Corporate Information

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Fax: +91 22 4159 9578
Website: www.hexaware.com
Email: Investor@hexaware.com
CIN: U72900MH1992PLC069662

Registrar & Share Transfer Agent
KFin Technologies Private Limited
Karvy Selenium, Tower B,
Plot 31-32, Gachibowli,
Financial District, Hyderabad - 500 032
Tel: +91 40 6716 2222
Fax: +91 40 2342 0814
Email: einward.rs@kfintech.com
Website: www.kfintech.com

Investor Relations Centre
24B, Rajabhadur Mansion, Ground Floor,
Ambalal Doshi Marg, Fort, Mumbai - 400 023
Tel: + 91 22 6623 5454

Company Secretary
Mrs. Gunjan Methi
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Message from the Chairman

Dear Stakeholders,

The year 2020 was a challenging one and our thoughts go out to all who have been impacted by the pandemic. We saw a devastating impact on our society, the global economy and every industry due to this disruption. However, amid all this widespread pandemic uncertainty, we, at Hexaware, came together as an organisation to deliver on our purpose to help customers achieve technology-led business transformation.

Hexaware adapted rapidly to the changing environment, serviced our customers with minimal disruption and delivered strong financial results. Our response, in many ways exceeded our own expectations and I thank my colleagues for their resilience and agility in seeing us through this extraordinary year.

Every sector saw an acceleration of digital transformation efforts as clients had to simultaneously transform multiple areas of their business. The pandemic exposed the divide between the digital leaders and the laggards. Enterprises that were digital leaders were able to constantly respond to external changes, and service their customers; thus, navigating the crisis relatively better than others. On the other hand, the digital laggards felt multiple shocks to their businesses as many aspects of their operations and customer interaction were put to the test. They now need to not only catch up but to also leapfrog their efforts. While the pandemic has meant an acceleration in digital transformation by years, the extent of technology-led transformation opportunities ahead is immense.

Evolving operating context

The year 2021 is expected to witness a healthy surge in worldwide IT spending as organisations across the globe accelerate their journey towards digitisation and release the investments held back in 2020 due to the pandemic. With the accelerated adoption of digitisation across industries, cloud has been imperative in the transformation. The broad industry shift to the cloud was well underway before the pandemic. As companies look to accelerate their digital engagement with clients, their workforce and the ecosystem, they are utilising on-demand, scalable cloud models. We are now facing the next era of cloud adoption; one that will accelerate at a previously unforeseen pace. A Gartner survey data indicates that almost 70% of organisations using cloud services today plan to increase their cloud spending in the wake of the disruption caused by COVID-19. On the back of these drivers, the cloud computing market is expected to grow from US$ 371.4 billion in 2020 to US$ 832.1 billion in 2025, growing at a CAGR of 17.5%.

A year of accelerated transformation

The pandemic deeply impacted every industry and validated the value proposition of digitisation; especially with on-demand and scalable models. Digital transformation has never been more core to organisations; it is now fundamental to their success and in many cases, their very survival. Every company leveraged digital to find new channels to connect with customers, improve supply chains, change their modes of operations, deliver new products and services, and manage a remote workforce.
At Hexaware, every industry shift is an opportunity for us to innovate, create new solutions and transform the industry and our business. As organisations rapidly transition to digitisation, we push our limits to identify and address the changing needs of our clients with our range of solutions.

**Right time. Right place.**

We are geared up to leverage the growing opportunities through our three strategic pillars of Automate Everything™, Cloudify Everything™ and Transform Customer Experiences™. Supported by these pillars, we have built three platforms – Tensai™, AMAZETM and Mobiquity to help our clients hyper-automate, transition quickly to cloud and provide unmatched experience to their customers. Along with these offerings, we are expanding our reach and targeting new markets continuing our growth trajectory.

**The solid support of our team**

I am proud of the way we have conducted business during the year – which would not have been possible without the grit and determination of my colleagues. While themselves adapting to change, they continued to connect, collaborate and innovate to take the organisation to greater heights of success. On behalf of the Board and leadership at Hexaware, I would like to thank all of you for all that you have done and continue to do. I would also like to thank our fellow Board members, management team, customers and partners for their continuous support during these challenging times. Your unwavering trust in us assures us of our ability to scale any mountain. I firmly believe that the journey forward will be even more exciting.

---

Rajeev Kumar Mehta
Non-Executive Chairman

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**The cloud computing market is expected to grow from**

US$ 371.4 billion in 2020 to US$ 832.1 billion in 2025

Growing at a CAGR of 17.5%.

---

I am proud of the way we have conducted business during the year – which would not have been possible without the grit and determination of my colleagues. While themselves adapting to change, they continued to connect, collaborate and innovate to take the organisation to greater heights of success.
Message from the CEO

Dear Stakeholders,

The year 2020 was radically different for all of us and at the same time wholly similar too — new, foreign, unusual and hard for so many of us. In the uncharted and unmapped situation we found ourselves in last March, we got to work immediately, and our global workforce began working from their homes, kitchen tables, basements and bedrooms. Our teammates were suddenly juggling the natural stress of work while orchestrating the complex acrobatics of being at home alone, or with partners and kids, and trying to work too.

Hexaware adapted rapidly to the changing environment, serviced our customers with minimal disruption and delivered strong financial results. Our response, in many ways exceeded our own expectations and I thank my colleagues for their resilience and agility in seeing us through this extraordinary year.

As they say, there is opportunity in chaos, so beyond a few weeks of pandemic panic, wondering what the heck was a pandemic, we neither missed a beat, nor let a crisis go to waste. take control.

And I am thrilled to share with you our astonishing results. the fact that the results were astonishing. We not only showed stellar performance in 2020, but we have we've also set ourselves up for sustained profitability. Despite a negative start to the year, I hope you share my delight with the impressive 12.2% revenue growth and 24.2% EBITDA growth.

Initially, we were worried that working from home would hinder productivity and strain client delivery commitments, which we imagined we could only be delivered deliver only from the office space. However, but in spite of despite a global shutdown, both metrics improved. We transformed ourselves ed, stepping into a creating a new and higher gear at Hexaware, Hexaware, turbo-charged to adapt to the COVID world today and ready for a post-COVID world tomorrow, and helping our client partners do the same. we helped our client partners do the same.

We raised up elevated our performance and delivered outstanding results for our customers, employees, shareholders and the communities we live and work in. In fact, our Customer Delight Score hit an all-time industry high of 84.3 (on a scale of -100 to +100), thanks to the herculean efforts of 20,000 of the world’s hardest working teams.

The company also turned inward; reflecting on the health and well-being of our own, initiating over a dozen programmes to help provide the psychological safety required for distributed and disconnected teams to build chemistry, trust, flex, connect and excel. I think one of the most popular programmes was the Digital DJ that streamed pulsating mixes of world-famous DJs to every Hexawarian’s home, to ring in the New Year.

Honestly, it felt like an engineering experiment about to go wrong; like the kid who tries to make a robot out of a Commodore 64, an electronic home gadget, say a toaster or an oven, and burns down the garage!

But after all, at Hexaware, we are engineers at heart—relentless inventors, discoverers and ‘uncoverers’— who know how to win with the sharpness and speed of ideas, innovation, exploration and constant change, no matter how daunting, unusual or unexpected.
Alongside these service lines, strategic partnerships with Microsoft and AWS (Amazon Web Services) continue to grow in scale and importance, and we are rapidly benefiting from additional strategic alliances with Salesforce and Snowflake in 2021.

Reaping results of the investments in 2020

We expect last year’s efforts and momentum to slingshot us into 2021—delivering industry-leading growth, improving profitability and increasing our exposure to leading companies in the largest growth and opportunity markets. On behalf of over 20,000 of my colleagues, partners and friends, I write to assure you that we continue to crush complex IT, Product Engineering and Customer Experience problems with relentless commitment and customer-centricity. In 2021, we will continue to arrive early and stay late when it matters (and it always matters), to deliver what we deliver best—outcomes—for our clients, our people and for you, our shareholders.

R. Srikrishna
Chief Executive Officer
About the Report

Hexaware Technologies Limited (hereafter referred to as ‘Hexaware’ or ‘The Company’) is happy to provide its third Annual Sustainability Report for the year 2020. The report covers a variety of sustainability efforts as well as Hexaware’s sustainability performance in FY 2020. Non-financial parameter reporting is a crucial feature for Hexaware as it helps stakeholders to make informed decisions.

The report details the Company’s performance in terms of the three triple-bottom-line criteria: economic, environmental, and social. According to the Global Reporting Index (GRI) Standard – The Core Option, the report was created in accordance with reporting all criteria in terms of content and quality. The data and information for this report is gathered on a cloud platform from the corporate headquarters and other branches.

Hexaware has enlisted the help of Goodera (previously known as NextGen PMS) in preparing sustainability report and improving its sustainability agenda. The report was created through direct and indirect encounters with Hexaware’s various divisions, as well as publicly available material and internal papers. In July 2020, the most recent Sustainable Development Report was published in the company website and distributed internally.

The reporting boundary

The reporting boundary encompasses all Hexaware locations in India that are within the company’s direct control in terms of environmental, social, and economic aspects. The boundary includes Hexaware’s offshore locations, such as Bangalore, Delhi, Mumbai, Pune, and Chennai, as well as its BPS locations, such as Chennai (Chennai One Office and Prince Info City), Mumbai (MBP Office and Loma Office), Nagpur, and Coimbatore, but excludes all international locations. In terms of organisation, structure, or supply chain, there has been no substantial change from 2020.

Ms. Amberin Memon
Head CSR and Sustainability
### Hexaware at Glance

<table>
<thead>
<tr>
<th>Key Facts:</th>
</tr>
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<tbody>
<tr>
<td><strong>277</strong> Customer base</td>
</tr>
<tr>
<td><strong>19,833</strong> Hexaware team strength</td>
</tr>
<tr>
<td><strong>30+</strong> Country presence</td>
</tr>
<tr>
<td><strong>37</strong> Offices across locations</td>
</tr>
<tr>
<td><strong>8</strong> Strategic alliance and partnerships</td>
</tr>
<tr>
<td><strong>26</strong> IP copyrights</td>
</tr>
</tbody>
</table>

- As on December 31, 2020

**The fastest growing IT company**

**34 offices around the globe and growing**

**19000 employees and growing**

**Servicing customers in over two dozen languages**

**Servicing customers in every major and regulatory zone**

**Goal - Achieve 50% digital work force**
Hexaware has grown exponentially and is one of the fastest growing IT companies in the world: growing at a rate of 6.5% a year in US$ currency. Hexaware specialises in automation-driven IT and consulting. Our digital services assist companies, in a variety of industries, in leveraging cutting-edge technology to improve consumer experience. The company has 37 offices, spread out all over the country. In India, it is headquartered in Mumbai.

The global IT industry is steadily growing all around the world. The IT sector in India is one of the most important contributors to the country’s GDP. Artificial Intelligence (AI), Machine Learning (ML), Internet of Things (IoT), Data Automation, and other technologies have now become fundamental to company processes. Hexaware uses 160+ proprietary tools and accelerators to provide personalised and creative IT solutions to its customers. Hexaware’s business approach is based on improving customer experiences while also developing strong expertise in eCommerce, marketing and content platforms, CRM, and Office 365.

Strategy

Hexaware’s strategy goal is to provide customers with digitally revolutionary solutions based on three strategic pillars: Automate Everything, Cloudify Everything, and Transform Customer Experience.

<table>
<thead>
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<th>Our strategies</th>
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<tbody>
<tr>
<td><strong>Automate Everything</strong></td>
</tr>
<tr>
<td>Hexaware assists businesses in incorporating automation into all aspects of their operations, including customer experience, infrastructure, business processes, application, testing, and data.</td>
</tr>
<tr>
<td><strong>Cloudify Everything</strong></td>
</tr>
<tr>
<td>Cloudify Everything™ is an outcome-driven strategy that enables businesses to capture the benefits of cloud transformation through automation, managed services, cloud architectural blueprint templates, and cultural change.</td>
</tr>
<tr>
<td><strong>Transform Customer Experience</strong></td>
</tr>
<tr>
<td>Hexaware works relentlessly to offer superior solutions through the Transform Customer Experiences™ strategy, with an aim to help the clients adopt customer intimacy, transform their end customers’ experiences and deliver consistently to make it their competitive advantage.</td>
</tr>
</tbody>
</table>

Platforms

| tensai          | AMAZE™          | mobiquity       |

Our Foundation

| Focussed approach | Domain experience | Diverse Segments | Performance oriented culture | Strong leadership | Skilled professionals | Strong financials |

10 • Hexaware Sustainability Report 2020
This method aims to boost human-machine collaboration by combining human creativity and intelligence to tackle complicated business problems. Hexaware helps companies achieve business transformation by leveraging the power of ubiquitous data, insights-driven algorithms, and strategic cloud computing.

Core values of Hexaware

1. COOL: Hexaware is over 30 years old, but it thinks like a start-up when it comes to going the extra mile for clients. Their agile teams are open to ideas and creativity, focusing on customer-centric solutions in a learning and growth-oriented atmosphere. The organisation exudes a calm demeanour, which is reflected in everything they do, from their brand identity to their conduct.

2. DISRUPTIVE: Hexaware’s projects have always been centred on redefining and redesigning the complete customer experience to accelerate company transformation. Hexaware has a competitive advantage when it comes to adopting digital disruption for growth. While traditional players are afraid of sacrificing their profits by implementing automation, Hexaware has taken the risk and consistently provided astounding results.

3. HIGHLY PASSIONATE: Hexaware is driven by a strong desire to assist customers in achieving business transformation through automation and digital interactions. Bottom-Up Disruption is one of the company’s unique efforts for gaining collective insight from its people, accelerating client success. Hexaware’s commitment to make themselves a fantastic workplace results in a highly motivated and engaged team.

4. FEARLESS ATTITUDE: Hexaware fosters a culture of setting your own capability benchmarks among its employees, thus, raising the bar higher and higher all the time. Not deterred by the size of their competitors Hexawarians, as a team, learn to embrace their fears as a collective group. In an era where traditional players fear the loss that automation can cause, the Company is willing to forsake their own revenues for mutual success and an enduring relationship with their customers.

5. ANCHORED IN THE PAST: The collective wisdom of 30+ years helps the Company reflects and think big, grow with experience, push boundaries, learn from setbacks and embrace change. Hexaware has the industry’s best leadership team onboard walking in tandem with their experienced leaders from the past. Every day the company is one step closer to becoming the first IT services company in the world where half the workforce is digital.
Hexaware Service Portfolio

- Application Transformation Management
- Business Intelligence and Analytics Service
- Business Process Services
- Customer Experience Transformation
- Digital Assurance Services
- Enterprise Solutions
- Infrastructure Management Services
- Application Support and Maintenance
- Digital Consumer

IP Copyrights of Hexaware

The Company is diligent in taking steps to formally record and create intellectual property with competent state authorities in the countries of its presence. The Company has taken steps to protect its intellectual property with patent and trademark offices in 18 jurisdictions till date, i.e., Australia, Benelux, Brazil, Canada, China, European Union, France, Germany, India, Japan, Mexico, Romania, Russia, Singapore, Switzerland, United Arab Emirates, United Kingdom and United States of America. The Company has obtained about 71 registrations for its trademarks in various countries and has many pending applications, with recent efforts at strengthening its trademark portfolio across the countries of its presence.

The Company has a state-of-the-art Research and Development wing carrying on R&D activities to create Intellectual Property for the Company. Hexaware is in the process of obtaining patent protection for its innovations. The Hexaware Innovation lab is staffed by dedicated Innovation architects, full stack developers as well as consultants working in rotation to exchange ideas and provide solutions. Innovation lab pursues all R&D activities within the organization. The key goal of this lab is to translate the business domain and technology expertise acquired through wide array of engagements and translate that to tools towards mitigating technology and project risks of our customers.

The Company has been vigilant in protecting its intellectual property worldwide, which includes threats and claims from third parties as well. The Company has actively prevented third parties from claiming rights to its intellectual property as well as taken proactive measures to defend itself where third parties have sought to challenge Hexaware’s rights in several countries worldwide.

Shareholding Pattern of Hexaware

Categories of Shareholding (as on December 31, 2020):

<table>
<thead>
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<th>Category of Holder</th>
<th>No. of Shares</th>
<th>% of Equity</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Promoters Holdings</td>
<td>285,969,229</td>
<td>95.22</td>
</tr>
<tr>
<td>2. Mutual funds/UTI</td>
<td>3,840</td>
<td>0.00</td>
</tr>
<tr>
<td>3. Banks/ Financial Institutions/ Insurance Companies (Central/ State Govt. Institutions/ Non-Govt. Institutions)</td>
<td>1,594</td>
<td>0.00</td>
</tr>
<tr>
<td>4. FIIs/ FPI</td>
<td>366,521</td>
<td>0.12</td>
</tr>
<tr>
<td>5. Others:</td>
<td></td>
<td></td>
</tr>
<tr>
<td>- Private Corporate Bodies</td>
<td>120,378</td>
<td>0.04</td>
</tr>
<tr>
<td>- Indian Public</td>
<td>11,132,015</td>
<td>3.71</td>
</tr>
<tr>
<td>- NRIs / Foreign Nationals / OCBs</td>
<td>2,733,906</td>
<td>0.91</td>
</tr>
<tr>
<td>- Trust</td>
<td>480</td>
<td>0.00</td>
</tr>
<tr>
<td>- NBFCs</td>
<td>450</td>
<td>0.00</td>
</tr>
<tr>
<td>- Clearing Members</td>
<td>2,042</td>
<td>0.00</td>
</tr>
<tr>
<td>Sub Total</td>
<td>13,989,271</td>
<td>4.66</td>
</tr>
<tr>
<td>TOTAL</td>
<td>300,330,455</td>
<td>100.00</td>
</tr>
</tbody>
</table>
What makes Hexaware have an edge?

With more than three decades of experience in servicing global clients, our strengths are built around our unique market position in helping clients accelerate their business transformation.

1. Focused:
Instead of doing everything and offering ‘me-too’ products, we focus on solutions aligned to our core strategies. This has helped us deliver a superior experience for our customers, resulting in a higher customer retention rate.

14 Year average relationship with our top 10 clients.

2. Domain expertise:
We possess strong expertise in the services we offer to our diverse customer base across different verticals. We have a sound understanding of emerging technologies, helping us develop solutions and services that are unique and proprietary.

13 Patent applications filed.

3. Diverse segments:
We have a strong global client base across segments such as: Banking and Financial Services, Travel and Transportation, Healthcare and Insurance, Hi-Tech Professional Services, Manufacturing and Consumer sectors. This reduces our dependency on a single business vertical.

30+ Country presence.

4. Performance-oriented culture:
We are a nearly three-decade old company, working with the mindset of a start-up. This helps us in driving collective organisational performance and to consistently grow across various market cycles.

15.4% Five-year revenue CAGR leading to 2020.

5. Strong leadership:
We have a strong senior leadership team with global leaders as members. With their unmatched experience and expertise across diverse technologies, they are steering the Company towards newer heights of growth.

28.2 Average cumulative experience of our senior leadership team (person-years).

6. Skilled professionals:
Our team of 19,833 Hexawarians (as of December 31, 2020) from different regions and with diverse skillsets provides the Company with strong impetus to growth. Our exemplary engagement initiatives help us in minimising attrition and in creating an empowering work environment.

45.68 Average training hours per employee.

7. Robust financials:
A strong balance sheet with healthy cash and cash equivalents, attractive reinvestments and a low debt level, despite an all-cash acquisition deal with Mobiquity for US$ 182 million in 2019.

0.06:1 Debt-equity ratio (as of December 31, 2020)
Global Presence

Accelerating change around the world

We stay closer to our customers through our offices in various countries around the world. We have structured our geographical presence across three key regions (Americas, Europe and Asia-Pacific) to provide clear customer interfaces and faster time-to-market. Our global presence also allows for onboarding a cohesive and diverse workforce that contributes to our promise of delivering quality.

Global offices of Hexaware

Hexaware stays close to its customers through their offices in various countries around the world. The company has structured its geographical presence across three key regions (Americas, Europe and Asia-Pacific) to provide direct customer interfaces and faster time-to-market.

The global presence also allows for onboarding a cohesive and diverse workforce that contributes to our promise of delivering quality.

Hexaware’s Partnerships and Alliances

Partnerships and strategic alliances with industry leaders to help the clients solve critical business challenges. Hexaware has invested heavily in building its partner ecosystem through collaboration with market-leading technology vendors, product vendors, platform vendors, niche technology providers, future technology providers and business software providers.

The Key Partners are:

1. Microsoft - Accelerating digital marketing with joint Go To Market
2. Mulesoft - Realize the value of true digital enterprise
3. Salesforce - Enabling customer experience transformation with Salesforce
4. ServiceNow - Making a world of work, work better for people

The Company is a member of the following trade chamber or association:

- International Association of Outsourcing Professionals (IAOP)
- The National Association of Software and Services Companies (NASSCOM)
- FICCI
- Confederation of Indian Industry (CII)
- Bombay Chamber of Commerce

Outsourcing Innovation & Strategic Enabler of the Year 2020
- World HRD Congress 2021
- Excellence in Training & Development Award. An overall award for Best Results-Based Training
- Best Enterprise learning platform implementation
- Learning & Development Influencer Summit & Awards 2021
- Outstanding Learning & Development strategy
- Best Learning & Development program
- Best Learning & Development Leader of the year

2019 Awards

- Baring Private Equity Asia (Hexaware) won the 2019 HKVCA ESG Award of Excellence which recognizes the significant environmental, social and governance (ESG) related initiatives and achievements. For the 2019 Award, the Association has received a total of 16 ESG case studies from 14 private equity and venture capital firms across Asia.
- Hexaware wins the Golden Peacock Award for Excellence in Corporate Governance, 2018
- Platinum LEED Rating awarded to the company’s Pune Campus, 2018
- 4 World HRD Congress awards in categories of Best Corporate Social Responsibility Practices, Dream Company to work for, Innovative HR Practices and Fun at Work, 2017

Awards and Recognition

- Honours at the Global Training & Development Leadership Awards 2021
- Rank No. 1 for ‘Business Understanding’, Cloud Capability & Account Management Quality and for Contractual Flexibility in Whitelane’s latest IT Sourcing Study
Hexaware creates value by re-imagining customer experiences.

Creating value by reimagining customer experiences

Hexaware’s Financial Performance

Hexaware aims to deliver top financial performance and sustain long-term profitability, alongside improving transparency and high levels of corporate governance. In 2020, the company registered its highest revenue, EBITDA and cash flow conversion to date.

During this year, revenue grew by 12.2%, from Rs 55,825.18 million in 2019 to Rs 62,620.80 million in 2020. In US$ terms, Hexaware delivered revenue of US$ 845.04 million, up 6.5% y-o-y.

The Company’s 5-year revenue CAGR in rupee terms stood at 15.4%, much higher than expected in the industry, thus reflecting our commitment towards continuous growth.
## On an Upward Growth Trajectory

### Profit and Loss

#### Revenue (₹ million)

<table>
<thead>
<tr>
<th>Year</th>
<th>Revenue (₹ million)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2020</td>
<td>62,621</td>
</tr>
<tr>
<td>2019</td>
<td>55,825</td>
</tr>
<tr>
<td>2018</td>
<td>46,478</td>
</tr>
<tr>
<td>2017</td>
<td>39,420</td>
</tr>
<tr>
<td>2016</td>
<td>35,349</td>
</tr>
</tbody>
</table>

The revenues for 2020 saw a 12.2% y-o-y growth.

#### EBITDA* (₹ million)

<table>
<thead>
<tr>
<th>Year</th>
<th>EBITDA* (₹ million)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2020</td>
<td>10,937</td>
</tr>
<tr>
<td>2019</td>
<td>8,809</td>
</tr>
<tr>
<td>2018</td>
<td>7,712</td>
</tr>
<tr>
<td>2017</td>
<td>6,901</td>
</tr>
<tr>
<td>2016</td>
<td>6,010</td>
</tr>
</tbody>
</table>

EBITDA saw a y-o-y growth of 24.2% on the back of improved control on costs.

#### EBIT (₹ million)

<table>
<thead>
<tr>
<th>Year</th>
<th>EBIT (₹ million)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2020</td>
<td>8,145</td>
</tr>
<tr>
<td>2019</td>
<td>7,581</td>
</tr>
<tr>
<td>2018</td>
<td>6,688</td>
</tr>
<tr>
<td>2017</td>
<td>5,919</td>
</tr>
<tr>
<td>2016</td>
<td>5,211</td>
</tr>
</tbody>
</table>

EBIT saw a y-o-y growth of 7.4% in 2020 owing to efficient control on costs and better realisations.

#### PAT (₹ million)

<table>
<thead>
<tr>
<th>Year</th>
<th>PAT (₹ million)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2020</td>
<td>6,215</td>
</tr>
<tr>
<td>2019</td>
<td>6,413</td>
</tr>
<tr>
<td>2018</td>
<td>5,835</td>
</tr>
<tr>
<td>2017</td>
<td>4,995</td>
</tr>
<tr>
<td>2016</td>
<td>4,192</td>
</tr>
</tbody>
</table>

PAT saw a slight decline in 2020 compared to 2019, largely owing to additional tax provision due to assessment of one.

#### Cash and bank balances (₹ million)

<table>
<thead>
<tr>
<th>Year</th>
<th>Cash and bank balances (₹ million)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2020</td>
<td>10,379</td>
</tr>
<tr>
<td>2019</td>
<td>2,528</td>
</tr>
<tr>
<td>2018</td>
<td>8,341</td>
</tr>
<tr>
<td>2017</td>
<td>5,521</td>
</tr>
<tr>
<td>2016</td>
<td>4,482</td>
</tr>
</tbody>
</table>

Closing cash and bank balances in 2020 increased more than four times compared to 2019 owing to higher operating profits realized during the year.

#### Balance Sheet

#### Earnings per share - Basic (₹)

<table>
<thead>
<tr>
<th>Year</th>
<th>Earnings per share - Basic (₹)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2020</td>
<td>20.77</td>
</tr>
<tr>
<td>2019</td>
<td>21.52</td>
</tr>
<tr>
<td>2018</td>
<td>19.65</td>
</tr>
<tr>
<td>2017</td>
<td>16.79</td>
</tr>
<tr>
<td>2016</td>
<td>13.89</td>
</tr>
</tbody>
</table>

The EPS for 2020 slightly declined to ₹ 20.77 owing to decline in profit after tax in 2020.

#### Net worth (₹ million)

<table>
<thead>
<tr>
<th>Year</th>
<th>Net worth (₹ million)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2020</td>
<td>32,358</td>
</tr>
<tr>
<td>2019</td>
<td>27,655</td>
</tr>
<tr>
<td>2018</td>
<td>23,919</td>
</tr>
<tr>
<td>2017</td>
<td>20,073</td>
</tr>
<tr>
<td>2016</td>
<td>17,409</td>
</tr>
</tbody>
</table>

Net worth reported strong growth on account of higher retained earnings.
Corporate Governance

In the business world, corporate governance refers to the systems of rules, policies, and processes that govern corporations. In short, a company’s corporate governance model can be defined as the allocation of rights and obligations among all members of the organisation. Governance guarantees that everyone in a business follows appropriate and transparent decision-making processes, and that all stakeholders (shareholders, managers, employees, suppliers, and customers, among others) have their interests protected.

Hexaware has several rules and procedures in place to ensure strong corporate governance, prevent corruption, and promote transparency.

The Company’s corporate governance philosophy reflects its value system, which embraces its culture, policies and relationship with various stakeholders. Hexaware firmly believes that it is only through good corporate governance practices that it can achieve sustainable growth of the organisation and create long-term shareholder value. The management ensures strict compliance with corporate governance laws, regulations and policies.

Hexaware is focusing on building business processes and infrastructure that not only ensure compliance, but also improve its efficiency, agility and responsive management practices.

There is a separation between the role of the Chairman of the Board and the Chief Executive Officer; a practice that has been in place for more than 15 years in the Company. Hexaware has adopted the Code of Conduct for the Board of Directors, Senior Management personnel, prevention of insider trading and whistle-blower policy. The Code is available on the Company’s website at http://hexaware.com/investors/Hexaware has strictly upheld good governance principles and aims to add value to all its stakeholders as a responsible citizen. Transparency, responsibility, integrity, independence, ethical corporate behaviour, and fairness to all stakeholders, including employees, consumers, vendors, investors, and society at large, are all emphasised in the corporate governance structure.

The Company is making progress in its quest of corporate governance excellence. It has a Code of Conduct for its Directors and Employees, as well as a Code of Conduct to govern, monitor, and report insider trading, as well as a fair disclosure code. Furthermore, the Company is concentrating on developing business processes and infrastructure to not only ensure compliance but also to improve efficiency, agility, and responsiveness.

**Hexaware has a well-defined Code of Conduct for all employees, senior management and directors covering issues related to ethics, honesty, misconduct, etc.**

The Company also has a separate Anti-Bribery Policy. The Employee Code of Conduct is available to all employees and easily accessible on intra website of the company. The Senior Management and Directors Code of Conduct is available on the website of the company – www.hexaware.com. The Code of Conduct policy outlines the ethical and professional conduct of employees and covers dealing with vendors, customers, and other business partners. The policy applies to all employees and senior management of the company, including its subsidiaries.

**Ethical Practices**

Business Sustainability is crucial for Hexaware to sustain and grow in the long-term and therefore ethical practices are necessary for the efficient functioning of the organization. The Company’s culture, policies, relationship with stakeholders, commitment to values, and ethical business conduct is reflected when ethical practices are being followed. Hexaware has always adhered to and practised good corporate conduct toward its stakeholders, which is based on global standards and practices. The Company aspires to achieve corporate governance best practices that are marked by transparency, effectiveness, fairness, and legal compliance.

Hexaware strongly discourages involvement in any sort of unfair trade practices, irresponsible advertising, or anti-competitive behaviour. The Company has built its business operations on six main ethical governance pillars, namely, accountability, fairness, equity, transparency, integrity, and commitment to values.

**Practical practices at Hexaware:**

- Accountability
- Fairness
- Commitment to values
- Integrity
- Transparency
- Equity
Whistle Blower Policy

Hexaware has a well-established whistle blower policy, which enables employees and various other internal and external stakeholders to report unethical behaviour, violations of the Company’s code of conduct, violation of the ethical policy, or any suspected fraud. This policy is reviewed and improved periodically by the Audit Committee.

Grievance Management

The company has detailed paper on how the grievances are managed in Hexaware. The purpose of the grievance management is to provide opportunity to employees to file their complaints to the management, if any. Whistle blower committee is responsible for ensuring all the complaints are registered, acknowledge, corrective and preventative actions are taken.

Insider Trading Regulations


Anti-Corruption Policy

The Company has an anti-bribery policy in place that governs the ethics and other matters related to bribery and corruption.

The mentioned policies are applicable to the employees across all grades including senior executives, and fixed-term or temporary employees like trainees, contractors, retainers etc.

The Company also has well defined Code of Conduct for all employees, Senior Management and Directors of the Company that covers issues, inter alia, related to ethics, honesty, misconduct etc. The anti-bribery policy and code of conduct of Employees is available on intra website of the Company and easily accessible to all the employees; the code of Conduct of Senior Management and Directors is available on the website of the Company www.hexaware.com. The code of conduct of the employees and Senior Management applies to all the employees and Senior Management of Company respectively, including its subsidiaries. It covers dealings with vendors, customers and other business partners.
Stakeholder Engagement and Materiality

Hexaware believes that the only way to achieve long-term business sustainability and growth is to develop great partnerships. It is vital for the company to cultivate healthy stakeholder interactions.

The Company works hard to understand the stakeholders’ needs, expectations, and interests to produce economic and social value for both the business and the stakeholders.

Stakeholder engagement not only promotes the exchange of ideas and thoughts - for addressing the overall smooth operation of the business entity - but also shines light on certain crucial issues such as the risks and opportunities associated with ESG criteria.

By consistently increasing the effectiveness of business models, products and services, and the workplace, the Company strives to provide a superior experience to its major stakeholders, namely customers, workers, investors, and the community. We employ corporate governance best practices in accordance with worldwide standards and protocols ensuring the best interests of our stakeholders.

Methodology for stakeholder engagement

Stakeholder Identification

Understanding and identifying stakeholders can be relatively straightforward within the business ecosystem. However, when it comes to larger social and environmental contexts, the meaning of “stakeholder” can be ambiguous. Hence, it is important to identify who the stakeholders are and for this Hexaware has followed a mechanism: Hexaware identifies all its stakeholders based on factors like impact, influence, interest, legitimacy, urgency, etc.

• Thereafter it divides the stakeholders into internal and external category.
• Finally, it prioritises its stakeholders.

Material Topic Identification

Materiality for sustainability means the factors which have significant direct or indirect impact on the business of the organisation in social and environmental context. The identification of materiality is complex and requires a rigorous mechanism. The mechanism is stated below:

• Formulating a list of material topics for Hexaware
• Interaction with Senior Management to determine current relevant topics
• Consolidate the list to most prioritized topics

Outcomes:

Key Stakeholders

• Customers
• Employees
• Investors
• Vendors
• Society at large

Engagement with Stakeholders

Hexaware uses various means to engage with the identified stakeholder in order to recognize material topics relevant for the business from social and environment context. The mechanism is stated below:

• Firstly, a questionnaire is prepared for the identified stakeholder group.
• Then, the company coordinates with the identified stakeholder group for the intended purpose of asking questions and filling out questionnaires.
• Finally, the company engages with the stakeholders and records their responses.

Response Analysis

As a final step, the Company analyses the responses submitted by the identified stakeholders on the material topics. For this the company:

• Collates the responses by the stakeholders
• Determines the key material topics by response analysis
• Determines the Materiality Matrix based on material topic determined
**Prioritisation of Material Topics**

Using primary and secondary sources, a thorough and detailed list of material subjects is compiled. Business performance and strategy, risk management methodology, and other internal documentation are among the key sources. Material subjects of peer organisations, GRI aspects, regulatory bodies, government missions, media stories, and press releases were all used as secondary sources. Internal stakeholders discuss the information obtained from various sources in order to prioritise the material topics.

<table>
<thead>
<tr>
<th>External-Significance to the stakeholders</th>
<th>Moderate</th>
<th>High</th>
</tr>
</thead>
<tbody>
<tr>
<td>GRI 201: Economic Performance</td>
<td></td>
<td></td>
</tr>
<tr>
<td>GRI 418: Customer Privacy</td>
<td></td>
<td></td>
</tr>
<tr>
<td>GRI 305: Emissions</td>
<td></td>
<td></td>
</tr>
<tr>
<td>GRI 306: Effluents &amp; Waste</td>
<td></td>
<td></td>
</tr>
<tr>
<td>GRI 307: Environmental Compliance</td>
<td></td>
<td></td>
</tr>
<tr>
<td>GRI 401: Employment</td>
<td></td>
<td></td>
</tr>
<tr>
<td>GRI 413: Local Communities</td>
<td></td>
<td></td>
</tr>
<tr>
<td>GRI 413: Socioeconomic Compliance</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Low</th>
<th>GRI 205: Anti-Corruption</th>
<th>GRI 405: Diversity &amp; and Equal Opportunity</th>
</tr>
</thead>
<tbody>
<tr>
<td>GRI 302: Energy</td>
<td>GRI 410: Security Practices</td>
<td></td>
</tr>
<tr>
<td>GRI 303: Water</td>
<td></td>
<td></td>
</tr>
<tr>
<td>GRI 403: Occupational Health &amp; Safety</td>
<td></td>
<td></td>
</tr>
<tr>
<td>GRI 404: Training</td>
<td></td>
<td></td>
</tr>
<tr>
<td>GRI 406: Discrimination</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

**Stakeholder Engagement**

Hexaware communicates with its stakeholders on a regular basis to have a better understanding of their viewpoints. It also communicates with its constituents in an open and proactive manner. We worked with internal stakeholders to select the important material themes because Hexaware is still in the early stages of reporting.

Internal stakeholders provided input and comments, which were collated and examined. The responses were ordered on a likers scale, i.e., on a scale of 1 to 5, with 1 denoting the most important material issue and 5 denoting the least significant. There were a total of 14 material topics identified.

**Materiality**

The key areas which have the potential to significantly affect the sustainability performance of the Company are known as the ‘Material Issues’. The GRI Standards principle of materiality states that the report should include subjects that reflect the organization’s major economic, environmental, and social consequences, or that have a substantive impact on stakeholders’ judgments and decisions. The materiality matrix plots the input and replies obtained from internal stakeholders on the prioritising of materiality problems in a four-quadrant box plot. The mapping of reactions is critical for the Company to provide an efficient and effective decision-making process and to identify the most pressing sustainability challenges.
Board and Board Performance

Board of Directors

The composition of the Board of Directors represents an optimum combination of professionalism, knowledge, and experience. All the major committees of the Board are headed by Independent Directors.

The Board comprises eight (08) Directors as on December 31, 2020 of these, seven are Non-Executive Directors and four are Independent Directors.

All the important decisions are taken at the Board/Committee meetings.

Directors’ Responsibility Statement

Pursuant to Section 134 (3) (c) and (5) of the Companies Act, 2013, the Directors confirm the following:

- In the preparation of the annual accounts, the applicable accounting standards have been followed and there were no material departures;
- The directors have selected such accounting policies and applied them consistently and made judgments and estimates that are reasonable and prudent so as to give a true and fair view of the state of affairs of the Company at the end of the financial year and of the profit and loss of the Company for that period;
- The directors have taken proper and sufficient care for the maintenance of adequate accounting records in accordance with the provisions of the Companies Act, 2013 for safeguarding the assets of the Company and for preventing and detecting fraud and other irregularities;
- The directors have prepared the annual accounts on a going concern basis; and
- The directors, have laid down internal financial controls to be followed by the Company and that such internal financial controls are adequate and were operating effectively.

The directors have devised proper systems to ensure compliance with the provisions of all applicable laws and that such systems are adequate and operating effectively.

Directors and Key Managerial Personnel

Governance

Board of Directors

Policy on directors and Key Managerial Personnel appointment and remuneration and other details The Company’s policy on directors and Key Managerial Personnel appointment and remuneration and other matters provided in Section 178(3) of the Act has been disclosed in the corporate governance report.
Board Committees

It is crucial for Hexaware to form different committees so that responsibilities can be carried out efficiently and effectively. Following is the list of committees at Hexaware:

1. Audit Committee
2. Nomination and Remuneration Committee
3. Stakeholder Relationship Committee
4. CSR Committee
5. Strategy and Risk Committee

Audit Committee: The main objective of the Audit Committee is to ensure that Hexaware’s financial reporting process is carried out in an effective, efficient, transparent, and credible manner along with accurate and timely disclosures of the financial information. The Audit Committee also reviews the quarterly financial statements before the Boards’ approval. Evaluation of internal financial records and risk management systems, as well as the valuation of assets of the company, is also overseen by this committee. Assessing the functioning of Whistle Blower Policy and adhering to the code of conduct as per the Audit Committee terms and conditions is a major function of this committee.

Nomination and Remuneration Committee: The Nomination and Remuneration Committee is responsible for formulating a structured evaluating criterion to assess the performance of the Board of Directors. The committee also provides recommendations related to policy formulations for the remuneration of directors and other employees of the company and identifies potential candidates who are eligible and qualified enough for positions of senior management and director by laying down assessment criteria.

Stakeholder Relationship Committee: The Stakeholder Relationship Committee focuses mainly on strengthening and improving the stakeholder relationship by resolving investor complaints related to share transfers, non-receipt of annual reports, dividend payments, issue of duplicate share certificates, the transmission of shares, and other shareholder related queries, complaints, etc. Hexaware, on its website, has a separate column for shareholder services which includes information on the procedure for dematerialization of shares, the procedure for transmission of shares, dividend, loss of share certificates, rights as a shareholder, investor education, and so on. In FY 2020, the number of shareholder complaints received were 12 with all the complaints resolved by the company and to the satisfaction of the stakeholders.

CSR Committee: The main objective of the CSR Committee is to formulate and recommend a Corporate Social Responsibility (CSR) Policy containing a list of activities which the company can implement as a part of their CSR, based on the activities mentioned in Schedule VII of the Companies Act, 2013. The committee also plans the expenditure which needs to be incurred on each activity and reviews and makes necessary changes to the CSR Policy.

Strategy and Risk Committee: The Strategy and Risk Committee is constituted for reviewing the strategic plan for the Company and identifying potential business and operational risks.

How Board Drives Growth at Hexaware

The Board is collectively responsible for promoting the success of the Company by directing and supervising its affairs. To meet this purpose, the Board undertakes the following steps:

- Provides entrepreneurial leadership of the Company within a framework of prudent and effective controls, which enable risks to be assessed and managed.
- Sets the Company’s strategic aims, ensures that the necessary financial and human resources are in place for the Company to meet its objectives, and reviews management performance.
- Integrity
- Transparency
- Equity

Digitisation of Board meetings

The Company has been conducting paperless Board and Committee meetings for the last few years.

Remuneration of Directors

The Company has adopted and implemented the provisions of Section 178 of the Companies Act, 2013 on the requirement of the Nomination & Remuneration Committee to recommend to the Board a policy, relating to the remuneration for the directors, key managerial personnel, and other employees.

The amount as remuneration payable to the Chief Executive Officer is based on the Company’s overall performance in the financial year, industry trends, and the contribution of the Chief Executive Officer. The remuneration payable to Directors, Key Managerial Personnel, and Senior Management employees would be based on the short and long-term goals and performance objectives of the company and would include fixed and incentive pay. The compensation may include Employee Stock Options or other similar equity instruments as may be approved by the Committee.

Our independent Directors receive attendance fees to attend meetings of the board and committees. Independent Directors also receive a total commission, subject to shareholder approval, not exceeding 1% of the company’s net income for the year.
Managing Risk and Uncertainties

Amidst the changing landscape of the IT industry, it is crucial for Hexaware to be prepared for change; identify, analyse and mitigate risks; and implement the necessary mitigation strategies. The company has set up a robust risk management policy to safeguard our business and continue creating value.

Risk Management Policy

The risk management policy aims to achieve the following objectives:

- Enable visibility and oversight of the Board on the risk management system and material risk exposures of the Company
- Ensure all risks across the organisation are identified and evaluated through a standardised process and consolidated to identify the key risks and enable risk prioritisation
- Ensure mitigation plans for key risks are agreed upon, assigned to risk owners and reviewed on a periodic basis
- Ensure that risks are reported at all levels in the organisation as per their relevance and significance
- Ensure that the risk governance structure is aligned with the organisational structure and risk profile with well-defined and delineated roles, responsibility and delegation of authority
- Enable transparency of risk management activities with respect to internal and external stakeholders
- Enable adherence to appropriate compliance and regulatory requirements, wherever applicable, through the adoption of leading practices
- Assist in safeguarding value and reputation by avoiding unpleasant shocks and surprises

Risk Management Process

Risk management is the responsibility of everyone in the organization and applies to all functions and operations. The Chief Risk Officer (CRO) oversees the enterprise risk management function and works closely with the respective risk owners. In Hexaware, risk management is iterative. An iteration of the risk management process is triggered when:

- The business sets a new goal, undertakes a project or an investment or revisits its strategy for the coming years
- Conditions exterior to Hexaware change significantly, e.g., regulatory or legal changes, major changes in competitive landscape, changes to key partnerships, etc.
- Risk reviews of governing documents, contracts or other sources are conducted periodically

The primary objective(s) of the risk management process is to ensure that:

- Risks faced by the organization are identified and recorded in the risk register, enabling the top management to take a comprehensive view of the same
- Risks identified are assessed, mitigated, monitored and reviewed on an ongoing basis

The Board is responsible for the risk framework. It approves the entity-level risk appetite and ensures that risk controls are built into the management's approach to operations.

The Audit Committee assesses the effectiveness of the risk management systems and undertakes an independent review of the risk mitigation plans. It ensures that risks are identified using both a ‘top-down’ and ‘bottom-up’ approach to ensure that risk registers are comprehensive.

Broad Classification of Risks Type Description

- **Strategic** - Risks of failing to achieve the organisation’s business objectives
- **Operational** - Risks associated with the internal resources, systems, processes and employees of the organisation (i.e., people, process and technology)
- **Compliance** - Threat posed to the Company's financial, organisational, or reputational standing resulting from violation of laws, regulations, code of conduct or organisational standards of practice

The company has prioritized 11 key risks and created effective mitigation strategies:

- Regulatory and compliance
- Information and cyber security
- Talent availability
- Human resource related
- Increased service cost
- Competition
- Technology change
- Revenue concentration
- Disaster recovery/business continuity
- Data protection and privacy

The COVID-19 pandemic has impacted businesses and lives across the World. The pandemic has created a climate of uncertainty on how businesses work and how to navigate change. At Hexaware, our main aim in this period of uncertainty is supporting our key stakeholders—customers, employees and communities.

• Hexaware activated Business Continuity Policy and Crisis Management Standards across locations to help the company navigate through this challenging situation and ensure minimal disruption to our operations.

• The company formed a cross-functional taskforce with representatives from various business functions such as IT, Facilities, HR, Compliance and Communication among others. This taskforce closely monitored the situation and worked in accordance with the information and guidelines provided by the government and other global agencies such as the World Health Organisation, Centers for Disease Control and Prevention (CDC) among others.

• Regular communication with clients and partners was maintained to update them on our preparedness and response.

• The company constantly engaged with employees to help them with emotional support and health guidance, as needed.

Business Continuity Plan

Communication was the underlying theme of the company’s strategy to fight the pandemic. The company set up a response team with the objective to:

• Ensure safety and well-being of the employees
• Ensure that the company services its customers to the fullest extent possible
• Be a responsible corporate citizen in all the company’s communities

The Company facilitated work from home lending support to its customers, resulting in high customer satisfaction.

Figure - Hexaware has provided 25 multi para monitors and 10 ETCo2 to district Civil Hospitals, Raigad
Responsible Supply Chain

The concept of “responsible supply chains” integrates environmental, social (including human and labour rights), and good governance factors into the lifecycles of goods and services.

Socially responsible supply chain management can help create, protect, and grow long-term environmental, social, and economic value for stakeholders alongside a company’s value chain. By implementing socially responsible supply chain practices, companies can protect the long-term viability of their business and secure a social license to operate.

Consumer sentiment is clearly an important factor in this aspect, but global policies are already in effect to hold corporations responsible for socially responsible supply chain practices. In 2011 the United Nations Human Rights Council endorsed the United Nations Guiding Principles on Business and Human Rights (UNGPs), outlining the three pillar of state and business operation:

- The state duty to protect human rights
- The corporate responsibility to respect human rights
- Access to remedy for victims of business-related abuses

The UNGP asserts that companies have a responsibility to protect human rights along all phases of their value chain, inclusive of manufacturing and outsourced supply chains. Between public opinion, investor pressures, and global regulations, corporations have many reasons to embrace new socially responsible supply chain tools.

Procurement Policy

Hexaware has a strong Procurement Policy in place for sustainable sourcing including transportation. The company discourages discrimination of any vendor based on gender, nationality, ethnicity, religion, disability etc. The Company also encourages sustainable sourcing and ensures that social and environmental performance extends to our supply chain by sharing our expectations with vendors. Hexaware generally gives preference to local vendors.

The scope of the Procurement Policy includes the following:

Vendor Management – The purpose is to ascertain each sub-contractor/Vendor’s ability to service Hexaware’s requirements, which in turn would aid Hexaware’s ability to meet the customer requirements. This process also helps to ensure that the purchases made, conform to the specifications and proper control is maintained to address the received requirements received. The assessment will encompass all sub-contracting arrangements, whether they are for goods or services.

Procurement - It covers the procurement process of receiving the purchase requests/IOC, raising purchase orders receiving and inspecting the purchased product.

Customer Delight Management - This procedure describes the methods to be followed in eliciting customer feedback on the services provided and products delivered to the internal customers on a continuous basis. Customer feedback acts as one of the key inputs for improving the services and product quality. The purpose of administering the Customer Delight Survey is to bring in external perspectives on the quality of services rendered, improvement opportunities, quantitative measurement of service levels and compare performance against the previous period.

Monitoring & Control - This process explains the various review mechanisms used to execute monitor and control the management of Procurement function. Various reviews are conducted to ensure that the function is being executed as per the defined procedures and is progressing as per the plan.

Hexaware also has supplier risk management guidelines in place for performing risk assessment of the suppliers.
Supplier Risk Management Guidelines

The purpose of supplier risk management guidelines is to firstly classify suppliers who will be required to undergo assessment with respect to risks. The risks addressed through this classification primarily include risks to sensitive information such as financials and intellectual property, personally identifiable information relating to staff and customers, data provided by customers, and other data classification subject to regulatory and contractual restraints in accordance with ISO 9001:2015 Quality Management System & ISO/IEC 27001:2013 Information Security Management Systems Standard and ISO/IEC 27036 Information Security for Supplier Relationships. The procuring BU / DU head shall use this classification in procurement request.

The other type of risk which will be assessed is the availability of vendor services which will impact business processes.

This classification is to enable procurement services to effectively leverage what the company spends, improve quality products and services, reduce infrastructure costs, and to BU / DU heads to manage risks and meet internal and external customer requirements.

Hexaware is complaint with ISO/IEC 27036
Hexaware believes in creating superior customer experience through our tailor-made offerings and excellent servicing. Even during the pandemic, the company quickly transitioned to work-from-home mode and provided seamless experience for the customers.

The company established the following principles while working with customers during the pandemic:

- Put the relationship before the contract
- Act first in the interests of customers, discuss commercial impacts later
- Communicate effectively and be transparent about our challenges
- Remember that the crisis will eventually pass, but the relationships will last forever

More than 23% of customers provided positive feedback for Hexaware, according to an independent third party survey.

The recent collaboration of Hexaware with Mobiquity Inc. has enabled the company to drive synergies among the existing and the emerging customer base. The company focuses on recruitment and retainment of high calibre employees to attract and deliver a superior experience to the customers.

The following are the details of the key sectors which have reaped the benefits of technology from Hexaware:

- Banking and Financial services
- Healthcare and Insurance
- High Tech and professional services
- Travel and transportation
- Manufacturing and consumer

With the advancement in technology and to grow customer base, responsible customer collaboration is especially important and to insure that, Hexaware has insured the following:

The upcoming trends of using modern technologies such as IoT, Big Data Analytics, Data Science, Machine Learning, Artificial Intelligence, Cloud Computing, etc. in business processes has enabled Hexaware to contribute and address the needs of the consumers by making these technologies available to them in an accessible and affordable manner.
**Related Party Transactions**

During the financial year 2020, the Company has entered into transactions with related parties as defined under Section 2(76) of the Companies Act, 2013 read with Companies (Specification of Definitions Details) Rules, 2014, all of which were in the ordinary course of business and on arm's length basis and in accordance with the provisions of the Companies Act, 2013, read with the Rules issued thereunder and the SEBI (Listing Obligation and Disclosure Requirements) Regulations, 2015 to the extent applicable.

There are no materially significant related party transactions made by the Company with Promoters, Directors, Key Managerial Personnel or other designated persons which may have a potential conflict with the interest of the Company at large.

All Related Party Transactions are placed before the Audit Committee and Board.

Policy on dealing with related party transaction is available on our website. of the Company. http://hexaware.com/investors/

Policy on determining Hexaware's material subsidiaries of the Company is available on the our website of the Company. http://hexaware.com/investors/

**Information Security**

Information Security, also referred as Cybersecurity is a critical enabler of today's business requirements to ensure secured IT operations. Hence, it is part of the mainstream discussions at board meetings and is getting reviewed for business advantage, impact and risk considerations.

The governance and management of Information Security is of paramount importance to Hexaware. Beyond compliance to laws, regulations, global standards and industry best practices, customers' expectations focus on the company's capability to manage dynamic landscapes of threats and vulnerabilities - ensuring Information Security assurance while progressing technology adoption and innovation. Hexaware has made substantial investments to ensure secured technology adoption of cloud, virtualisation, innovation, Artificial Intelligence, Robotics, Machine Learning, Deep Learning, Digital Transformation, Automation and more. These investments in the latest tools, systems and devices provide a competitive advantage, as well as bring Nextgen and Hybrid security cover to the Company's business operations. This was evident during COVID-19 pandemic, as Hexaware could enable Work-From-Home for a 100% of its employees proactively within a few days.

Information security management through Confidentiality, Integrity and High Availability are being time tested by external certification audits and assessments throughout the year as per the process managements of ISO and Industry standards. This year saw the Company getting ISO 22301 - the global standard for Business Continuity, officially known as 'Societal Security' due to the governance of all-encompassing resilience factors. The governance review of Information Security Management validates and ensures all measures recommended and expected by international standards, legal and regulatory requirements as well as customer contracts. Initiatives on automation, threat and vulnerability management, risks related to remote working and resilience were the focus during the year elapsed. Continuous Improvement on regulatory compliance related to GDPR and Privacy Laws of different countries and entities, adoption of latest industry best practices and frameworks to strengthen the security program were also progressed during the elapsed year. Cyber Security resilience to manage various technical, man-made, natural and perceived threat scenarios (including prolonged remote working due to the pandemic) were part of Hexaware's business continuity management program, implemented and audited during the ISO 22301 certification. Role based security education, annual refresher trainings on information security and privacy, awareness sessions on emerging security challenges are provided to employees, contractors and associated resources.

**Quality Assurance**

The Company has sustained its commitment to the highest levels of quality, best-in-class agile processes, robust information security practices and mature business continuity processes that have collectively helped achieve significant milestones during the year. While maintaining existing external benchmarks and certifications, the Company has enhanced its focus on Business Continuity and societal security by updating our processes for ISO 22301:2012 and getting certified for it. The Company continues to adhere to international quality certifications such as ISO 9001:2015, ISO 27001:2013, ISO 20000-1:2018, CMMI - DEV Ver 1.3 - Level 5, ISAE3402 and SSAE16 SOC-2 Type II.

The Customer Satisfaction Survey is done on an annual basis by an independent agency to measure customers' satisfaction level. Hexaware scored 84.29, against an industry score ranging from 43.81 to 84.32. The score of 84.29 is the highest EX score we have achieved in the last seven years, ranking us the second highest in the IT industry. We have also received the highest scores till date for all key business metrics namely: advocacy, loyalty, satisfaction and value for money.
The HR Business Partners (HR BPs) have a well-defined employee engagement mechanism. HR BPs work closely with employees on human resource related matters. Employees can directly approach and report any grievances to them. Regular skip level meetings, one-on-one meetings and open houses are regularly conducted for employees by the HR BPs, as well as forums where concerns are raised, and feedback is provided.

Redressal Mechanism

Hexaware engages closely with the customer - seeking feedback and providing a channel to report any concerns and violations of Policy. The Company’s modes of engagement are to visit customer sites and feedback forms. A Customer satisfaction survey is also performed periodically by an independent agency to measure the level of satisfaction of our customers. The audit procedures for suppliers also touch upon human rights aspects.

No customer complaints pending during the last year.

Customer Survey

The Customer satisfaction survey is done on an annual basis to measure the level of satisfaction of customers. An Independent agency conducts the survey Hexaware scored 84.29 as against an industry score ranging from 43.81 to 84.32. We are ranked the second highest in the IT industry and our score of 84.29 is the highest score that we have achieved in the last seven years. We have also received the highest scores till date for all key business metrics, namely advocacy, loyalty, satisfaction and value for money.

Customer experience index chart, independent survey by Feedback Insights

Research and Development - Strengthening Intellectual Capabilities

Hexaware has invested in a state-of-the-art research and innovation wing, helping to create unique intellectual properties. The key goal is to translate the business domain technology expertise, acquired through a wide array of engagements, to tools for mitigating technology and project risks.

The Company has state-of-the-art labs, which include the R&D Lab and the Offering Engineering Lab. The R&D Lab is an incubation unit for new technology services. It focuses on future trends with the primary focus on future proofing the organisation and its customers.

The Offering Engineering Lab is the delivery hub for building and maintaining Hexaware’s IP’s and solutions that powers our service offerings.
Hexaware has created a team of innovation architects, full stack developers and consultants working in rotation to exchange ideas and produce the desired results.

Hexaware has initiated Bottom-Up Disruption (BUD) to crowd source ideas and bring them to reality. We launched Brainbox, an idea-bank for Customer Value Addition (CVA) and are doing something new for our customers every day. Over 62% of Hexaware’s employees participated in Brainbox during 2020, bringing in client-centric innovation.

**Innovative Solutions for Customers**

“BrainBox” acts as a platform, encouraging employees to bring their ideas and value addition to our customers as well as systematically manage the ideation process. Hexaware consistently continues to harness the power of knowledge gained by employees working on their customer accounts, by inspiring them to create and implement value additions through BrainBox.

In the year 2020, 65% of the employees have proudly participated in this initiative and have posted over 1174 ideas proposing value additions under categories like: automation, productivity improvement, financial savings and accelerating the time taken market customers' products and services. 822 of these ideas have been successfully delivered, generating savings of over US$ 31.04 million and saving around 427,803 hours of effort in the last year. This has been approved by our esteemed customers. BFS vertical leads the pack by implementing 249 CVAs, followed by H&I (205 CVAs) and M&C (190 CVAs). ATM 240, DA 130 and BIBA 120 remain the top technologies used by teams to consistently deliver a higher number of CVAs to customers throughout 2020.

US$ 31.04 million saved in 2020, vs. US$ 23.52 million saved in 2019. The count of implemented CVAs has increased in FY 2020 under: Financial Saving (325), Market Ideas (25), Productivity (778) and Time to market (46).

The BrainBox platform has promoted deep expertise in technical engineering and knowledge sharing, a problem-solving approach as well as extraordinary proficiency in our customers’ business function and our value creation attitude. Hexaware is identifying and delivering values to our customers at no extra cost. Through a structured governance and rewards program, Hexaware suitably rewards its employees’ passion. This is driven personally by the CEO, leading to larger percentage of employees participating voluntarily in this initiative.

Customers have benefited from the high quality delivery and support. There are fewer defects, a reduction in cycle time, increased stringent information security practices and a flexible and proactive approach. The Company’s understanding of customer’s business and technology landscape enables it to provide comprehensive multi-service solutions along with cost reduction for the customer. The Company has provided value-additions through improving the performance of systems that have been outsourced, a reduction in problems and failures, and improved stability. This has resulted in high levels of customer delight and repeat business. Implementing the best-in-class processes and providing training on it has enabled the organisation and people to be methodical and process driven. The usage of latest technologies and industry best practices has improved delivery capability and added business value. Focus on quality and automation has resulted in cost reduction and improved productivity within the organisation.

822 ideas were implemented through brainbox
Responsible People Management

Human resource is the key to long-term growth for a company offering IT services. Hexaware fosters a happy and open culture, promoting a positive and open environment. More than 19,800 people from various ethnicities and cultures work for the organisation. The organisation encourages employees to balance work and recreation in a fair and just manner. The #WeDifferent programme embraces diversity, creating an environment of inclusiveness, engagement and acceptance.

The Company ensures that the employees are abreast of the latest trends in the industry and imparts the necessary development and training opportunities to equip them with additional skills to offer value-addition to customer proposition.

The onset of the COVID-19 pandemic required to take prompt actions to safeguard employees. The company ensured a smooth transition to work from home. As of the 31st December 2020, more than 95% of revenues were derived from working from home.

### Employee Headcount*

<table>
<thead>
<tr>
<th>Year</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
<th>2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of employees</td>
<td>8862</td>
<td>9732</td>
<td>11273</td>
<td>12802</td>
<td>13004</td>
</tr>
</tbody>
</table>

### Diversity and Inclusion

#### Women

Diversity is our strength and with employees from 52 different nationalities and a workforce that is 31% female, Hexaware is bolstering the diversity of the workplace. “Women@Hexaware” (W@H) is an employee-driven forum, serving as a platform for inspiring and empowering women. The forum supports our female colleagues in achieving their professional and personal goals.

In addition, the company conducted the following initiatives:

- Health awareness programmes and medical camps (orthopaedics and mammography)
- Financial planning for women, followed by one-to-one consultation with an expert advisor
- Women’s Day celebrations with stalls and beauty sessions
- Self-defence workshop

#### Specially abled

Hexaware does not discriminate against specially-abled individuals during recruitment. Discrimination is not practised at Hexaware, and as of December 31, 2020, there were around 18 speciallyabled employees working at Hexaware.

| Total number of permanent employees | 11710 |
| Total number of contractual employees | 1294 |

<table>
<thead>
<tr>
<th>Total</th>
<th>Males</th>
<th>Females</th>
</tr>
</thead>
<tbody>
<tr>
<td>Number of Newly Recruited Permanent Employees in FY 2020</td>
<td>2904</td>
<td>2054</td>
</tr>
<tr>
<td>Contractual Employees</td>
<td>930</td>
<td>719</td>
</tr>
</tbody>
</table>

Figure - Hexaware Technologies is providing scholarship to underprivileged and meritorious students.
Occupational Health and Safety

Hexaware management is committed to providing a safe and healthy place of work across its facilities. To achieve this, we work towards:

- Identification of Health & Safety risks and opportunities in the operations
- Eliminating incidents, preventing occupational illness and injuries at the workplace:
- Identification of hazards and assess risks pertaining to the operations on a periodic basis.
- Establishing safety committees at all locations to monitor and control employee health and safety matters.
- Implementation of a robust governance to review incidents, investigate, then actively deploy actions to avoid a recurrence.

- Improving the maturity of the Emergency response practices for mitigating operational threats and vulnerabilities.
- Providing medical assistance to all personnel working in our campuses, as deemed appropriate and in line with policy guidelines.
- Determination of compliance obligations, adherence in all operations, monitoring to ensure fulfilment and correction of non-conformities.
- Embedding Health & Safety culture in the organization.

Talent Acquisition

In today’s dynamic and diversified business world, talent acquisition and development are critical for any businesses’ long-term viability. Hexaware has a very thorough hiring procedure. Potential applicants are hired for desired job opportunities at Hexaware through a thorough hiring procedure. In the diagram below, we describe the hiring process:

STEP 1 | Receiving Manpower Requisition and JD
STEP 2 | Shortlisting of Suitable Candidates
STEP 3 | Send Confirmation e-mail to Selected Candidates
STEP 4 | Document Collection form the Candidate
STEP 5 | Negotiating with the Candidate on the CTC to get in Fitment with the Hexaware Parity
STEP 6 | Releasing the Offer Letter
Talent Management

Workforce Learning and Development Programs

**Hexavarsity** - to support the growth of the organisation, customer requirements and employee needs. Opportunities for Learning & Development is a commitment in Hexaware’s Employee Value Proposition. This year, the company focused on driving learning adoption and extending coverage to ensure a nimble workforce to meet our business growth. Hexaware was ready for the post-pandemic ‘Work from home’ model having moved to Cloud based systems much earlier, carrying on its business seamlessly during the year.

**Evolve** - ‘Evolve’ is a path-breaking talent transformation framework to train our employees and equip them for the next generation services that we deliver to customers. Through a combination of blended learning and a stringent four step assessment, the employees are certified in the ‘Target State Roles’ required by the customers. Target State roles are pivotal and now applied right from recruitment to Role based certification and performance management. ‘Evolve’ empowers every employee to take charge of their career and growth and ‘Own their game’. The Program has been recognised by the industry for its innovation and business impact and was judged ‘The Best Learning & Development Program of the Year’ in the Learning & Development Influencer Summit recently.

**Jumpstart** - During the year Hexaware launched “Jumpstart” a focused training program for employees between projects to ensure they are quickly adjusted for the business pipeline. This ensures a supply of internal talent for new business, motivates employees, and improves our utilisation levels.

**Insights** - The Peer to Peer connect Learning program, ‘INSIGHTS’, are bite-sized sessions on new and emerging tools and technologies conducted by our own Subject matter Experts on areas like Computer vision, Quantum programming, Design Thinking, etc. The program helps create awareness of new tools and trends in the market and has been well received by our employees.

**Organisational Development** - During the year the company re-launched the updated organization development programs for our employees. Examples include programs for Leadership capability for Managers and Senior Leaders, Project Management excellence, Business Consulting and Business Analysis. These programs have been further reinforced by adding individual Coaching to all consultants to help them apply the skills and competencies in their work environments with guidance from experts. During the year, Hexaware has also launched a pilot program to coach and develop a fountain head of talent for the organisation.

**Communication Development** - Effective business communication is a key skill in the modern delivery today. This is also one of the biggest gates in talent acquisition in the Indian market. During the year, Hexavarsity rolled out a new and improved tool-based assessment for English Proficiency and Communication. The Company additionally launched a global program on enhancing communication through a four-stage program focusing on English Proficiency, Speaking, Listening & Writing effectively in business environment. Hexavarsity also supports the employee driven, voluntary club ‘Toastmasters’, members of the ‘Toastmasters International’, are focused on promoting communication and public speaking. The Hexaware Toastmasters’ club won the coveted President’s Distinguished Club for 2019-20.

**Campus Training** - Hexavarsity plays a key role in training fresh campus graduates every year for the Company. The program has gone through thorough continuous improvements over the years and is a key enabler of fresh talent into the Company. Hexavarsity switched the training seamlessly to an online, virtual format during the pandemic ensuring there is no disruption in the campus training and induction.

To ensure higher control and quality of the Campus graduate intake, during the year, Hexavarsity launched ‘Segue’ a unique early engagement program in selected colleges. Through this program, Hexaware pre-selects Campus graduates during their early years in college, trains them early and gets them industry ready. This program ensures the identification of talented students early on for the Company and bring them on board.

**MOU with ICT Academy** - During the year, the Company signed a MOU with The ICT Academy, Tamil Nadu, to sponsor talent development of students identified by them and help them prepare for the expectations of the IT Industry. Hexavarsity conducted training workshops, provided certified trainers, helped define the curriculum and assessments and shared best industry practices for this program during the year.

**Management Trainees** - During the year, our Company successfully inducted Management graduates from top business schools to nurture and develop future leadership talent for the company. Hexavarsity played a key role in their induction and training during the year.

**Professional Certifications** - The Company also continues to invest on external certifications for its consultants.
Employee Training Programs

<table>
<thead>
<tr>
<th>Training Topics</th>
<th>Junior Management</th>
<th>Middle Management</th>
<th>Senior Management</th>
<th>UC, UE, UW</th>
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</thead>
<tbody>
<tr>
<td>Behavioural</td>
<td>9.4</td>
<td>9.1</td>
<td>7.1</td>
<td>0.1</td>
</tr>
<tr>
<td>Domain</td>
<td>3.5</td>
<td>8.3</td>
<td></td>
<td>10.0</td>
</tr>
<tr>
<td>Induction</td>
<td>6.0</td>
<td>6.0</td>
<td></td>
<td>6.0</td>
</tr>
<tr>
<td>KYO</td>
<td>3.5</td>
<td>4.3</td>
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<td>5.2</td>
</tr>
<tr>
<td>Language</td>
<td>1.0</td>
<td>1.4</td>
<td>2.0</td>
<td>1.0</td>
</tr>
<tr>
<td>Others</td>
<td>0.6</td>
<td>1.0</td>
<td>1.0</td>
<td>1.0</td>
</tr>
<tr>
<td>Process</td>
<td>1.8</td>
<td>2.2</td>
<td>1.7</td>
<td>4.1</td>
</tr>
<tr>
<td>Process &amp; Project</td>
<td>5.6</td>
<td>2.8</td>
<td>3.0</td>
<td></td>
</tr>
<tr>
<td>Management</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Technical</td>
<td>8.8</td>
<td>14.3</td>
<td>16.7</td>
<td>1.4</td>
</tr>
<tr>
<td>Grand Total</td>
<td>40.3</td>
<td>49.5</td>
<td>31.5</td>
<td>28.8</td>
</tr>
</tbody>
</table>

Redressal Mechanism

A Cordial Working Environment Policy has been institutionalized, which guarantees creating an encouraging workplace for its employees to seek support and remedial action, should they believe to be subjected to any form of harassment.

The Company has also established a Prevention of Sexual Harassment (POSH) policy in line with the requirements of the Sexual Harassment of Women at Workplace Act, 2013(Prevention, Prohibition and Redressal). The Company communicates about the policy through various programs and at regular intervals to the employees. It has set up an Internal Complaints Committee (ICC) both at the registered office, and at every location where it operates in India in accordance with the Act. It is chaired by a senior member and has an external woman representation. Workshops and awareness programs are organized for raising employees’ awareness regarding sexual harassment.

Employee Welfare

Several initiatives have been introduced for employee welfare.

Counselling - Employees may become stressed due to personal or professional issues which may hamper their productivity. To help its employees, Hexaware has partnered with 1 to 1 Helpnet to provide anonymous counselling services to its employees which can be used anywhere, anytime. The Company supports its employees and works toward addressing issues which may affect employees’ wellbeing, work performance, workplace morale and mental health.

Doctor on call - The Company has appointed an in-house doctor for consultation within the campus as well as on-call, to create a positive impact for employees and ensure group cohesiveness.

Cordial Work Environment - A cordial work environment is not only beneficial to the company but also for an individual's physical, mental, and emotional health. Hexaware provides equal opportunities to all potential candidates as well as existing employees and tries to ensure a harassment-free work environment. The company has conducted training sessions for employees to help them better understand the concept of harassment and its repercussions.

Staff Welfare Guidelines - The Company organizes team outings, office picnics, treks, and other sporting and cultural events to ensure that all team members get an opportunity to bond, and rejuvenate and take care of their physical wellbeing.

The Following programs were initiated towards the well-being and safety of the employees

A. Medical Care – To create Covid related awareness and to provide health & diet tips in consultation with experts from reputed hospitals, which involved Experts from reputed Hospitals to provide great insights.
B. Ergonomics care in collaboration with a reputed brand to help employees combat the pandemic situation.
C. Eye Care to help reduce stress, enabling which enabled our employees and their loved ones to practice for self-care and also for their loved ones.
**Employee Initiatives during Covid-19 Pandemic**

The employees at Hexaware began working from home in early March 2020. They were provided with all the necessary requirements/equipment to enable work from home and ensure there was no customer disruption.

- War room was set up to ensure smooth transition to work from home. This supported technology and personal requirements, including relocation support/advice
- Hexaware arranged for COVID-19 tests for staff who visit office on a rotational basis
- Hexaware provided vouchers for all employees to fulfil their requirements while working from home (e.g., ergonomic chair, headset, etc.)
- Employees at Hexaware could claim internet expenses incurred by them as part of ‘Work from Home’ strategy
- The company implemented various people initiatives to ensure their overall well-being, including counselling sessions, motivational talks, cooking sessions, medical awareness sessions by reputed doctors etc.
- The company circulated guidelines on pandemic vigilance and response, we sent SOPs to manage the COVID-19 outbreak, strategies relating to returning to office, and the Dos and Don'ts for employee safety.
- The company has been doing real-time tracking and monitoring of COVID-19 cases for its employees and their families.

**Other benefits**

**Post-employment benefits and other long term benefit plan**

Payments to defined contribution retirement schemes are recognised as an expense when the employees have rendered service entitling them to such benefits.

**Short term employee benefit**

The undiscounted amount of short term employee benefits expected to be paid in exchange for the services rendered by employees is recognised as an expense during the period when the employee renders those services. These benefits include compensated absences such as leave expected to be availed within a year, statutory employee profit sharing and bonus payable.

Some other employee benefits include:

1. Provident Fund
2. Gratuity
3. Employees state insurance

4. Leave
5. Group medical care
6. Personal accident
7. Term life
8. Car lease
9. ESOPs

**Employee Stock Option Plans (ESOP)**

The Company has introduced various employee stock options plans/restricted stock unit plans from time to time to motivate, incentivise, attract new talents and inculcate the feeling of employee ownership, and reward employees of the Company and employees of Subsidiaries. The Nomination and Remuneration Committee administers these plans. The stock option plans are following Securities and Exchange Board of India (Share Based Employee Benefits) Regulations, 2014 (“Employee Benefits Regulations”) and Companies Act, 2013, read with the Rules issued thereunder.

There have been no material changes to these plans during the financial year. No employee was issued stock options during the year equal to or exceeding 1% of the issued capital of the Company at the time of grant.

**During the year 2020, following were the exercise made by employees and grant made to employees/director under ESOPs:**

- 1,946,134 options were exercised, and the Company allotted 1,946,134 equity shares of ` 2/- each (face value) to the employees on such exercise.
- 1,322,141 Restricted Stock Units (RSUs) were granted under 2015 scheme during the year 2020.
Hexaware believes that the profits/economic value cannot be generated unless it is created on the foundation of ethics and responsibilities. Bearing this in mind, Hexaware is working towards creating an environment that provides equal opportunity, avoids discrimination, and where employees feel “valued”. It imbibes these principles in the process of hiring, promoting and treating the employees and does not discriminate against any caste, colour, creed, religion, gender, disability or sexual orientation. Hexaware has the following policies for employees:

1. **Code of Conduct**: This policy defines the 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 employees, clients, vendors, and partners; interaction with competitors; as well as in financial areas.

2. **Anti-bribery**: Hexaware Company is committed to the prevention, deterrence and detection of fraud, bribery and all other corrupt business practices. The Company conducts all its business activities with honesty, integrity and the highest possible ethical standards. All The Company and all its employees Employees worldwide are prohibited from engaging in any acts of bribery or corruption.

3. **Job Rotation**: The Hexaware job rotation policy provides opportunities to employees to explore new assignments and roles. It is an initiative to facilitate employee career development, ensure job satisfaction while meeting organization’s business needs.

4. **Sexual harassment**: Hexaware Technologies Limited is an equal opportunity employer and is committed to creating a workplace that is free from all forms of harassment. All female Hexawarian have the right to work in an environment free from any form of discrimination and conduct which can be considered coercive or disruptive, particularly behaviour that is tantamount to sexual harassment as defined in this policy

5. **Whistle Blower**: Hexaware Whistle Blower Policy has been unveiled as a mechanism to encourage a climate of open communication within the company to report concerns at the earliest opportunity including the violation of the code Any code, and thus averting a larger issue in the future. The purpose of this policy is to enable a person who observes an unethical practice, to approach a Whistle Blower committee, without directly without necessarily informing their supervisors. Employees and others are encouraged to use guidance provided by this policy for reporting all allegations of suspected improper activities.
Awards and Recognition

1. World HRD Congress 2021
   - Excellence in Training & Development Award. An overall award for Best Results-Based training
   - Best Enterprise learning platform implementation

2. Learning & Development Influencer Summit & Awards 2021
   - Outstanding Learning & Development strategy
   - Best Learning & Development program
   - Best Learning & Development Leader of the year

During the year HexaVarsity has obtained below mentioned awards:

3. Hexaware is now Great Place to Work® - certified™ – an acknowledgement of the people practices and a recognition of the company’s focus on building a great workplace culture. This is to certify that Hexaware Technologies LTD has successfully completed the assessment conducted by Great Place to Work® Institute, India, and is certified as a great workplace. This certificate is valid from March 2021 to February 2022.

Key HR Initiatives
Rewarding and recognising the colleagues (R&R)

A high-performance and high-recognition culture keeps teams motivated. The Rewards and Recognition framework at Hexaware, recognises teamwork, success and hard work. The company then rewards employees with several programmes to honour our top performers and loyal employees.

High Performers Club (HPC)

This special recognition programme is for those who deliver sustained performance over multiple consecutive years. These individuals are felicitated by the CEO of the company and other Management Council members in the presence of their families during Hexaware’s annual event, YUVA. The senior management team works with HPC members to leverage their capabilities and strengths for fast-tracking their growth and that of the organisation.

Veterans of Hexaware – Long Service Awards (LSA)

LSA celebrates loyalty and service tenure for every 5-year milestone, serving as a motivational lever for the people at Hexaware and strengthening the company’s organisational culture. These awards further build customer confidence as
they see value in long-term association with the company. As part of LSA, the company gives a congratulatory trophy and certificate to the employees completing the tenure milestone and send an email to the entire organisation celebrating them.

1,029 employees received LSA in 2020

Employee Engagement

Hexaware commemorates the accomplishments of their colleagues – be it professional or personal. Together, the company make memories at work that help to build enduring bonds with employees and engage with them across a variety of platforms. During the year, the company engaged with their people across a variety of platforms.

Hexaware Leadership Lantern Series

This programme allows the Company to connect with their global employee base, listen to them, address their queries, provide clarity on a myriad of issues and seek feedback.

HexaStars

The Company conducted performance awards ceremony – HexaStar Awards 2020 – virtually. The global event was attended by the people and the clients’ C-suite executives.

YUVA

The annual event, YUVA, is the most awaited occasion at Hexaware. It is spread across days and witness participation from various lines of businesses. It is an amalgamation of culture, and a display of creative and competitive spirit, team work and team bonding.

Celebrating Personal Milestones

Hexaware creates beautiful memories with its colleagues by celebrating their birthdays, weddings, anniversaries and the birth of a child at the account level. These programmes make our people feel valued and drive home the point that their personal lives matter to us as much as their professional contributions.

Connecting with Colleagues’ families

Hexaware connects with its colleagues’ families, from their parents to their children, in a unique way. The company organises several programmes such as Hexa Kids’ Day where the children of the employees join the company for a fun-filled day within the company’s premises. Fam Jam Weekends were initiated during the lockdown to engage with the colleagues and encourage them to spend time with their loved ones at home with activities such as kids’ disco, cooking sessions and spa Sundays.

The FIT Project

It is an initiative to help redefine employee wellness. Through our Employee Wellness Programme, the company engaged with its employees by taking care of their wellness in the virtual world and contributing positively to their overall well-being with programmes such as virtual yoga sessions and Zumba classes.

Through our Employee Wellness Programme, the company engaged with its employees by taking care of their wellness in the virtual world and contributing positively to their overall well-being with programmes such as virtual yoga sessions and Zumba classes.
Diversity and Inclusion

OUR BELIEF

Diversity and inclusion are not just good on their own - they are also good for business.

Key D&I Initiatives

- **Koffee With Keech**
  - Employees get to interact directly with the CEO every month on various D&I topics. The dialogues from these sessions have been the basis of several sweeping changes in our policies and culture.

- **Annual Hexaware Diversity Trophy**
  - Based on the chosen topic of the year, every global location will participate and compete for the prestigious Hexaware Diversity Trophy. This helps all our global employees understand, respect and celebrate the amazing diversity we have in Hexaware.

- **Rising W@H**
  - A leadership program that is designed to create a pool of talented women leaders with the aim of building a more diverse team to take Hexaware to the next frontier.

- **Humans of Hexaware**
  - Humans of Hexaware is a treasure trove of beautiful and inspiring stories that celebrate the diversity at Hexaware.

- **We Celebrate Different**
  - All locations celebrated a festival of a different country to reiterate our commitment to making Hexaware the epitome of an inclusive community.

- **Global Handprints on Canvas**
  - We celebrated the different facets that make us stronger together by pasting our hand prints on canvas and signing it off with ‘What diversity means to us’ in different colours across all global locations.
**Key D&I Initiatives**

**Leadership Lantern Series**
In this powerful weekly series, we take care to ensure that the topics address the issues and concerns of all sections and regions of the company. Each session is interactive and offers equal opportunity to everyone to question and to learn.

**‘Pay it Forward’ Initiative**
A concept where we did small acts of kindness for our colleagues and nominated others to do it too. This initiative pushed the envelope of inclusivity by recognizing that women were bearing the brunt of WFH and looked to provide them with a better work-life balance.

**The World On A Plate**
The world on a plate initiative celebrates diversity, through the food and the love of food. Each region is given a cuisine from another Hexaware global location which they will have to learn about, creatively interpret and present and will be judged by the host location.

**Snapshots From Home Series**
A Yammer-based program that engages all the employees of Hexaware with different weekly topics which kept the diversity and inclusivity factor in mind.

**Different Strokes**
A platform/chance to nominate individuals or colleagues with a unique talent to get featured in Hexaware World.

**FanJam Weekends**
In this fun and interactive way of enhancing our employee experience and bonding with their families, we ensured every geography got customized events. It was a great example of how successful initiatives are adapted globally to ensure that every region and all diversities feel a sense of belonging and oneness with the organization.

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**Supportive Organizational Policies**

**Employee Friendly Policies**
- Maternity benefits
- Flexible working options
- Cordial workplace
- Work from Home
- Sabbatical policy
- Mother’s Shift
- Gift of Time (Special Leave and celebrating family time)
- Equal Opportunity Policies - Recruitment, Performance Management and promotions

**On-Campus Support**
- Infrastructural Support for the differently abled - including access to the facilities, special equipment (hardware and software) to do the job
- Childcare center
- Infirmary with Nursing Room
- Doctor on Call & health camps
- Employee Assistance Program/mental and emotional well being

**Resolution of Women Specific Issues**
- Counseling Sessions
- POSH/ ICC
- Women@ Hexaware (W@H) forum

**Diversity Metrics**

<table>
<thead>
<tr>
<th>Gender Diversity</th>
<th>APAC</th>
<th>Europe</th>
<th>Mexico</th>
<th>US</th>
<th>India</th>
</tr>
</thead>
<tbody>
<tr>
<td>Male</td>
<td>58%</td>
<td>74%</td>
<td>73%</td>
<td>79%</td>
<td>68%</td>
</tr>
<tr>
<td>Female</td>
<td>42%</td>
<td>26%</td>
<td>27%</td>
<td>21%</td>
<td>32%</td>
</tr>
</tbody>
</table>

Diversity is beautiful, inspiring and powerful. Our 20,000+ strong & vibrant workforce work from 37 global offices across different time zones.

Gender diversity is an integral part of our work culture and around 31% of our workforce are women.

**88 Nationalities**

**31% Women**
Energy Management

Highlight of the chapter:
- Natural Capital - Natural resources such as water, land and energy, which we either utilise or impacted by our operations.
- Reduction in energy consumption - 43%
- Reduction in water consumption - 34%

Businesses and individuals around the world are grappling with global warming and carbon emissions. Because the rate of increasing demand exceeds the pace of replenishment of natural resources, it is vital to use scarce resources efficiently and effectively. Hexaware ensures that environmental sustainability is included into their operations by implementing and taking the appropriate actions and measures. The Corporation is concerned not only with economic growth, but also with long-term sustainability. Since 2013, Hexaware has worked to achieve ESG (Environmental, Social, and Governance) requirements to ensure value development.

Hexaware, is an IT company, therefore it has a much lower environmental impact, yet it takes a holistic approach to mitigating risks and improving its environmental performance. The Company actively seeks for chances to reduce its environmental footprint and operates business in an environmentally conscious manner.

Key highlights of initiatives taken
- Tied up with Environmental Foundation of India (EFI) for pond restoration projects to scientifically refurbish and restore the water bodies in Chennai. Four ponds have been restored so far.
- Through the ‘Clean and Safe Neighbourhood’ project various initiatives such as solar streetlights, tree plantation, clean-up drives and wall painting in schools have been implemented.

Green Initiatives

Hexaware began many green initiatives to become more eco-friendly to reduce the impact of business operations on the environment.

- As part of the Green Initiative -Corporate governance report, Directors' report, audited financial statements, Auditors' report, notifications calling the Annual General Meeting and other documents are provided electronically to members whose email addresses are registered with the company / depositories.
- The Annual Report and Sustainability Report will also be made available through online sources such as company's website, websites of stock exchanges (NSE & BSE), and website of depositaries (NSDL). This is done to save paper and provide information to the relevant stakeholders through electronic form to save time, money, and efforts.
- As per Section 108 of the Companies Act 2013 and Rule 20 of the Companies (Management and Administration) Amendment Rules, 2015, Hexaware provides e-voting facility to all its members for casting of votes on all the resolutions of the company. The facility of e-voting would also be made available during the AGM so that members who were unable to cast their votes can do so in the AGM.

Hexaware is complaint with ISO 14001
Energy Conversation

Energy conservation is critical when it comes to reducing an organization’s carbon footprint. Hexaware has been on a mission to effectively lower its energy use through a range of initiatives, including the utilisation of renewable energy and investments in energy-efficient technologies. One of the simplest and most successful strategies of energy management is energy conservation.

Alternative Sources of Energy

Hexaware is decreasing its energy usage by focusing on energy efficiency and by using renewable energy. In accordance with SDG 7, Hexaware is committed to using renewable energy in its business operations. Energy efficiency and conservation are crucial for a company like Hexaware has taken a variety of measures to reduce energy consumption on its campus and elsewhere. The Company undertook several initiatives to conserve energy:

- The Chennai Siruseri Campus has a rooftop solar system of 1,124 kW. The Mumbai campus has a rooftop solar system of 114 kW. Power generated in 2020 from these systems stood at 16,57,825 units in Siruseri and 1,45,558 units in Mumbai as against 16,74,058 and 1,50,826 units, respectively, in 2019.
- Availed 4.3 million units of wind energy during 2020 against ~8.1 million units in 2019 as captive power consumer through third-party private power agency.

Hexaware encourages the adoption of alternative energy sources to meet its energy needs in order to reduce the climate change risks associated with traditional energy sources. The total renewable consumption of Hexaware has decreased from 98,67,671kWh in 2019 to 60,73,889 in 2020 because of an overall decrease in energy consumption during the year. Most of the employees were working from home and overall energy consumption decreased.

<table>
<thead>
<tr>
<th>Renewable Energy (kWh)</th>
<th>2020</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Renewable Energy Consumed (Solar)</td>
<td>17,78,364</td>
<td>17,97,109</td>
</tr>
<tr>
<td>Total Renewable Energy Consumed (Wind)</td>
<td>42,95,525</td>
<td>80,70,562</td>
</tr>
<tr>
<td>Total Renewable (kWh)</td>
<td>60,73,889</td>
<td>98,67,671</td>
</tr>
</tbody>
</table>

62.07% - Share of renewable energy in total power consumption in 2020

Energy Consumption per employee (KwH/FTE/month)

<table>
<thead>
<tr>
<th>Year</th>
<th>Energy Consumption per employee (KwH/FTE/month)</th>
</tr>
</thead>
<tbody>
<tr>
<td>2020</td>
<td>1157.03</td>
</tr>
<tr>
<td>2019</td>
<td>2032.23</td>
</tr>
<tr>
<td>2018</td>
<td>2461.52</td>
</tr>
<tr>
<td>2017</td>
<td>2878.64</td>
</tr>
<tr>
<td>2016</td>
<td>3116.89</td>
</tr>
</tbody>
</table>

Successfully moderated the energy consumption per employee over the years.

Energy Consumption by source- 9896067KWH
### Total Power Consumption - 2020 (In KWH)

<table>
<thead>
<tr>
<th>Location</th>
<th>Electricity</th>
<th>Wind Power</th>
<th>DG</th>
<th>Solar</th>
<th>Total Power Consumption (In KWH)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chennai</td>
<td>663739</td>
<td>4295525</td>
<td>88357</td>
<td>1657825</td>
<td>6705446</td>
</tr>
<tr>
<td>Pune</td>
<td>1102380</td>
<td>NA</td>
<td>19479</td>
<td>NA</td>
<td>1121859</td>
</tr>
<tr>
<td>Mumbai – MBP</td>
<td>1390761</td>
<td>NA</td>
<td>903</td>
<td>120539</td>
<td>1512202</td>
</tr>
<tr>
<td>Mumbai - Loma</td>
<td>554661</td>
<td>NA</td>
<td>1899</td>
<td>NA</td>
<td>556560</td>
</tr>
<tr>
<td><strong>Total Consumption</strong></td>
<td><strong>3711541</strong></td>
<td><strong>4295525</strong></td>
<td><strong>110638</strong></td>
<td></td>
<td><strong>9896067</strong></td>
</tr>
</tbody>
</table>

### Emission Management

3,613 MTCO2e - GHG emission reduced by Hexaware in 2020

Hexaware recognises the importance of environmental issues and takes steps to embrace efforts to move towards a low-carbon economy. As a result, in accordance with SDG 13, Hexaware put sincere efforts in combating climate change. Climate change may have an impact on the organization’s operations, including resource availability and cost, risk management, and long-term planning.

<table>
<thead>
<tr>
<th>S.No</th>
<th>UoM</th>
<th>Quantity</th>
<th>Quantity(KL)</th>
<th>Emission Factor</th>
<th>kgCO2e</th>
<th>MTCO2e</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Scope 1</strong></td>
<td></td>
<td>Diesel Consumed in DGs</td>
<td>KL</td>
<td>55014</td>
<td>55.014</td>
<td>2.68 (kgCO2e)/ litre</td>
</tr>
<tr>
<td></td>
<td>Diesel Consumed in buses</td>
<td>KL</td>
<td>77277</td>
<td>77.277</td>
<td>2.68 (kgCO2e)/ litre</td>
<td>207102.36</td>
</tr>
<tr>
<td></td>
<td>Diesel Consumed in 4 Wheelers</td>
<td>KL</td>
<td>53073.6</td>
<td>53.0736</td>
<td>2.68 (kgCO2e)/ litre</td>
<td>142237.25</td>
</tr>
<tr>
<td></td>
<td>Petrol in 4 Wheelers</td>
<td>Litres</td>
<td>0</td>
<td>0</td>
<td>2.43 (kgCO2e)/ litre</td>
<td>0</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td></td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td><strong>Scope 2</strong></td>
<td>Electricity Purchased</td>
<td>Kilowatt Hour</td>
<td>3711541</td>
<td>0.82</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td><strong>Scope 3</strong></td>
<td>Air Travel</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
<tr>
<td></td>
<td>Paper Waste</td>
<td>kg</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
</tr>
</tbody>
</table>

### Water Management

Hexaware largely uses water for domestic purposes and it has put in place efficient water management practices. The company undertakes wastewater recycling and rainwater harvesting, and have installed effluent treatment plants (ETPs) to conserve and reuse water.
Waste Management

The waste generated by the company majorly is e-waste, dry waste (largely paper waste) and wet waste (primarily from the café). The company installed an organic waste converter that converts food waste from the canteen to manure and undertakes composting of organic waste from the canteen and kitchen. The company deploys authorised agencies to dispose e-waste and hazardous wastes and recycle paper waste.

### Water Management - Quantity 2020 (in KL)

<table>
<thead>
<tr>
<th>Total Water Used</th>
<th>95655</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Water Recycled</td>
<td>26264</td>
</tr>
<tr>
<td>Rain water harvested</td>
<td>2560</td>
</tr>
<tr>
<td>Total water reused</td>
<td>28824</td>
</tr>
</tbody>
</table>

### Location - Total water Consumption - 2020 (in KL)

<table>
<thead>
<tr>
<th>Location</th>
<th>Rain water harvested 2020 (In KL)</th>
<th>STP treated water quantity (in KL) - 2020</th>
<th>Total Water Reused (in KL)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chennai</td>
<td>2356</td>
<td>20939</td>
<td>23295</td>
</tr>
<tr>
<td>Pune</td>
<td>204</td>
<td>5325</td>
<td>5529</td>
</tr>
<tr>
<td>Total</td>
<td>2560</td>
<td>26264</td>
<td>28824</td>
</tr>
</tbody>
</table>

- **34%** - Reduction in total water consumption in 2020
- **61.2%** - Share of recycled water in total water consumption in 2020
- **27.46%** - Water recycled in 2020

### STP treated water quantity (in KL) - 2019 & 2020

<table>
<thead>
<tr>
<th>Location</th>
<th>STP treated water quantity (in KL) - 2019</th>
<th>STP treated water quantity (in KL) - 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Chennai</td>
<td>55492</td>
<td>20939</td>
</tr>
<tr>
<td>Pune</td>
<td>11947</td>
<td>5325</td>
</tr>
<tr>
<td>Total</td>
<td>67439</td>
<td>26264</td>
</tr>
</tbody>
</table>
Hexaware’s CSR classification strategy is as follows for the CSR initiatives:

Types of Projects:

1. **Flagship Programs**
   - These are unique programs that are conceptualized, funded and run by Hexaware.

2. **Sustainability Employee Engagement Programs**
   - These programs actively involve our employees in cementing various CSR strategies into the Hexaware brand while engaging them in numerous volunteer-run events.

3. **Programs Aligned with National Themes**
   - These are programs that are in line with India’s key development agenda that help to foster effective partnerships between corporates, NGOs and the government leading to social development.

4. **Stakeholder Management Programs**
   - These are niche Programs that are conceived, planned and driven by the core Management team.

Nowadays, Corporate Social Responsibility (CSR) has become an integral aspect of business operations. CSR activities allow a firm to donate a portion of its revenues to society, the environment, and the community as a whole community. Businesses use resources in order to operate and survive, and as responsible corporate citizens of the country, they must implement CSR programmes.

As a responsible business, Hexaware supports local communities. They have set up a robust social responsibility framework to ensure sustained value creation. Hexaware participates in strategic and comprehensive philanthropy activities in order to foster inclusive growth and value development for the company’s stakeholders. Education, Women Empowerment, Environment, Health and Sanitation, Sports, Art and Culture, Natural Calamities and Disaster Relief, and Rural Development are all areas where CSR initiatives are focused. The CSR programs can be found in greater details in Hexaware’s Corporate Social Responsibility Annual Report 2020.
CSR programmes are deliberately created, implemented, and monitored and improved on a regular basis. On a quarterly basis, Senior Management and Board Members assess and monitor programmes, while the CSR committee analyses the programme monthly. To keep the CSR initiatives effective, necessary corrective steps are conducted from time to time. To guarantee that there are no gaps between the planning and implementation phases, the organisation maps the progress of the projects against the current goal. Hexaware collaborates with Goodera, which provides CSR compliance guidance and simplifies the monitoring and evaluation of CSR programmes.

**Key Social Outreach Programs:**

**Education:**
- Supporting the Space Kidz India team
- Udaan empowers children, especially daughters of women in red light areas
- Digital and Financial Education trains teachers in 23 government schools of Chennai and Mumbai
- Scholarships for underprivileged and meritorious students
- Partnered with Apne Aap Women’s Collective (AAWC) (145 beneficiaries), American India Foundation (3,450 people reached), Idea Foundation (430 people reached)

**Skill Development**
- Skill development training for employability for youth from marginalised sections and gainful employment in the high growth service sector
- Provided training to people with disability to get employment in the retail industry.
- Partnered with Magic Bus Foundation and Terrain, benefiting 600 youths and 325 people, respectively.

**Women Empowerment**
- Umeed provides alternative livelihood opportunities for women in red light areas.
- Complete Care Programme that includes healthcare and education support to girls living on the streets
- Collaborated AAWC and Rainbow Homes reaching 200+ children in Mumbai and Chennai.

**Health and Sanitation**
- The Nutritional Outreach Programme provides nutrition counselling, customised diet planning, and food and nutritional supplements to underprivileged children with paediatric cancer and supports their families
- Intervention Programme for the comprehensive development of children ‘at risk’ of development disabilities in the age group 0-7 years
- Promoting hygiene and sanitation practices in government schools
- Partnered with Cuddles Foundation for three hospitals, V-Excel Educational Trust, helping 274 children and Yuva Unstopable, supporting 21 government schools.

**Sports**
- Tied up with Olympic Gold Quest supporting 3 junior women athletes and 20+ para-athletes in sports training with coaching and the necessary equipment.
- Encourage employees to participate in various charity marathons and through which we support various NGOs namely Dream Runner Foundation, AAWC, Save The Children, Manav Foundation, Helen Keller, Katalyst Foundation and Vidy & Child Foundation.

**Categorisation of CSR programs**

The following tables contain CSR programs under four different categories along with the implementation partners of each program.
Flagship Programs

<table>
<thead>
<tr>
<th>Sr.No.</th>
<th>Project</th>
<th>Implementation partner</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>Early Intervention &amp; Vocational Training Program</td>
<td>V-Excel Trust</td>
</tr>
<tr>
<td>2</td>
<td>Rainbow Home Program</td>
<td>Rainbow Foundation India</td>
</tr>
<tr>
<td>3</td>
<td>Umeed and Udaan Program</td>
<td>Apne Aap Women’s Collective (AAWC)</td>
</tr>
<tr>
<td>4</td>
<td>Pankh Program</td>
<td>Trust for Retailers and Retail Associates of India (TRRAIN)</td>
</tr>
<tr>
<td>5</td>
<td>Computer for All Program</td>
<td>Team Everest</td>
</tr>
<tr>
<td>6</td>
<td>Holistic nutrition support and food Program for Cancer</td>
<td>Cuddles Foundation</td>
</tr>
<tr>
<td>7</td>
<td>Katalyst Program</td>
<td>Human Capital for Third Sector</td>
</tr>
<tr>
<td>8</td>
<td>Youth Skilling Program</td>
<td>Magic Bus</td>
</tr>
</tbody>
</table>

Key Initiatives during the year

1. EI team were involved in the planning for the Pongal festival at the centre. Activities such as "Uriyadi", "Rekla race", "Walking on textures", "Transplanting", "Stacking", "Go-together", "Garlanding the bull", "Do it yourself corner", "Parent corner" and "Photo corner" were planned.
2. Team has started using mobile app to identify unique beneficiary which was not available earlier.
3. New assessment formats were created with the use of updated assessment tools such as Portage and other sensory simulation activities kit.
4. Online therapy sessions are now being conducted. In addition, therapists also conduct home visits to help children, keeping the safety of everyone concerned as a top priority.
5. Implementation of Avaz (assistive device) in speech and communication for children aged 3+ years
6. Online systems have been updated to maintain all record-keeping current and up to date.
7. 10 Samsung tablets with AVAZ app procured

Key achievements during the year

- 2000+ hours, in total, of therapy sessions conducted for 39 male and 12 female children on a monthly basis
- 10 technical staff, including therapist, special educator, & counsellor were trained for 328+hours.
- 50+ Caregivers/ Parents trained in areas such as Child observation, ADL, Speech facilitation, play etc. by conducting online training.
- 33 Center Based Counselling Sessions and 18 Home Based Counselling Sessions were conducted

Vocational Training Program

The goal of the Vocational Training Program is to help disadvantaged persons enhance their talents while simultaneously providing professional training and work prospects. People with disabilities are trained to run printers, laminating machines, and several other tasks in a printing shop at vocational training centres in Mylapore, Chennai. The program also provides support for running printing shops.

The installation of paper cutting, binding, shredding, and laminating machinery was the first step in the programme. The trainees have also completed and delivered a variety of external assignments.
Key activities during the year

1. Team delivered on screen printing orders of 14 different chocolate wrappers for Kocoatrait and also printed corporate logos on face masks.
2. Arranged online counselling services for all parents through web sessions thrice a week on various topics such as Therapeutic (fine motor skills, eye-hand coordination, focus and concentration, sitting tolerance), Soft skill training (communication and social skills, listening skills, vocabulary), Cognitive development (sequencing, following instructions, logical thinking), Vocational academics, Counselling, Occupational and Physical Therapy, Life skills and Computer skills etc
3. Number of web sessions conducted: 55
4. Trainees prepared the regular notebook and also started preparing planners as well

Key Achievements:

- 11 beneficiaries supported to enhance their skill sets
- 45+ Hrs. of training conducted on an average for the beneficiaries for each month
- 6+ Hrs. of weekly training conducted on social and life skills on an average
- Online counselling services with web sessions were conducted for all parents thrice a week on various topics

Activities

Before Covid

1. Nutritious meals and snacks were provided to children as per the diet chart.
2. Sessions on topic “Team Capacity Building”, “Personal Hygiene”, “Speak Out class”, “Cleanliness, food habits”, “Good habits” were conducted
3. Art, craft and dance workshops were conducted for the beneficiaries
4. All Homes celebrated Republic Day and conducted approx. 4 art, craft & dance classes on average
5. Health camps were conducted for blood test, medical treatment and vaccinations as per plan.

Post Covid

1. Regular cleanliness and hygiene standards were maintained to prevent Covid 19 exposures in homes
2. For children staying back at the homes, online educational programs such as classes on spoken English, computer skills, etc. were conducted with the support from volunteering organizations.
3. Online resources available to children such as virtual tours, YouTube educational videos, online courses etc. were used to engage children
4. Continued support has been provided to all the children
5. Chennai Corporation distributed mobile devices to students in Class 10. The Rainbow home team arranged sim cards and internet connection for these children.

Outcomes

1. 240 children were provided suitable safe shelter with nutritious food
2. 10 new children were mobilized and admitted in the homes each quarter
3. Quarterly conducted 5 health check-ups camps, 6 Life skills sessions, 1 CPC meeting
4. Provide e-education facilities for 240 children and enrol new children to bridge course
5. Children identified with problems were provided mental health counselling on a need basis
6. Provided Life exposure sessions, computer, English classes and vocational training for 42 young adults
7. Beneficiaries - 215 children (Chennai)+ 25 children (Mumbai)
8. 3 Homes in Chennai and 1 Home in Mumbai

Rainbow Home Program

Hexaware Technologies is supporting a complete care program which provides educational and healthcare support to children living on the streets. This year the support is extended for 240 boys and girls in three homes in Chennai and one home in Mumbai.
**Pankh Program – TRRAIN**

Hexaware Technologies is supporting the Pankh Program, which aims to train people with disabilities (PwD) and providing them with employment opportunities in retail industry. The initiative aims to create sustainable livelihoods for PwD and to promote inclusive growth in retail sector. Hexaware makes this program possible with Trust for Retailers and Retail Associates of India (TRRAIN trust) as its implementing partner. The beneficiaries are persons with speech and hearing disability and persons with locomotor disabilities between the age of 18-28 years who have completed their SSC/ SSLC. They come from the low-income communities whose families are mostly engaged in the informal sector.

**Activities**

1. 60 days training: Counseling, English, Life skills, Computers, Work readiness, Retail Maths, Customer handling and Cashiering
2. Network of over 150 retailers across the country, Supporting interviews, induction, on the job training, post placement counseling
3. Post the placement; the Pankh team provides support to retailers to match the roles vs disabilities, help the induction process and conduct Sensitization Workshop for the retailer staff. The team keeps in touch with the trainee and employer up to 45 days' post placements, and the retention tracking is done up to 3 months from the date of joining.

**Key achievements:**

- 470 PwD trainees trained in the program so far
- 60% of the trainees have been placed in the program (i.e. 280 out of 470 trainees)
- INR 9,855 is the average monthly salary of the placed trainees

**Computer for all Program**

Hexaware Technologies is supporting Team Everest to set up computer labs in 10 government schools with an aim to improve digital literacy and increase motivation for students to attend school.

**Activities**

1. Across the 10 schools, 93 computer sessions were conducted before lockdown started
2. Team conducted a monthly review meeting with the appointed staff.
3. One surprise visit was conducted in each school.
4. Team couldn’t conduct the centralized computer exam due to lockdown
5. Team has regularly conducted monthly meeting with appointed staff.

5500 children and 10 schools were served with this program.

**Umeed and Udaan Program**

Hexaware has been supporting ApneAapWomen’s Collective (AAWC) for five years, and the company is presently running two significant CSR programs, Umeed and Udaan. AAWC is a trafficking prevention organization that helps women and their children in Mumbai’s red-light areas of Falkland Road and Kamathipura. AAWC team provides the beneficiaries with services under the theme of education, health, finance, recreation, empowerment, and shelter home, thus enabling the beneficiaries to lead a dignified life.
**Umeed Program**

The Umeed Program seeks to help women who have been trafficked into prostitution, with their physical, mental and economic well-being. "Umeed" is a constant empowerment program aiming for the welfare and overall development of the beneficiaries by providing them alternative livelihood options, and adequate training.

**Activities:**

1. The ration and toiletries distribution program served 300 women beneficiaries in the area of Kamathipura, Falkland Road and Turbhe.
2. 272 new enrolments of women beneficiaries
3. 17,000 + individual home visits have been conducted.
4. Around 80 centres based and area activities were conducted for women beneficiaries. 27 new members were added to the program, regular nutrition being provided
5. AAWC, Umeed continues to educate people on the documents required for ration card identification, bank account opening, Pradhan Mantri Jognan etc
6. Throughout the lockdown, beneficiaries were provided with varied story books to read and this was done as part of their English learning process
7. So far, the programme has benefited more than 12000 women beneficiaries

**Achievements:**

- Around 177 Umeed beneficiaries with HIV/AIDS/ Tuberculosis will be provided with daily nutrition and assistance for their medical treatment.
- Around 167 Umeed beneficiaries will be provided with daily Adult Literacy classes.
- 20 Umeed beneficiaries will be helped in job placement
- Promoted the social reintegration of trafficking victims, improved parent-child relationships, reduced health risks and disorders
- Greater awareness of life situations and abilities, developing useful and marketable skills to earn livelihood

**Udaan Program**

The Udaan initiative aims to empower red-light girls by offering socioeconomic mobility and preventing them from becoming trapped in the cycle of prostitution. The initiative benefited at least 145 girls between the ages of 5 and 18 in 2020.

**Activities:**

1. Health facilities includes monthly check-ups, medical referrals, quarterly medical camps, daily nutritional meals and multivitamin supplements, counselling, art therapies etc.
2. Festivals are being celebrated with the child beneficiaries in the area, as well as at the centre. Various recreational activities are also conducted in the centre to give the beneficiaries an opportunity to enjoy and relax, thus, helping them to rejuvenate themselves.
3. The beneficiaries have also been attending career guidance session organized by Yuva Parivarthan. It is an online session focusing on their soft skills development.
4. Various job -skill trainings are conducted, and job placements are provided for their economic independence

**Achievements:**

- 100% success rate in breaking the cycle of prostitution.
- Achieved 100% literacy rate.
- Around 145 Udaan beneficiaries provided with daily nutrition and multivitamins.
- Got 100% success rate in treating malnourishment among beneficiaries
- Provided job skill training and placements

**Holistic Nutrition Support and Food Program for Cancer - Cuddles Foundation**

The Holistic Nutrition Support and Food Program for cancer, aims to provide holistic nutritional supplements and food support to underprivileged children fighting cancer. Hexaware has implemented this project with the support of the Cuddles Foundation. Two government hospitals - Bharati Vidyapeeth Hospital and Deenanath Mangeshkar Hospital- are provided support from the Company. The main activities of this program includes providing nutritional supplements, psychological counselling, assessing a child's malnutrition grade, providing customized diet plans, and holistically monitoring the child until he or she is cured.

**Achievements:**

- Providing nutritional counsel
- Assessing the child’s grade of malnourishment
- Counselling family on better food choices
- Helping plan a diet that is nutritious within limited means
- Monitoring the child’s progress till he/she is cured
Key Achievements during the year:

<table>
<thead>
<tr>
<th></th>
<th>Number of counsels</th>
<th>Number of nutritional supplements</th>
<th>Number of in-meal supplements</th>
<th>Number of Ration Baskets</th>
</tr>
</thead>
<tbody>
<tr>
<td>DMH, Pune</td>
<td>3528</td>
<td>840</td>
<td>6840</td>
<td>300</td>
</tr>
<tr>
<td>Bharti Vidyapeeth, Pune</td>
<td>3216</td>
<td>1160</td>
<td>10560</td>
<td>384</td>
</tr>
<tr>
<td>KEM, Mumbai</td>
<td>2688</td>
<td>924</td>
<td>9240</td>
<td>240</td>
</tr>
</tbody>
</table>

**Family Strengthening Program**

Hexaware Technologies Limited and SOS Children’s Villages of India have partnered to implement the Family Strengthening Program (FSP) to extend support to 30 children from marginalized and disadvantaged children belonging to the most vulnerable families of Mumbai, Bangalore, Chennai, and Pune. The project aims at ensuring access to quality education and health care services to identified children.

**Key Activities:**

1. SoS has conducted many health sessions for students staying at the campus to ensure no one gets the Covid-19.
2. Training on ‘Nutritious food’ was organized for mothers in December 2020 in a village in Pune.
4. Improved standard in communication skills, computer skills, knowledge of career options, life skills etc. for children and awareness programs on child rights, child protection, hygiene, legal rights, parenting skills, etc. for caregivers and community members.

**Key Achievements:**

1. 30 children + 3 mothers across 3 shelter homes benefited from the initiative
2. 6+ awareness generation and sensitization sessions* conducted in each of the three supported villages
Katalyst Program

Hexaware Technologies is supporting Katalyst India to provide skill training and mentoring to 30 underprivileged girls who are pursuing professional degrees such as Engineering, Architecture, Medicine and Chartered Accountants.

**Activities:**
- Provided scholarship to girls with more than 70 percent attendance.
- Provided laptops on subsidised rates for online learning.
- Medical insurance for girls and their mothers was provided.
- Development training of 600 hours over 4 year was provided.
- The program benefited 40 girls.

**Key Achievements:**
- 30 underprivileged girls supported in the program
- 30 mentors identified to connect with girls for one-on-one mentoring sessions

Youth Skilling Program

Youth Skilling Program focuses on the skill development of youth from marginalized sections and to provide employment opportunities for them. This is done in partnership with Magic Bus. It targets to benefits 600 youths across 3 locations - Thane, Lonavala and Chennai. Its objective is 95% of the enrolled youth should complete their training, 70% of the trained youth should be gainfully employed and 65% of the placed youth should be retained in jobs for a minimum period of 6 months.

**Key Achievements:**
- In Lonavala, 48 youths have been placed till Dec’ 20. The balance placements are underway. Covid 19 pandemic and the subsequent lockdown of the country slowed down the placements. So far 33% placements have taken place and the remaining balance are still in process. 4 batches are still within the 90 Day placement cycle. Placements will continue till Mar’ 21 as mobility was restricted in the intervention location due to the pandemic.
- In Chennai and Thane, Mumbai, 217 young people have been placed till Dec’ 20. In Chennai we have attained an average of 70% placement rate as per the target while in Thane the placement rate is at 40%. Please note the placements will continue till Jan’ 21, as we have a 90-day placement cycle. Due to the pandemic, mobility in Thane-Mumbai has been severely limited which has slowed down the placements. 77% of the job placements have a salary range of Rs.10000/- and above.

Antar Bharati Balgram Yojana

Hexaware Technologies is supporting the overall development of orphan and destitute children of Antar Bharti Balgram. Orphaned and destitute children are supported and provided proper education and nutritional well-being through the Antar Bharati Balgram Yojana Program. Children are also taught moral values and behavioural traits. Infrastructure is developed with solar panels, computer laboratories have been established, and a mobile library is placed at the children’s doorway. For this, FY support is extended towards setting up a new computer lab in Pune, renovation of the existing lab at ITI Lonavala, and installation of a 1.5 tonne AC in all the three computer labs.

**Key achievements:**
- Benefited 100 direct Balgram children + Over 600 children of Pune library Project over 4 sadans

Digital and Financial Education Program

Digital and financial literacy are becoming increasingly important in today’s world. Private schools instil digital literacy in children from an early age, but government schools lack the essential resources and infrastructure to teach kids digital literacy. Therefore, Hexaware, through its CSR program, benevolently provides digital and financial education and STEM teaching activities to students and teachers. This ensures a computer-aided learning environment in the school, which helps in the development of children. Under this program, digital content courses are provided, financial education and financial enterprise workshops are conducted, along with various other competitions and educational workshops.

AIF has proposed a DAFE program in 23 government schools in Chennai and Mumbai.
Objectives:
1. All the enrolled teachers will teach 70% of topics with technology and DE methodologies
2. At least 3% points increase in student attendance (online and on site) for boys and girls respectively over a period of three years.
3. Increase of 10% points in learning outcomes in Maths, Science and Social Studies.
4. 25% students will be able to develop their own projects using technology

Activities:
As the nation-wide lockdown was imposed, AIFT team focused on creating interactive slides, animated videos and updated content to make it effective and up to the current standard.

- Conducting online financial enterprise workshops
- Creation of Edukit (Digital content courses)
- Organized online financial education sessions

Evolution Program
Hexaware Technologies is supporting the “Evolution Municipal School Empowerment Program” through which Hexaware will provide proper and hygienic sanitation, drinking water (RO+UV) and dish washing facilities in 10 government schools in Mumbai & Pune.

Activities:
1. Sanitation: Renovation/ New Construction of toilets, Basins for handwashing, levelling and repairing tiling, Door-pipeline-tap-window conditions, water connection, 2 sessions on Health & Hygiene
2. Drinking water: Repair of water tanks, Separating drinking water areas from dishwashing areas, RO/UV purifier
3. Smart Classroom: Includes Smart Board, Technical toolkit, Display screen, CPU, Speaker; 2 day workshop for teachers for operating smart boards
4. Identification of school, Survey of school, school and govt permissions, and end to end construction/repair works responsibility lies with Yuva
5. BCC sessions on Daily Habits, Hand wash, Menstrual Hygiene

Key Achievements:
1. Smart class was constructed in schools to enable technology driven learning environment in schools
- Sanitation infrastructure was built for 21 schools in Mumbai
- Drinking area was completely renovated. Proper tiling was done, and broken taps were repaired.

Stakeholder Management Programs

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Family Strengthening Program

The Family Strengthening Program in Alibaug, Chennai, and Pune focuses on providing long-term family-based care to roughly 30 orphaned, homeless, and abandoned children. By holding career and psychological sessions, extracurricular activities and other capacity-building programmes, this particular programme supports their overall well-being and growth. Hexaware believes in holistic development and has partnered with the SOS Village to improve the standard of living of children.

Key Achievements:

1. SoS has conducted many health sessions for students staying at the campus to ensure no one gets infected with the Covid-19 virus.
2. 6+ awareness generation and sensitization sessions were conducted in each of the three supported villages
3. Training on ‘Nutritious food’ was organized for mothers in December 2020 in a village in Pune.
5. Improved standard in communication skills, computer skills, knowledge of career options, life skills etc. for children and awareness programs on child rights, child protection, hygiene, legal rights, parenting skills, etc. for caregivers and community members.

Scholarship for School and College Students

Hexaware, in collaboration with the Idea Foundation, grants school fees, scholarships and conducts personality development programmes for deserving underprivileged youngsters. In addition, students receive appropriate educational support to complete their current studies or pursue higher education. The program aims to support 430 students in Pune, Mumbai, Chennai, Nagpur, and Coimbatore.

Key Activities:

- Providing scholarship for the payment of school fees.
- Conducting personality development sessions for children
- Sessions conducted on youth’s problem comprises of anger management, SWOT Analysis for two groups, career guidance, self-awareness, six hat thinking techniques for two groups, healthy relation, health & nutrition, art therapy, career guidance, time Management, power point and excel.

Key Achievements:

- 430 children supported with scholarships
- 92% school fees of the children have been reimbursed

IDEA has raised money for the extremely needy beneficiaries during the lockdown. Total of 42 extremely needy beneficiaries from Pune under the Hexaware scholarship project received Rs.7000/- per family through bank transfer.

- 38 Personality development sessions were organized virtually between April to Dec 2020 and an average of 50 to 60 students were participated

Young Scientist Program

The program aims to create International experiential learning for students in the field of Science, Technology, Art and Culture implemented through Space Kidz India. Our support helps the organization to constantly search for young talent in the field of Science and Technology and encourage students to opt for scientific studies in the field of Aerospace, Aeronautics, Environment and Robotics, besides the conventional stream of Engineering and Medicine.

Key Activities:

- Researching, designing, testing, and launching of the Satish Dhawan Satellite
- Organizing online science awareness workshops
- Researching and creating communication systems for the satellites

Key Achievements:

Young scientist India has been formally announced
The team designed and built the Satish Dhawan satellite structure between Oct and Nov 2020, while in Dec and Jan 2021 testing and assembly has been completed. The Satish Dhawan satellite will be launched on February 28, 2021 from the ISRO, Sri Hari Kota

Pond Restoration

Water is our most precious resource for survival and conserving water is important. It is crucial we use our water supply wisely and be responsible. The Chennai Water Crisis was handled by Hexaware, in collaboration with the Environmentalist Foundation of India (EFI), through the Lake and Pond Rejuvenation Program. Hexaware Technologies is supporting EFI to scientifically refurbish and restore the water bodies specifically the two ponds in the Alapakkam region located in the Nedungundram Road and Agtheeshwarar temple while engaging the nearby communities for outreach. This work was delayed due to COVID-19. However, when work resumed (when the lockdown restrictions were lifted) on 10th Jan 2021, EFI successfully completed the pond restoration project.
Activities:
1. Deepening, de-silting and de-weeding the pond: based on field assessment
2. Preserving the boundaries of the pond from misuse and encroachment
3. Removal of garbage and invasive plants from the water body
4. Reintroduction of native plants for better subsurface water retention and increased percolation
5. Beautification of the pond with plantation and boards for education.
6. 100+ volunteers participated

Olympic Gold Quest

Hexaware Technologies is supporting Olympics Gold Quest to provide expert coaching, training and world class equipment to 3 junior athletes and 24 Para-athletes. The program will also sponsor their participation in international competitions. The 3 junior athletes supported by Hexaware are: Shooting - N. Gayathri, Archery - Bombayla Devi, and Badminton - Aakarshi Kashyap. Though all national and international events were cancelled, online coaching for athletes and para-athletes were conducted to ensure they maintain their fitness levels and could reach to event level fitness.

Key Achievements:
Archer Bombayla Devi participated in the Asian championship held in Thailand

Magic of You! Curriculum Program

The Magic of You! Curriculum Program has been devised in partnership with Art1st Education for the universal development of girls in economically challenged schools. The program empowers the children: economically, socially, and emotionally and has been designed according to Maslow’s Hierarchy of Needs model. The curriculum involves lesson plans with stories, poems, art projects, and analysing individual artworks to develop and enhance the skill set among children, especially in government schools.

There are two initiatives in the program: the Cascade Model, and Studio Workshop model. The Cascade model is for the government school children, and teachers in Mumbai. While the Studio Workshop model is for the children of sex workers, who are currently benefiting from the programs run by AAWC.

Online sessions were conducted during pandemic.

Key Achievements:
160+ children supported
Art1st conducted special workshops for AAWC, Mumbai

Sustainability Employee Engagement Programs:
Hexaware directly implements these programs. The company actively involves its colleagues in cementing various CSR strategies into the brand while engaging with them in numerous volunteer-run events. This year, we encouraged our employees in a unique virtual volunteering program. It was the first of its kind and launched globally. The initiatives are listed below:

- Fund raising for Zomato Feeding
- Teach English workshop
- Making content for e-learning
- Teach soft skills to youth
- Voice record stories for special children
- Conduct life skill sessions for special children
- Mentor Together: Teaching interview skills
- Remote learning sessions for children living in shelter homes
Social Covid initiatives

98,000 Lives were touched during COVID-19 through Hexaware’s CSR initiatives

Community initiatives

Phase 1 - During Phase 1, the company collaborated with NGOs to provide the COVID Warriors with essential supplies:

- Provided ~30,000 Personal Protective Equipment (PPE) kits to government hospitals in Chennai, Mumbai, Pune and Haryana
- Sent cooked food and dry ration to 65,000 people and 1-month of dry rations to ~1,650 families in Chennai, Mumbai, Pune, Delhi and Nagpur
- Gave PPEs to ~20,000 police personnel in Chennai, Mumbai and Pune

Phase 2 - In Phase 2, the company focused on enhancing health infrastructure to support rural hospitals and equip them with the medical equipment setup required to treat COVID-19 patients.

- Converted the general ward in District Civil Hospital, Raigad (Maharashtra) to a full-fledged facility for COVID care, with 40 ICU beds and 57 beds with oxygen supply
- Donated three Max Proton Plus ventilators to NESCO ICU Beds Project
- Upgraded the infrastructure at the Kotagiri Medical Fellowship Hospital (the wards and ICU) in Nilgiris district (Tamil Nadu)
- Distributed 73 laptops to meritorious students of Delhi University from economically weaker families
- Gave 325 tablets to the students of AIFT studying in government schools; these tablets have preloaded Byju’s content and Digital Equaliser (DE) programme’s EduKit
- Provided additional grant to support girls from Katalyst (our existing programme) throughout their undergraduate degree with mentorship, skill training, laptops, medical insurance and exposure to different vocations.

COVID Support in 2021:

- Partnered with NASSCOM and provided 53 10LPM Oxygen Concentrators to various hospitals in Mumbai, Pune and Nagpur.
- Additionally, in District Civil Hospital, Raigad, provided 25 Multi Para Monitors and 10 ETCo2
- Partnered with AID India and provided 48 10LPM Oxygen Concentrators to the hospitals in Rural Districts of Tamil Nadu
- Partnering with AAWC and Purnkuti to provide food and dry rations to the needy people in Mumbai and Pune

Virtual volunteering

During the year, the company also encouraged its employees to participate in a unique virtual volunteering programme. The employees helped the company raise funds for the Zomato Feeding India initiative to provide dry rations and groceries to the underprivileged families. Simultaneously, the company also organised a first-of-its-kind virtual volunteering programme globally. The employees participated in various volunteering sessions: Teach English workshop

- Making content for e-learning
- Teach soft skills to youth
- Voice record stories for special children
- Conduct life skill sessions for special children
- Mentor Together: Teaching interview skills
- Remote learning sessions for children living in shelter homes

Going forward, the Company will continue to serve its clients with intuitive, relevant, contextualised, and innovative solutions while also anticipating their future demands.
Way forward

Hexaware’s ultimate goal is to automate everything, cloudify everything, and completely transform a customer experience. We have teamed up with global industry leaders to deliver a transformative customer experience and keep up with the competition in today’s digital world.

We are very concerned about the community in which we operate, and make every effort to decrease our carbon footprint as much as possible, using renewable energy and conducting business responsibly. Hexaware has published its Sustainability Report for the third year in a row. For the first time this year, we have documented our procurement and supplier policies. The company has mapped its projects to the SDGs. In order to make our journey measurable and trackable, the company will establish targets in areas relevant to Hexaware in the following year. We will also improve employee participation and promote long-term objectives to them.

Going forward, Hexaware will continue to serve its clients with intuitive, relevant, contextualised, and innovative solutions while also anticipating their future demands.
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