



Climate Risk Disclosure Report 2024

Hexaware Technologies

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1. Introduction

Climate change stands as one of the most pressing challenges confronting our world today. As the defining issue of our era, it requires immediate and transformative action to safeguard the planet for future generations. Recognizing this, the global community has come together under the Paris Agreement, committing to ambitious goals aimed at curbing global temperature rises. The agreement seeks to keep the increase well below 2°C above pre-industrial levels, with an aspirational target of limiting the rise to 1.5°C. Meeting these targets is crucial to mitigating the dire consequences of climate change, such as extreme weather events, rising sea levels, and widespread ecological disruptions.

Hexaware Technologies places significant importance on climate and sustainability, recognizing the multifaceted challenges posed by climate change and its potential impact on operations, financial performance, and overall sustainability. The company adopts a proactive stance by systematically identifying, assessing, and addressing climate-related risks and opportunities. Hexaware's corporate strategy is deeply rooted in its commitment to reducing its carbon footprint, promoting energy efficiency, and adopting renewable energy sources. These efforts reflect Hexaware's dedication to creating a lasting positive impact on the environment, stakeholders, and society at large.

1.1. Importance of TCFD reporting

In recent years, there has been a growing focus on Environmental, Social, and Governance (ESG) issues, with increased scrutiny from both investors and regulators. The TCFD's (Task Force on Climate-Related Financial Disclosure) framework is designed to respond to this demand by promoting transparency and articulating strategies to mitigate climate impacts. This not only enhances stakeholder confidence but also supports informed decision-making processes. By aligning with the Paris Agreement's goals of curbing global temperature rise, the TCFD facilitates transition to a low-carbon economy, aids in more efficient capital allocation, and supports sustainable development goals. This reflects a global commitment to addressing the challenges of climate change.

In parallel with these efforts, the International Sustainability Standards Board (ISSB) has developed the IFRS Sustainability Disclosure Standards. These standards aim to improve communication between investors and companies by establishing a global baseline for sustainability disclosure. By integrating resources from the Climate Disclosure Standards Board (CDSB) and the Value Reporting Foundation, the ISSB strengthens its role in sustainability reporting. Furthermore, the ISSB now monitors TCFD climate disclosures, thereby enhancing the overall framework and contributing to the global push for more comprehensive and consistent sustainability reporting. This integration underscores the importance of cohesive efforts in advancing sustainable finance and ensuring that climate-related financial risks and opportunities are transparently communicated across the global financial landscape.

1.2. Hexaware's leadership in climate and sustainability initiatives

Hexaware Technologies has demonstrated a strong commitment to climate and sustainability initiatives. The company has integrated climate-related risks into its Enterprise Risk Management (ERM) framework, aligning with global standards such as COSO ERM 2017 and ISO 31000:2018¹. This integration is overseen by the Board of Directors, which ensures that the company's strategy aligns with ESG principles. The ESG Steering Committee, made up of cross-functional leaders, drives the sustainability agenda throughout the organization.

To support its sustainability goals, Hexaware has set ambitious targets, including achieving net-zero GHG emissions (Scope 1 and 2) by 2040 and transitioning to 70% renewable energy usage by 2030. The company has implemented various initiatives such as energy-efficient systems, renewable energy sourcing, and water conservation strategies, including rainwater harvesting and Zero Liquid Discharge systems. Additionally, Hexaware emphasizes supply chain transparency and regulatory compliance by incorporating sustainability standards into its Supplier's Code of Conduct. The company also recognizes the importance of adaptation strategies, such as promoting remote work and utilizing collaboration tools to maintain business continuity during extreme weather events. Furthermore, Hexaware employs scenario analysis based on frameworks from

¹ [Sustainability Report FY23](#)

the IPCC ²and IEA³ to assess both physical and transition risks, allowing the development of resilient strategies for long-term sustainability.

² [IPCC](#)
³ [IEA](#)

2. Message from the Director

Dear Shareholders,

In an era of rapid change, Hexaware remains committed to driving sustainable growth through purposeful innovation and diligent risk management. This focus allows us to navigate market complexities while delivering value to all stakeholders and advancing our sustainability and climate-resilience goals. In CY2024, we achieved a revenue of INR 119,744 million and a net profit of INR 11,740 million, reflecting the hard work and dedication of our 32,309 employees, who are the foundation of our success.

Hexaware firmly believes that true economic progress must harmonize with positive environmental and social outcomes. Guided by the principles of Environmental, Social, and Governance (ESG), we are focused on transitioning to a low-carbon economy. Currently, 71% of our energy needs at Indian office campuses are met through renewable sources, surpassing our 2030 target of 70% renewable energy at owned locations. In addition, we have adopted the 5R approach—Refuse, Reduce, Reuse, Repurpose, and Recycle—to manage waste effectively. A significant milestone in this regard is the complete eradication of single-use plastics from all company campuses, reflecting our commitment to reducing our environmental footprint.

Equally important is our commitment to social responsibility. We cultivate a culture of open dialogue and continuous learning, emphasizing diversity and inclusivity. Currently, women make up 33.8% of our workforce, and we aim to increase this to 40% by 2030. Our community development initiatives, aligned with the United Nations Sustainable Development Goals (SDGs), have positively impacted 93,746 lives, demonstrating our progress toward our goal of reaching 100,000 lives by 2025.

Looking ahead, Hexaware is focused on driving innovation that reflects our ESG principles, using technology as a tool for positive change. For instance, the company is establishing GenAI Labs across our centers to develop solutions that not only address business challenges but also contribute to greater efficiency and sustainability. Through partnerships with industry leaders like Databricks, Cohere, and Mosaic AI, we have created over 85 generative AI solutions tailored to diverse industries. Proprietary platforms, such as Amaze®, Tensai®, and RapidXTM demonstrate this progress. Alongside these advancements, we prioritize data and AI management and governance, security, and ethical practices, ensuring our technological solutions align with our broader commitment to integrity and sustainable growth.

On behalf of the Board, I thank our shareholders, partners, and clients for their support and confidence in our direction. We remain dedicated to acting responsibly and driving positive change for all.

Best Regards,

Milind Sarwate

Independent

Director

3. Message from the CEO

Dear Stakeholders,

I am pleased to share the significant progress we have made in sustainability as I present our second TCFD report. At Hexaware, we recognize the profound impact our operations have on the environment, society, and the economy, and we have integrated climate resilience into our business strategy to create lasting value for all stakeholders.

Our dedication to transparency and accountability drives us to thoroughly assess climate-related risks and opportunities. This commitment has earned us a silver medal from EcoVadis, which highlights our exceptional performance in Environmental, Social, and Governance (ESG) practices.

We have set ambitious targets to achieve net-zero greenhouse gas emissions by 2040, in line with the Science Based Targets Initiative (SBTi) and the Paris Agreement's goal of limiting global warming to 1.5°C. Our proactive initiatives include enhancing energy-efficient infrastructure and optimizing server operations to significantly reduce energy consumption while improving emissions management.

Alongside internal initiatives, we partner with organizations like the Environmental Foundation of India (EFI). Together, we have restored six water bodies near our Chennai campus, positively impacting over 1,000 people and conserving more than 100 million liters of water while enhancing local biodiversity.

Building on this commitment to sustainability, we empower organizations to achieve their Environmental, Social, and Governance (ESG) goals through compliance with global regulatory standards, and advanced technology and data insights. We also prioritize responsible innovation. For instance, with our Tensai® platform, we modernize financial operations for greater agility and efficiency. The Amaze® platform supports cloud migration, while our Generative AI (Gen AI) solutions drive sustainability and help clients reach net-zero targets. We focus on delivering secure, compliant knowledge systems and work closely with clients to reduce their data center footprint and achieve significant cost savings during their transition to the cloud.

Above all, we uphold sound governance. Our Board of Directors provides oversight and direction, ensuring climate-related considerations and stakeholder feedback remain central to our strategy. We are confident this approach will equip us to meet the changing needs of our stakeholders and deliver lasting value.

Warm regards,

R. Srikrishna

Chief Executive Officer

4. About this Report

As we unveil our second Climate Risks Disclosures Report, Hexaware reaffirms its dedication to climate action by rigorously adhering to the Task Force on Climate-related Financial Disclosures (TCFD) guidelines. This report marks a significant step forward in our commitment to embedding climate resilience within our business operations. This comprehensive methodology of integrating climate resilience across our owned campuses included an in-depth evaluation of our existing climate governance structures, a thorough assessment of climate-related risks impacting our facilities, and the strategic formulation of response mechanisms and objectives to strengthen our capacity to address evolving climate challenges. Here's a detailed look at the process we followed:

Formation of an Internal Task Force:

We initiated the process by establishing an internal task force dedicated to coordinating and compiling all climate-related disclosure data. This team is pivotal in driving our climate action agenda and ensuring alignment with TCFD guidelines.

Engagement with an External Partner:

To ensure a robust assessment, we partnered with an external expert to lead our climate risk assessment and oversee the TCFD reporting process. This collaboration brought specialized expertise and an objective perspective to our efforts.

Conducting Workshops for Key Stakeholders:

We organized a workshop for management-level and working group members involved in ESG and climate-related governance. This session was designed to familiarize them with scenario analysis and climate risk assessment techniques. During the workshop, we finalized the scenarios that would underpin our assessments.

Scenario and Time Horizon Agreement:

Following the workshop, we reached a consensus on the appropriate scenarios and time horizons for evaluating both physical and transition risks associated with climate change. This agreement was essential for conducting a consistent and comprehensive assessment.

Comprehensive Climate Risk Assessment:

Utilizing satellite data for historical and future projections, we conducted an in-depth climate risk assessment. This analysis, based on globally recognized data sources, provided a clear picture of how climate change could impact our operations over the coming decades. We adopted a scenario analysis methodology to explore risks and opportunities under various future scenarios.

Development of Mitigation and Adaptation Strategies:

In response to the identified risks, we crafted a strategic plan for mitigation and adaptation. This strategy is designed to effectively address potential climate impacts while seizing related opportunities.

Leveraging Existing Practices:

We assessed our current practices to maximize the benefits arising from climate-related actions. By building on existing strengths, we can enhance our overall climate resilience and capitalize on new opportunities.

Formulation of Metrics and Targets:

We established quantifiable metrics and targets to monitor our progress in climate action and sustainability initiatives. In addition, we streamlined our climate governance structure to ensure efficient oversight and execution of our strategies.

Through this comprehensive approach, Hexaware is advancing its commitment to sustainability, ensuring that we remain resilient and proactive in the face of climate change. This report not only highlights our progress but also sets a clear path forward for continued improvement and action.



Governance

5. Governance

5.1. Overview of climate governance at Hexaware

Hexaware's corporate governance is firmly grounded in the principles of trust, customer success, innovation, and equality, which naturally extend to encompass our Environmental, Social, and Governance (ESG) commitments. The Board of Directors is crucial in guiding our strategy and ensuring alignment with our core values and stakeholder expectations. They oversee risk management and ensure our strategic goals are in sync with key organizational risks. Our ESG governance framework integrates these values into our culture and policies. The Board's focus on reducing emissions and environmental impact underscores Hexaware's commitment to long-term sustainability. The ESG Steering Committee, a cross-functional team of senior leaders, champions our sustainability initiatives and oversees ESG performance organization-wide.

ESG Governance framework



Function		Roles and responsibilities pertaining to climate-related risks
Board Committees	Board ESG Committee & Board Risk Management Committee	<ul style="list-style-type: none"> Reviewing and evaluating the Company’s financial and risk Management policies and risk Management systems Review and approve Business Continuity Plan, climate-related risks under Risk Management policy, Climate Action strategy/framework Review climate and ESG policy Determine roles and responsibilities of ESG & Climate Steering Group Review the climate action strategy presented by management-level committees Oversee progress and implementation of strategies
Management Level function	ESG Steering Group/ Ops Management Committee	<ul style="list-style-type: none"> Review Risk Management Policy Ensure governance, systems and processes set around collection, collation and reporting of sustainability and climate-related data are adequate Identify action points through regular interactions with Hexaware’s departments Lead the development of climate-related strategies Review company performance in GHG emissions, Water, Energy, and other related Sustainability KPIs Training and awareness programs for board persons and department leads on climate-related risks
Field-level function	Corporate ESG Function	<ul style="list-style-type: none"> Develop climate and ESG Policy Track actual performance against targets Coordinate with all departments on climate and ESG data collection Engage and coordinate with third-party consultants for development of Climate Risk Assessment and climate risk reporting annually Including climate risks in presentations to ESG Steering Group/Ops Management Committee Preparation of reports for rating applications/assessments

5.2. Board Oversight

The Board of Directors is pivotal in steering Hexaware's overall strategy and future direction. Each member of the Board brings a wealth of expertise and knowledge in environmental, social, and governance considerations, as well as sustainability and climate-related issues. This collective expertise ensures that our governance aligns with our foundational values and meets stakeholder expectations.

Roles and Responsibilities:

Our Board is composed of a diverse mix of executive, non-executive, and independent directors. This blend of

expertise and perspectives ensures strong oversight of our Company's strategy and execution, entrusting them with the ultimate responsibility for guiding our strategic direction and ensuring effective implementation. This involves ensuring that effective risk management practices are in place and that the strategic objectives align with the organization's key risks to achieve intended outcomes. The Board also plays a crucial role in upholding long-term sustainability, strategy, and performance, reinforcing Hexaware's commitment to reducing emissions and mitigating environmental impacts.

Board Committees

Risk Management Committee: Reviews the Risk Management Policy, reviews and approves the Business Continuity Plan, oversees climate-related risks under the Risk Management Policy, and manages the Climate Action strategy/framework.

ESG Committee: Reviews climate and ESG policies, determines roles and responsibilities of the ESG & Climate Steering Group, evaluates the climate action strategy presented by management-level committees, and oversees the progress and implementation of strategies.

Committees Reporting to the Board:

The Sustainability and ESG agenda is driven across the organization by the ESG Steering Committee, which reports to the Board. This committee comprises a cross-functional team that includes the Chief Operating Officer (COO), Chief Risk Officer (CRO), Chief People Officer (CPO), Chief Financial Officer (CFO), Head of Corporate Affairs, and various function heads. These senior leaders are the decision-makers responsible for advancing Hexaware's sustainability initiatives. The committee oversees ESG performance, governance, and business efficiency, ensuring that our sustainability goals are integrated into every aspect of our operations.

Management Level Function

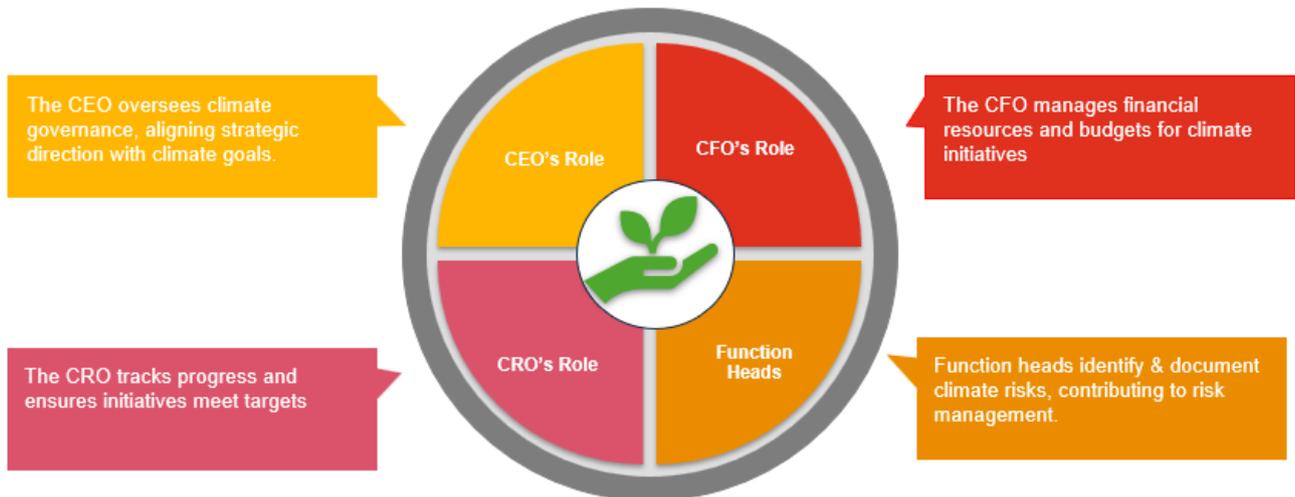
ESG Steering Group/Ops Council Committee: Ensures governance, systems, and processes for the collection, collation, and reporting of sustainability and climate-related data; identifies action points through departmental collaboration; leads climate strategy development; documents location-specific risks; reviews company performance on GHG emissions, water, energy, and other sustainability KPIs; and conducts climate risk training and awareness programs for board and department leads.

Field Level Function

Corporate ESG Function – Working Group: Supports the Steering Group by collecting data, preparing reports for rating applications, coordinating climate and ESG data collection across departments, and engaging with third-party consultants for annual Climate Risk Assessment and reporting.

5.3. Management Oversight

The ESG Steering Committee is instrumental in establishing climate action strategies. At the management level, our CEO, CFO, and CRO spearhead the identification and documentation of climate-related risks and opportunities, ensuring that strategic responses are both proactive and comprehensive. The ESG Steering Committee, central to our governance structure, is responsible for the adequacy of systems and processes related to the collection, collation, and reporting of sustainability data, closely monitoring key performance indicators in GHG emissions, water, and energy use.



CEO's Role in Climate Governance

The Chief Executive Officer (CEO) of Hexaware Technologies plays a crucial role in overseeing the company's climate governance framework. This involves identifying climate-related risks and managing them effectively while drafting comprehensive mitigation plans. The CEO ensures that the organization's strategic direction aligns with its climate goals, embedding sustainability into the core of business operations. By spearheading these initiatives, the CEO not only guides the company towards achieving its climate objectives but also ensures that Hexaware remains resilient against the adverse impacts of climate change.

CFO's Role in Climate Governance

The Chief Financial Officer (CFO) is instrumental in managing and allocating financial resources towards climate mitigation activities. This includes developing and overseeing the annual budgets dedicated to these initiatives, ensuring that sufficient funds are allocated to support the development of a robust climate transition plan. The CFO's financial oversight is critical in enabling Hexaware to pursue its sustainability objectives efficiently, ensuring that fiscal commitments align with strategic climate goals.

CRO's Role in Climate Governance

The Chief Risk Officer (CRO) is tasked with tracking the monthly progress of Hexaware's climate change initiatives, ensuring they are on course to meet established targets. The CRO's role involves overseeing the implementation and management of these initiatives, assessing progress against predefined goals. By maintaining a vigilant eye on the company's climate-related activities, the CRO ensures that Hexaware's risk management practices are proactive and responsive to the evolving landscape of climate risks.

Function Heads and Risk Owners' Role in Climate Governance

Function heads and risk owners within Hexaware Technologies are responsible for monitoring the processes related to climate risk collection and documentation. As risk owners, they play a pivotal role in actively identifying climate risks and ensuring these are included in the function's risk register. Additionally, they are tasked with incorporating climate risks into presentations made to the Risk Committee. By collaborating with the ESG Steering Group, they contribute to drafting effective climate risk mitigation plans. This collaboration ensures that the company's climate strategies are well-informed and comprehensive, enhancing Hexaware's ability to manage and mitigate climate-related risks effectively.

At Hexaware, we also actively engage with both internal and external stakeholders to foster meaningful dialogue and collaboration, aiming to contribute to positive social and environmental impact while ensuring our sustainability and resilience in a globally conscious economy.



Strategy

6. Strategy

6.1. Overview of the strategic approach to climate risks

Climate Risk Assessment (CRA) is a proactive and thorough evaluation designed to analyze the prospective impacts of climate change on an organization. This methodical process involves several key steps: first, identifying potential risks that climate change might pose to the business; second, evaluating the specific threats associated with these risks; and third, developing and applying suitable mitigation strategies to address them. Furthermore, we have emphasized the importance of managing climate-related risks by enhancing our risk management protocols. This involves conducting both high-level assessments and detailed scenario analyses throughout our business operations to ensure a comprehensive understanding and preparedness for the various challenges posed by climate change.

Time Horizons

Time Horizons for Climate Risk Assessment (CRA)		
Short Term	0-3 Years	Involves taking quick actions to handle urgent priorities and implementing necessary adjustments.
Medium Term	3-10 Years	Focuses on carrying out significant efforts to enhance overall stability and reach certain objectives.
Long Term	10 Years & above	Entails engaging in major initiatives related to innovation and development, aiming for continuous improvement and leadership in the field.

6.2. Scenario Analysis

We have approached our climate risk assessment with a panoramic perspective, conducting a thorough analysis of the risks under different scenarios and projecting anticipated outcomes that could affect our business and sustainability journey. We have chosen scenarios provided by the Intergovernmental Panel on Climate Change (IPCC) and the International Energy Agency (IEA) for our CRA. As these institutes are globally renowned and their scenarios of future physical climate change and transition to a low-carbon world align with credible climate model outputs and can be used to quantify climate risks, they provide an evidentiary backing to our assessment. To ensure that Hexaware is prepared for all climate futures across the 'optimistic-to-pessimistic' spectrum, we have chosen scenarios that represent both extremes.

Physical Scenarios

IPCC's Representative Concentration Pathway (RCP) 2.6

The Representative Concentration Pathway (RCP) 2.6 is a climate scenario that involves significant emissions reductions to limit global warming to under 2°C by the end of the century.

RCP 2.6 is the most ambitious of the RCP scenarios because it involves significant global cooperation and policy efforts to transform energy systems, enhance carbon sinks, and innovate in technology. The goal is to limit global temperature rise to below 2°C compared to pre-industrial levels. The key features of this scenario are:

- Radiative Forcing Limitation
- Implementation of Negative Emissions Technologies

IPCC's Representative Concentration Pathway (RCP) 8.5

RCP 8.5 is a "worst-case" scenario often used to predict mid-century emissions, leading to a global mean temperature increase of over 4°C above pre-industrial levels by 2100.

It represents a high greenhouse gas emissions scenario, often referred to as a "business-as-usual" or "worst-case" pathway. This scenario assumes that there are no significant efforts to curb emissions, leading to continued reliance on fossil fuels and minimal implementation of climate policies. Key features of this scenario are:

- High Emissions Trajectory
- Significant Climate Impacts

Transition Scenarios

IEA's Net Zero Emissions (NZE) by 2050

A normative scenario that shows a pathway for the global energy sector to achieve net zero CO2 emissions by 2050 with limiting the global temperature rise to 1.5 °C (with at least a 50% probability)

The Net Zero Emissions by 2050 Scenario charts a pathway for the global energy sector to achieve net-zero CO2 emissions by 2050, emphasizing clean energy deployment, energy security, and global cooperation to meet key Sustainable Development Goals and limit global warming to 1.5°C. The key features of this scenario are:

- Clean Energy Technology Deployment
- Energy Security and Stability
- Global Cooperation
- Universal Energy Access
- Methane Emissions Reduction

IEA's Stated Policies Scenario (STEPS)

Assesses energy system progression based on current policies, provides sector-specific analysis, offers a conservative outlook by assuming some goals may not be met, and is not designed to achieve a specific future outcome.

The Stated Policies Scenario (STEPS) projects the future energy landscape by analyzing the impact of existing and announced policies, providing a baseline scenario without assuming additional policy changes. The key features of this scenario are:

- Conservative Outlook
- Emphasis on Current Trends
- Energy Demand Growth
- Renewable Energy Share

Assessment of climate risk for our global locations



6.2.1 Type of Risks

Risk Category	Risk	Risk Sub-Category	Risk Indicators
Physical Climate hazards	Acute risks		Cyclone
			Floods
			Wildfire
	Chronic risks		Heat stress
		Water stress	
Transition risks		Policy & Legal	<ul style="list-style-type: none"> Regulatory compliance in regions of operation Emissions reduction targets of countries and regions of operation

	Market	<ul style="list-style-type: none"> • Customer and investor demand for sustainable business services • Product/Service price variations • Energy efficiency in operations and shift to renewable energy sources • Supplier resilience and practices • Client preferences and standards
	Technology	<ul style="list-style-type: none"> • Proliferation of climate-smart technology and equipment • Energy Efficiency and Performance Optimization
	Reputation	<ul style="list-style-type: none"> • Stakeholder and investor preferences

6.3. Overall Analysis Outcome

To prioritize identified risks, we compared the likelihood of each risk event with its potential financial impact using a risk matrix. This involved assessing both the probability of occurrence and estimated economic consequences through financial forecasting. We assigned likelihood ratings (low, medium, high) based on historical data and expert judgment, while financial impacts were estimated via scenario analysis. This approach allowed us to rank risks effectively, aiding strategic resource allocation and the development of targeted mitigation strategies.

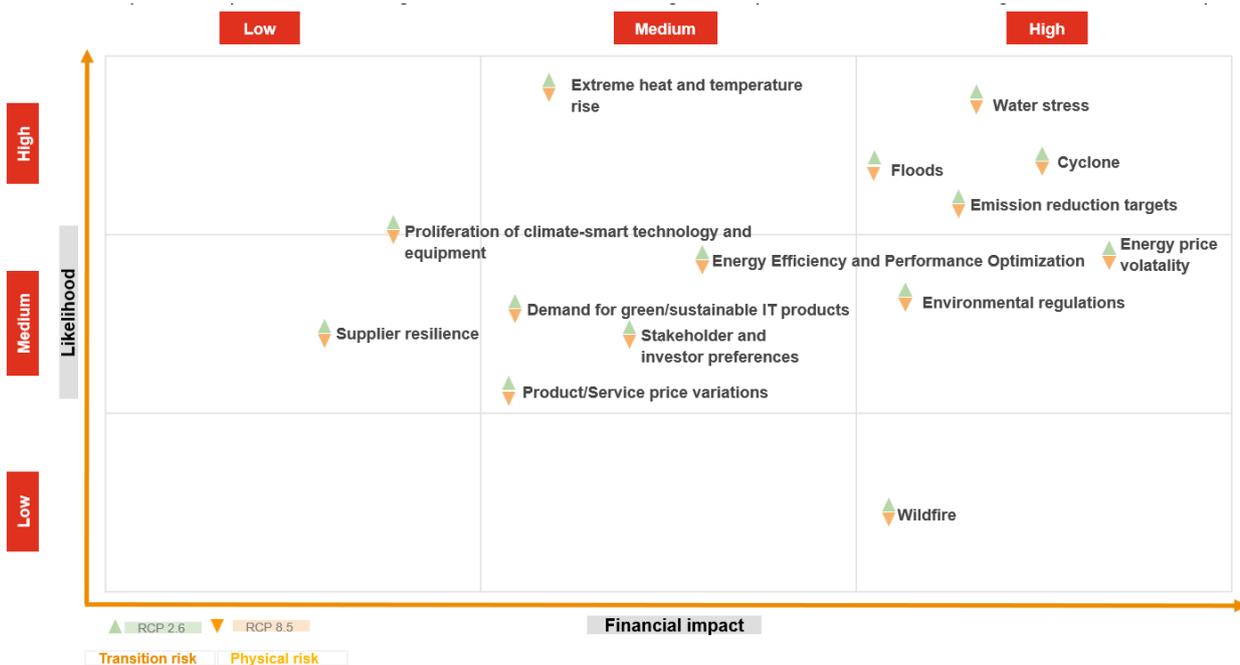
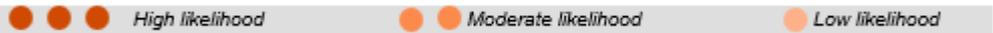


Figure 1: Prioritization matrix for physical and transition risk

The assessment led us to identify seven critical climate-related risks for our business in 2024:

Climate-related risks		Area of Financial Impact	Timeframe			Scenario sensitivity			
			Short	Medium	Long	RCP 2.6	RCP 8.5	NZE2050	STEPS
Physical risks	Extreme heat and temperature rise	Operational costs, energy costs	●—————			●●	●●●●		
	Water stress	Water management and purchase costs	●—————			●●●●	●●●●		
	Acute Risks such as cyclonic activities, Flooding, Extreme weather and wildfires	Capital expenditure for infrastructure and asset repairs	●—————			●●●●	●●●●		
Transition risks	Regulatory compliance in regions of operation	Operational costs for carbon offsetting and reporting expertise	●—————					●●●●	●●
	Customer and investor demand for sustainable business services	R&D costs for market assessment and service development, talent acquisition and training	————●					●●●●	●●●●
	Supplier resilience and practices	Revenue losses due to disruptions in supply chain	————●					●●●●	●●
	Energy efficiency in operations and transition to renewable energy	Capital expenditure in renewable energy infrastructure and energy efficiency equipment	————●					●●●●	●●●●



Physical Risk Summary

Our highly vulnerable locations to physical risks include Mexico City, Monterrey, Alpharetta (USA), Ahmedabad, Pune, Chennai, Mumbai, and Noida, each facing significant climate-related challenges.

Locations	Heat stress	Water stress	Cyclone	Wildfire	Actual Floods
Ahmedabad	High	High	High	Medium	High
Chennai	Medium	High	High	Medium	High
Coimbatore	Medium	High	High	Medium	High
Mumbai	Medium	High	High	Medium	High
Nagpur	High	High	Medium	High	Medium
Noida	High	Medium	Medium	High	High
Pune	High	High	Medium	High	High
Mexico Monterrey	Medium	High	High	High	High
Amsterdam, Netherlands	Medium	Medium	Medium	High	High
Warszawa, Poland	Medium	Medium	Medium	High	High
Wroclaw, Poland	Medium	High	Medium	High	High

London, UK					
Birmingham, UK					
USA- Alpharetta					
Manilla, Philippines					

Key High risk Moderate risk Low risk

6.3.1. Summary of physical risks and their impact on Hexaware's business

Physical Risks	Identified Business Impact	Areas of financial impact
Extreme heat and temperature rise	<ol style="list-style-type: none"> High demand for air conditioning leads to high energy demands in offices. High pressure on grid leads to disrupted supply of electricity at city or regional level. Wet- bulb temperature - beyond 35 °C leading to loss of productivity due to thermal discomfort, imminent heat strokes or death. 	<ul style="list-style-type: none"> Increased operating expenses Increased capital expenses for investment in diesel generators/ battery storage systems High cost of purchasing water/ electricity during high demand periods
Water stress	<ol style="list-style-type: none"> Shortage of water for office operations Regulatory compliance with water use restrictions imposed by local and regional authorities during times of stress Supply chain disruption 	<ul style="list-style-type: none"> Investment in energy and water- efficient equipment Loss of revenue due to loss of productivity
Extreme weather events (ex: cyclone)	<ol style="list-style-type: none"> Blackouts due to damage to grid electricity resulting in dependency on alternate forms of power supply Damage to telecommunication services/ data networks, data centers Employees facing personal asset damages and commute issues 	

6.3.2. Summary of transition risks and their impact on Hexaware's business

Transition Risks	Identified Business Impact	Areas of financial impact
Policy	Legal action and litigations for non-compliance	<ul style="list-style-type: none"> Increased operating expenses Increased capital expenses for investment in climate-smart technology Increased R&D investment
Market	Competitive advantage/ disadvantage as market for sustainable services grows	
Technology	Obsolete and inefficient technology with potential to affect energy efficiency and business productivity	
Reputation	Communication of our sustainability targets and progress with our stakeholders to uphold our brand name and reputation	

6.3.2.1. Intensity of Risks on our Business

Physical topics		Short term	Medium term	Long term
Acute	Cyclone	Very high	High	High
	Floods	Very high	High	High
	Wildfire	Moderate	Moderate	Moderate
Chronic	Extreme heat and temperature rise	High	High	Very high
	Water stress	High	Very high	Very high

Very high	High	Moderate	Low	Very Low
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Financial Impact and Mitigation Costs for Physical Risk (Flood)

One of the key physical risks identified for Hexaware is flooding. Therefore, we have conducted a comprehensive financial impact assessment regarding flood risk management for Hexaware Technologies. Our analysis is based on an expected nominal revenue growth of 5% per year from 2023 to 2027. This projection includes a detailed calculation of daily revenue across all campuses, both owned and leased.

In assessing the potential ramifications of flooding events, we estimate operational disruptions to span between 5 to 20 days. This estimation is grounded in our Climate Risk Assessment, which evaluates the likelihood and severity of such events. As a result, the total projected financial impact of flooding on Hexaware Technologies could lead to substantial losses, ranging from approximately INR 1,416,075,034.62 to INR 4,301,108,077.31.

To mitigate these risks, Hexaware Technologies is proactively investing in flood risk management across its four main campuses. The company is implementing robust stormwater drainage systems designed to safeguard critical assets and enhance operational resilience. Additionally, it is strategically managing insurance costs to protect against potential property damage, liability claims, and operational disruptions caused by flooding.

The estimated investment for these preventive measures is substantial, amounting to approximately INR 24.52 crores to INR 37.28 crores. This not only includes the construction of advanced drainage systems but also accounts for rising insurance premiums, reinforcing the company's commitment to safeguarding its operations against the threats posed by flooding.

Transition topics		Short term	Medium term	Long term
Policy & legal	Emissions reduction targets	High	High	Very high
	Regulatory compliance in regions of operation	Very high	Very high	Very high
Reputation	Stakeholder and investor preferences	Very high	Very high	Very high
Technology	Energy Efficiency and Performance Optimization	High	High	High

Market	Proliferation of climate-smart technology and equipment	Very Low	Low	Moderate
	Energy price volatility and pressure to shift to renewable energy sources	Moderate	High	Very High
	Supplier resilience and practices	Low	Moderate	High
	Customer and investor demand for sustainable business services	Moderate	High	Very High
	Product/Service price variations	High	Very High	Very High
	Clients' preferences and standards	High	Very High	Very High

Very high	High	Moderate	Low	Very Low
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Financial Impact & Mitigation Cost for Transition Risk (Energy price volatility and pressure to shift to renewable energy sources)

For the financial impact analysis of transition risk, we've taken into account the anticipated increases in electricity costs over the coming years. Specifically, we project that the cost of electricity will rise from ₹13.71 per kilowatt-hour (kWh) in 2024 to ₹17.85 per kWh by 2030. In parallel, we aim to boost our reliance on renewable energy sources, increasing our use from the current 59% to 70%, with a strong emphasis on harnessing solar power.

In the short term, this projected rise in electricity costs, combined with a continued reliance on non-renewable energy, is expected to have a significant financial impact, estimated at around INR 12,37,28,983.58.

To address climate-related risks effectively, Hexaware Technologies is taking proactive steps by investing in offsite renewable energy projects. Our overarching goal is to enhance our renewable energy share to 70% at our owned campuses by the year 2030. While we have already achieved this in 2024, we will continue to endorse a strategic plan that includes a steady 5% annual growth in both electricity consumption and revenue. Furthermore, we recognize the critical need for expanding our solar capacity, with project costs being evaluated on a per-megawatt basis. Our funding approach features a balanced structure with 70% of the investment coming from debt and 30% from equity.

The total estimated cost required to reach a 70% share of renewable energy by 2030 stands at approximately INR 6.65 crores. This investment is a key element of Hexaware's broader strategy to mitigate the financial risks associated with escalating energy prices and to significantly reduce our carbon emissions.

Potential Business Impact of Transition Risks

Risk group	Climate-related risk	Risk growth in time	Competition	Regulation	Reduced production
Policy & legal	Emissions reduction targets	▲		✓	
	Environment and resource management regulations	▲		✓	

Reputation	Stakeholder and investor preferences	▲		✓	
Technology	Energy Efficiency and Performance Optimization	▲		✓	✓
	Proliferation of climate-smart technology and equipment	▲	✓	✓	
Markets	Energy price volatility and pressure to shift to renewable energy sources	▲	✓	✓	
	Supplier resilience	▲	✓		✓
	Demand for green/sustainable IT products	▲	✓		
	Product/Service price variations	◆	✓		
	Clients' preferences and standards	▲	✓		

▲ Increasing	▼ Decreasing	◆ Remains Same
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6.4. Potential Financial Impact of Transition Risks

Risk group	Climate-related risk	Increased operating cost	Revenue	Expenditure	Assets	Capital costs
Policy & legal	Emissions reduction targets			✓		✓
	Environment and resource management regulations	✓		✓		
Reputation	Stakeholder and investor preferences		✓	✓		
Technology	Energy Efficiency and Performance Optimization			✓		✓

	Proliferation of climate-smart technology and equipment			✓		✓
Markets	Energy price volatility and pressure to shift to renewable energy sources			✓		✓
	Supplier resilience			✓		
	Demand for green/sustainable IT products		✓	✓		
	Product/Service price variations			✓		
	Clients' preferences and standards		✓	✓		

6.5. Water Risk Assessment

A detailed study has been carried out at Hexaware's facilities in India to examine and enhance strategies for mitigating and adapting to water-related challenges across different regions. As part of this process, we performed a water risk assessment for Hexaware's locations in India, utilizing the WWF Water Risk Filter to assess potential water-related risks. This tool provides an extensive analysis based on 32 risk indicators, including physical, regulatory, and reputational risks.

The assessment process is aligned with key frameworks such as the TCFD water risk scenarios, SEBI BRSR water disclosure requirements, and the CDP Water Security Risk Assessment. This comprehensive analysis seeks to deepen the understanding of the potential impacts of water scarcity and related challenges. It provides valuable insights that can aid the company in enhancing its resilience and sustainability efforts in critical regions. By evaluating these ten sites, the major risks identified are water scarcity, deterioration of water quality, and flooding under extreme weather conditions.

Scenario Analysis

For the current study, current trend, pessimistic and optimistic scenarios have been considered for water risk assessment using WWF water risk filter. These scenarios are based on the combination of the most relevant climate scenarios (IPCC Representative Concentration Pathways – RCP) and socio-economic scenarios (IIASA Shared Socioeconomic Pathways – SSP) and has been developed in line with the TCFD recommendations. The details of the scenarios are given below:

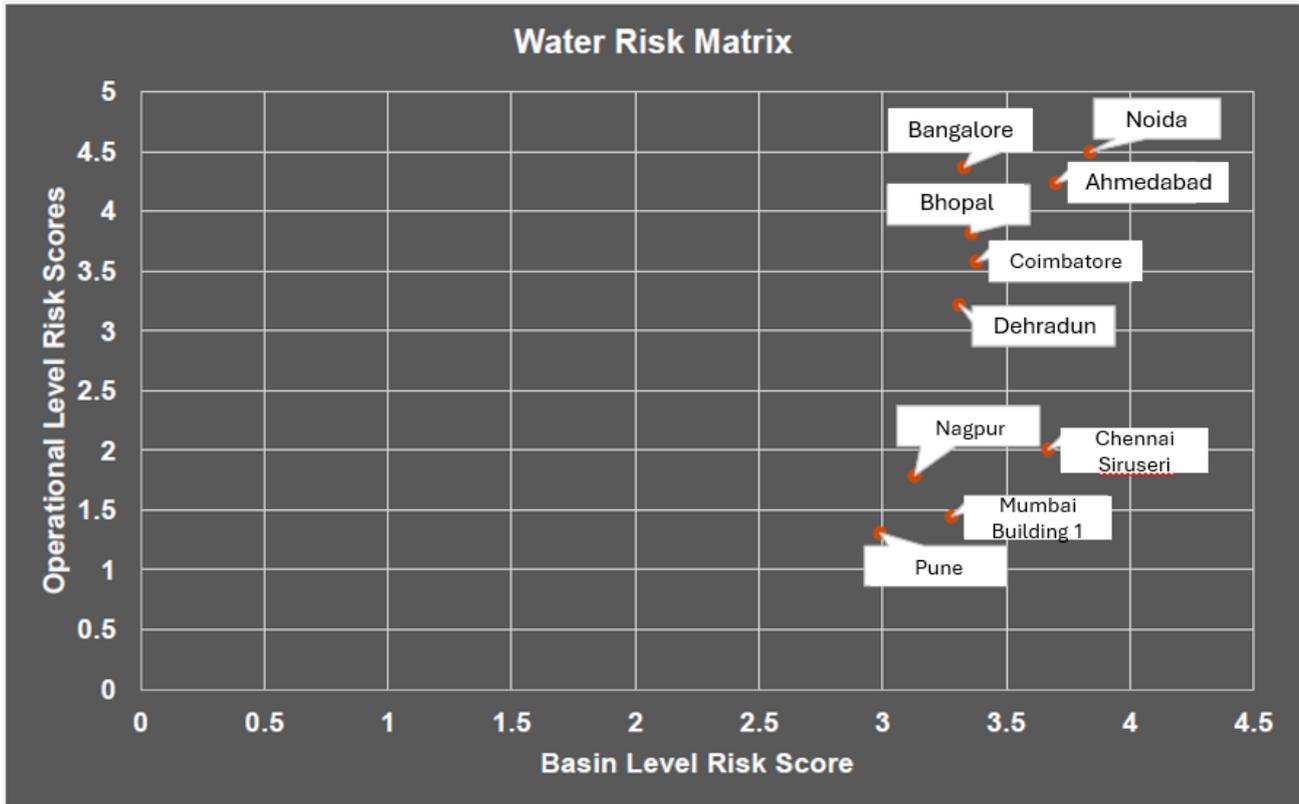
Scenario	Optimistic	Current Trend	Pessimistic
Climate Aspects	Low emissions RCP2.6 / RCP4.5 Key Features: <ul style="list-style-type: none"> Aggressive mitigation measures so that GHG emissions are halved by 2050 The increase of global mean surface temperature is not likely to exceed 2°C by the end of the 21st century 	Intermediate emissions RCP4.5 / RCP6.0 Key Features: <ul style="list-style-type: none"> Strong mitigation measures so that GHG emissions peak around mid-century, then start declining Increase of global mean surface temperature is more likely than not 	High emissions RCP6.0 / RCP8.5 Key Features: <ul style="list-style-type: none"> Business-as-usual so that GHG emissions continue to rise throughout the 21st century Increase of global mean surface temperature is as likely as not to exceed

		to exceed 2°C by the end of the 21st century	4°C by the end of the 21st century
Socio-Economic Aspects	<p>Sustainability SSP1 Key Features:</p> <ul style="list-style-type: none"> • Emphasis on human and nature wellbeing • Effective and persistent cooperation and collaboration across the local, national, regional international scales and between public organizations, private sector and civil society within and across all scales of governance • Rapid technological change • Improved resource efficiency • Sustainability concerns: more stringent environmental regulation implemented • Research and technology development reduce the challenges of access to safe water and improved sanitation 	<p>Middle of the road SSP2 Key Features:</p> <ul style="list-style-type: none"> • Current social and economic trends continue • Relatively weak coordination and cooperation among national and international institutions, the private sector, and civil society for achieving sustainable development goals • Technological progress but no major breakthroughs • Modest decline in resource use intensity • Moderate awareness of the environmental consequences of choices when using natural resources. Environmental systems experience degradation • Access to safe water and improved sanitation in low-income countries makes unsteady progress 	<p>Regional rivalry SSP3 Key Features:</p> <ul style="list-style-type: none"> • Emphasis on national issues due to regional conflicts and nationalism • Societies are becoming more skeptical about globalization. Global governance, institutions and leadership are relatively weak • Low investment in technology development • Increase in resource use intensity • Environmental policies have very little importance. Serious degradation of environmental systems in some regions • Growing population and limited access to safe water and improved sanitation challenge human and natural systems.

Outcomes

The Water Risk Matrix presented below identifies sites that fall into categories of high Basin Level Risk and high Operational Level Risk. Notably, cities such as Ahmedabad, Bangalore, and Noida are particularly

vulnerable to water-related challenges, as indicated in the map.



Mitigation & Adaptation Measures

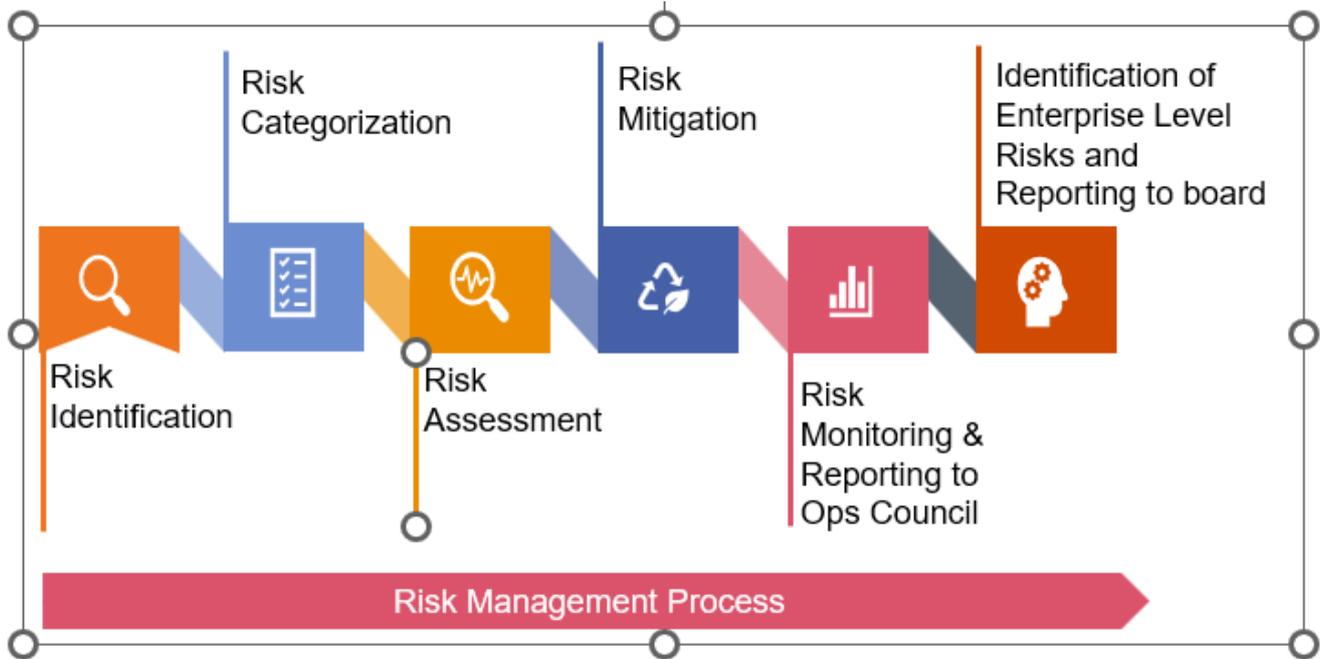
The measures for mitigating and adapting to the identified water risks at our sites are thoroughly outlined in Section 'Risk Mitigation' of this report. We are actively pursuing initiatives focused on water harvesting, groundwater recharge, and enhancing water efficiency across all our locations.



Risk Management

7. Risk Management

7.1. Overview Of Risk Management Practices



<p>Systematic Risk Management Approach and Policy Alignment</p>	<ul style="list-style-type: none"> Hexaware's Risk Management Policy ensures a systematic and annual approach to risk identification, assessment, and prioritization. The policy aligns with leading standards like COSO ERM 2017 framework and ISO 31000, promoting comprehensive risk management practices. By integrating risk management into all operations, Hexaware enhances its ability to proactively address challenges. This approach strengthens business continuity and resilience, enabling adaptation in a dynamic environment.
<p>Enhancing Risk Management with Early Warning Indicators</p>	<ul style="list-style-type: none"> Hexaware uses Early Warning Indicators (EWIs) to assess its risk appetite across different categories effectively. Critical risks are assigned to specific risk owners responsible for implementing mitigation strategies. A three-tier risk governance structure ensures clear delineation of roles and responsibilities. This structure promotes a proactive risk management culture through regular evaluations and prompt actions.
<p>Comprehensive Framework for Managing Diverse Risks Including ESG</p>	<ul style="list-style-type: none"> Hexaware's risk management framework encompasses financial, non-financial, and ESG risks, ensuring a comprehensive approach. Climate-related risks are seamlessly integrated into existing risk management policies and internal controls. The strategy safeguards resources, employees, and clients while enhancing stakeholder trust. By maintaining rigorous risk management, Hexaware upholds its reputation in a dynamic business environment.

8. Climate Risk Assessment

Integrating Climate-Related Risks into Business Strategy

Over the past year, our organization has embarked on a transformative journey to incorporate climate risk considerations into our core business strategy. This initiative has culminated in the creation of our Climate Risk Management Framework (CRMF), which reflects a holistic and globally consistent approach. Our aim is to progressively infuse climate risk considerations into the very fabric of our daily risk management processes, policies, and standards.

Risk Identification and Prioritization

Quarterly Evaluation:

We conduct a thorough evaluation of our internal risk landscape on a quarterly basis, focusing on the most pressing threats to our organization. Our continuous rigorous assessments underscore climate risk as a priority that demands our focus and attention.

Recognizing climate risk as a pervasive issue, we have incorporated it into our Enterprise Risk Management (ERM) Framework. This acknowledges the significant potential for climate-related challenges to impact various risk categories across our comprehensive risk taxonomy.

Risk Management Structure

Leadership and Management:

Our Chief Risk Officer (CRO) plays a pivotal role in overseeing the ERM function, working in tandem with dedicated risk owners across the organization to ensure a cohesive approach.

To bolster the integrity and impartiality of our risk management practices, we conduct regular risk-based audits. These evaluations provide an objective assessment of the effectiveness of our controls and procedures, ensuring that we maintain high standards throughout our operations.

Ops Management council-

Risk Management aspects get discussed in the Ops Management council, which comprises CRO, CPO, COO, CFO & other business heads. This committee is instrumental in ensuring that our risk management activities are aligned with overarching organizational policies, fostering a culture of proactive management.

Risk Management Activities

Training and Awareness:

We actively promote risk management awareness throughout the organization to cultivate a culture of engagement and responsibility. This initiative includes diverse activities such as comprehensive training sessions, interactive workshops, informative e-mail communications, engaging seminars, insightful conferences, and even quizzes to assess knowledge retention.

Decision-Making Processes:

Our methodologies for handling climate-related risks are designed to empower informed decision-making. We strategically assess options to mitigate, transfer, accept, or control these risks, ensuring a proactive stance toward risk management that aligns with our organizational goals.

Continuous Improvement and Corrective Actions

Through our systematic risk-based audits, we can identify any existing gaps or vulnerabilities within our risk management framework. This ongoing evaluation enables us to implement corrective actions, ensuring that we continuously enhance our approach to managing climate-related risks.

Assessing Climate Risks

Our organization recently conducted a comprehensive climate risk assessment across our global sites, which includes locations in North America, Europe and Asia. This assessment involved analyzing various climate scenarios to evaluate potential risks.

Climate Scenarios Considered

- **Physical Risk:** We assessed physical risks using Representative Concentration Pathways (RCP) 2.6 and RCP 8.5 scenarios, focusing on potential impacts such as temperature increases, more frequent hot days, changes in precipitation patterns, biodiversity loss, and global mean sea level rise.
- **Transition Risk:** We also examined transition risks using the International Energy Agency's (IEA) Net Zero Emissions by 2050 (NZE2050) and Stated Policies Scenario (STEPS).

Key Climate Risk Mitigation Strategies

Hexaware has adopted a holistic approach to managing climate risks, integrating various mitigation strategies throughout its global operations.

- **Energy Efficiency and Renewable Energy:** The company prioritizes energy-efficient systems and sources 71% of its energy from renewable sources such as solar and wind.
- **Business Continuity Planning:** Hexaware addresses acute risks, such as cyclones, through robust business continuity plans, which include quarterly drills and cloud-based data backups. The company is committed to ongoing adherence to ISO 22301 standards.
- **Regulatory Compliance and Budgeting:** Hexaware ensures compliance with global regulations and allocates an annual budget for climate initiatives. In 2025, the company plans to invest INR 40 million in improving energy efficiency.
- **Supply Chain Resilience:** To maintain supply chain resilience, Hexaware requires its suppliers to commit to sustainability practices, ensuring that its entire value chain aligns with the company's sustainability goals.

9. Risk Mitigation

Climate Risk Management: Adaptation and Mitigation Strategies

In response to the pressing climate risks we face, Hexaware has developed a thorough and proactive strategy that encompasses both adaptation and mitigation measures. Our comprehensive approach comprises a range of initiatives at various stages of development, from initial concepts to sophisticated programs. We are dedicated to transparently sharing these efforts with our stakeholders and are committed to continuously enhancing them as we move forward.

To effectively mitigate climate-related operational risks, Hexaware has embraced a Hybrid work model, along with strategic expansion into cities with lower environmental risks. We have also implemented strong data backup and recovery systems that safeguard our operations. To ensure our infrastructure is resilient and prepared for emergencies, we conduct quarterly disaster recovery drills and engaging tabletop exercises, allowing our teams to practice and refine their response strategies.

Our commitment to secure and efficient remote work is reflected in our investments in cutting-edge tools. This includes the Global Protect VPN solution, which provides secure access to our networks, as well as the CrowdStrike endpoint detection and response (EDR) system that protects our devices from threats. We prioritize regular operating system patch updates, multi-factor authentication (MFA), and the use of BitLocker for disk encryption to further enhance our security framework. Additionally, we perform regular data backups and utilize cloud storage solutions to ensure the security and integrity of our data, all of which are supported by an annual budget allocation of INR 30.42 million. This proactive investment underscores our commitment to safeguarding our operations against climate-related disruptions while enabling a flexible work environment.

Addressing Acute Risks: Cyclonic Activities and Flooding

Collaboration with Local Authorities: To manage acute risks like cyclonic activities and flooding, Hexaware collaborates with local authorities to ensure real-time monitoring and employee wellbeing during extreme weather events. For example, we worked closely with SIPCOT and local Panchayat offices during the Chennai floods of 2015, 2016, and 2023. With a significant employee base of 10,323 individuals in Chennai, a cyclone-prone area, we have established robust ties with urban local authorities to minimize disruptions.

ISO 22301 Certification: We are ISO 22301 certified since 2020 for our business continuity practices, underscoring our commitment to managing acute risks.

Managing Chronic Risks: Extreme Heat and Temperature Rise

A. Infrastructure Expansion to Low-Risk Areas

- **Tier 2 City Expansion:** We are expanding operations to low-risk Tier 2 cities in India, based on a detailed analysis of risk and commercial parameters, to enhance operational resilience.

B. Energy Efficiency and Renewable Energy Initiatives

Site	Energy Initiatives Taken
Mahape	Implementing energy-efficient systems, including HVAC replacements and LED installations. Significant investments planned to replace CFL light fixtures and phase out R22 refrigerants.
India-Owned premises	71% of energy from renewable sources in 2024, exceeding the near-term target of 70% by 2030. Investments in solar power plants underway across multiple locations.
Mumbai MBP Bldg.157	R22 refrigerant gas phaseout completed.
Mumbai MBP Bldg.3 (2nd & 3rd fl)	R22 refrigerant gas phaseout completed.
Mumbai MBP Bldg.3 (Ground & 1st fl), Chennai, Nagpur, Mumbai MBP Bldg.1	R22 refrigerant gas phaseout initiated.
Chennai Campus	Initiated work on 300KW rooftop solar plant.

MBP Bldg.1, Bldg.3 & Bldg.152	Replacement of old & outdated power transformers (11KV/1000KVA) with energy-efficient copper wound transformers to reduce transformer loss.
MBP Bldg.3 (2nd & 3rd fl)	Replacement of old & outdated comfort AC units with energy-efficient AC units.
MBP Bldg.157 (1st & 2nd fl)	Replacement of old & outdated comfort AC units with energy-efficient VRF AC units.
Nagpur Campus	Replacement of old & outdated comfort AC units with energy-efficient VRF AC units at 1st floor C & D wings, 2nd floor C-wing, hub rooms, and UPS/battery room. Replacement of old & outdated conventional UPS units with energy-efficient modular type. Replacement of old & outdated CFL type light fixtures with energy-efficient LED type fixtures at 1st floor C & D wings, 2nd floor C-wing.

C. Addressing Water Stress

/

Hexaware actively advances water conservation through diverse measures, such as reusing treated water from sewage treatment plants (STP) and achieving Zero Liquid Discharge across multiple campuses. Looking ahead, the company plans to further reduce freshwater consumption by installing water-efficient fixtures and lowering water pressure, as detailed below.

- **Rainwater Harvesting:** Practiced in Chennai and Pune, this technique is employed by the company to recharge groundwater, effectively utilize rainwater, and enhance depleted aquifers, thereby improving water quality.
- **Water-Efficient Fixtures:** Hexaware is committed to reducing water consumption by installing ultra-low flush toilets, waterless urinals, and low-flow showerheads and faucets, thus enhancing overall water efficiency.
- **Watershed Projects:** Participation in watershed management initiatives helps conserve water and boost groundwater levels, providing benefits to local communities and ecosystems.
- **Governance and Monitoring:** The company has established governance mechanisms to track the implementation and effectiveness of water risk mitigation strategies, using key performance indicators (KPIs) to monitor progress.
- **Stakeholder Engagement:** Collaborating with local communities and civil society in watershed management programs ensures sustainable water practices and strengthens the company's reputation.

We are maintaining water bodies and have rejuvenated / cleaned them as well as detailed below, as outlined below.

Water Body Name	Location	Area in acres	Liters of water restored	Year of Completion
RG Pond	Chennai	1	4,933,954.08	2018
Nehru Nagar Pond	Chennai	1	6,167,442.60	2019
Nedunkundram Samiyar Pond	Chennai	1	8,017,675.38	2020
Nedunkundram Gandhi Rd Pond	Chennai	1	6,784,186.86	2020
Thazhambur Gandhi Rd Pond	Chennai	3	25,903,258.92	2021

Polachery Lake	Chennai	13.5	133,216,760.16	2022
Thazhanthangal	Chennai	2	12,334,885.20	2023
Kelambakkam Pond 2	Chennai	1	4,933,954.08	2023

Afforestation	Location	Area in acres	Trees planted	Year of Completion
NagVan	Nagpur	6.5	12500	2024
Kanagam	Chennai	1	5500	2022

D. Transition Risks: Supplier Resilience and Stakeholder Preferences

- **Sustainable Supply Chain:** We are committed to transparency in our supply chain, ensuring supplier compliance with sustainability goals through a newly introduced Sustainability clause in the Supplier's Code of Conduct.

E. Regulatory Compliance

- **Compliance Monitoring:** Hexaware uses a compliance tool to track global regulatory adherence and is committed to adopting circular economy practices. This includes the responsible disposal of electronic waste and aligning with industry regulations.

F. Advocating for Behavioral Change

- **Employee Engagement:** We encourage employees to make personal pledges to reduce emissions and have focused on minimizing business travel emissions. Annual talks and seminars promote awareness of climate action across our operations.

Through these well-rounded strategies, Hexaware demonstrates its commitment to effectively managing climate-related risks, ensuring business continuity, and contributing to a sustainable future.

G. Understanding Our Risk Management Efforts in Uncertain Times

Our employees faced multiple challenges due to natural disasters and unforeseen events, requiring a robust risk management strategy. We consistently communicated updates, safety measures, and support options during crises. The focus was also on counseling support, accommodation assistance, and proactive measures for employee welfare. We had firsthand preparedness through alternative working locations and DG sets.

There is a risk of wildfire at Pune Campus. The risk was identified basis number of years of operations at Pune. During the execution of Phase II construction activity, new fire hydrant points were designed closer to the periphery wall to address and mitigate any wildfire, which typically happens once, during rainy season.

Highlights

This section outlines significant climate events and details the company's strategic responses to various challenges.

Chennai Floods - Nov'15:

In the first week of December 2015, Chennai saw unprecedented flooding because of heavy rainfall. The heaviest one-day rainfall in the region – as much as 494 mm (19.45 inches) left more than 3M people without basic services. Our risk strategy included swift communication from Chief People Officer assured employees of safety measures, transportation updates, and even accommodation support. Proactive steps were taken, such as providing counseling support for emotional well-being.

Cyclone Vardah - Dec'16: We closely monitored the situation and prioritized employee safety. Clear communication about the potential threat and the option for employees to work from home ensured the well-being of the workforce. The company adjusted schedules to make up for lost hours.

Heavy Rainfall Alert - Nov'21: Anticipating disruptions, we proactively issued alerts about heavy rainfall and possible service interruptions. Arrangements were made for affected employees to operate from a safer location, showing preparedness and concern for their well-being.

Power Disruption due to Strike - Jan'23: Equipping offices with DG sets showcased contingency planning, ensuring operations could continue despite external challenges.

Cyclone Biparjoy - June'23: We stayed ahead of the situation by issuing a forecast about an approaching cyclone. Clear instructions were provided to employees to keep devices charged, emphasizing readiness for possible power and connectivity disruptions.

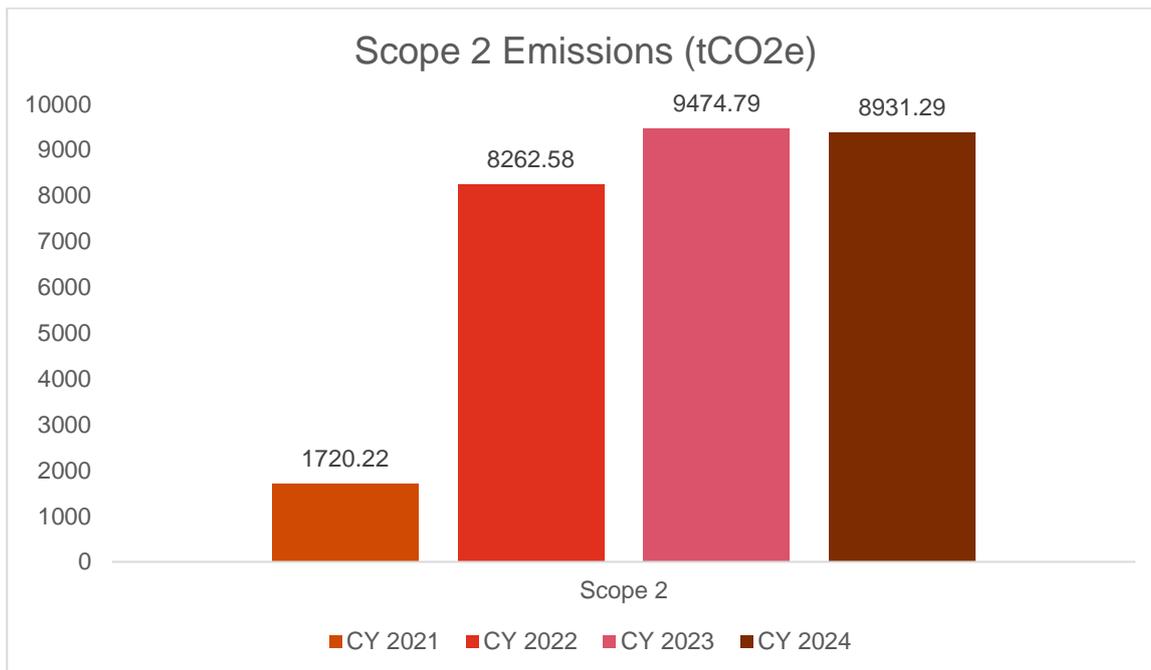
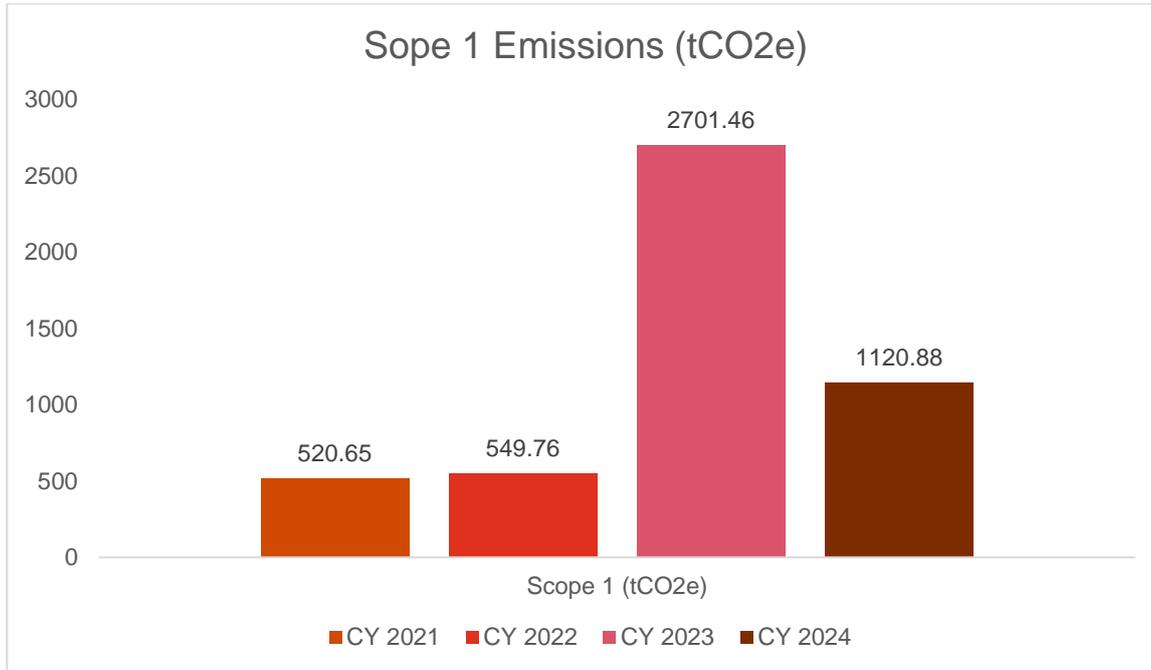
Wildfire at Pune campus, Aug' 2024: Our security team informed the Fire Brigade about the fire. It observes the extent of fire and keeps the in-house fire hydrant system in action mode in case the fire reaches near Hexaware periphery. When the fire reached Hexaware periphery, the fire was extinguished with the help of in-house fire hydrant pumps.

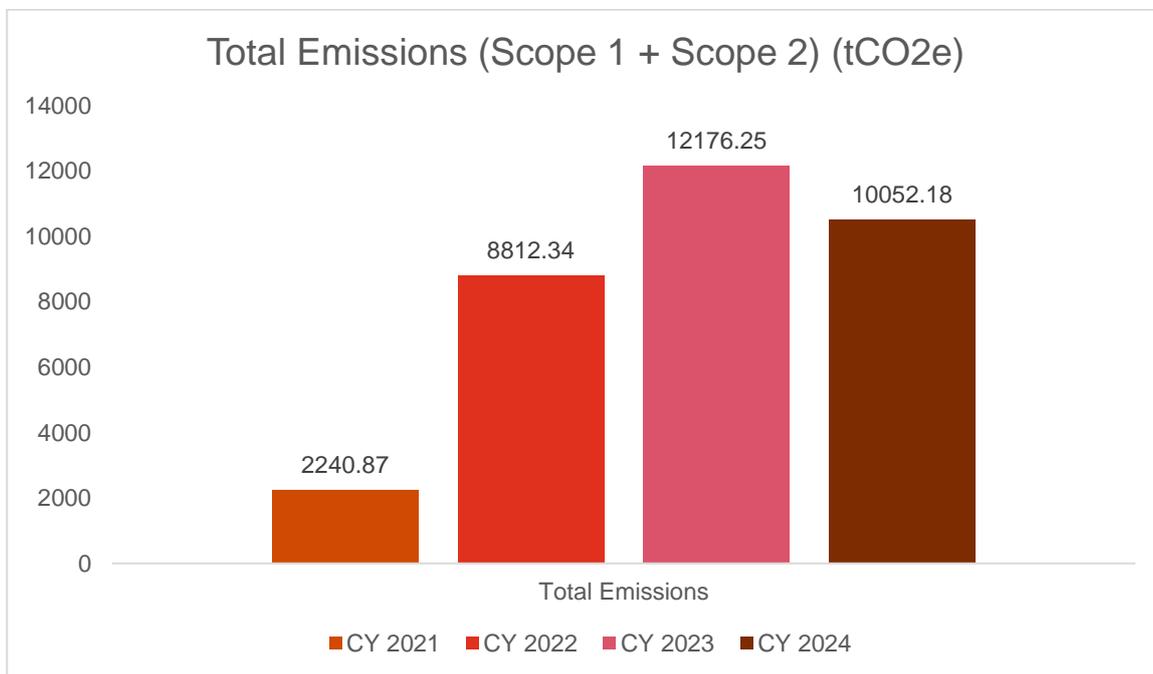
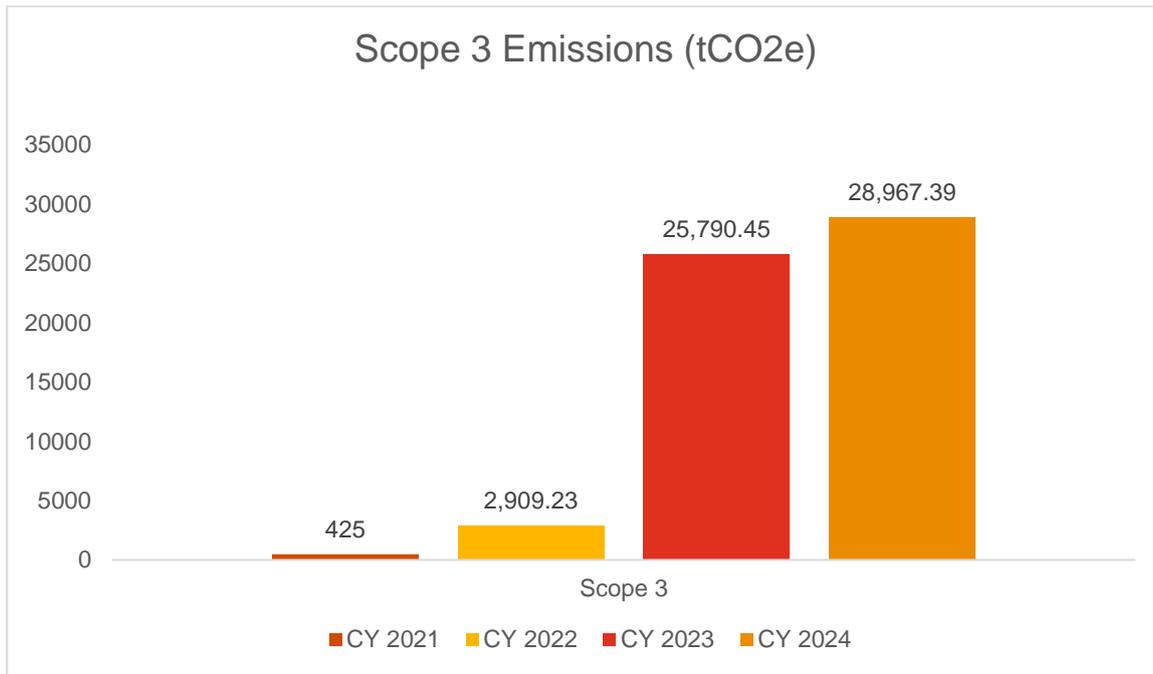


Metrics & Targets

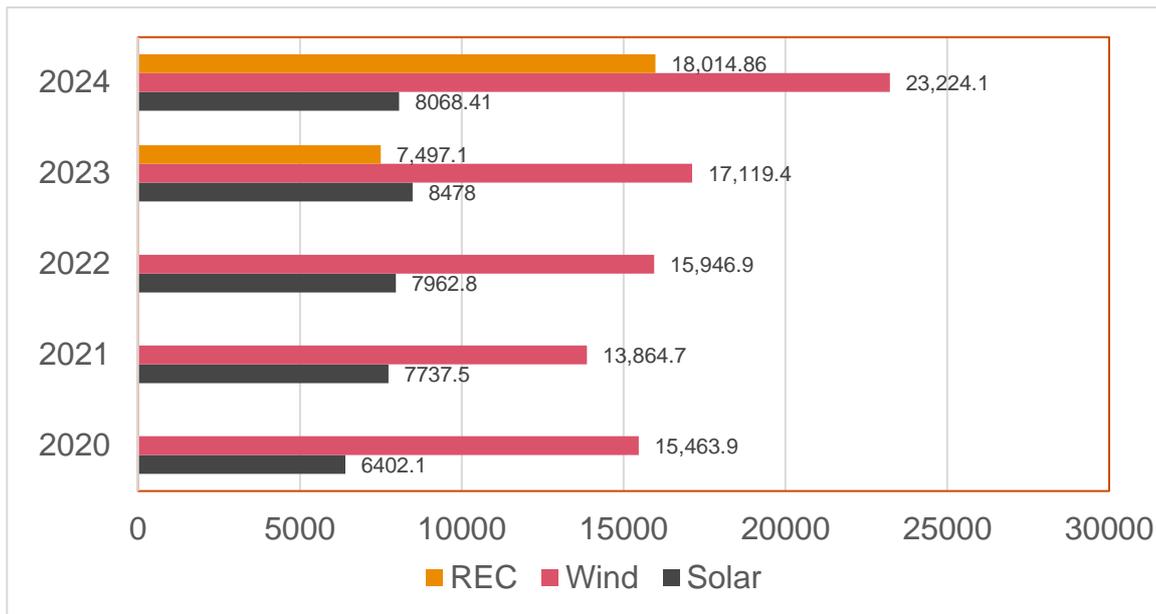
10. Metrics and Targets

10.1. Key metrics used to track climate performance





Our current progress towards our Renewable energy target (GJ)



- The total solar capacity in Hexaware offices at the end of 2024 stands at 1841 kW (1.8 MW)
- More than 50% of the total energy consumed at the India campus is fed from green power (wind and solar)
- 77% of the total energy consumed at the Chennai campus comes from green power (wind & solar)
- Approximately 6.45 million units of wind energy were availed in 2024 as a group captive power consumer through a third-party private power agency

10.2. Targets set for improving sustainability outcomes

Indicator	Our Targets
 <p>Emissions reduction</p>	<ul style="list-style-type: none"> • Achieve net-zero GHG Emissions (Scope 1 and 2) by 2040 • Near term: To reduce absolute scope 1 and 2 GHG emissions 42% by 2030 from a 2023 base year. • Near term: To reduce scope 3 GHG emissions 51.6% per employee within the same time frame • Long-Term: to reduce absolute scope 1 and 2 GHG emissions 90% by 2040 from a 2023 base year. • Long-Term: To reduce scope 3 GHG emissions 97% per employee within the timeframe

	Renewable energy	Transition to 70% electricity usage from renewable sources on our campuses by calendar year 2030
	Zero waste to landfill	We aim to ensure zero waste to landfill by 2025 at owned facilities
	Supplier Screening	100% of critical suppliers to be screened on ESG criteria by 2025 globally
	Zero Liquid Discharge	3 of our campuses in India to be ZLD by 2027

KPI	Actuals for 2024	Target	Progress
Water consumption	0.067 KL / employee / day	Target - 20% decrease by 2030 (0.068 KL/employee/day)	21% reduction in water intensity as compared to 2023 (0.085 KL / employee /day) Hybrid work continues. We will keep monitoring this.
Zero Liquid Discharge	2 Indian campuses (Chennai and Pune) have achieved ZLD	3 of our campuses in India to be ZLD by 2027	Nagpur will be ZLD by 2027. Due actions are in progress

Key figures

- The Chennai and Pune campuses are zero-water discharge campuses, with a rainwater harvesting system installed along the periphery



Thank You

