

Sustainability Policy

Document Version No.: 1.4

Release Date: 25-April-25

Last Revision Details:

| Date        | Ver. | Prepared by     | Reviewed by    | Approved by | Summary of changes                     |
|-------------|------|-----------------|----------------|-------------|--|
| 25-April-25 | 1.4  | Aniket Kulkarni | Rajashree Laad | Uma Thomas  | Section 4 ESG Governance section added |

Sustainability Policy

TABLE OF CONTENTS

1. Introduction ..... 3

2. Scope ..... 3

3. Sustainable Policy Statement ..... 4

    3.1 Environmental: ..... 4

    3.2 Social: ..... 5

    3.3 Governance: ..... 6

4. ESG Governance ..... 6

5. Roles & Responsibilities ..... 9

6. Review of policy ..... 9

7. Communication of this policy to stakeholders ..... 9

## Sustainability Policy

---

### 1. Introduction

We at Hexaware, are committed to imbibe the philosophy of sustainability as an integral part of our business and earnestly commit ourselves to uphold this as governing framework for all our business endeavours.

We are a responsible global organization and realize that we generate social and ecological impacts/footprints from our businesses. Therefore, we have the onus to frame, adhere and promote ethical and sustainable business practices and to create long lasting value for our business, environment, and society.

We have embraced the triple bottom line approach, to foster a sustainable business, where people, planet and profit are the core pillars of our sustainability framework. We thereby constantly strive to step up our performance in the segments of social (employees and communities), environmental (energy, waste and water management, reducing carbon footprints) and economic growth parameters.

This policy defines the framework for sustainability at Hexaware and works in conjunction with various other policies in existence to create long lasting value for the environment, society, and business.

This policy will also facilitate us to promote diversity, ensure social equality, enhance environmental performance, mitigate future risks, and improve economic prosperity.

### 2. Scope

This policy is applicable globally to Hexaware Technologies Limited, its subsidiaries and affiliates.

This policy applies to all Company directors, officers, employees, contractors, consultants, vendors, and other persons working under the Company's managerial supervision, including all individuals employed by any entity owned and/or controlled by the Company (the "Hexaware team").

In addition, this policy also applies to customers, third parties, or any natural or legal persons who have agreed to become a buyer/supplier of the Company's products or services or would agree to become a buyer/supplier of the Company's products or services in future. All such persons have an important role to play in safeguarding Hexaware's reputation, legal and financial interests, and upholding its policies. All employees play a key role in helping the Company comply with the applicable regulations.

## Sustainability Policy

### 3. Sustainable Policy Statement

Sustainability at Hexaware is based on the following commitments:

#### 3.1 Environmental:

- Explore opportunities to reduce energy consumption by undertaking various initiatives such as using renewable energy and investing in energy-efficient measures
- Take steps to move towards a low-carbon economy
- Promote circular economy by recycling and reusing materials and hardware becoming water positive & reduction in waste
- Minimize the impact on the ecosystem by developing green buildings and undertaking other environmental initiatives for the community
- Provide appropriate access to clean water, hygiene and sanitation for employees in our premises

**We have defined & published below Energy & Environment related goals in our website [www.hexaware.com](http://www.hexaware.com):**

- Transition to 70% electricity usage from renewable sources on our campuses by 2030
- Achieve net zero GHG emissions (scope 1 & 2) by 2040
- Ensure Zero waste to landfill by 2025 at owned facilities
- Maintain all our campuses free of single use plastic
- Achieve water neutrality by 2030 for owned operations

**Sustainability Policy**

**3.2 Social:**

- Foster a culture of diversity, equity, and inclusive development to increase employee productivity
- Continuous investment in training and upskilling employees
- Avoid violation of human rights and providing a safe working environment
- Providing grievance redressal mechanism for customers, employees, and vendors
- Conduct trainings and awareness sessions to maintain employee health and well-being
- Ensure Cyber security resiliency and protecting customer data privacy
- Supporting and empowering local communities and the society at large Creating environmental and social awareness amongst employees through workshops, camps, trainings, and employee volunteering activities

**We have defined & published below Social related goals in our website [www.hexaware.com](http://www.hexaware.com):**

- Increase the share of women employees to 40% by 2030
- Making a positive impact on 100000 lives by 2025
- 80% coverage of employees trained on digital and new technologies by 2025

## **Sustainability Policy**

### **3.3 Governance:**

- Integrating sustainability as part of our business strategy, to ensure responsible business growth
- Transparent, accountable, and ethical corporate governance practices Prepare and test the business continuity plan to mitigate climate change and other business risks
- Collaboration of various functions of Hexaware to develop and communicate a strategy for undertaking and continually improving the sustainability performance
- Comply with applicable regulatory and statutory requirements

**We have defined & published below Governance related goals in our website [www.hexaware.com](http://www.hexaware.com):**

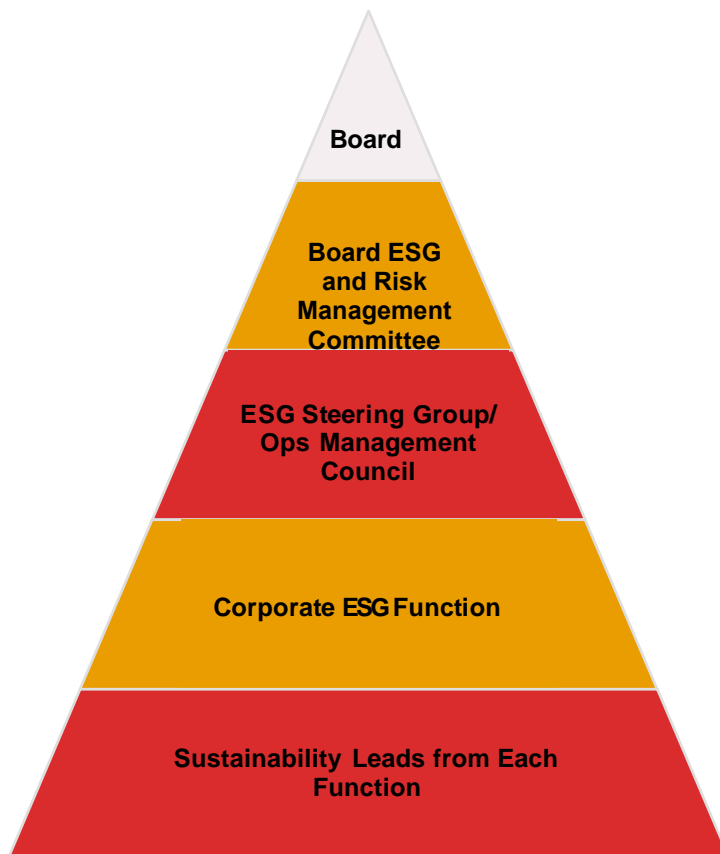
- 100% critical suppliers to be screened on ESG criteria by 2025
- Strive to achieve zero cases of data breach every year
- Continue to cover 100% of employees under information security awareness/training
- Achieve 100% employee coverage of code of conduct training annually

## **4. ESG Governance**

We are committed to advancing the interests of our stakeholders through robust governance and adherence to ESG principles. By embedding these principles into our core strategies, we aspire to lead in sustainable practices and corporate responsibility. The Board of Directors plays a pivotal role in overseeing the company's strategy, sustainability efforts, and overall performance, reaffirming our commitment to responsible governance practices.

Sustainability Policy

# ESG Governance framework



| Function         |   | Roles and Responsibilities Pertaining to Climate-related Risks   |
|------------------|---|--|
| Board Committees | Board ESG Committee and Board Risk Management Committee | <ul style="list-style-type: none"> <li>Review and evaluate the company's financial and risk management policies and risk management systems</li> <li>Review and approve the Business Continuity Plan, climate-related risks under the risk management policy, climate action strategy/framework</li> <li>Review the Risk Management and ESG policy</li> <li>Determine roles and responsibilities of the ESG and Climate Steering Group</li> <li>Review the climate action strategy presented by management-level committees</li> </ul> |
|                  |   |  |

**Sustainability Policy**

|                           |   |  |
|---------------------------|---|--|
|                           |   | <ul style="list-style-type: none"> <li>Oversee the progress and implementation of strategies</li> </ul>  |
| Management Level function | ESG Steering Group/<br>Ops Management Committee | <ul style="list-style-type: none"> <li>Comprises a cross-functional team including our Chief Operating Officer (COO), Chief Risk Officer (CRO), Chief People Officer (CPO), Chief Financial Officer (CFO), Head of Corporate Affairs, and various Function Heads</li> <li>Ensure governance, systems, and processes set around the collection, collation, and reporting of sustainability and climate-related data are adequate</li> <li>Identify action points through regular interactions with Hexaware's departments</li> <li>Lead the development of climate-related strategies and implementation</li> <li>Review company performance in GHG emissions, Water, Energy, and other related Sustainability KPIs</li> <li>Training and awareness programs for board members and department leads on climate-related risks</li> <li>Present to the Board of Directors on various aspects of the company's ESG initiatives and performance on a quarterly basis</li> </ul> |
| Field level function      | Corporate ESG Function                          | <ul style="list-style-type: none"> <li>Develop the climate and ESG policy</li> <li>Track actual performance against targets</li> <li>Coordinate with all departments on climate and ESG data collection</li> <li>Engage and coordinate with third-party consultants for the development of climate risk assessment and climate risk reporting annually</li> </ul>  |



## Sustainability Policy

|  |   |
|--|---|
|  | <ul style="list-style-type: none"> <li>• Include climate risks in presentations to ESG Steering Group/Ops Management Committee</li> <li>• Preparation of reports for rating applications/assessments</li> </ul> |
|--|---|

### 5. Roles & Responsibilities

The responsibility of implementation of this policy is with the ESG Steering Committee who would provide the necessary budgetary approvals, oversee the performance, governance, and business efficiency guidance.

The sustainability policy shall be reviewed to ensure its continued applicability and relevance to our operations and evolving stakeholder expectations. This exercise shall be conducted once a year or as and when there are changes.

### 6. Review of policy

This policy will be reviewed at least annually or as & when required

### 7. Communication of this policy to stakeholders

This policy is available to internal stakeholders (employees, contractors, and retainers) on the company's PRIME portal.

External stakeholders can view this policy by visiting the "Environmental, Social & Governance" section on the company's website ([www.hexaware.com](http://www.hexaware.com)).