

Hexaware

Communication on Progress

For the United Nations Global Compact



Date: 28th June 2022





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1.STATEMENT OF CONTINUED SUPPORT BY THE CHIEF EXECUTIVE OFFICER

28 June 2022

To our stakeholders:

I am pleased to confirm that Hexaware Technologies reaffirms its support of the ten principles of the United Nations Global Compact in the areas of human rights, labour, environment and anti-corruption.

In this annual Communication on Progress for the period January to December 2021, we describe our actions to continually improve the integration of the Global Compact and its principles into our business strategy, culture, and day-to-day operations. We are committed to engaging in projects related to the broader development goals of the United Nations, with primary focus on the Sustainable Development Goals.

We commit to sharing this information with our stakeholders using various channels of communication.

Supporting public accountability, transparency and committing to report on progress is a key requirement for participation in the Global Compact. Therefore, we submit Communication on Progress (COP) that describes our Company's efforts to implement the ten principles. This includes:

- A statement expressing continued support for the UN Global Compact and reaffirming our commitment to the initiative and its principles.
- Description of actions, mentioning relevant policies, procedures and activities that the company has performed to implement the UN Global Compact principles in each of the four areas (Human Rights, Labour, Environment and Anti-Corruption).
- Measurement of outcomes stating the qualitative or quantitative measurement of performance.



Sincerely yours,
R Srikrishna
Chief Executive Officer



2. DESCRIPTION OF ACTIONS

Human Rights Principles

Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights

Principle 2: Businesses are not complicit in human rights abuses

Policies and Commitments

As an international employer, Hexaware has 43 global offices, which has a direct impact on the lives of 24000+ employees. Hexaware lays emphasis on the protection of internationally proclaimed human rights. It pledges to recognize and respect the rights of all its stakeholders, such as: employees, customers, suppliers, and the society. This is emphasized by implementing policies and procedures such as Hexaware’s code of conduct policy for its employees, board of directors and senior management personnel, the whistle-blower policy, sustainability policy, corporate social responsibility policy, and the supplier code of conduct applicable to our suppliers across all geographies.

To protect the human rights of all our employees according to the global human rights proclamation and standards, we have a well-defined code of conduct policy. It defines standards for conduct in all business, legal, and ethical matters carried out in daily business, and is a guide for interaction with employees, customers, suppliers, partners and competitors. It includes the right to “safe and healthy working conditions” and the right to “fair and timely remuneration”.

It is our duty to provide a safe and healthy workplace to our employees. Hexaware is a zero-incident free workplace and we are continuously working to enhance health and safety at the workplace by leveraging state of the art infrastructure and industry leading practices.

Hexaware is an equal opportunity employer and is committed to providing a conducive environment that is free from all forms of abuse and harassment. Employees are assured a workplace, free of harassment irrespective of their gender, race, social class, caste, creed, religion, place of origin, sexual orientation, disability or economic status. We have a zero-tolerance policy to any kind of workplace harassment. The company has established an anti-harassment policy with the purpose to provide a cordial work environment. It defines all sorts of harassment and remedial action.

The company has a Prevention of Sexual Harassment (POSH) policy in place that is applicable to all the locations in India, complying with the requirements of the sexual harassment of women at workplace (Prevention, Prohibition and Redressal) Act, 2013. All employees are sensitized to POSH through an annual awareness program. The company has set up an Internal Complaints Committee (ICC) at the registered office and at every location where it operates in India in accordance with the Act. It is chaired by a senior lady member and has an external women representation.

Hexaware is committed to imparting awareness on human rights and upholding the universal values within its ambit. The whistle-blower policy provides a forum for employees to report any violations of human rights or any other policies of Hexaware.

The company’s supplier code of conduct is applicable to its suppliers of people, products, and services. All our suppliers are expected to adhere to the code of the conduct and uphold the applicable international, national and local laws and standards for protection of human rights.

We have been actively taking care of our communities and have made community development a part of our overall corporate objective. Hexaware’s Corporate Social Responsibility (CSR) vision is guided by the overall goal of empowering the communities. The CSR programs are uniquely designed to generate opportunities for individuals to enable a better



future. The company also encourages its employees to be a part of their CSR journey and to bring about a change in the society. Hexaware has a long-standing commitment to CSR that is built on a strong edifice of value creation for everyone.

Implementation

Hexaware is working towards creating an environment that provides equal opportunity, avoids discrimination, and makes employees feel “valued”. It imbibes the principles of equity and inclusion in the process of hiring, assigning projects/ opportunities, performance reviews, rewards, and recognitions, promotions, remunerating fairly and grievance redressals. The policies of Hexaware form one of the fundamental parts of the training and induction. The StationH portal on the company’s intranet, contains all the information regarding processes and policies that the employees can access.

The HR Business Partners (HR BPs) have a well-defined employee engagement mechanism. HR BPs work closely with employees on human resources related topics and the employees can directly report their grievances to them. Regular skip-level meetings, one-on-one meetings, and open houses are conducted for the employees by the HR BPs, where any concern may be raised, or feedback can be provided.

Having strong emphasis on human rights practices, Hexaware has been declared as ‘Great place to work’ by ‘Great place to work institute’ for the second year in a row. This is a testimony of Hexaware’s good governance practices. Hexaware believes in the culture of continuous recognition which is built on a solid foundation of great performance. It has ‘Rewards and Recognition’ programs (R and R) for deserving employees to be recognized and appreciated. Awards like Culture champs, Tech guru, Pinnacle Award, Peer to peer recognition acknowledges employee’s accomplishments, recognize their outstanding contribution and applaud their efforts for creating smiles for themselves and for their customers.

Hexaware has a robust risk management framework to identify, assess and mitigate its key business and strategic risks. This framework drives the overall risk management methodology at Hexaware. The company has formulated Early Warning Indicators (EWIs) to define the risk appetite for each of the risks. Risks include health and safety risks and opportunities in the operations, eliminating incidents, preventing occupational illness and injuries at the workplace. Identification of hazards and assessment of risks pertaining to the operations is done on a periodic basis. Safety committees are established at all locations to implement robust governance, actively deploy actions to avoid recurrence of incidents and improve the emergency response practices for mitigating operational threats and vulnerabilities.

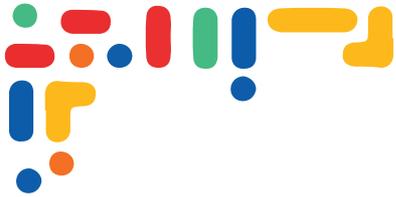
Hexaware has institutionalized the AskGenie ticketing tool. Employees can raise Employee Health & Safety (EHS) requests to the respective functions. These are then further approved via approval workflow for the respective functions along with approval from the functional head. All these tickets are serviced against the pre-defined Service-level-agreement (SLA).

We organize training sessions for employees on EHS policy awareness and on how to report incidents related to environment, health and safety. The Corporate Affairs team organizes specific safety and operational training for their team members for handling the equipment, chemicals, etc. HR team organizes periodic health-related training for all the employees across locations. In the current situation, a lot of awareness on work-from-home and COVID related sessions were organized by HR from experts in this field.

Various other physical and mental well-being initiatives are undertaken to encourage all employees to maintain good health. The organization has organized counsellors so that employees can avail free counselling sessions to manage their stress and anxiety level. Health and life insurance is provided to all employees.

Health and safety-related parameters are audited, once in 6 months as a part of the integrated internal quality audit for Quality management system (QMS), Information Security Management System (ISMS) and Environmental Management System (EMS). ISO 45001 Occupational Health and Safety Management System certification is planned in 2022.

The top management’s commitment to security and privacy is documented in the data protection process manual. The company has appointed a Data Protection Officer (DPO) to spearhead the privacy initiatives.



Periodic assurance reviews are conducted to verify compliance to requirements. Master Service Agreements are signed with all suppliers to agree on the service offering and SLAs. All the customer/supplier agreements are having data privacy clauses as applicable to region/country.

While selecting suppliers, we strive to choose reputable business partners who are committed to high ethical standards, provide a safe and healthy working environment, safeguard human rights, protect the environment and are compliant with applicable laws and regulations.

We at Hexaware strive to constantly create an impact in the lives of communities where we operate in India. We contribute towards interventions focused on various causes such as education, women empowerment, environment, health and sanitation, sports, art and culture, natural calamities and disaster relief, and rural development. Our activities are focused on ensuring a better quality of life for all while creating value and ensuring sustainability.

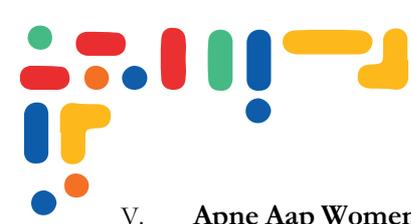
In the year 2021, our CSR spending was USD 1.5 million (INR 119.4 million). We implemented over 20 projects across India impacting over 38263 beneficiaries. We also carried out an impact assessment of our programs with the help of an external third-party agency to impartially assess the impact created, gather the learnings, and improvise the projects undertaken in the years to come.

Hexaware's CSR activities are classified into four broad categories namely:

- a) Flagship programs
- b) Programs aligned with national themes
- c) Sustainability employee engagement programs
- d) Stakeholder management program

a) Flagship programs

- I. **V-Excel's Vocational Training Program:** This program provides professional training and job opportunities to people with disabilities and encourages them to become entrepreneurs. The project provides training on paper cutting, shredding, binding and lamination. The trainees are equipped with the requisite skills, and they are regularly examined by external agencies.
- II. **Early intervention program:** This aims to assist disabled individuals by providing vocational training. It is different from other programs since it is for the parents and the caregivers to understand the child's special development needs and incorporate them in the educational and therapeutic strategy.
- III. **SOS Children's Village:** Hexaware aspires to support vulnerable children from economically challenged families. This program uses a dual approach - enables children via education, nutrition, health and empowers their families by enhancing their income via varied livelihood activities. This program impacted beneficiaries across three locations in Chennai, Alibaug, and Pune. The program focuses upon implementation activities such as providing tuition support for school children and financial support for school bags, uniforms, books, organizing career guidance workshops; vocational training programs for older children; conduct adult literacy programs and organizing training programs for entrepreneurial development of caregivers to name a few.
- IV. **Rainbow Homes:** Hexaware has provided financial support to Rainbow Homes to work with homeless girls. Rainbow homes provides a fully residential complete care program that enables mainstream schooling and takes care of the nutritional needs of these underprivileged children.



- V. **Apne Aap Women's Collective (AAWC):** Hexaware is working towards empowering women through its different programs - "Udaan" and "Umeed". These flagship programs are implemented by Apne Aap Women's Collective (AAWC).
- Udaan:** This program works for the girl children of sex workers and prevents them from falling prey to the inter-generational cycle of prostitution. Under this initiative, Hexaware is financially supporting girls from the age of 5 to 18. Many extra-curricular sessions such as theatre classes, computer classes, English speaking sessions, and music classes were organized for Udaan girls. Health camps and night shelters were also organized for the girls.
- Umeed:** This is another program of Hexaware that works with sex workers/ trafficked women to support their physical, mental, and economic well-being. Umeed women beneficiaries receive first aid, subsidized medication and medical referrals to government hospitals. Women living with HIV/ AIDS or tuberculosis receive daily mini meal and nutritional supplements.
- VI. **Pankh- 'Vocation Training for People with Disability':** Hexaware is supporting Pankh (Trust for Retailers and Retail Associates of India -Train Trust) for the vocational training of people with disabilities. The aim is to create sustainable livelihood for people with disability (PWD). Through this program, people with disabilities (PWD) got benefitted and 70% of the beneficiaries enrolled are provided placement opportunities across 4 centers in Navi Mumbai, Thane, Chennai, and Pune.
- VII. **Space Kidz India:** Hexaware is also associated with Space Kidz India, aimed for searching young talent in the field of Science and Technology especially in Aerospace and Robotics besides the conventional streams of Engineering and Medicine. Hexaware supports innovative ideas by providing a platform to the winners of the competitions conducted by Space Kidz India and has set up a multi-disciplinary lab for STEM Education (Science, Technology, Engineering and Mathematics).
- VIII. **Cuddles Foundation:** Hexaware supports Cuddles foundation which works with 3 government-run cancer hospitals to provide, food and nutritional supplements, counseling, and customized diet plans to children based on their grade of malnourishment and medical condition.
- IX. **Katalyst India:** Hexaware helps in implementing this project by providing complete financial support to female students. The project focuses on providing skill development training on topics such as social skills, managerial skills and technical skills, one on one mentoring sessions and leadership and volunteering initiatives. Financial support is provided based on a scorecard which is determined by their academic performance and training attendance. Health insurance is provided for the Katalyst girls and their mothers, industrial visits / corporate workshops are organized, and internship assistance is provided to all Katalyst girls.
- X. **Magic Bus:** With the support of Hexaware, Magic Bus has been implementing high-impact youth employability programs for young people, with the program having completed its second year in December 2021. The Magic Bus-Hexaware Youth Skilling program is being implemented at Lonavla and Thane in Maharashtra and Chennai in Tamil Nadu. The main objective of the program is to identify and train youth belonging to disadvantaged backgrounds and place them in jobs that will help them financially support their families.
- XI. **Tweet Foundation:** Tweet foundation is protecting and supporting transgender people. As many transgender people are rejected by their families, these people have to face hardship and discrimination. The lack of social inclusion often leads to financial instability and puts transgender people in a cycle of poverty. Garima Greh, Tweet Foundation's shelter home in Mumbai, was established to support transgender people and help them live a life of dignity and respect.



b) Programs aligned with the National theme

- XII. **Antar Bharti Balgram Yojana**-This program aims to give an opportunity to orphaned and destitute children to develop into responsible citizens by focusing on their holistic development. This program provides quality education, nutrition and inculcates moral values in children.
- XIII. **Digital and Financial Education Program**-Hexaware supports Digital and Financial Education Program in multiple government schools in Chennai and Mumbai. This program is focused towards empowering teachers and creating a good learning environment in schools.
- XIV. **Yuva –Evolution**-This program was started in 2016 and it aims to improve the infrastructure facilities of school in Vapi, Gujarat. Later, the program was expanded to schools in Mumbai. So far, we have completed the infrastructure facilities in 45 schools. The program aims at improving existing infrastructure of the school, a separate dish washing area, a drinking water facility for each school, creating a proper and hygienic sanitation facility for all students and smart classrooms.

c) Employee Engagement Programs

- XV. Hexaware believes in the importance of involving its employees in CSR activities and thereby has employee engagement programs such as Mumbai Marathon, Chennai virtual marathon, fulfill a Kid's Wish, payroll giving program, summer volunteering and the school kit drive.

d) Stakeholder Management Programs

- XVI. **Hexaware scholarship for school and college students:** Hexaware, in collaboration with the Idea Foundation, grants school fees and scholarships and conducts personality development programs for deserving underprivileged youngsters. In addition, students receive appropriate educational support to complete their current studies or pursue higher education. The program has provided support to many students in Pune, Mumbai, Chennai, Nagpur, and Coimbatore in three phases. 54% of the interviewed beneficiaries have been associated with the scholarship program for more than 2 years. Reimbursement of school /college fees was provided to students at Pune, Mumbai and Chennai.
- XVII. **Olympic Gold Quest:** Hexaware has been associated with Olympic Gold Quest (OGQ) since 2018 and has supported 4 women Olympic athletes and 40 para-athletes till date. Out of the 4 women athletes, 2 athletes namely Vinesh Phogat (Wrestler) and Manu Bhaker (Shooter) qualified and participated at the Tokyo Olympics 2020. For the first time in the history of the Paralympics, India won a total of 19 medals at the 2020 Tokyo Paralympics—the highest medal tally ever. 10 out of the 19 medal winners were supported by Hexaware.
- XVIII. **Pond Restoration-** Environmentalist Foundation of India's association with Hexaware began in 2019, with the ecological restoration of the Nehru Nagar Pond and the R.G. Pond in Chennai. Through this partnership, the organization was able to create a positive impact in the neighborhoods where these water bodies were located. The partnership with Hexaware later grew stronger as two other urban ponds were taken up for restoration in the year 2020. Even as the pandemic waged on, the restorations were completed in time to receive showers from the 2020 North East Monsoons. Community engagement activities were later conducted at these water bodies to spread awareness about environmental conservation and its importance. In an effort to expand the horizons, two new projects were taken up in 2021 in the south of Chennai in the Chengalpattu District of Tamil Nadu. The Gandhi Road Pond in Thalambur and the Polachery Lake in Mambakkam were completely restored in record time and were all set to take on the harsh rains of the monsoon season.



XIX. **Art Education-** Hexaware partnered with Art1st Education to provide a stimulating and enlivening educational environment for girls in economically challenged schools, allowing them to freely think and grow. The art program provides a unique learning experience for female children. It not only empowers the children to interpret their ideas, thoughts, and feelings; it also provides them with a tool that can empower them economically, socially, and emotionally.



Labour Principles

Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining

Principle 4: The elimination of all forms of forced and compulsory labour

Principle 5: The effective abolition of child labour

Principle 6: The elimination of discrimination in respect of employment and occupation

Policies and Commitments

Hexaware is obligated to protect and promote human rights amongst our employees (permanent, contractors, retainers, trainees and employees of subcontractors), suppliers and customers.

Hexaware’s culture and philosophy is based on promoting human rights and therefore we are committed to prohibiting modern slavery and human trafficking. It has established a Code of conduct policy which addresses human rights issues like modern slavery, human trafficking, child labor, forced labor, abuse of managerial authority etc. We are signatory to the United Nations Global Compact (UNGC) and are committed to protecting and preserving human rights as per UN Guiding Principles and the International Labour Organization’s Declaration on Fundamental Principles and Rights at Work. We are committed to exhibit zero tolerance towards all facets of modern slavery.

Hexaware stands in agreement with the ideologies and recommendations put forth by the International Program on the Elimination of Child Labor (IPEC) and Indo-US Child Labor Project (INDUS). Hexaware wholly complies with the Indian Child Labor (Prohibition and Regulation) Act of 1986. Hexaware does not support any form of child labor, forced and compulsory labor.

Hexaware’s commitment towards anti-harassment is documented in the anti-harassment policy. As mentioned in the policy, we aim to provide a safe work environment and eliminate all form of discrimination or harassment. Hexaware is committed to extend its positive work environment across its suppliers, business partners and customers.

Hexaware is an equal opportunity employer and does not discriminate amongst its employees as stated in the Diversity, Equity and Inclusion (DEI) policy. We do not discriminate based on race, color, religion, national origin, sex, age, sexual orientation, marital status, citizenship status, or disability.

Implementation

At the time of new employee joining, Hexaware collects personal and academic information from the employee. This information is validated through formal background checks. Hexaware thus ensures that child labour is not employed for its regular employment, contractual employment, or apprenticeship.

We undertake role-based recruitment which has a predefined technical and behavioral competency requirement. We provide equal opportunity to all candidates without discrimination of gender, caste, creed, ethnicity, and demographics. Our campus hiring program for engineering graduates enables candidates from the most remote areas of the country to apply and get selected.

Hexaware has constituted committees comprising of employees at all levels to oversee operations such as canteen, employee engagement, etc.



The company has an open-door policy and encourages transparent communication between leaders and employees.

Building an inclusive culture is the top priority at Hexaware. Diversity, Equity and Inclusion (DEI) is an integral part of Hexaware’s business strategy. The greater the mix of people with different experiences, ideas and input, the higher level of creativity, innovation, and company performance. This will enable us to better serve our employees, customers and investors.

Currently, we are running an 18-month academic women leadership program called Rising Women @ Hexaware which comprises of 3 phases of learning, mentoring, and driving. This program is highly appreciated by the women who are currently part of it and after evaluation, we will discuss further enhancement of the program.

We celebrate 98+ different cultures in our company, which brings a great variety of insights, ideas and experience that helps us grow creativity and innovation. Working with our global customers and suppliers, further enables us to imbibe the diversity of various cultures.

Environment Principles

Principle 7: Businesses should support a precautionary approach to environmental challenges.

Principle 8: Businesses should undertake initiatives to promote greater environmental responsibility.

Principle 9: Businesses should encourage the development and diffusion of environmentally friendly technologies.

Policies and Commitments

Environmental sustainability is about making responsible decisions that will reduce a business' negative impact on the environment. It is not just about reducing the amount of waste produced or using less energy but is concerned with developing processes that will lead to businesses and communities becoming completely sustainable in due course.

We at Hexaware have been engaging our stakeholders (customers, suppliers, communities, employees), deploying significant financial resources, and implementing initiatives for -

- Monitoring and reduction of energy consumption, emissions released, water consumption, wastewater recycling and discharge, waste generation, waste recycling, and disposal
- Adopting renewable energy, low carbon emissions, green infrastructure, zero waste to landfill and water efficiency
- Ensuring ecological development of the communities we operate in by undertaking projects in partnership with external organizations

We continue to explore possibilities for better resource management through various environmental protection programs and adopt best practices in facility management services. Our Environment Health and Safety (EHS) Policy acts as a pivot for the implementation of such programs. The EHS policy stating commitments towards its material environmental aspects is easily accessible to our employees, customers, investors, and other interested stakeholders. The policy is reviewed annually or as and when the need arises, to ensure compliance with the applicable laws, regulations and key changes happening in the industry. All 9 sites in India, 1 site in the Philippines, and 1 site in Poland are certified for Environmental Management System standard – ISO 14001:2015. Our other sites also follow the requirements of the standard and go through regular internal audits and reviews.



Implementation

We focus on resource conservation which involves energy and emission reduction initiatives, water efficiency, waste reduction and recycling and pollution monitoring. To safeguard the environment, we have taken huge strides in green buildings and process innovations. Our LEED certified buildings including state-of-the-art infrastructure at Chennai, Mumbai and Pune locations, are testimony to our commitment in this direction. Our procurement strives to factor in responsible practices in its processes as it looks forward to influencing the supply chain towards better sustainability.

Renewable Energy and Energy Efficiency

For generation of solar energy, we have installed solar plants with a capacity of 1,563 KW (Chennai - 1,124 KW, Mumbai - 114 KW, 325 KW installed in Pune campus in 2021). Solar Power generated in year 2021 from our systems is 1605395 KWH, 116200 KWH and 431990 KWH Units at Chennai, Mumbai and Pune locations respectively.

For generation of wind energy, we availed 3.85 million units of wind energy in 2021 against 4.3 million units in 2020, as group captive power consumer through a third-party power agency. Even as we purchase more renewable electricity, we continue to drive energy efficiency.

We continued with our gradual shift from CFL to LED lighting at all our offices at India and will complete it in the first quarter of 2022. We have installed energy efficient light fittings with CFL and T5 lamps, energy efficient variable frequency drives for chillers, air handling units, chiller pumps and raw water distribution and occupancy sensors at board room and meeting rooms to save energy. In locations where energy is purchased on our behalf (in our leased offices), we are collaborating with building management and others to improve our renewable electricity mix. In India, the company has invested in shares of Beta Wind Farm Private Limited, a company engaged in generation of renewable energy. The investment is of strategic nature to avail the benefit of renewable energy in our sites.

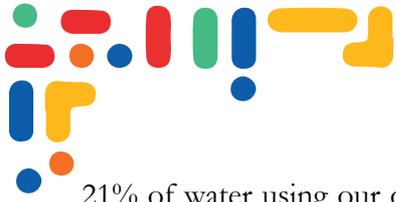
Employee Travel

The pandemic proved that we could serve our customers remotely by using collaboration technology. Our increased reliance on digital collaboration and ability to meet customer needs without travel, led to more cost-efficient customer delivery and reduced carbon emissions. We anticipate that business travel will begin to rise now. We are also working with suppliers to understand our carbon footprint per trip (flight, hotel room, car rental) and ways to further cut down the impact through our travel.

To reduce fuel consumption and promote the usage of EV vehicles, we have provided EV charging points in two of our locations in India. We encourage our employee to cycle to work. We have designated cycle parking space at all our India locations. This will reduce fuel usage, as well as keep the employees fit and healthy.

Water

At Hexaware, water consumption is not heavy as water is primarily used for domestic purposes. We understand the importance of efficient water management and systems have been put into practice to minimize water consumption, recycle the wastewater generated and reuse the same. We aim to make our campuses water sustainable and continue to reduce per capita freshwater consumption. Our campuses are equipped with sensor taps, sprinklers, smart meters, rainwater harvesting systems, and sewage treatment plants (STP) to ensure the conservation and recycling of water. The Chennai and Pune campuses are zero-water discharge campuses, and a rainwater harvesting system is installed along the periphery. We have state-of-the-art 220 KLD and 75 KLD capacity sewage treatment plants installed at Chennai and Pune campuses, respectively. We recycle approximately



21% of water using our own Sewage Treatment Plants in India. This water is reused internally for flushing and landscaping purposes. Although the water consumption is less, we realize the water is still drawn from water stress areas and are striving to do our bit towards water restoration. We have supported the Environmental Foundation of India (EFI) for pond restoration projects to scientifically refurbish and restore the water bodies in Chennai. Six water bodies have been restored so far.

Waste

We are focusing on waste management to work towards our goal of minimizing waste going to landfills. Most of the waste generated by the Company is e-waste, dry waste (mainly paper waste), STP sludge, and wet waste (primarily from the café). Proper segregation at the source has ensured effective recycling and disposal, in adherence to applicable legislation.

Our commitment to reducing plastic usage has ensured a number of plastic alternatives in daily use. We have discontinued the use of plastic water bottles and have replaced them with glass bottles in all our offices. We have discontinued the use of single use paper cups and plastic straws across all our locations.

E-waste generated is disposed-off to authorized suppliers to be processed in accordance with all applicable local, State and Federal laws in an environmentally controlled way, eliminating waste to landfills. We distribute our old computers and laptops to various social organizations as well as government and municipal schools through our CSR implementation partners, to extend the end of life of the electronic items and make it useful to society.

For the food waste generated, we have 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 paper waste generated is given to ITC's WOW - Well Being Out of Waste Initiative for recycling purposes.

Air, Water, Noise Pollution Monitoring

We ensure regular monitoring of air, water, and noise pollution to operate well within regulatory norms. We monitor diesel generator stack emissions (NOX, SOX, and SPM), indoor air quality (CO, CO₂, VOCs, RSPM), water quality, food cooked, and ambient noise levels across our owned campuses, on a monthly basis. These meet the specified regulatory norms. Ultraviolet Germicidal Irradiation (UVGI) System is installed at Comfort Air conditioning for disinfection of micro-organisms and improvement of indoor air quality at Mumbai and Pune Campus. Gensets are pollution-free as certified by Government Pollution Control agencies and the stacks are fixed at the prescribed heights and locations. Wet scrubbers are installed in the Genset exhaust line to minimize air pollution at the Chennai campus.



Anti-corruption Principles

Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery

Policy and Commitments

Hexaware has a zero-tolerance approach to corruption in all forms and it is committed to conduct business in an honest and ethical manner. Hexaware upholds all applicable laws of the land relevant to countering bribery and corruption. In addition, the Company is bound by the UK Bribery Act, 2010.

Hexaware is committed to the prevention, deterrence and detection of fraud, bribery, and all other corrupt business practices. It is Hexaware's policy to conduct its business with honesty, integrity, and the highest possible ethical standards, wherever it operates throughout the world and does not engage in bribery or corruption. The company has an Anti-Bribery Policy which lays down procedures managing fraud and grievance mechanisms.

Hexaware does not endorse the payment or receipt of gifts or bribes for business or financial gain. Hexaware does not welcome or encourage facilitation payments. Such payments may be made only when they are legal, small, customary in the circumstances, and are used to secure an outcome to which Hexaware is legally entitled. Any act of commission or omission which is detrimental to the business of Hexaware i.e., bribery, fraud, pilferage, theft, etc., is termed as misconduct.

The company has a well-defined code of conduct for all employees, senior management and directors of the company that covers issues, related to ethics, honesty, misconduct, etc. The code of conduct of employees is available on StationH, the intranet portal 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 the company respectively, including its subsidiaries. It covers dealings with suppliers, customers and other business partners.

All employees must abide by the code of conduct policy which outlines the ethical and professional conduct of the employees.

Implementation

Employees at Hexaware are encouraged to raise any questions or concerns about any bribery issue or suspicion of noncompliance with the company's anti-bribery policy, with the company's human resources or legal department. If the employee is unsure whether an act constitutes bribery or corruption, he or she should contact his or her manager or the company's human resources or legal department as soon as possible.

Hexaware has strict policies and implementation mechanisms to uphold ethical behavior amongst the employees. Any fraudulent behavior of the employee is investigated, and the concerned employee faces disciplinary action including dismissal from the services of Hexaware. Employees can also report violations through the whistleblower mechanism of a person or entity making a disclosure of any unethical activity or improper practices or alleged wrongful conduct that they have observed. The scope of Whistle Blowers could be employees of the company as well as subsidiary companies, contractors, contractor's employees, customers, suppliers, internal or



external auditors, regulatory agencies or other third parties. Ex-employees of the company are also included within the scope of Whistle Blower.

Employees can report violations through the whistleblower mechanism. The grievances reported through this mechanism are investigated by the whistleblower committee. The committee comprises of a team of senior management personnel of the company who independently assess the concerns raised by the whistleblower custodian. The custodian is a person usually a fulltime senior employee, well respected for his/her integrity, independence, and fairness. He/she is authorized, appointed, consulted, or approached by the whistleblower committee for receiving all complaints under this policy and ensuring appropriate action. An unethical activity can be reported by the Whistleblower through email complaint/written complaint to the whistleblower custodian/any of the Whistleblower committee member. If the complaint is against any member of the whistle blower committee, the same would be reported to the CEO, who has the right to decide on the issue on his own or through an investigation.



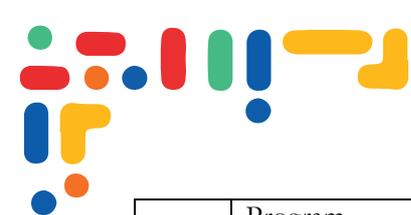
3. MEASUREMENT OF OUTCOMES

The goals and targets we set on the below domains are monitored on a regular basis, with periodic reporting at different levels. Reports are generated to monitor progress on targets and savings on per capita basis, across locations.

Human Rights Principles

- We had one case of POSH policy violation, which was pending to be resolved at the end of the financial year
- We received a total of 15 complaints from our customers over the last year covering all the locations that Hexaware operates in. All the complaints were resolved within the allotted time
- Health and safety-related parameters are audited once in 6 months as a part of the integrated internal quality audit for QMS and Environment, Health & Safety
- We have zero accidents reported at all of our locations
- We conducted risks assessment for services provided by suppliers. Zero supplier contracts were terminated due to non-compliance of any laws and regulations
- Our CSR spending was USD 1.5 million (INR 119.4 million). We implemented over 20 projects with the focus areas of education, skill development, healthcare, environment, sports and disaster relief across India impacting over 38263 beneficiaries

S N	Project Name	Focus Area	SDGs	Location	Beneficiaries
1	Early Intervention	Education	SDG 4, SDG 10	Chennai	270
2	Vocational Training Program	Skill Development	SDG 4, SDG 8, SDG 10	Chennai	14
3	Rainbow Home Program	Education and Healthcare	SDG 3, SDG 4, SDG 10	Chennai and Mumbai	275
4	Umeed	Education and Healthcare	SDG 3, SDG 4, SDG 5, SDG 10, SDG 16	Mumbai	1989
5	Udaan	Education and Healthcare	SDG 3, SDG 4, SDG 5, SDG 10, SDG 16	Mumbai	194
6	Pankh Program	Skill Development	SDG 4, SDG 8, SDG 10	Chennai, Mumbai, Thane, Pune	600
7	Holistic nutrition support and food	Healthcare	SDG 3	Mumbai	1759



	Program for				
8	Family Strengthening Program	Education and Healthcare	SDG 2, SDG 3, SDG 4	Mumbai, Chennai, and Pune	33
9	Katalyst Program	Education	SDG 4, SDG 8, SDG 5	PAN India	40
10	Youth Skilling Program	Skill Development	SDG 4, SDG 8, SDG 10	Mumbai, Chennai	654
11	Tweet Foundation	Skill Development	SDG 4, SDG 8, SDG 10	Mumbai	35
12	Antar Bharati Balgram Yojana	Education	SDG 4, SDG 3, SDG 2, SDG 10	Pune	450
13	Digital and Financial Education Program	Education	SDG 4	Chennai and Mumbai	4059
14	Scholarship for School and College students	Education	SDG 4	Pune, Coimbatore, Chennai, Pune	469
15	Young Scientist Program	Education	SDG 4, SDG 9	PAN India	1000+
16	Support to Athletes	Promotion of Sports	SDG 10	PAN India	44
17	Pond Restoration	Environment	SDG 6	Chennai	1500+
18	Magic of You! Curriculum Program	Education	SDG 4	Mumbai	161
19	Sustainability Employee Engagement Programs	Education	SDG 4, SDG 10	PAN India	650+
20	Covid Intervention	Disaster Relief	SDG 3, SDG 2	Pan India	25000+
All our projects are undertaken in partnership with Non-profits, Government, Civil Society Organizations and are linked to SDG 17					

Labour Principles

- 31% of the employees are women
- 2 women members out of 9 board of directors
- Hexaware received no complaints related to the labour principles in 2021
- 70% of employees in APAC regions are recruited locally to provide employment among the local communities.



- Various learning programs such as WILP, Segue, Code Gladiators, HTD Program were conducted during the year. On an average, 65.6 Hrs. of training per employee was provided. 5000+ employees were trained on AI, ML, and other emerging technologies.
- 4.5% eligible employees availed parental leave
- 7000+ employees took part in the Hexaware healthy habits initiative

Environment Principles

- 73% of total energy consumed was from renewable energy in Mumbai, Chennai, and Pune locations in 2021 compared to 62.07% in 2020.
- 98% of total energy consumed at the Chennai campus is fed from green power (wind and solar).
- 1,563 KW total installed solar capacity at our India offices in 2021 compared to 1,238 KW in 2020. Avoided GHG emissions of about 1,787 tons of CO₂ due to solar energy consumption in our campuses in India.
- Energy consumption per employee decreased by 39% during 2021** in comparison with 2020. Scope 2 emissions decreased by 43 % when compared to 2020. Scope 1 and Scope 2 emissions per employee decreased by 49.6%** when compared to 2020
- In the last 5 years, total energy consumption per employee consistently went down from 2878.64 Kwh/FTE/month in 2017 to 706.84 Kwh/FTE/month in 2021.
- Availed 3.85 million units** of wind energy in 2021 against 4.3 million units in 2020, as group captive power consumer through a third-party power agency.
- Hexaware has invested in shares of a company engaged in generation of renewable energy in India. The investment is of strategic nature to avail benefit of renewable energy in our sites.
- Water consumption per employee decreased by 49% ** in comparison to 2020
- 30%- reduction in total water consumption in 2021** compared to Year 2020.
- 21%- of water recycled in 2021 ** from overall water consumption
- Chennai and Pune campuses are zero-water discharge campuses
- Six water bodies restored in Chennai. In a span of 2 years, the project has benefitted over 30,000 people and has conserved over 8.93 crore liters across 6 water bodies in Tamil Nadu.
- 100% E-waste ** disposed off to authorized suppliers
- Donated 134 kgs of paper waste from our Chennai campus for recycling purposes
- All of our sites in India (9 sites), 1 site in the Philippines, and 1 site in Poland are certified for Environmental Management System standard – ISO 14001:2015
- Provided EV charging points at two of our locations in India for our employees to charge their vehicles

** → Denotes data specific to India

Anti-Corruption Principles

During the year under review, neither the statutory auditors nor the secretarial auditor has reported to the audit committee, under Section 143 (12) of the Companies Act, 2013, any instances of fraud committed against the company by its officers or employees.