

Stakeholder Engagement Policy

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REVISION HISTORY

Date	Version No.	Prepared By	Reviewed By	Approved By	Summary of Changes
5 th June 26	1.4	Aniket Kulkarni Manager QMG	Sandhya Duvvuri AVP QMG Rajashree Laad VP QMG	Uma Thomas EVP & CRO	Realigned Section 5.0 Methodology for Stakeholder Engagement in line with the Double Materiality assessment process

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Stakeholder Engagement Policy

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 stakeholders based on their influence on our business, dependence on our services, and impact of our operations on them. Stakeholder identification is an ongoing process, periodically reviewed to reflect changes in business strategy, regulatory landscape, operating geographies, and emerging ESG risks and opportunities.
- 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.

Key stakeholder groups include:

- Employees and contract workforce
- Clients across industries and geographies
- Shareholders and investors
- Business partners, vendors, and service providers
- Communities in locations where we operate
- Regulators and government bodies
- Industry bodies and professional associations
- Academia and talent ecosystems

These stakeholders are critical to Hexaware's ability to deliver high-quality digital solutions while operating responsibly and ethically

Mapping Key Stakeholders – Internal and External

Identified stakeholders are mapped by their level of influence on Hexaware's business and their degree of interest in Hexaware's ESG performance. This enables prioritization of engagement efforts and ensures that the most material stakeholder concerns are systematically addressed.

Internal stakeholders such as employees, leadership, and the Board are actively engaged due to their direct role in strategy execution, governance, and culture.

External stakeholders, including clients, investors, regulators, suppliers, and communities, are engaged through tailored mechanisms aligned with their expectations, regulatory requirements, and business relevance.

The stakeholder mapping exercise provides the basis for the following actions:

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5.2 Stakeholder Engagement framework

- Our stakeholder engagement framework aims to establish dynamic communication channels, ensuring a deep understanding of diverse stakeholder expectations. It focuses on customizing engagement strategies to address the specific needs of each group, utilizing a range of communication platforms.
- Details of Stakeholder engagement

Stakeholder Group	Engagement Objective	Key Topics of Engagement	Engagement Channels	Frequency	How Feedback is Used
Employees and contract workforce	Build an inclusive, high-performance workplace	Talent development, DE&I, well-being, ethics, learning	Townhalls, surveys, pulse checks, HR platforms, leadership interactions	Ongoing / Periodic	Workforce policies, engagement initiatives, learning programs
Clients across industries and geographies	Deliver responsible, secure, and high-quality services	Data privacy, cybersecurity, service quality, ESG expectations	Client reviews, audits, feedback sessions, ESG questionnaires	Ongoing	Service improvement, risk management, ESG alignment
Investors and Shareholders	Enable transparent and long-term value creation	Governance, financial performance, ESG strategy, risk management	Investor meetings, annual reports, ESG disclosures	Periodic	Strategic decision-making, disclosures, governance practices
Business partners, vendors, and service providers	Promote responsible and ethical supply chains	ESG compliance, ethics, data security, sustainability standards	Supplier onboarding, audits, contracts, assessments	Periodic	Supplier screening, corrective actions, responsible sourcing
Communities	Create positive social impact in operating locations	Education, digital inclusion, employability, community well-being	CSR programs, NGO partnerships, community interactions	Ongoing	Program design, social impact measurement

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Regulators and Government	Ensure compliance and responsible business conduct	Legal compliance, data protection, labor standards	Regulatory filings, consultations, inspections	Need-basis	Compliance management, policy alignment
Industry Bodies and Academia	Contribute to ecosystem development and innovation	Digital skills, emerging technologies, responsible tech	Collaborations, forums, research partnerships	Periodic	Thought leadership, capability building

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 Stakeholder Engagement policy shall be reviewed once a year or as and when there are changes to ensure its continued applicability and relevance to our operations and evolving stakeholder expectations.