

Hexaware

20
22

Sustainability
Databook

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REPORTING BOUNDARY

Our operations are spread worldwide in Asia-Pacific Countries (APAC), Europe, and the Americas.

Reporting Boundaries for Financial data, social data and other qualitative data is for all offices globally, unless otherwise stated. However, the data and information for community engagement is limited to our operations in India.

Reporting Boundaries of the Environment related disclosures comprises of all offices of IT, BPS & MBQ in India at following locations mentioned below unless otherwise stated in the respective sections.

- » Ahmedabad
- » Bangalore
- » Coimbatore
- » Chennai
- » Nagpur
- » Pune
- » Mumbai
- » Noida



KEY PERFORMANCE INDICATORS

This chapter provides an overview of Hexaware's performance over time. Reporting Boundaries are stated in respective sections.

ECONOMIC PERFORMANCE

Our revenue in 2022 has increased by 28.2% since 2021.

Performance (Values in INR Million)	2021	2022
Revenues	71,777	91,996
Net Worth	37,879	41,230
Profit After Tax	7,488	8,842

EMPLOYEES

As per Hexaware's Performance Management Guidelines, only permanent employees undergo an annual performance and career development review. Additionally, only employees who joined Hexaware before September 30, 2022 are eligible for performance reviews under the policy. The yearly review of performance was available to 24,851 employees, and all eligible employees accomplished the process. There is transparency in the process and employees can see the rating given by their supervisor in the tool.

PERFORMANCE APPRAISAL DATA -

	CY 2021			CY 2022		
	Total Number of Employee	Eligible Employees	Percentage	Total Number of Employee	Eligible Employees	Percentage
Gender						
Male	15569	13326	86%	17985	16711	93%
Female	7026	6068	86%	8916	8140	91%
Total	22595	19394	86%	26901	24851	92%
Category-wise						
Senior	1499	1385	92%	1803	1760	98%
Middle	7868	6826	87%	7533	7225	96%
Junior	13228	11183	85%	17565	15866	90%
Total	22595	19394	86%	26901	24851	92%

Note: The Percentage represents only those eligible employees who have joined before September 30 out of all permanent employees of respective year under consideration.

PARENTAL LEAVE DATA

Disclosures	Male	Female	Total
Total number of employees that were entitled to parental leave, by gender.	17975	8926	26,901
Total number of employees that took parental leave, by gender.	229	278	507
Total number of employees due to return to work after taking parental leave	228	175	403
Total number of employees that returned to work in the reporting period after parental leave ended, by gender.	228	170	398
Number of employees who had taken parental leave in prior period and due to return to work in prior reporting period	433	168	601
Number of employees who returned to work after parental leave ended and are still employed 12 months after their return to work	285	85	370
Return to work rate (in percentage)	100%	97%	99%
Retention rate (in percentage)	66%	51%	62%

Note: Only Permanent Employees of Hexaware IT, BPS & Mobiquity are considered.

NEW HIRES DATA

By Gender

	2021		2022	
	No. of employees	%	No. of employees	%
Male	10490	66%	12,706	64%
Female	5475	34%	7,052	36%
Total	15965		19,758	

By Age Group

	2021		2022	
	No. of employees	%	No. of employees	%
<30 Years	8972	56%	12448	63%
30-50 Years	6617	41%	6867	35%
>50 Years	376	2%	443	2%
Total	15965		19758	

By Region-wise

	2021		2022	
	No. of employees	%	No. of employees	%
India	12186	76%	15210	77%
America	2204	14%	3,232	16%
Europe	718	4%	426	2%
Rest of APAC	857	5%	890	5%
Total	15965		19,758	

By Employee Category

	2021		2022	
	No. of employees	%	No. of employees	%
Senior Management	383	2%	372	2%
Middle Management	3683	23%	2,838	14%
Junior Management	10449	66%	14992	76%
Contract Employees	1450	9%	1,556	8%
Total	15965		19,758	

EMPLOYEE COUNT

By Gender

	2021		2022	
	No. of employees	%	No. of employees	%
Male	16735	69%	19234	67%
Female	7431	31%	9374	33%
Total	24166		28608	

By Age Group

	2021		2022	
	No. of employees	%	No. of employees	%
<30 Years	10319	43%	13428	47%
30-50 Years	13090	54%	14230	50%
>50 Years	757	3%	950	3%
Total	24166		28608	

By Region-wise

	2021		2022	
	No. of employees	%	No. of employees	%
India	18184	76%	21919	77%
America	3913	16%	4,489	16%
Europe	1261	5%	1144	4%
Rest of APAC	808	3%	1,056	4%
Total	24166		28,608	

Employees by Employee Category

	2021		2022	
	No. of employees	%	No. of employees	%
Senior Management	1499	6%	1803	6%
Middle Management	7868	33%	7,533	26%
Junior Management	13228	55%	17,565	61%
Contract Employees	1571	7%	1,707	6%
Total	24166		28,608	

EMPLOYEE TURNOVER DATA

By Gender

	2021		2022	
	No. of employees	%	No. of employees	%
Male	7718	66%	10207	67%
Female	3914	34%	5109	33%
Total	11632		15,316	

By Age Group

	2021		2022	
	No. of employees	%	No. of employees	%
<30 Years	6100	52%	8094	53%
30-50 Years	5268	45%	6844	44%
>50 Years	264	2%	378	3%
Total	11632		15,316	

By Region-wise

	2021		2022	
	No. of employees	%	No. of employees	%
India	9143	79%	11475	75%
America	1592	14%	2,656	17%
Europe	429	4%	543	4%
Rest of APAC	468	4%	642	4%
Total	11632		15,316	

By Employee Category

	2021		2022	
	No. of employees	%	No. of employees	%
Senior Management	276	2%	347	2%
Middle Management	2409	21%	2,933	19%
Junior Management	7862	68%	10,575	69%
Contract Employees	1085	9%	1,461	10%
Total	11632		15,316	

PERCENTAGE OF WOMEN EMPLOYEES

Our gender diversity has improved, with women now comprising 33% of our total workforce.

Percentage of women employees	2021	2022
Women in workforce	31%	33%
Women in all management positions (including junior, middle, and top management)	31%	33%
Women in junior management positions	23%	26%
Women in top management positions	2%	1%

Note - Definitions of employee category

Employees by employee category

	IT	BPS	Mobiquity
Junior Management	Trainees, G2/S2 to G4/S4	Band 1 and Band 2	Trainees, G2/S2 to G4/S4
Middle Management	SMT, G5/S5 to G7/S7	Band 3	SMT, G5/S5 to G7/S7
Senior Management	G8/S8 and above	Band 4	G8/S8 and above

DIVERSITY OF GOVERNANCE BODIES

Board of directors

By Gender

	<i>2021</i>	<i>Percentage</i>	<i>2022</i>	<i>Percentage</i>
<i>Male</i>	8	80%	8	80%
<i>Female</i>	2	20%	2	20%
<i>Total</i>	10	100%	10	100%

By Age Group

	<i>2021</i>	<i>Percentage</i>	<i>2022</i>	<i>Percentage</i>
<i>< 30 years</i>	0	0%	0	0%
<i>30-50 years</i>	3	30%	3	30%
<i>> 50 years</i>	7	70%	7	70%
<i>Total</i>	10	100%	10	100%

Employee Diversity (Gender wise)

	2021			2022		
	Male	Female	%	Male	Female	%
Senior Management	8%	2%	6%	8%	2%	6%
Middle Management	37%	24%	33%	30%	19%	26%
Junior Management	48%	69%	55%	55%	74%	62%
Contract Employees	7%	5%	6%	7%	5%	6%
Total	100%	100%	100%	100%	100%	100%

Employee Diversity (Age wise)

	2021				2022			
	<30	30-50	>50	%	<30	30-50	>50	%
Senior Management	1%	9 %	39%	6%	1%	10%	43%	6%
Middle Management	8%	52 %	28%	33%	5%	46%	23%	26%
Junior Management	87%	31%	17%	55%	91%	36%	19%	62%
Contract Employees	4%	8%	16%	6%	3%	8%	15%	6%
Total	100%	100%	100%	100%	100%	100%	100%	100%

Note: Rounded up to nearest integer number

TRAININGS CONDUCTED

Average Training Hours by Gender

	2021			2022		
	Total training hours	Headcount	Average training hours	Total training hours	Headcount	Average training hours
Male	412672	15973	25.84	626922	18434	34.01
Female	263600	7172	36.75	329456	9111	36.16
Total	676272	23145	29.22	956378	27545	34.72

Note: This disclosure pertains to Hexaware IT & Hexaware BPS Employees and excludes Mobiquity employees. For Calculation of Average Hours we had considered only those employees who were reporting to IT & BPS offices only.

Average Training Hours by Employee Category

	2021			2022		
	Total training hours	Headcount	Average training hours	Total training hours	Headcount	Average training hours
Senior Management	1452	2771	0.52	1412	1604	0.88
Middle Management	78175	5600	13.96	74299	6979	10.65
Junior Management	589939	13357	44.17	868494	17320	50.15
Total	6706	1417	4.73	12173	1642	7.41
	676272	23145	29.22	956378	27545	34.72

Note: This disclosure pertains to Hexaware IT & Hexaware BPS Employees and excludes Mobiquity employees. For Calculation of Average Hours we had considered only those employee who were reporting to IT & BPS offices only .

Average Training Hours by Training

	Male	Female	Total
OD Program	25351	9844	35195
SEED	4533	2613	7146
Signature Program	3229	2666	5895
UDAAN	260	118	378
Evolve	204460	68943	273403
Mavericks	373981	239372	613353
Others	15109	5900	21009
Total Training Hours	626922	329456	956378
Total No. of Regular Employees (BPS+IT)	18434	9111	27545
Average Training Hours	34.01	36.16	34.72

Note: This disclosure pertains to Hexaware IT & Hexaware BPS Employees and excludes Mobiquity employees. For Calculation of Average Hours we had considered only those employee who were reporting to IT & BPS offices only .

ENVIRONMENT

PERFORMANCE ACROSS ENERGY, EMISSIONS, WATER AND WASTE.

Energy Consumption in GJ

	2021	2022
Renewable Energy		
Solar Energy	7737.552	7962.77
Wind Energy	13864.68	15946.94
Total Renewable Energy (A)	21,602.23	23,909.70
Non-renewable Energy		
Electricity – others	7838.856	41601.79
Diesel Consumption	2782.26	3284.32
Total Non-Renewable Energy (B)	10621.12	44,886.11
Total Energy Consumption (within the organization) (A+B)	32223.35	68,795.82

Note:

For Electricity: Conversion Factor Used for Conversion of kWh to GigaJoules is 0.0036 (1kWH= 0.0036 GJ)

For Diesel: Source of emission factors are referred from IPCC stationary combustion file. Refer link below

https://www.ipcc-nggip.iges.or.jp/public/2006gl/pdf/2_Volume2/V2_2_Ch2_Stationary_Combustion.pdf

Conversion factor used for conversion of 1 litre of diesel to GigaJoules is 0.0361 (1lt=0.0361)

Conversion factor used for Updating of Disclosures of Previous year is 1 MWH = 3.6GJ & for Diesel 1 ltr=.0361GJ

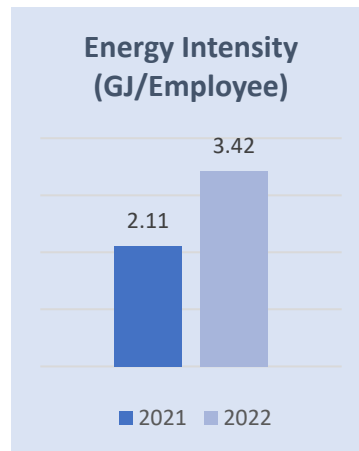
Energy Type (in GJ)

Electricity consumption (Renewable + Non-renewable)	62038.49
Heating and Cooling Consumption	3,473.00
Others	3284.32
Total (Energy within the organization)	68795.81

Others include Diesel Consumption for DG Sets (owned) and Diesel consumption for owned vehicles.

Note: For Energy Consumption we have reported the energy consumed at IT, BPS & Mobiquity offices situated in Mumbai, Pune, Chennai, Noida, Bangalore, Coimbatore, Nagpur and Ahmedabad.

We have considered new locations this year for Energy Consumption: Coimbatore, Nagpur, Ahmedabad.



Note: For Energy Intensity calculation we have considered employees reporting at IT, BPS & Mobiquity offices situated in Mumbai, Pune, Chennai, Noida, Bangalore, Coimbatore, Nagpur and Ahmedabad.

Number of employees included in intensity calculations for our operations is –
2021: 15278, 2022: 20094

Emissions data (in MTCO2)

The Ozone Depleting Substance (ODS) produced for the reporting period was 2.30 MT CFC-11 equivalent.

Scope 1 & Scope 2

Emissions	2021	2022
Total Emissions (Scope 1+2)	2240.87	8812.34
Scope 1 Total (MTCO2)	520.65	549.76
Scope 1 - By Sources		
Emissions from Fuel Consumption (Diesel) - DG Sets & Company Owned Vehicles	206	243.37
Fugitive Emissions (MT)	314.4	306.39
Scope 2 Total (MTCO2)	1720.22	8262.58
Scope 2 - By Source		
Purchased Electricity	1720.22	8262.58
Number of employees*	15278	20094
GHG Intensity Scope 1 + Scope 2 MTCO2 per employee	0.15	0.44

Note: For Emission Intensity (Scope1 + Scope2) calculation we have considered employees reporting at IT, BPS & Mobiquity offices situated in Mumbai, Pune, Chennai, Noida, Bangalore, Coimbatore, Nagpur and Ahmedabad.

For Scope1

Emissions calculation we have considered emissions reported at offices of IT & BPS situated in Mumbai, Pune, Chennai, Noida, Bangalore, Coimbatore, Nagpur and Mobiquity Ahmedabad.

Exclusion for Refrigerant Details: IT (Loma & Pune) & BPS (All offices) & MBQ (All offices)

Exclusion for Extinguisher details: IT- Noida, BPS(MBP-3, Chennai One, Fayola, Coimbatore) MBQ (Pune)

For Scope2

Emissions calculation we have considered emissions reported at offices of IT, BPS & Mobiquity situated in Mumbai, Pune, Chennai, Noida, Bangalore, Coimbatore, Nagpur and Ahmedabad.

We have considered new locations this year for Energy Consumption: Ahmedabad, Coimbatore, Nagpur

Scope 3

Emissions	2021	2022
Scope 3 Total (MTCO2)	425	2,909.23
Scope 3 – By Sources		
Category 6- Business Travel	425	2908.34**
Category 5- Waste Generation in Operations	NA	0.77
Category 3- Fuel and Energy related activities not included under Scope 1 and Scope 2	NA	0.12
Number of employees	15278	28608**
GHG Intensity (Scope 3 MTCO2 per employee)	0.028	0.101

Categories considered for calculation under Scope 3 emissions

- Category 3 - Fuel and Energy related activities not included under Scope 1 and Scope 2
- Category 5 - Waste Generation in Operations
- Category 6 – Business Travel

* Number of employees included in Scope 1 & Scope 2 intensity calculations for our operations is - 2021: 15278 2022: 20094

** Air Travel data is based on Airmiles as source for calculating CO2 emission. Reason for the increase in CO2 emissions is because of travel increase post pandemic in 2022. Number of employees included in Scope 3 intensity calculations for our operations is - 2021: 15278 2022: 28608.

WATER DATA

Parameter	Unit	2021	2022
Water Consumption	KL	97568.7	113971
Water Discharged	KL	0	0
Water Recycled	KL	14368	20952
Water withdrawal by Source			
Water withdrawal by Source	Unit	2021	2022
Surface Water	KL	0	0
Ground Water	KL	0	0
Third-Party Water	KL	92758	110453
Seawater/desalinated water	KL	0	0
Water from rainwater harvesting	KL	4811	3518
Total Water Withdrawal	KL	97568.7	113971

Water Consumption

	Business sector	Unit	Total Water Consumption (in KL)
Chennai	IT	KL	55,495.02
Chennai Fayola	BPS	KL	1,682.72
Chennai One	BPS	KL	189.6
Coimbatore	BPS	KL	55.18
Mumbai- Loma	IT	KL	1,743.97
Mumbai- Loma	BPS	KL	8,654.71
Pune	IT	KL	19,426.90
Mumbai MBP 1	IT	KL	5,678.60
Mumbai MBP 152	IT	KL	3,749.86
Mumbai MBP 157	BPS	KL	4,776.80
Nagpur	BPS	KL	299.68
Mumbai MBP 3	BPS	KL	12,217.96
Total Consumption			113,971.00

Note- The water data gets collated in a master excel workbook/template which is designed based on GRI 303 requirements.

Number of employees included in intensity calculations for our operations is - 2021: 15278 2022: 19176

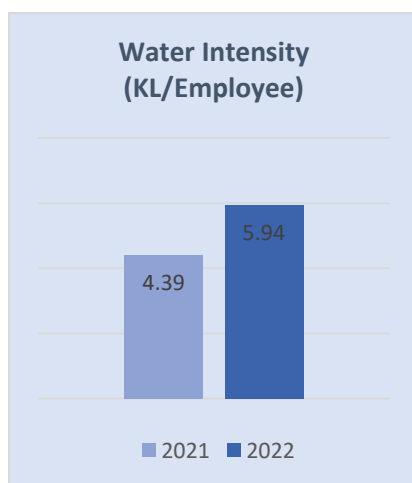
For Water Consumption calculation we have considered water consumption at IT & BPS offices situated in Mumbai, Pune, Chennai, Coimbatore, Excluding Noida & Bangalore offices.

We have considered new location this year for Water Consumption: Coimbatore

1. Total Water consumed is through third party sources and rainwater
2. Rainwater consumption is reported at Chennai Siruseri and Pune
3. Tanker water (Water Procurement and consumed from Third party vendors) consumption is reported at Chennai Siruseri and Mumbai
4. Drinking water (Jar) (Water Procurement and consumed from Third party vendors) consumption is reported at Chennai, Pune, Mumbai, Coimbatore and Nagpur

Water Consumption

Location	Business sector	Unit	Rainwater in KL	Surface water in KL (Water procurement from industrial authorities*) Third party water	Tanker water in KL	Drinking water (Jars)KL	Total Water Consumption (in KL)
Chennai	IT	KL	3,286.00	48,396.00	3,600.00	213.02	55,495.02
Chennai Fayola	BPS	KL	-	1,620.64	-	62.08	1,682.72
Chennai One	BPS	KL	-	-	-	189.60	189.6
Coimbatore	BPS	KL	-	-	-	55.18	55.18
Mumbai- Loma	IT	KL	-	1,679.47	29.02	35.48	1,743.97
Mumbai- Loma	BPS	KL	-	8,444.13	-	210.58	8,654.71
Pune	IT	KL	232.00	19,086.50	-	108.40	19,426.90
Mumbai MBP 1	IT	KL	-	5,653.00	-	25.60	5,678.60
Mumbai MBP 152	IT	KL	-	3,703.00	-	46.86	3,749.86
Mumbai MBP 157	BPS	KL	-	4,729.00	-	47.80	4,776.80
Nagpur	BPS	KL	-	-	-	299.68	299.68
Mumbai MBP 3	BPS	KL	-	11,184.00	840.00	193.96	12,217.96
Total Consumption			3,518.00	104,495.74	4,469.02	1,488.24	113,971.00



Number of employees included in intensity calculations for our operations is - 2021: 15278 2022: 19176

WASTE DATA

Waste Generated (in MT)

Waste Details	2021	2022
Lube oil/Used oil	8.80	1.24
Total Hazardous Waste	8.80	1.24
Paper waste	1.16	11.41
Food waste	0	11.47
Plastic waste	0.06	0.60
Metal waste	0	9.26
Miscellaneous waste	0	0
Total Non-Hazardous Waste	1.23	32.75
E-waste	12.84	14.421
Total Waste Generated	22.88	48.42

Waste Directed to Disposal (in MT)

Waste Details	2022
Total Hazardous Waste	0
Plastic waste	0.21
Metal waste	4.26
Total Non-Hazardous Waste	4.47
E-waste	0
Total Waste Directed to Disposal	4.47

DATA COMPUTATIONAL METHODS

» Energy Intensity ratio

Numerator is Scope 1 + Scope 2 MTCO₂ & Denominator is Employee count. Employee count for 2021 = 15278, 2022 = 20094

Energy Intensity ratio uses energy consumption within the organization.

Types of energy included in the intensity ratio- Electricity, Diesel, Refrigerants Consumed

» Standards, methodologies, assumptions, and/or calculation tools used, if any

We have SOP for “Energy and Emissions Management” which provides details about standards, methodologies & calculations related to Scope1, Scope 2, Scope 3 calculations. We have prepared master excel templates where data of all locations gets collated.

» Consolidation approach for emissions; whether equity share, financial control, or operational control – Operational Control

- » **Gases included in the calculation of Scope 1, Scope 2 & Scope 3** - CO₂, CO₂ equivalent of CH₄, N₂O, HFCs, PFCs, SF₆, NF₃ wherever available
- » **Energy Intensity ratio** - Numerator is Scope 1 + Scope 2 MTCO₂ & denominator is employee count. Employee count for 2021- 15278, 2022- 20094

EMISSIONS FACTORS USED FOR GHG CALCULATIONS

Energy & Emissions source & conversion factors

» *For Scope 1: Source of emission factors are referred from IPCC stationary combustion chapter and GHG Protocol.*

» *Emission Factors:*

For Diesel:

Density: 0.84 kg/litre of fuel

1KL Diesel=2.67TCO₂

Heating Value Energy Basis: 74100 Kg/TJ

Heating Value: 43TJ/Gg

For Refrigerants:

HCFC-22 (1KG)	1,810.000	GWP as per UNEP ODP GWP Calculator
R 407 (1KG)	1,774.000	GWP as per UNEP ODP GWP Calculator
R410 (1 KG)	2,088.000	GWP as per UNEP ODP GWP Calculator

Refer links below

https://www.ipcc-nggip.iges.or.jp/public/2006gl/pdf/2_Volume2/V2_2_Ch2_Stationary_Combustion.pdf

<https://ghgprotocol.org/calculation-tools-and-guidance>

<https://www.gov.uk/government/publications/greenhouse-gas-reporting-conversion-factors-2022>

» *For Scope 2: Emission factor for grid electricity is referred from Central Electricity Authority (CO₂ Baseline database for Indian power sector - Version 18) for year 2022.*

Emission Factor for Grid electricity (Weighted Average Emission Rate Incl. RES): 0.000715 (tCO₂/kWh)*

Refer Link: https://cea.nic.in/wp-content/uploads/baseline/2023/01/Approved_report_emission_2021_22.pdf

*RES - Renewable Energy Sources