness amongst the employees at various levels about importance of listening to the stakeholders and appropriate addressal of their concerns through training and communication.
- Ensuring all key stakeholders identified through the stakeholder analysis process shall include representative participation and the relevant risks, impacts and interests of the stakeholders.
- Following a robust process for recording and tracking any stakeholder engagement activities including meetings, questions, actions and agreements or any other relevant information to ensure that this is maintained and followed-up in a timely manner.
- Details of Stakeholder engagement

Stakeholder Group	Modes of Engagement	Frequency	Key Concerns and Expectations	Our Practices
Leadership & employee	<ul style="list-style-type: none"> • Emails • Workvivo engagement portal • Safespace for logging complaints • FITHexaware campaign 	As required	<ul style="list-style-type: none"> • Learning and development • Growth opportunities • Diversity and inclusion • Employee wellbeing • Rewards and 	<ul style="list-style-type: none"> • Organizational development training programs • Function-specific training • Employee engagement initiatives

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	<ul style="list-style-type: none"> Employee satisfaction surveys Whistleblower and vigilance mechanism 		<ul style="list-style-type: none"> recognition Performance appraisals 	
Investors	<ul style="list-style-type: none"> Annual General Meetings (AGM) Board meetings Annual and sustainability reports Press releases Company website and social media platforms 	Quarterly	<ul style="list-style-type: none"> Financial and non-financial performance Risks and opportunities Governance and transparency Business continuity 	<ul style="list-style-type: none"> Economic profits Sustainable performance Risk and opportunities management framework Business continuity plan
Customers	<ul style="list-style-type: none"> Customer satisfaction surveys Emails Grievance redressal mechanism Customer visits Company website and social media platforms 	As required	<ul style="list-style-type: none"> Quality deliverables Relationship management Solutions and service offerings Post-sales support 	<ul style="list-style-type: none"> Due diligence Customer spotlight sessions Client-specific talent development program Review meetings Leadership connects
Communities	<ul style="list-style-type: none"> Needs assessment Impact monitoring and evaluation CSR initiatives 	As required	<ul style="list-style-type: none"> Training and livelihood development Infrastructure development 	<ul style="list-style-type: none"> CSR impact areas Employee volunteering
Suppliers	<ul style="list-style-type: none"> Supplier assessments Supplier training programs Grievance redressal mechanism 	As required	<ul style="list-style-type: none"> Quality products and services Orders and delivery Sustainable supply chain 	<ul style="list-style-type: none"> KYC assessment Due diligence Procurement policy Supplier code of conduct Supplier onboarding based on ESG criteria
Regulators & Government	<ul style="list-style-type: none"> Annual and sustainability reports Public policy engagement and advocacy 	As required	<ul style="list-style-type: none"> Tax royalties Emission reduction targets and initiatives 	<ul style="list-style-type: none"> Transparent reporting on financial and non-financial performance

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	<ul style="list-style-type: none"> • Compliance reports 			
Academic institutions	<ul style="list-style-type: none"> • Career development • Management trainee programs • Innovation 	As required	<ul style="list-style-type: none"> • Making Hexaware’s presence • Job creation • Contribution to society 	<ul style="list-style-type: none"> • Mavericks • HFLx • Innovation labs

6.0 Grievance redressal

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

7.0 Review of policy

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