REBALANCE 2012
Making way for tomorrow, today

SUSTAINABILITY REPORT 2012

HCL

The influence of the
5 elements
in helping us
sustain ability

CONTENTS

About HCL Technologies

HCL Technologies is a leading global IT services company, working with clients in the areas that impact and redefine the core of their businesses. Since its inception into the global landscape after its IPO in 1999, HCL focuses on 'transformational outsourcing', underlined by innovation and value creation, and offers integrated portfolio of services including software-led IT solutions, remote infrastructure management, engineering and R&D services and BPO. HCL leverages its extensive global offshore infrastructure and network of offices in 31 countries to provide holistic, multi-service delivery in key industry verticals including Financial Services, Manufacturing, Consumer Services, Public Services and Healthcare. HCL takes pride in its philosophy of 'Employees First, Customers Second' which empowers our 84,319 transformers to create a real value for the customers. HCL Technologies, along with its subsidiaries, has reported consolidated revenues of US$ 4.15 billion (Rs. 21,031 crores), as on TTM ended June 30th, 2012.

For more information, please visit **www.hcltech.com**
Corporate Headquarters: HCL Technologies, A-9, Sec.3, Noida, U.P. India.
For details regarding sustainability, please write to **sustainability@hcl.com**

Our Global Operations

- Australia
- Belgium
- Brazil
- China
- Czech Republic
- Denmark
- Finland
- France
- Germany
- Hong Kong
- India
- Indonesia
- Israel
- Italy
- Japan
- Malaysia

- Mexico
- Netherlands
- New Zealand
- Norway
- Poland
- Puerto Rico
- Qatar
- Saudi Arabia
- Singapore
- South Africa
- Sweden
- Switzerland
- UAE
- United Kingdom
- USA

ECOSYSTEM = Environment + Community

At HCL, we believe in developing our **ecosystem** which includes both **environment** and **community**, Engaging with diverse communities enables us to collaborate with them to 'Rebalance' resources for the future.

Globally, governments have been the largest "philanthropists". However, individuals and enterprise have a huge social responsibility and need to step in to complement the role of the Government. I believe that education can be the single largest tool for large scale high impact transformation. Education empowers individuals and is vital to reap our demographic dividend. Inclusive education has the power to create leaders from across the cross-section of the society who would become change agents for the community at large and lead us into a brighter future.

– Shiv Nadar, Founder, HCL Chairman, HCLTechnologies and Shiv Nadar Foundation

Letter from the
Sustainability Desk

In 2011, we published the outcome of our sustainability efforts in our first Sustainability Report, 'Rebalance'. This year, we present our second Sustainability Report for FY 2012 (July 1, 2011-June 30, 2012). We are happy to share our progress toward achieving 'Sustainability 10 by 2020', our vision for sustainability encompassing the 4R's – Responsible Business, Redefine Workplace, Renew Ecosystem and Repay Society.

The five elements of nature form the very basis of creation. Earth, Fire, Water, Wind and Atmosphere sustain all forms of life on this planet, working in tandem to give us life as we know it. As organizations and individuals, we can make conscious efforts to respect their influence and make responsible investments and actions in ensuring our sustenance.

What can businesses do to grow without compromising the ecosystem we live in?

There is much inspiration we can draw from the elements and their unique characteristics.

The **'Atmosphere'** envelopes all, supportive and enduring in its presence, like the overall organization. We are a 'Responsible Business' that values ethics, strong governance and run the day to day operations based on our core philosophy- Employee First, Customer Second (EFCS).

'Fire', warm and bright, kindling ambitions and illuminating the environment, represents the 'inner fire' that burns brightly in every one of our employees, representing their desire to create and lead change. We strive to continuously 'Redefine the Workplace' that facilitates transformational actions led by employees and embraced by the management.

'Earth', diverse and nurturing, sharing with us glorious bounty that we must pass on to future generations, reminds us that we have a duty to 'Renew our Ecosystem'.

'Wind', inspiring and unfettered, characterizes change. It cannot be seen but its influence can be felt. Purity of the spirit and heart, clarity of thought within the mind and focused intent are all characteristics of this element. This element represents the commitment our employees have to 'Repay Society' as gentle winds of change.

'Water', flowing and persevering, signifies how we innovate along this transformational journey and break barriers.
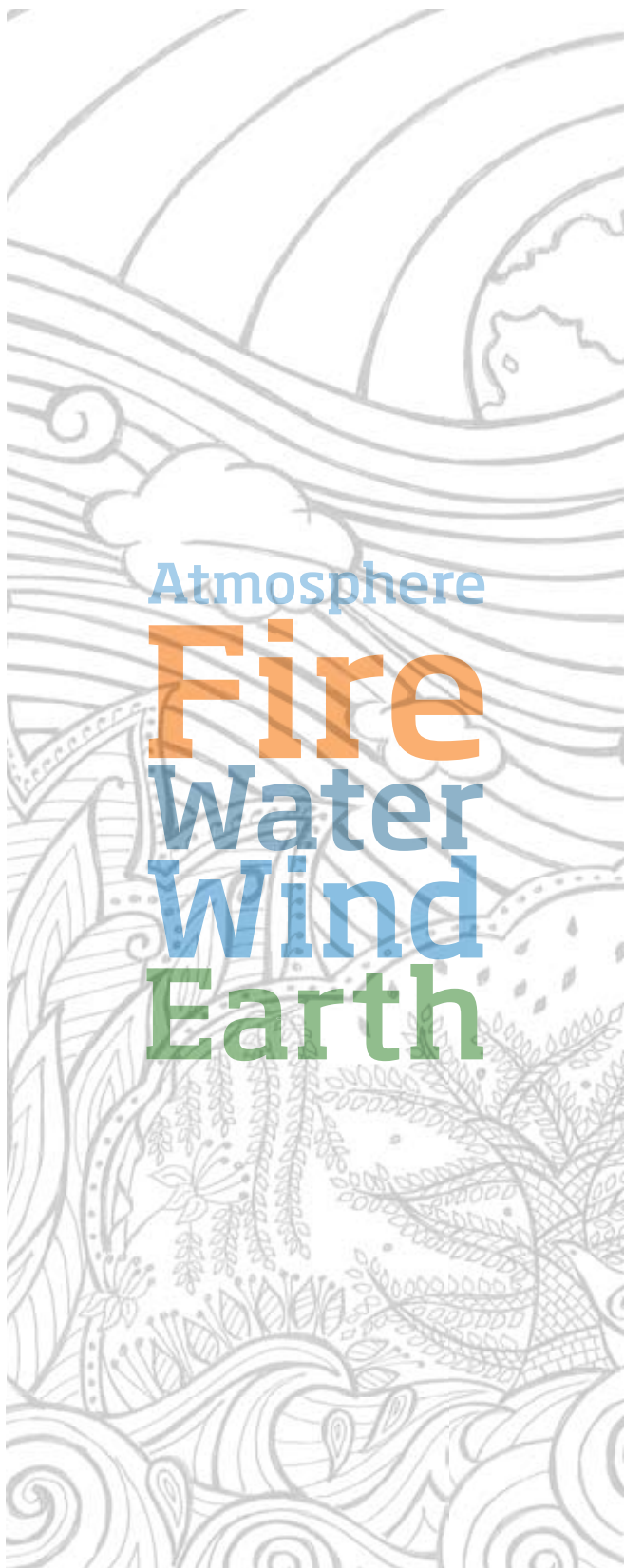
At HCL Technologies (HCLT), sustainability is integrated into our business seriously. The Sustainability Office runs a multi-layered corporate program to drive our sustainability vision for which the CEO is the Chief Custodian. We partner with multiple stakeholders to form an all inclusive working group and adopt a precautionary approach to creating policies, processes and other organizational measures. The progress of all our activities is periodically reviewed by HCLT's Board of Directors. The last review was conducted during the quarter ending March 2012.

We place great faith in our employees to partner with us to achieve our sustainability goals, planting in them, the 'seed' for the 'need' for everyday responsibility towards sustainable development. It is our responsibility as we make way for a better tomorrow. We respect the triple bottom-line: our people, profit and planet.

It is but, elementary.

Srimathi Shivashankar

Sustainability Office

Atmosphere
Fire
Water
Wind
Earth

Scope of our Report

This is the second Sustainability Report for HCL Technologies (HCLT) for FY 2012 (July 1, 2011 - June 30, 2012).

We have assessed our current state on all sustainability parameters using the Global Reporting Initiatives framework and ISO 26000. In addition, the verification has been done using AA 1000: 2008 standards. Emissions-related calculations are based on the GHG protocol which is further explained in the Renew Ecosystem section of this report.

This report covers the performance of all the business units directly under HCL Technologies (HCLT). The reporting principles and methodology is in accordance with the GRI (Global Reporting Initiative) G3.1 guidelines. The relevant indicators and technical protocols have been followed for reporting on the various factors. We have sought external assurance for our Sustainability Report from DNV and made the report as per the Application Level A+.

This report reflects the material issues, which have significant economic, environmental and social impact that can substantially influence the assessments or decisions of our stakeholders.

The economic performance section is based on our Annual Report. S.R. Batliboi & Co are the independent external auditors of the report who have audited the attached consolidated balance sheet of HCL Technologies Limited, its subsidiaries and joint ventures together as a 'Group'. The Annual Report is available at http://www.hcltech.com/investors/annual-reports/annual-report-indian-gaap-2011-12

The scope for the environment section and specific details of locations and sites covered are available in the GRI Content Index of the report.
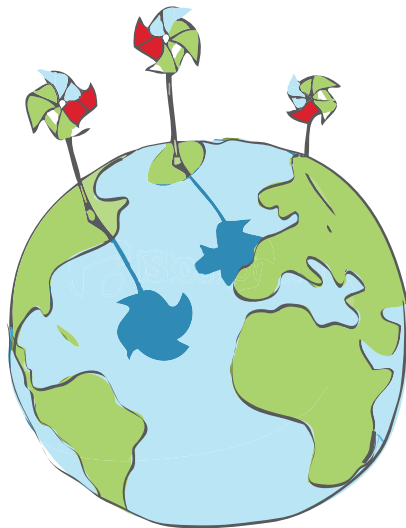
People were not born aspiring for democracy but once they learnt about it, they started asking for it. Democracy came about not because some leaders said that it was the right way to go, but because the people at grass roots could see the difference it was bringing in their lives. So will 'being green'. Businesses will go green because it's good for business and for society.

- Vineet Nayar,
Vice Chairman & CEO, HCLT

The workplace related details cover our global operations. The community-outreach programs under the Repay Society section include all our activities in India and significant Global Development Centers (GDC).

The sustainability priorities have been drafted based on our engagement with stakeholders and the corresponding framework is available in the Annexure section of the Report. The material issues, impacts and our sustainability responses are discussed in detail under the 4 R's – Responsible Business, Redefine Workplace, Renew Ecosystem and Repay Society.

The significance of material issues is a measure of 2 parameters (1) Importance to stakeholders (2) Importance to HCLT's business.
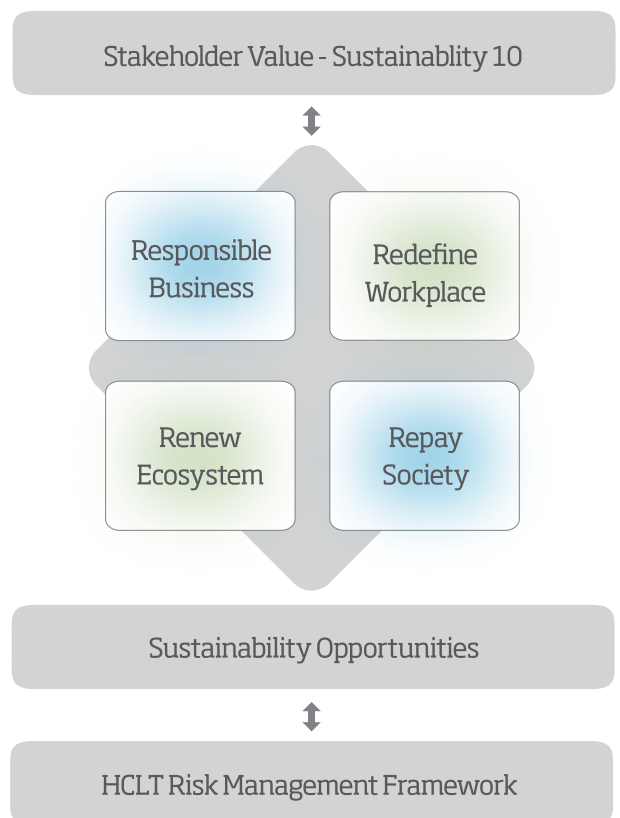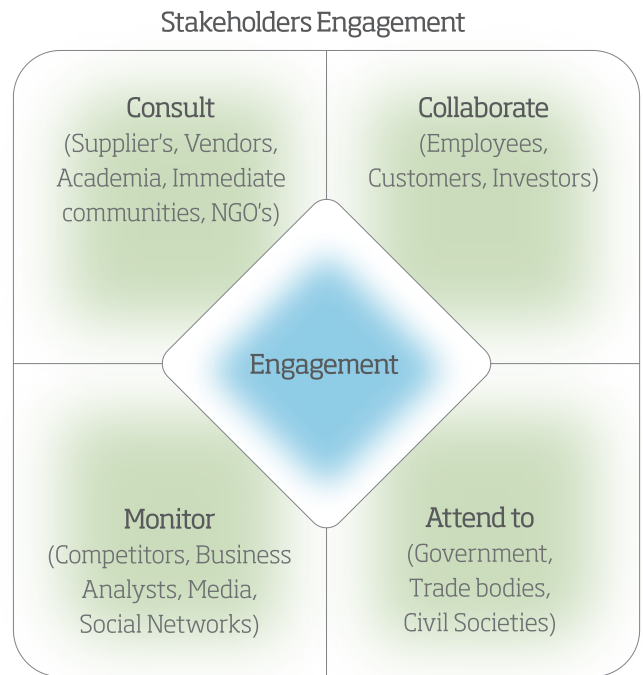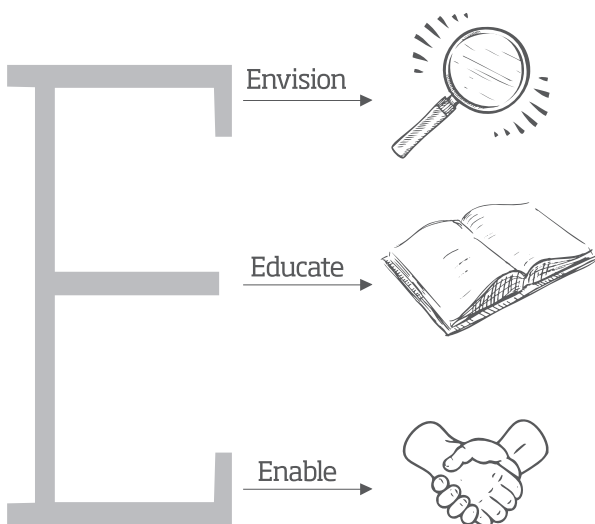
There are no changes from the previous report in the scope, boundary or measurement methods. However, details of restatements of information provided in last year's report and the corresponding reasons are available in this GRI Content Index. We support the women empowerment principles of the United Nations Global Compact (UNGC) and also advocate the principles of UNGC in our actions.

Our Sustainability Framework

At HCLT, we create technology that touches lives. As an enterprise, we reflect the values of our stakeholders; employees, customers, vendors and suppliers, investors, shareholders, government, academia and society at large. How do we create value at every level of our engagement with our stakeholders? We enhance and sustain our stakeholder relationships by focusing on our core values founded on our 'Employees First' philosophy.

It is in our capability today to envision, educate and enable.

- Envision a future where we pass on what has been handed to us safely to the next generation.
- Educate our stakeholders on the benefits of sustainable growth and development.
- Enable everyday processes to achieve our sustainability vision.

Stakeholders Engagement

Consult
(Supplier's, Vendors, Academia, Immediate communities, NGO's)

Collaborate
(Employees, Customers, Investors)

Engagement

Monitor
(Competitors, Business Analysts, Media, Social Networks)

Attend to
(Government, Trade bodies, Civil Societies)

Envision

Educate

Enable

Stakeholder Value - Sustainablity 10

Responsible Business

Redefine Workplace

Renew Ecosystem

Repay Society

Sustainability Opportunities

HCLT Risk Management Framework

Integrating Sustainability
with Risk Management

During FY 2012, we reinforced our commitment to integrate climate risk with our Risk Management framework through precautionary measures by identifying corresponding sustainability parameters and mapping appropriate actions across all four sustainability areas namely Business, Workplace, Environment and Society.

| Risk Management Category	Sustainability Parameter	Sustainability Focus	Anticipated Risk	Actions FY 2012 detailed in this report
Operation	Sustainability: Stakeholder Engagement	Opportunities for Sustainability Actions	Boycott of products and services by stakeholders, if the organization does not involve them in identifying sustainability needs and opportunities	Page 69
Operation	Sustainability: Occupational Health	Employee Well-being	Absenteeism due to inadequate health and wellbeing support within and outside the organization	Page 39
Operation	Sustainability: Environment	Energy Consumption and Renewable Energy	Non-availability of adequate resources in locations we operate in leading to increase in cost and challenge in growth	Pages 42 -53
Operation	Sustainability: Reporting	Performance Monitoring and Assurance	Damage to brand or reputation of the organization due to violation of laws or principles, errors or omissions in the disclosed Sustainability Report, under - performance compared with objectives/ targets or appearance of indifference to social issues	Audit and Assurance Page
Operation	Sustainability: Supply Chain	Environment Laws and Community Responsibility	Failure to integrate Sustainability objectives with processes due to non-education of workforce	Pages 56 - 63

Sustainability 10 by 2020

Where we are at

In 2011, we published our framework, 'Sustainability 10' that guides our goals to achieve 'Rebalance' through responsible value creation. A diverse group of internal and external stakeholders were engaged in the process of identifying key sustainability goals to be achieved by 2020.

Sustainability 10	Long Term Goal	Goals 2011-2012	Where are we so far?	Goals 2013-2014
Responsible Business				
Advocacy - Clear position on public policy	Lead forums to bring changes in public policies that are science based and impact social and environmental issues positively	Participate and contribute in key sustainability forums	Contributions: Gender-parity group - World Economic Forum, Leaderboard - Greenpeace, Advisory Council - Global Reporting Initiatives Gender and Diversity Steering committee Groups - NASSCOM and CII	Same as FY 2012
Innovative IT solutions for climate and community efficiencies	Integrated investments for developing and incubating IT climate and community solutions	Initiate steps to integrate sustainability solutions into existing customer offerings	Steps initiated for integration and offerings	Track offerings using a dedicated portal as well as creating best practice forums
Embed sustainability objectives into existing policies and practices to guide day-to-day decision making	Key policies relating to Governance, Human Resources, Suppliers and Business Operations are inclusive of Sustainability goals	Sustainability office will study the existing practices and policies and provide relevant suggestions to all internal stakeholders	Reinforced commitment to transparent business practices through Code of Business Ethics and Anti-Bribery and Anti-Corruption policies Sustainability awareness programmes completed for Facilities Management teams. Human rights and safety audits built into vendor-community engagements	Strengthen our efforts to train and embrace sustainability - oriented thinking among all internal stakeholders

Sustainability 10	Long Term Goal	Goals 2011-2012	Where are we so far?	Goals 2013-2014
Redefine Work Place				
Promote inclusive growth - employee and supply chain	Integrate diversity into our service life cycle	Specific focus on gender inclusion in the workplace	Marginal improvement on gender-ratios	Strengthen women mentorship programs Measure effectiveness of life counselling
Nurture employee wellbeing and safety	Employee benefits to include sustainable lifestyle and work-place safety programs	Implement life counselling and women mentorship	Life Coach and Women Mentorship programs piloted	Implement well-being programs for women in our supply-chain community
Renew Eco System				
Reduce carbon footprint	Reduce carbon footprint by 20%	Implement operations to reduce per capita power consumption by 2% in company owned facilities	Reduced per capita consumption by 1.7% in company-owned facilities	Reduce per capita by another 2% in company-owned facilities
Invest in renewable energy	20% of power purchased will be substituted by renewable energy	Identify a facility to pilot renewable energy	Identified and piloted a biomass energy source in our Chennai facility	Improve renewable energy footprint including piloting solar sources for India-based offices Reflect energy efficiency achieved and provide clarity in strategy fo 2020
Improve water efficiency	Reduce consumption of water by 30% in our owned facilities for sustenance	Install recycling and rainwater harvesting plants in 4 of our major facilities; implement a standard water measurement process	Plants installed in 15 office facilities in India; Water measured and reported this year	5% reduction in water consumption
Meet world class green standards for our buildings	50% of all our new buildings will comply with global Green standards	Obtain LEED/ GRIHA rating for 2 office facilities. Develop and implement "Siting policy" for new infrastructure	Two of our large offices in India have applied for LEED rating	Include and institutionalize green design in all the future buildings planned for India-based offices
Repay Society				
Dignified life for 100,000+ beneficiaries	Every HCLT employee will participate and contribute in community activities	Institutionalize CSR TRUST for overseeing community activities; achieve the coverage of 20,000 beneficiaries	HCLT Foundation launched; reached out to 37,000 direct beneficiaries	Strengthen the existing programs, increase the beneficiaries and measure impact
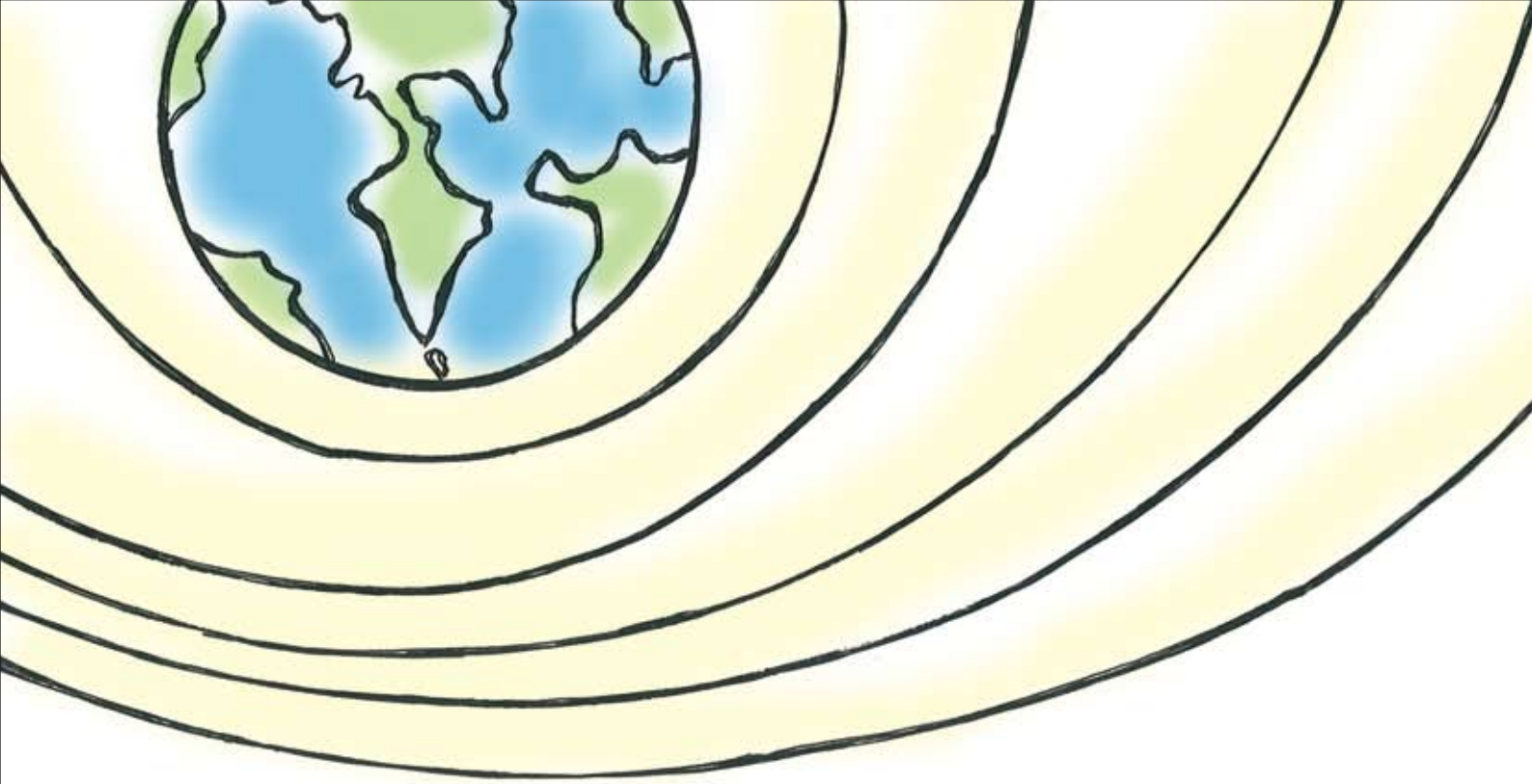
The 'Atmosphere' envelopes all, supportive and enduring in its presence, like the overall organization. We are a Responsible Business that values the engagement of all our stakeholders; employees, customers, vendors, partners and investors.

Responsible Business

For me, a landscape does not exist in its own right, since its appearance changes at every moment; but the surrounding atmosphere brings it to life - the light and the air which vary continually. For me, it is only the surrounding atmosphere which gives subjects their true value

– Claude Monet, French Impressionist Painter

Like the earth's multi-layered and functional atmosphere, the overall 'business' of an organization is the environment for all its activity. While every layer of the atmosphere has a specific purpose; creating, absorbing, regulating and protecting, the business also has similar multi-dimensional roles, enduring and supporting change in every stage of the organization's growth while balancing the expectations of all stakeholders. HCLT's core values are that of 'Employees First', Value Centricity, Trust, Transparency and Flexibility. In 2005, 'Employees First Customer Second' (EFCS), our revolutionary modern management idea took the business world by storm. 'Employees First' is about recognizing that employees are the real value creators in the 'value zone', the interface between HCLT and its customers.
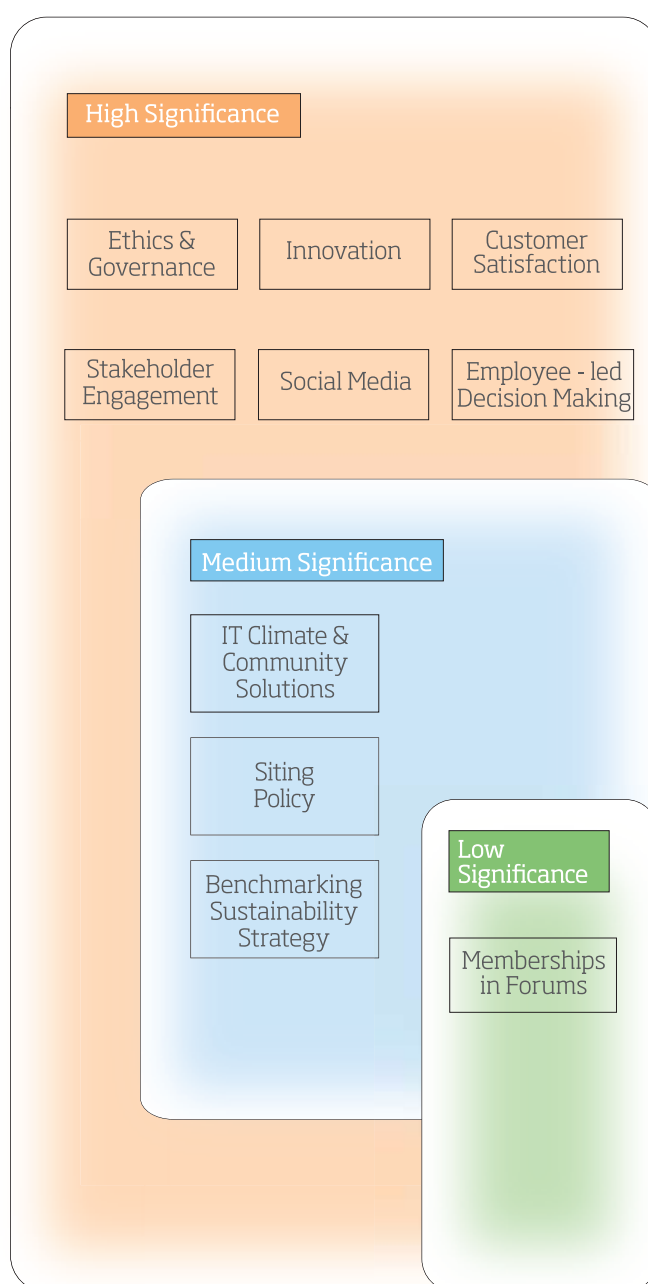
EFCS comprises of four tenets:
(1) 'Mirror Mirror' is about self-analysis and need for change, while creating the vision for tomorrow (2) 'Trust through Transparency' is about the openness shared between employees and management (3) 'Inverting the Organizational Pyramid', is about making enabling functions accountable to employees; while (4) 'Recasting the Role of the CEO' is about leaders recognizing that they are not the only source for change, and placing the next generation of leaders closer to the value zone. Implementing responsible actions through our employees who are our future leaders is important for us.

After all, we are making way for tomorrow, today.

Responsible Business:
Materiality Matrix

In FY 2011, we engaged with key stakeholders to identify materiality parameters for our Responsible Business vision. This year, we continue to focus on these parameters and the prioritization of activities are based on the Materiality Matrix.

High Significance
- Ethics & Governance
- Innovation
- Customer Satisfaction
- Stakeholder Engagement
- Social Media
- Employee - led Decision Making

Medium Significance
- IT Climate & Community Solutions
- Siting Policy
- Benchmarking Sustainability Strategy

Low Significance
- Memberships in Forums

Significance is the measure of 2 parameters -
(1) Importance to stakeholders (2) Importance to HCLT's business

Facilitating, Shaping, Balancing

Facilitating

Just like the atmosphere protects, regulates and sustains life, as an organization, we are responsible in facilitating a balanced 'atmosphere' for all stakeholders by upholding trust and transparency in all our transactions, creating platforms and channels that shape our organizational culture. This in-turn balances the expectations of all those who are committed to our organization's growth and sustenance.

Sustainable Governance
In FY 2012, we reinforced our responsibility towards balanced governance with the dissemination of the Code of Business Ethics and Conduct (COBEC); Anti-bribery and Anti-corruption (ABAC) Policy; and Business Gifts and Entertainment Policy (BGEP). These policies are available at **http://www.hcltech.com/about-us/corporate-governance /governance-policies**

While the principles of the policies have been followed by the organization through its growth, they were strengthened taking into account the various corporate governance guidelines stipulated in the countries we operate from. We have institutionalized a central support system, **ethicsdialogue@hcl.com** for employees and stakeholders who wish to have a deeper understanding of our governance policies. The platform is used to share situations, seek responses and obtain clarifications in an appropriate manner.

The CEO is the Chief Custodian of our Corporate Governance mandate and his perspectives on sustainable governance are available at **www.hcltech.com**

We ensure that our governance polices are in line with the ever changing global corporate governance scenario. We continue to conduct various training and awareness campaigns to ensure that the changes are imbibed in to the day-to-day activities of our employees. The responsibility is extended to our vendor and suppliers through addendums in their contracts. Any person can report violations of ethics at **whistleblower@hcl.com.**

We were not subjected to any material legal actions for anti-competitive behavior, anti- trust, monopoly practices or non-compliance with laws and regulations in the FY 2012. The internal audit team continues to provide risk insights for various departments who proactively implement actions to meet with local compliances and regulations. The team also audits our internal processes such as management of vendors and suppliers to provide insights on strengthening the same for sustenance. The audit reports also get shared with HCLT's Management and Board of Directors.

We are apolitical, advocate government policies on sustainability and did not contribute financially or in kind to political parties, politicians or related institutions during FY 2012.

Economic Performance

HCL Technologies (HCLT) continues to outperform the Indian IT-BPO industry. During the year ending June 2012, HCLT's revenues grew by 17% YoY compared to revenue growth of 14% YoY for Indian IT-BPO industry. On a three year Compound Annual Growth Rate (CAGR) basis, HCLT's revenue grew by 24% whereas the Indian IT-BPO industry revenues grew by 13% during the same period. On a five year CAGR, HCLT's revenue grew by 24.4% as compared to the Indian IT-BPO industry revenue growth of 16%.

		Amount in US $ million	
Component		2011-12	2010-11
Direct economic value generated		4,192.84	3,587.71
a) Revenues	Net sales plus revenues from financial investments and sales of assets	4,192.84	3,587.71
Economic value distributed		3,977.97	3,440.17
b) Operating costs	Payments to suppliers, non-strategic investments, royalties, and financial payments	1,331.53	1,184.05
c) Employee wages and benefits	Total monetary outflows for employees (current payments, not future commitments)	2,161.44	1,888.99
d) Payments to providers of capital	All financial payments made to the providers of the organizations capital	184.63	150.24
	Dividend	157.51	114.70
	Interest	27.12	35.54
e) Payments to government (by country)	Gross taxes	299.53	216.81
	India	115.99	58.40
	Others	183.54	158.41
f) Community investments	Voluntary contributions and investments of funds in the broader community (includes donations)	0.84	0.07
Economic value retained (calculated as Economic value generated less Economic value distributed)	Investment, equity release, etc	214.87	147.54
Geo wise break down of revenue	USA	57.0%	55.8%
	Europe	27.3%	26.9%
	ROW	15.8%	17.3%
Key Economic Ratios	Year-on-year revenues growth (%)	17.1%	31.1%
	Employee cost/ total revenue (%)	52.1%	53.3%
	Operating profit/ total revenue(%)	15.9%	13.4%
	Return on average invested capital (%)	20.8%	16.1%
	ROCE (PBIT) average capital employed (%)	26.3%	20.0%
	Basic EPS Growth before exceptional items (%)	34.6%	33.3%
	Price/ earnings at the end of the year	12.23	21.12
	Tax/ PBT (%)	24.7%	23.0%

*Inclusive of pension and gratuity   Scope: HCLT Global operations as on 30 June, 2012

Tax Benefit: MAT credit recognized by company in books of accounts as FY 2012 and FY 2011 is INR 331 crores and INR 267.99 crores respectively. Hence, the net MAT Credit increased in current year is INR 167.8 Crores.

The materiality issues identified as High Significance helps us in 'Shaping' and 'Facilitating' our business responsibly while those in Medium Significance provides a 'Balancing' approach to managing our core IT solutions and operations.

Shaping

Stakeholder Engagements

Our engagement approach is multidimensional. It encompasses identifying sustainability opportunities and implementing related activities through varying channels, levels and frequency of interactions and span of control in engagement and accountability. Details on Stakeholder Engagements are available in the Annexure section of this report.

In 2005, when HCLT began to assimilate the EFCS culture, it was the management that led the company along this transformational path. Today, HCLT's 84,319 employees are powerful drivers of change who partner with the management at every step and steer the company toward the future. From a management-driven, employee-embraced philosophy, EFCS has transformed into one that is employee-driven and management-embraced, a testimony to the intrinsic nature of the philosophy. Our EFCS 2.0 phase represents this shift where employees have picked up the baton and are taking the lead for transformation. With a top management focus on reverse accountability to employees, grassroots empowerment and nurturing of a culture based on trust and transparency, HCLT is geared towards sustaining ability at every level.

Customer Engagements

We adopt a 360-degree approach in embedding value in all facets of the HCLT-customer relationship. With the support of an external agency, we conducted an annual survey on customer satisfaction (CSAT). In FY 2012 we had a participation rate of 66.3% with an overall improvement of 17% in CSAT Scores. HCLT's top accounts also showed significant improvement in their respective scores.

Key expectations of our customers are being analyzed for implementation during FY 2013 more details of which are available in this year's Annual Report.

In FY 2012, our Global Customer Meet in Orlando, Florida witnessed the participation of 1200 stakeholders. These engagements also help us identify focus areas for research and development. Details of research and corresponding strategies are available in our Annual Report for FY 2012.

Supplier-Vendor Engagements

Our procurement approach is guided by the purchase manual. The selection of vendors is based on a Equal Opportunity Policy and we do not discriminate any vendor based on gender, nationality, ethnicity, religion, disability etc. Vendors committed to upholding human rights and who operate keeping environmental issues in mind are given preference, while all other factors relating to quality and the competitive aspects of the quotes remain the same as others.

Vendors who are identified to have any unethical practices are removed from the supplier-vendor list. During FY 2012, we carried out an audit of vendor practices and did not identify any vendor who had violated the procurement contractual requirements.

We procure our IT equipments and software from vendors committed to sustainability. For non-IT resources, we strictly monitor the vendors for statutory compliance.

We audit the operations of our supplier-vendors at the time of renewing the contract including aspects of human rights such as child labour, right to exercise freedom of expression and collective bargaining as well as benefits that need to be passed on to their staff.

We have clear policies and competencies for recruitment and do not employ child labourers. Our administration team monitors the vendors for child labour compliance and there were no violations this year.

We also encourage employees to report any incidents on child labour in India-based locations to Facilities Management or a member of the Community Service Council or report violations through **whistleblower@hcl.com**

During FY 2012, we identified 110 significant vendors and circulated the Whistleblower policy to them and have shared our commitment on upholding transparency and ethics in all transactions. The Ethics Dialogue forum is also available to vendors to share with us their concerns and best practices.

We ensure that the preference is given to local vendors for outsourcing jobs pertaining to facilities management, procurement of materials for infrastructure development and other operations. Approximately 95% of our vendors are local, thus majority of our spent is on local vendors resulting in creation of employment and economic opportunities in the locations that we operate. As part of our responsible operations, we continue to equip our supplier-chain community in India with knowledge beyond just their work through our Teach at Office program. More details on this are available in the Repay Society section of this report.

We are aware that it is important for us to audit our supplier-vendors in their own operational sites to identify any deviations in human rights guidance given to them. Beginning FY 2013, we want to set a taskforce for conducting periodic audits and helping our supplier-vendors to manage their operations in a manner compliant with human rights.

Snapshot of Everyday Innovations for Customers

Customer Situation	Our Innovative Solution	Benefits
Customer's e-business platform supported only restricted payment types across various geographies	New payment system with the ability to accept contemporary payment modes across various geographies	Increased revenue generation and potential to attract new buyers
Customer is a product company with a telecom customer who required seamless process flow and integration of custom scripts on a specific platform	Corrected and implemented the solution through innovative coding	Enabled customer to obtain new business through this solution
Customer required a manually-written query that took over 7 days to yield a response to be converted to a more user-friendly format	Developed a user-friendly query language tool	Enabled customer to receive a query response in less than 5 minutes thereby improving operational efficiencies and reducing costs associated with end-users
Customer required an internal HR application to replace their existing manual one	Implemented an automated account management system	Enabled customer to increase efficiencies and reduce operational costs

Infrastructure Development and Siting Approach:
Our approach to identify locations to build and operate

The location for both leased and owned infrastructure/office operations are identified based on multiple parameters: our business model, access to human resources including our supply-chain community, well developed communication network by road, rail and air, and opportunities to enable us to contribute towards the development of society.

We prefer locations identified as Industrial Zones by the local Government for any infrastructure development. We comply with local laws for creating office facilities and did not record any fines for non-monetary sanctions for non-compliance with environmental laws and regulations. During mergers and acquisitions, we apply a due diligence process which covers verification of policies and practises on issues related to employees, human rights and environment apart from legal compliance checks.

We take care to ensure that there is no negative impact on the biodiversity of the regions we build in, and our operations do not have significant water discharge or spills.

Direct and indirect employment opportunities created
We provide indirect employment opportunities for local skilled and semi-skilled labour for support staff such as security, facility maintenance, transportation and travel personnel.

Investments made to develop the ecosystem
Diverse programs are run to create employee awareness and involve them in countering the effects of climate change. We focus on investing in green buildings, rainwater harvesting, new generation lighting and renewable energy. All our systems are energy efficient including the IT hardware used, and we received internationally recognized Environment and Safety certifications from reputed firms. The priorities of this focus are available in the Renew Ecosystem section of the report. For FY 2012, we have not tracked the total environmental protection expenditures by type as they are embedded in the larger facilities and infrastructure budgets of the Company. We did not pay any fines or faced non-monetary sanctions for non-compliance with environmental laws and regulations.

Social Media Approach

As a socially responsible business, we adhere to a responsible marketing model where digital marketing is at the forefront of our responsible marketing efforts. In FY 2012, we hosted a carbon-neutral Global Customer Meet with over 1000 participants. This was achieved largely by digitizing reach, communication and engagement. We believe that digital media, with its increased reach and effective content consumption mechanism is by far the most effective platform to create social awareness and highlight HCLT's socially responsible initiatives. We are active on digital platforms with a consolidated reach (Facebook, Twitter, YouTube and Corporate Website) of over a million users. This reach is effectively leveraged to spread social awareness. For example there were 15K+ video views on YouTube Video for HCLT's CSR initiative through an organic digital campaign.

We also have a dedicated section in our corporate website highlighting HCLT's Socially Responsible Business Model- **http://www.hcltech.com/socially-responsiblebusiness /overview**

In FY 2012, we released our Social Media Policy to ensure that from an organization perspective, we take a structured and standardized approach to social media participation, both from an individual employee and business level. Our internal systems and controls have been established to ensure compliance to applicable laws and regulations. To conduct our business ethically, our marketing programs adhere to the legal regulations of the countries we operate in. We did not record any complaints regarding breach of customer privacy, loss of customer data and non-compliance with laws and regulations concerning the usage of our products and services.

Contemporary Communication with IDEA Blogs

The CEO interacts with employees through his blog **www.vineetnayar.com** and communicates with them through both internal and external networking sites. The blog is updated regularly and features posts on leadership theories, management practices and developments in innovation and technology. We have shared some of his blogs on sustainability-related topics in this report.

The Engineering and Research and Development Services (ERS) and Telecom, Media, Publishing and Entertainment (TMPE) Business Units blog on innovation at **www.ers.hclblogs.com** and **www.tmpe.hclblogs.com** respectively.

Balancing

HCLT's Sustainability Services & Offerings

Sustainability is a business imperative today. We go beyond traditional service offerings by providing our customers with solutions that not only influence their profits and people but also makes a positive impact on the planet. HCLT's business transformational solutions are available in our publication CIO Straight Talk, which is published online for all stakeholders at **http://www.hcltech.com/i-have-an-idea/straighttalk**

HCL Green Edge

GreenEdge is our Automated Assessment Framework that addresses the complete life cycle to achieve green and sustainable business in manufacturing. GreenEdge enables industries to consume minimum energy in their processes and leave minimal carbon footprints through the use of renewable and recyclable materials in everyday processes.
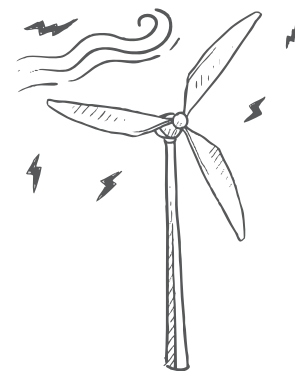
HCL Green Design Workbench

HCL's Green Design Workbench (GDW™) is a framework and solution to address the sustainability, environmental compliance and other green requirements for sustainable product design, green compliance and energy management.
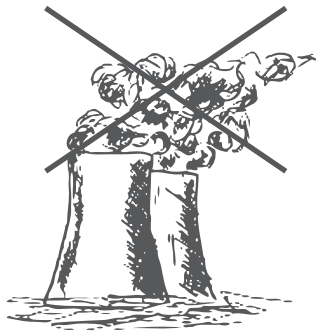
Our Green IT Solutions

HCL Green Logistics Terminal

Green Logistics Terminal is a web-based tool that helps organizations set goals on emissions control and measure progress on the same.

HCL Manage Carbon

Manage Carbon, an IT solution based on GHG Protocol for corporate standard, helps customers to measure and report carbon emissions. This solution uses open source technologies to maintain a low cost footprint.

HCL AEGIS

AEGIS is a connected Home Platform providing device control and management, security and surveillance for energy management solutions.

HCL Green Data Center Services

HCL's Green Datacenter Services help Enterprise IT organizations reduce their company's environmental impact by assessing, planning, and implementing initiatives around their Datacenter environment. A key highlight of our Datacenter service offering is a unique Datacenter Green Quotient framework that offers assessment of the 'green' state of an Enterprise Datacenter.

Our Green IT Solutions
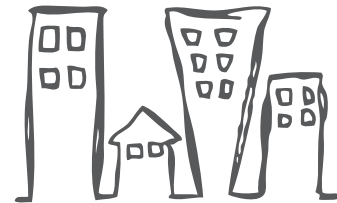
Integrated Smart Energy Analytics Dashboard

Integrated Smart Energy Analytics Dashboard offers a real-time, intelligent analytics solution that focuses on energy efficiency at the demand side of energy business spectrum.
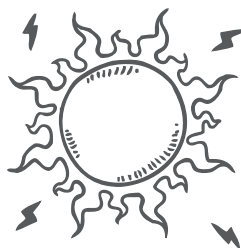
SP DAIS (Solar Plant Data Analysis Interference/Intervention /Improvement System)

HCL's SP DAIS is a web-based monitoring grid that analyzes performance from an interference, intervention and improvement standpoint. This solution is flexible and customized as per the requirements for solar, wind and biomass energy management.

Case Study #1: Harvesting Energy for the Next Generation

Our Solution and Differentiator:
We have invested in technology for alternate energy sources like solar power which have sustainable impact on the businesses of our customers. HCLT engineers design subsystems that control tracker motors that accurately track the position of the sun using complex algorithms and state of the art hardware design. These systems and their predecessors are currently installed in California, Arizona, Mexico, Greece, Spain and other locations across the world.

Sustainability Challenge:
Fossil fuels like natural gas and crude oil are non-renewable and cause harm to the environment when burned. Hence the need for an alternative energy source arises. Alternative energy sources like solar power are natural and renewable. Using alternative energy sources helps in saving fossil fuels like crude oil and natural gas for emergency use in future. Although it is advantageous to move to solar /wind energy, technology has to pave way for optimization of harvesting, storage and consumption of energy.

Business Benefits:
We have a solar system installed in a Chennai-based facility which is currently used to power test fixtures. This working system can either be connected to a grid or alternately, the energy can be stored in a high capacity battery and used to power the lights in the building at night. This is a 10kW subsystem that's easily scalable when more modules are added. Future plans for the organization include using solar energy to light up large facilities.

Case Study #2: Save Paper- Save the Earth

Sustainability Challenge:
Flight test engineers create scripts containing large numbers of test conditions in word documents. The information in these documents is sourced from Test Summary Sheets documents (TSS). These documents are manually reviewed and approved by test management groups after which a Matrix is created using conditions from the script. Test Conditions Matrix (TCM), allows defining the test order resulting in a Microsoft Word based sequence document. A manual sequence document of test conditions is created by picking multiple test conditions from different sheets as specified in the TCM. This document guides and helps test pilots and engineers to test and certify the aircraft. The entire process requires high level of data accuracy. Not only do failures introduce a risk while flying the aircraft, paper-consumption is high in this process.

Our Solution and Differentiator:
HCLT delivered a work-flow based solution to streamline, automate and expedite test planning and script generation process. The solution retained the essence of earlier manual process while identifying areas where paper can be conserved. An intelligent XML-based document was created with hidden XML Tags not visible to the end-user. The solution not only conserves paper but also generates sequence documents in minutes. Crystal reports are used for generating reports.

Business Benefits:
The manual system incorporated printing and passing many sheets of paper for approval. Comments were written on hard copies and the updated copy was circulated again. This process continued back and forth till processes were approved. With HCLT's solution, approvals, comments and updates are automated in a centralized repository. Prior versions are made available in the system for reference. Through this solution, our customer realized a significant savings in paper consumption.

"As we transfer the responsibility of change to thousands of HCLites, we have no doubt they will find the most innovative way forward to smarter systems and a smarter business for a smarter and sustainable world."

Vineet Nayar, VC & CEO – HCL Technologies.

Case Study #3:
Green Computing through Server Consolidation

Sustainability Challenge:

Industry analysts estimate that by 2012, data centers in the United States will spend the same amount on paper consumption and cooling as they do on the hardware and software infrastructure of their enterprises. This analysis calls for global organizations to introduce processes that conserve energy, reduce emissions and keep operational costs under control. At HCLT, we achieve these goals through introducing and implementing processes that result in power and cooling costs. This is achieved through server consolidation based on virtualization best practices and server decommissions.

Our Solution and Differentiator:

HCLT teams worked in collaboration to design and build an Enterprise Framework that provided not only a scalable infrastructure model for future capacity growth, but also resulted in decommissioning of servers and other peripheral equipments.

Some of the initiatives that contributed to the power/cooling cost savings are listed below:

- Decommissioning of over 250 Servers
- NAS Refresh
- SAN Refresh
- E15K Rack Decommissions

Business Benefits:

These initiatives have substantially reduced the carbon footprint in addition to helping save significant power/cooling costs. HCLT and its partners are working on making these initiatives long-term and sustainable. As a result of this solution, our customer realized a cost savings of more than $ 10 million.

Case Study #4: Fostering Sustainable Innovation
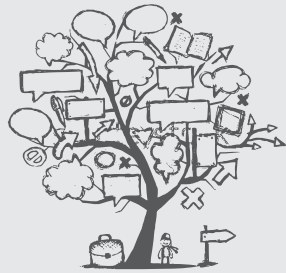
Sustainability Challenge:

The customer is a global leader in Enterprise IT infrastructure and has introduced revolutionary products in the office automation space over the last three decades. These innovations touch all major aspects of the business process from back office support to end user output. Their high R&D investments are focused on creating revolutionary products and business services around the same.

HCLT signed a broad transformational partnership with the customer, covering various business areas including system integration, infrastructure management services, product engineering and joint innovation investments. As part of the relationship, HCLT engaged with the customer across multiple services lines. The result was a transformational engagement that provides business impact though an extended innovation ecosystem.

Our Solution and Differentiator:
Transformational Program 1- Extending Innovation ecosystem to deliver innovation in the consumer space:

The focus of development for the HCLT team was quick turn-around of prototypes, independent development, high prototype ownership and the ability to build business case for extended investments. These solutions are developed keeping in view the end consumer and enable the customer to understand and target the consumer market. Some of the solutions developed this year include: Coupon management and Intelligent Paper.

Green Computing:

The HCLT team devised a solution that not only focused on user-experienced but also reduced energy consumption. The solution included multiple target technologies such as background color optimization, page display optimization and alert. Implementation was designed to work in either the end-user or web-server locations.

Transformational Program 2- Leveraging existing platform enables new business:

The customer's business model revolves around large capital equipment sales and frequent consumables replenishment. However, due to business processes being mostly semi-automated, process intensive and requiring support from service personnel, the customer was unable to scale up their service business. A solution that would seamlessly integrate distributors, sales channel partners, payment partners and also simplify the re-ordering process for the end user was required.

HCLT delivered a monitoring and re-ordering solution on its own platform to structure a new business for the customer. The firmware and PC application integrated with the cloud-based platform simplified the customer interaction to order supplies on 'Just in time' basis.

Each channel partner can customize their store to be accessible for the end-user based on pricing, store design and store supply strategy.

The largest benefit for our customer was the expansion of the market for OEM supplies and creation of a strong services business while being sensitive to channel partners' business needs. HCLT was responsible for the complete development of the platform.

Business Benefits:

The transformational services within the customer engagement which included over six product engineering engagements and two end-to-end product development case studies. These illustrate the importance of utilizing existing solutions to deliver 'innovation-as-a-service' and developing new offerings for consumers.

HCLT not only provides core product development services but also aids customers in creating ecosystem advantages around their products, either through collaborative strategic services or through HCLT Productized Solutions. This is what is called - Engineering out of the Box or EOOTB™ at HCLT.

CEO SPEAK:
An Idea Takes Off

To the world outside, the HCL Global Meet is our annual customer conference. However, to us, it is a celebration of ideas, big and small, for generating positive change in our companies, our world and our lives. This year, it was aptly titled: I have an idea. As I return from this celebration last week, I'd like to share with you here my inaugural presentation: 'An idea takes off'.

I see a perfect storm brewing ahead with four elements coming together to change the world forever. First, the economy is moving to a 'new normal' with a complete absence of leadership to drive it. From the US to Europe, from India to China, Japan and the Middle East, we see leadership that is unable to take timely decision to solve the tumultuous problems ahead.

Second, competition has become more intense than ever before with 'the emergence of the emerging'. Developed market companies focussed on emerging markets are being challenged by local companies in the market and even in their own backyards.

Third, the transformation of the consumer. With the arrival of Gen Y, everything from buying patterns to influence patterns to brand preferences has changed with an overriding role of the digital world and word of mouth.

And finally, the changing employee. Teenagers who have grown up in families, mentored and empowered by parents as friends, are suffocating under rigid command and control structures at work.

Within this storm, is the biggest opportunity that we have seen in our lifetime. As we encounter this bend on the racetrack, we can race ahead and increase our market share if we put our heads together and recognize the critical success factors.

As I see it, there are two imperatives that have the potential to transform the threat hanging above into a massive opportunity for growth: Making innovation centre stage and rejuvenating our employees, who in turn will drive this innovation.

Really, employees are the only solution we may have. And come to think of it, isn't everybody an employee – from the President of America, to CEOs, customers and janitors? So, if everybody is an employee, why are we not celebrating being an employee?

I believe we can fix all our problems – the economy issues, innovation issues, emerging market issues – only if we can get the employees back to work and engaged in innovation. So let's take that important step forward and celebrate everybody as an employee and make a world that becomes better to live in with every passing day.

Our CEO engages with stakeholders through his blog, 'In Search of New Leaders' at **www.vineetnayar.com**
His ideas and thoughts on sustainability, innovation, diversity and leadership are shared regularly through this platform.

'Fire', warm and bright, kindling ambitions and illuminating the environment, represents to us the 'inner fire' that burns brightly in every one of our employees, representing their desire to create and sustain change. We strive to consistently **Redefine** the **Workplace** to reflect our 'Employees First' culture.

Redefine Workplace

The inner fire is the most important thing mankind possesses

Edith Södergran- Finnish Poet

Fire, one of the most powerful elements known to us. Even the smallest flame illuminates, the slightest warmth comforts and when nurtured with care, fire powers the greatest ideas known.

Inside every HCLT employee, there burns a passion to continually grow and succeed.

At HCLT, we continue to ask ourselves- How do we kindle the 'inner fire' of our HCLT employees to facilitate their growth? How do we ignite their 'questioning minds' and sustain innovation? How do we catch the spark of a 'game-changing idea' to improve the experience of our customers ?

HCLT's workplace practices include programs and platforms that offer everyday inspiration and new employee experiences. Founded on our 'Employees First' culture, Redefined Workplace is a meeting ground of ideas, innovation and intellect. Not only are employees encouraged to work in ways that inspire each other, continuous opportunities for innovation and inspiration is provided in all stages of their careers.

At HCLT, we recognize that our employees today are the business leaders of tomorrow. We believe in actions that are employee-driven and management-embraced. This is possible by inverting the pyramid, one of the four tenets of our 'Employees First' philosophy.

The 'Mirror Mirror' exercise that we undertake on a regular basis helps us understand what our employees need. Our various 'Speak Up' forums indicate that our employees enjoy the entrepreneurship culture which gives them a sense of ownership to innovate, incubate and implement ideas therefore improving the 'value zone' that exists between HCLT and its customers.

At every point in the employee life cycle, we provide them with programs that build a culture of trust and transparency

and enable their transformational journey. All employees are provided with information on our culture, code of conduct, channels for redressals, health and safety norms, and other employee benefit programs on a regular basis. The redressal channels are available for all employees including our supply-chain community that includes security, housekeeping, transport and support staff where cases are dealt with utmost confidentiality.

Four significant cases were addressed through SECURE which is the Prevention of Sexual Harassment Workplace initiative at HCLT. Two significant cases were registered through Whistleblower and actions were taken appropriately. We continue to respond to our employee grievances and queries on policies, processes and welfare programs platforms like the Smart Service Desk (SSD). During FY 2012, we did not have any contracts that include clauses incorporating human rights concerns, or that have undergone human rights screening.

In line with our commitment to promote trust and transparency, 473+ queries were registered in U&I, a CEO conversation channel where employees can write to the CEO on any grievances they have. The CEO also initiated his own page on our internal social networking platform, Meme. This page has employees regularly sharing their feedback on HCLT's programs and providing ideas to the CEO on business and innovation aspects.

For the fourth consecutive year in a row, we have been certified by WorldBlu, a global network of organizations committed to democracy and freedom in the workplace.

Redefine Workplace: Materiality Matrix

In FY 2011, we engaged with key stakeholders to identify materiality parameters for our Redefine Workplace vision. This year, we continue to focus on these parameters and the prioritization of activities are based on the Materiality Matrix As an organization that believes in 'Employees First', all parameters related to our employee-life cycle is of high significance to us.
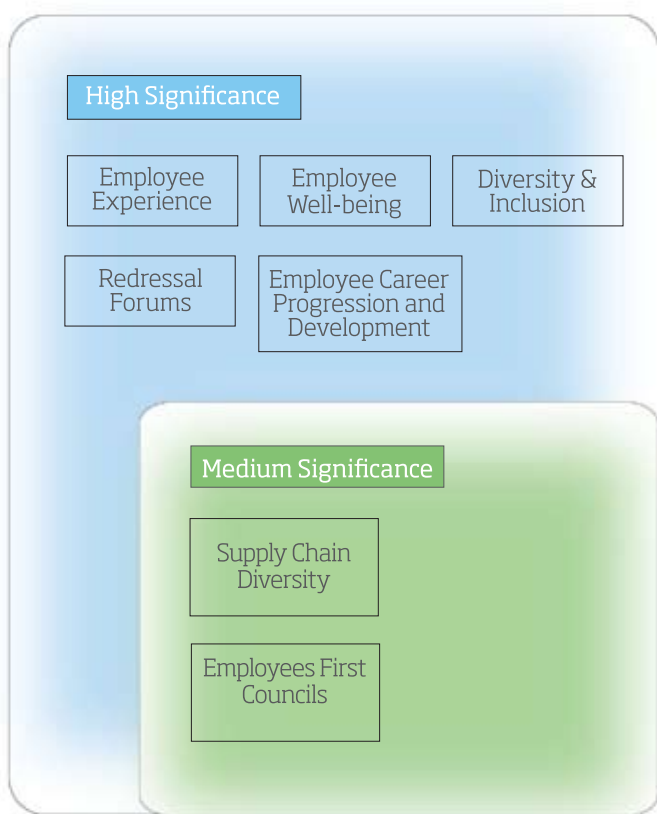
High Significance

- Employee Experience
- Employee Well-being
- Diversity & Inclusion
- Redressal Forums
- Employee Career Progression and Development

Medium Significance

- Supply Chain Diversity
- Employees First Councils

Significance is the measure of 2 parameters -
(1) Importance to stakeholders (2) Importance to HCLT's business

Workforce Data Points

Workforce by region	FY 2012	FY 2011
Total Workforce		
India	69118	63629
USA & LATAM	7397	5739
Europe	4413	4412
APAC & RoW	3391	3266
% of local hires/Senior Management* hires outside India		
USA & LATAM	84 %	70.00 %
Europe	92.86 %	83.78 %
APAC & RoW	81.25 %	80.00 %
Diversity Data		
% of women in total work force	24.63%	24.42 %
% of women returned after maternity leave	86.20%	83.2 %
% of men returning after paternity leave	100%	100%
Ratio of salary at entry level hires (Men: Women)	1:1	1:1
Contract Staff	4498	

*General Managers and above
Scope: HCLT Technologies, Global Operations

Our attrition rate for FY 2012 was 14% for our IT services which include our Software and Infrastructure divisions.

Kindling, Igniting, Nurturing

Our employees' passion to succeed must be kindled, ignited and nurtured in the right direction. Afterall, our employees have questioning minds that must be ignited for a continuous quest for innovation. In our Redefined Workplace, we believe in kindling minds through appropriate engagement channels, igniting innovation through equal and equitable programs and nurturing employee well-being through career growth development and individual wellness programs.

Kindling minds through appropriate channels

Directions 2012

Directions is an annual employee event where the CEO and the leadership team share the vision and strategy of HCLT with all employees. Every year, Vineet Nayar, our Vice-Chairman & CEO, sets aside two-weeks to travel across various HCLT facilities and conduct this event. Strategic decision-making among a select few is taken out of a conventional closed-door format and is instead transformed into an interactive session where the employees engage directly with the Management.

This year, Directions 2012, was organized for the first time at a global level with 25,000+ employees interacting with the CEO directly on topics relating to our overall vision, strategy and specific goals for the forthcoming year. Through this event, the CEO reinstated a sense of ownership across employees reminding them how their individual contributions fit into the larger organizational framework.

EPIC -Employee Passion Indicative Count

Through our EPIC assessment, we identify our employees' Passion Indicator, the individual factors that drive them to excel at work.

This year, 5026 employees participated in the EPIC assessment where they received an 'Individual Report' showcasing their Top 5 Passion Indicators. EPIC team reports were also generated.

This exercise enables managers to better understand the competencies of their team members. EPIC focuses on action-orientation through a platform called PEET (Post EPIC Effectiveness Tracker) which gives a quantitative approach towards team development and it allows the managers to keep track of the development activities they conduct for their teams.

EPIC
ASSESSMENT

INDIVIDUAL
REPORT

* MY EPIC
SCORE CARD
(new offering)

TEAM
REPORT

WORKSHOPS

PEET
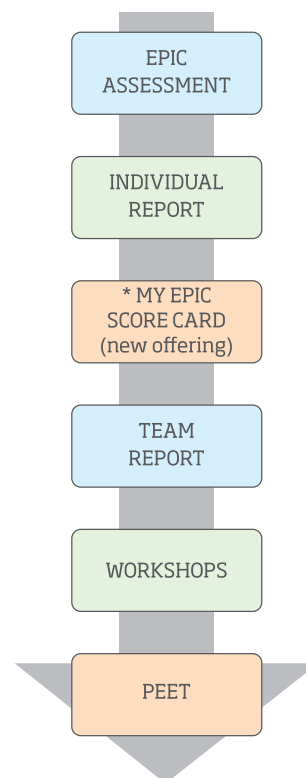
EPIC results impact performance and productivity, proving that passion is a key factor that must be kindled in all employees.

ECHO : Understanding the employee's experience

Echo is our Annual Employee-Experience Index survey that encourages our employees to share their overall experiences on various aspects like the organizational culture, 'Employees First' orientation, work-environment and performance management. Feedback from this survey enables us to understand the aspirations and key drivers for employee engagement and development.

This year, 23,363 employees gave their feedback through ECHO. The number of respondents has almost doubled from last year with 72% of our employees rating HCLT as a great place to work for.

Meme: Our first-of-a-kind social networking platform

Our social networking site, Meme enables employees to interact with each other irrespective of their geographical or domain boundaries. Collaboration is increased which leads to creativity, innovation and enhanced problem resolution.

This innovation is also our organization's answer on how to manage generational-diversity.

One of Meme's key features include content viralling; its ability to integrate seamlessly with other knowledge repositories which makes it a sustainable social learning platform.

Users leverage this platform by creating a direct interface with various enabling functions like Human Resources (HR), IT Help Desk and Other Service Desks.

Ask HR on Meme is dedicated to resolving HR related queries across various business units. This has resulted in the resolution of over 4190 + HR related queries, which has reduced query resolution time by 90%

Besides bringing collaboration across the diverse workforce and increasing employee productivity, this platform has also helped in generating innovative ideas across the globe.

930 business innovation ideas from employees working on diverse projects and domains have been mined from Meme

Reaching out to the community through Meme

Pages with a community-service focus are popular on Meme. 'Power of One', HCLT's most dynamic employee-owned Corporate Social Responsibility initiative is actively promoted through Meme which has a large database of our community-service information.

Virtual Blood Bank (VBB) is a Meme-based application that employees use to mobilize blood donations by reaching out to employee donors within our organization. This year, 1200+ employees have used the Virtual Blood Bank.
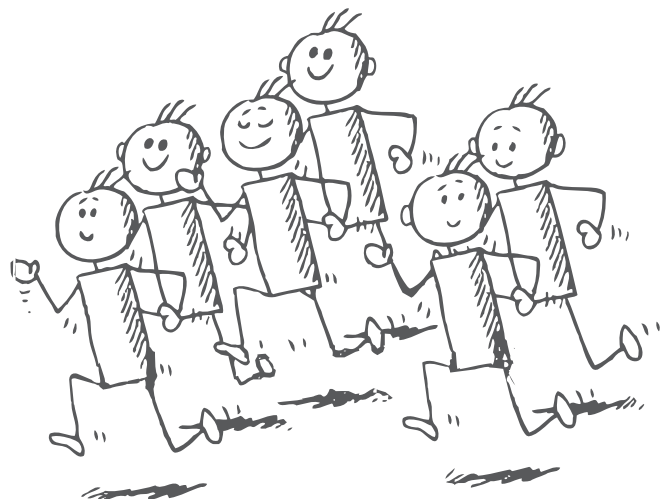
Meme is also used by various enabling functions to conduct surveys and gauge employee responses. Employee Life Cycle offerings like 360* feedback and EPIC (Employee Passion Indicator Count) witnessed a surge in employee participation after being promoted on Meme.

MEME Statistics

Registered users
67,174
No. of connections
1,24,708
Avg. friends per user
4,82,157

No. of status updates
69,048
No. of comments
1,24,708
No of likes
4,82,157

No. of groups
2006
Avg. posts per group
34.04
Avg. user per group
48.58

No. of photos uploaded
86,180
No. of messages
95,188
Avg. message per user
18.97
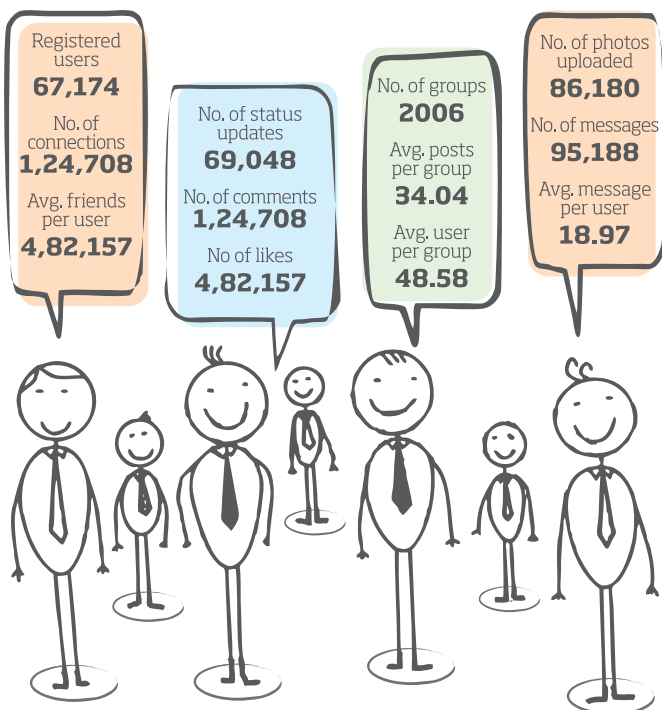
We anticipate that social collaboration tools will play a crucial role in changing the face of organizational structures in the future. Meme has enabled HCLT's business leaders, architects, sales leaders and policy-makers to promote, collaborate, ideate and make decisions with this revolutionary platform.

BlogHer Platform

HCLT's BlogHer platform facilitates discussions on gender specific matters and encourages employees to share their thoughts through blogging.

BlogHer has a member base of 939 employees and has conducted 2 contests and mediated 4 online discussion threads. In FY 2012, the inputs shared on the work-life continuity thread on BlogHer influenced the creation of a flexi-work hour and part-time policy in the organizations. Such platforms are sensitization tools for managers which enable them to understand the expectations of our women workforce, some of which remain unstated in real life situations.

Initiating Change in future leaders
My Campus and GoPro:
Go Professional

At HCLT, we have access to the brightest and most creative minds through programs and initiatives that connect us with educational institutions and campuses across India. We have our hands on the pulse of innovation by connecting with the future leaders through online websites like 'My Campus' (mycampus.hcl.com) and campus initiatives like 'Go Pro' which provide potential employees and their colleges with soft-skills and technical training, development workshops and faculty seminars.

MAD LTD. (Make A Difference, Lead the Difference)

MAD LTD. is a leadership program that reaches out to our potential Gen Y employees in campuses across India. Students are encouraged to present innovative ideas and take part in a contest where the winner is declared as the CEO of MAD LTD.

In FY 2012, MAD LTD. team visited over 60 campuses, reaching out to 35,000 students across India. Over 1900 ideas were received as a part of the contest. Currently, there are 27,000 student members in MAD LTD site sharing ideas on a dedicated Facebook page for this initiative.

Igniting Innovation: Transforming the work place

MAD JAM –
Make A Difference Jamboree

We celebrate MADness, the all-consuming passion to 'Make A Difference' through a unique innovation platform. MAD JAM is a single centralized platform where the best innovations and ideas of our employees are brought forth and showcased to the entire organization. Ideas are received, reviewed, showcased and presented at MADJAM Finale, an Innovators conference where the employees behind the ideas discuss their entries with the CEO and other leaders within the organization. Our culture of innovation is enhanced through MAD JAM. During FY 2012, 377 idea entries were received from 1000 HCL employees which included 19 idea films.

Our Values Portal generated over 13,000 ideas from 12,000 employees to improve our customer service offerings. Currently, 2242 ideas from Values Portal have been implemented and 1100 ideas are in the process of being implemented.

The 'Employees First' Councils

The Employee First Councils are unique platforms offered to employees to collaborate and work toward common visions in chosen fields of interest. They are democratic councils developed for, of and by HCLT employees to run various workplace programs. Every year, elections are held to select council members.

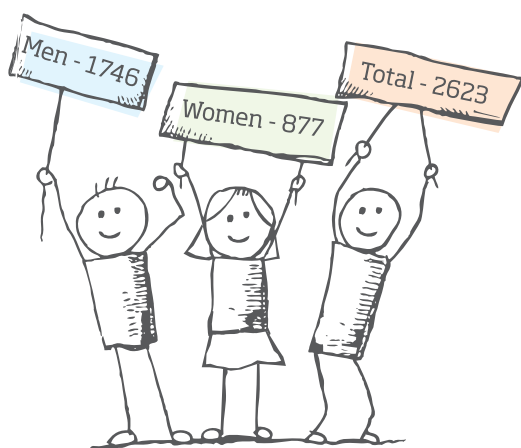| Council	Overview	Activities in FY 2012
Community Service Council	Promotes the Individual Social Responsibility of every HCLT employee and encourages the idea of giving back to society	Community-based programs focused on education for the less privileged, supply-chain development, everyday volunteerism and environment conservation
Talent Council	Encourages the diverse talents of employees by providing platforms to showcase their creativity and skills	Creative writing, poetry writing and photography competitions, both online and in-facility. Vocal, dance, skit-production and Rangoli competitions
Grey Cells Council	Enables knowledge sharing and knowledge enhancing initiatives with a focus on continuous learning and building the Intellectual capital of HCL employees	Quizzes, essay competitions, Sudoku and design contests, both online and in-facility
Sports Council	Promotes team-building and a sense of adventure by organizing indoor and outdoor sports-related activities and competitions for employees	Cricket, badminton, soccer, carom-board, table tennis and athletics tournaments
Wellness Council	Focuses on the overall wellness of HCL employees including their physical, emotional, social, occupation and spiritual growth	Online awareness campaigns and in-house workshops on yoga, stress management, lifestyle management
Ambassador Council	Empowers employees to identify and lead the need for change in their respective facilities	Activities included programmes and communication relating to Go Green Initiatives, landscaping around facilities, emergency management awareness and other such employee engagement events
Women Council	Facilitates holistic growth for women by engaging them in various programmes that enhance their personal and professional growth	Workshops on empowerment, work-life balance, women's health and wellness

EFCS Councils: Gender-wise break-up

Men - 1746
Women - 877
Total - 2623

EFCS Councils: Age-wise break-up

20-25 yrs - 1022	40-45 yrs - 44
25-30 yrs - 991	45-50 yrs - 6
30-35 yrs - 431	50-55 yrs - 3
35-40 yrs - 126	Grand Total - 2623
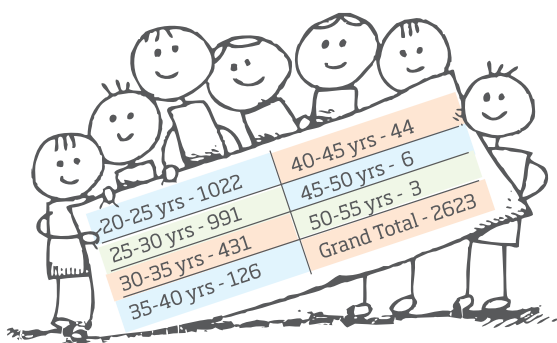
Recognizing Performers

XtraMiles is a unique and democratic Reward and Recognition Platform for HCLT employees that prompt them to 'go the extra mile'. In FY 2012, this platform has recorded 35,000 users who receive continual encouragement and recognition for quality-conscious contributions. The O2 League recognizes the achievements of the 'Difference Makers', employees who have received an outstanding rating in their performance reviews for two consecutive years.

Different Hues of a Balanced Workforce

At HCLT, we believe in a positive workplace where diversity goes beyond differences that stem from gender, nationality, culture, ethnicity, age or the differing abilities of individuals. We believe that diversity is about recognizing the differences that exist within our employees, harnessing them, synergizing them, and creating an environment which is conducive to bring out the best in all.

In FY 2012, we had a special focus on Diversity & Inclusion strategies with an aim of recruiting, engaging and enabling employees from diverse backgrounds. We identified specific Diversity & Inclusion objectives that include fostering a culturally-inclusive, gender-neutral and ability-sensitive workplace. The diversity objectives are met with the support of the employee affinity networks. We reached out to a diverse talent pool that comprised of women, people of different nationalities, cultures, work experiences and people with disabilities. In India, we focused on recruiting employees from smaller towns and cities to facilitate inclusive growth. We also focused on creating support systems and policies that are based both on infrastructure and people, to facilitate work-life continuity, including family well-being and child-care support.

Various work-life policies and support systems are available for employees. Our office buildings have been audited for accesibility and multiple roles have been identified for accommodating Persons with Disabilities.

Women Connect is a collaborative network that aims to advocate an inclusive and gender-neutral work environment where every individual has the opportunity to contribute, suggest policies and lead change initiatives. Some of the interesting programs run for women include 'Café Coffee', 'Stepping Stones' and 'Coaching and Mentorship' programs through the Women Leadership Team, an affinity network for women leaders. We had over 800+ women who participated in various forums this year

Hclwomen.com is a website that encourages our women employees to share their thoughts and opinions online. Through cultural assimilation platforms like 'Culturati' and 'Symphony', we provided HCL employees with the adequate training that enables them to work in virtual teams across the globe. Our programs include development conferences and social media for improving awareness for both our employees and the ecosystem in which we operate.

Both internal and external advocacy are important for us. We continue to participate in diversity forums organized by WEF, WIC, NASSCOM, CII, WILL and such forums across the globe. We have conducted 7 'Rebalance' events across India and the USA with a focus on creating awareness on diversity and sustainability for our key stakeholders since FY 2011.

A significant diversity milestone this year was the launch of employee affinity networks in HCL America with the objective of fostering global collaboration. Our focus on Ethnicity prompted us to celebrate Black History Month this year. In FY 2012, we released two e-books, 'Believe' and 'Inclusion 10' with a focus on Diversity & Inclusion.

'Inclusion 10', an internal publication on leverage commonalities in a diverse workforce was also released. Through this initiative, employees were informed on key principles of diversity and inclusion that must be understood while working in a diverse workforce.

This year, we launched 'Believe', an e-book on HCLT's women employees and the impact of the 'Employees First' philosophy on their careers. The book was released by Vineet Nayar, our Vice-Chairman & CEO on International Women's Day. Women employees were interviewed to understand the opportunities and challenges they face at various stages of their careers. Their responses were recorded in the book along with contemporary research on women professionals. This book is available at www.hcltech.com/sites/default/files/believe2012_ebook.pdf

How 'Employees First' philosophy helps women succeed at HCL

BELIEVE

HCL

Nurturing Employee Well-being:Enhancing the Value Zone

360 Degrees

This year, 48,000 HCLT employees participated in the 360 degree exercise which identifies the developmental requirement of our employees. All eligible employees, completed their appraisals for career development.

Learning and Development

All HCLT employees, irrespective of their gender and experience have opportunities to take part in behavioral skills programmes and discover their passion and potential. We believe there is no 'one set formula' for success and motivate our employees to be on a constant journey of self-discovery. Learning and Development programs give platforms to not only ideate but 'UN-learn' with a focus on sustainable growth for all employees.

Total number of Programs	Number of Employees attended	Number of Training Person Days
1057	20434	13657
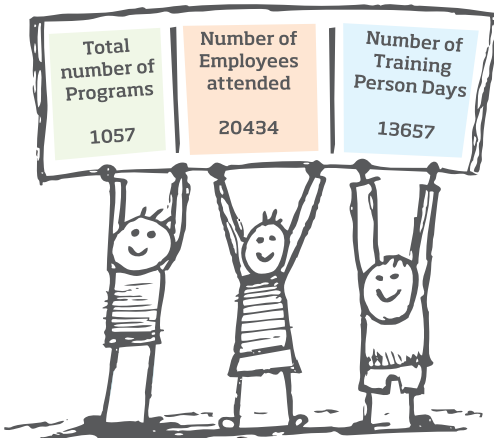
Scope: HCL Technologies Global excluding fresher level training

TechCEED: Technical Competency Enhancement for Enabling Development

TechCEED provides employees with business-aligned training on technical and project management competencies, learning management and instructional design. TechCEED continually grows and innovates its learning and development programmes by successfully partnering with business units across the organization through the implementation of the Business Aligned Training Academy model.

This collaborative model promotes agility and innovation, reduces the cycle time for processing training requests, and enables business units' direct resources to their highest priorities.

In FY 2012, TechCEED disseminated learning to 25,734 HCLT employees.

Number of training programs conducted	Number of internal trainers who participated	Number of technical certifications granted
5906	3981	12513
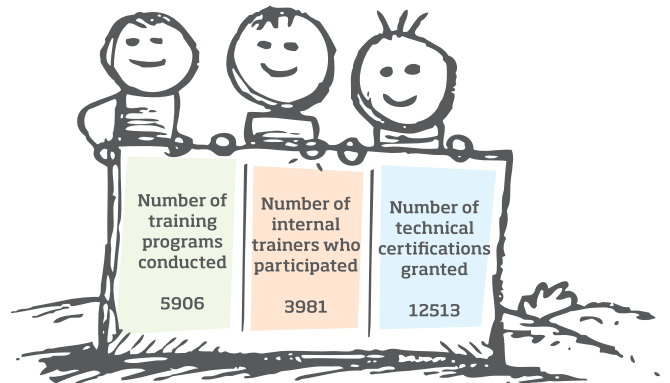
Scope: HCL Technologies Global excluding fresher level training

TechCEED also enables learning through various publications, research reports, e-learning, communities, surveys, teleconferences, and other Corporate Executive Board materials and services. Project Manager's Effectiveness Diagnostic is a web-based survey to assess project and program managers' effectiveness, conducted in collaboration with Corporate Executive Board. During FY 2012, the team imparted training to 33,098 persons at various stages of their careers out of which 9,815 were women and 23,283 were men.

In FY 2012, TechCEED contributions to organizational learning and development were recognized through 20 awards such as Bersin & Associates 2012 Learning Leaders, Star News Awards 2012 including HR Leadership award, Best L& D Awards and several other awards sponsored by World HRD congress and The American Society for Training and Development (ASTD) citations.

HCL Scholar is an application that offers an online certification for employees after an assessment based on their overall knowledge about the organization. Through this application, employees improve their understanding of HCLT's organizational culture, business lines, industry sectors and information on stakeholders. This enables every employee to represent the organization in the best possible manner while interacting with various stakeholders. All eligible candidates completed the required certification this year.

iLearn & HCLT Scholar

iLearn is an online portal which has over 3000 self-development programmes for HCLT employees. This portal is used for online registration and tracking of instructor-led training sessions for both technical and domain competencies. A feedback mechanism collects, compiles and analyzes data.

Good Practises Conference

The idea for the Good Practises Conference started with the intent for delivery units to share and adopt best practises across the organization that would help serve our customers better. The focus of this biannual conference is to 'learn from experience and leap to excellence'. A repository for the Good Practises conference is available in a dedicated site in ArKMedes. Over 2500 abstracts and papers on best practises including electronic handbooks are available.

In FY 2012, two conferences were held where 277 papers on best practices were received from different geographies and domains. These papers were evaluated by 87 Subject Matter Experts (SMEs) in multiple rounds. The selected 24 papers will be presented across 6 locations across India.

ArKMedes

ArKMedes is our Knowledge Management portal which is used by employees to learn, collaborate and share their expertise and knowledge seamlessly across teams and geographical boundaries.

Some interesting facts about ArKMedes this year:

- 90,000 employees across 31 countries have access to this single unified platform
- 13,100 artifacts consisting of valuable knowledge assets like case studies, whitepapers, project information reports, video sessions, demos, training documents and user manuals are available in ArKMedes' knowledge repository
- 70,000 unique visitors and over 700,000 downloads of various artifacts
- 117+ active CoP groups catering to different technologies, enabling functions, domains, tools, processes and methodologies with a 15,100 strong subscription base.
- 2000+ contributions in the form of upload of knowledge assets
- 5, 24,274 search queries indicating a rise of 75% since 2010-11

42 webinars from practitioners were aired on various knowledge areas taking the total number of available informative webinars on the portal to 360. This is one of the most user friendly ways to share knowledge within the organization and the cumulative listenership of all video sessions has risen to 26,000 till date.

In the past year, it has helped capture organizational learning (both explicit and tacit knowledge) through collaborative exchanges of over 4800 instances across channels like wikis, blog and discussion forums. It comprises of over 170+ community and leadership blogs with over 1880 posts.

This year, eKothon - a 90 day programming challenge was conducted across the organization. Over 720 HCLT employees registered their entries and 1 winner was selected from 10 short listed finalists. The Knowledge Management team also releases a weekly knowledge digest, Espresso via the in-house portal myhcl.com which has a dedicated subscriber base of 7000 employees.

Life Coach

At HCLT, we address health and well-being of all employees in a holistic way by adhering to WHO's definition of health - "Health is a state of complete physical, mental and social well-being and not merely an absence of disease or infirmity". Our programs are based on the concept that well-being integrates mental, physical and social health.

Employee health and wellbeing services are available to all employees and their immediate family members. All employees are educated on the importance of their health and well-being through advocacy and employee assistance programs.

In FY 2012, 15,000 employees undertook a de-stressing exercise. Project Aligned Life Counseling (PAL) was initiated where employees scored high on the stress parameters on the ECHO survey.

HCLT employees can also avail of face-to-face counseling with a Life Coach in various offices in India which is currently one of the best practices in the industry. The Life Coach is available to speak to employees on issues concerning work-life balance, ambiguity over decisions and general emotional and mental support. Apart from this, there are 24/7 telephone and online support facilities which employees can use to reach out for help. Across India, we have visiting medical practitioners in many facilities to address employee health concerns.

WLB Chat @ 2.02

Work-life balance (WLB) chat @ 2:02 pm is a webinar conducted by subject matter experts on topics covering various dimensions of work-life continuity to help employees and their immediate family members strike the right balance. In FY 2012, the WLB chat@2:02 sessions were conducted on a bimonthly basis and an average of 120 employees attended every session both through live meetings and in-person. A contest around this theme was conducted where employees were encouraged to submit short stories and 1-minute videos on the importance of work-life balance. Over 20 short stories and 6 video entries were received through this content.

Family Connect

The Family Connect group hosts a variety of events that involve HCLT employees and their members. We continue to incorporate programs involving the families of our employees like 'Bring your child to work day'. In FY 2012, our Wellness and Women councils organized health camps relating to ergonomics, stress management, nutrition and other topics related to well-being. Antenatal sessions for expectant mothers were also conducted. Women employees and their immediate family members participated in the cervical cancer immunization camps conducted across various facilities in India.

Our Employee Assistance Program (EAP) providers across the globe facilitate wellness and well-being of extended families of employees which include resources for prevention of serious and seasonal disease. In addition, the Wellness Council organizes health camps for employees and their families.
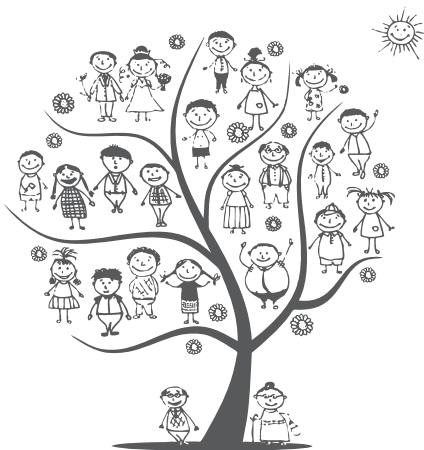
Employee Safety

The safety of our employees is of utmost importance. Employees are educated on safety guidelines and precautions and safety measures are advocated and implemented across various facilities. Employees who work late hours or on shifts outside the regular working hours can avail of a company provided cab service. A 24/7 Transport Help line can be used in case of any emergency, help or grievance redressal.

In FY 2012, programs for employees, security staff and cab drivers were conducted on topics related to employee safety, human rights, first aid, information on 24/7 emergency support and safe road travel. Support staff including cab and bus drivers who complied with safety norms were recognized.

The incident and frequency rate recorded for this year are as follows. The lost hours data is insignificant and hence not reported.

	FY 2011-12
Incident Rate/100 employees	0.130
Frequency Rate	0.568

Scope: HCLT - India operations taking average yearly employee base as 67,658 for India operations

CEO SPEAK:
Let's focus on
the men instead

It's International Women's Day and as I read the morning newspaper and flip through television channels, every media platform is talking about women and their transforming role in society – women leaders, women celebrities, amazing feats achieved by amazing women, challenges being faced by them and the promise of an empowered womanhood.

Completely engrossed in these captivating stories, I asked my daughter, a high school student, what she thought of the impact that these amazing women had on society. I was caught completely off guard by her reply. She said: Women have always known the powerful impact that they have on society. It is the men that we should focus on instead – their acceptance, or the lack of it, of the role of women in transforming their lives and their world.

It set me thinking. She was so right. The spotlight was on the wrong side. We men are moulded all through our lives by women. In our families for sure, but also across all our points of interaction in society. Women who have had a powerful influence on us and have nurtured us into who we are today. We need to think about and internalize this impact instead.

Without a doubt, it would begin with my mother, a lady whose strength lay less in words than in deed. She gave us our space and allowed each of her children to find their own feet and path in life; but she also knew what she would not allow. Quietly, she instilled values of hard work, discipline and humility without making a big deal about it.

At school, my teacher, a lady who I still hold in high esteem – not just for the knowledge she imparted, but her ability to make us dream big – taught us to look beyond the obvious, to find solutions that were not immediately evident. She taught us to imagine what lay beyond the mountains that rose before us and then equipped us with the skills that would hold us in good stead when we actually ventured out to see what really lay there.

Once I moved out of my parents' house and got married, my wife became a pillar of support, standing by and supporting me through my errors and follies, with an unwavering confidence in my ability to find my goal. And today, my daughter and her vision of the world, is teaching me to look at life afresh.

But these were just inside the house. Looking around, I can think of innumerable women who have influenced my thinking as well as my professional path. As I set out on the uncharted waters of a career, my journey has been impacted by the admirable confidence of women – seniors, peers, colleagues and clients. In the early days of my professional journey, there were a growing number of women, pioneering their way through emerging fields in business. I recollect this self-assured lady, among the few senior managers in IT those days, who was completely oblivious to the reservations the establishment had about her professional capabilities. She was sharp and meticulous, giving nobody a chance to take her role lightly, just because she was a lady. She truly taught us that we could prove doubting Thomases wrong simply by our achievements rather than any theoretical arguments. This lesson has kept me in good stead as we went through the first round of doubts of our Employee First philosophy in recession.

Today, my young women colleagues are weaving their personal and professional lives with élan, without compromising on their goals on either. They are as responsible about their roles are daughter, wives, mothers as they are about their professional commitments as team members, managers or leaders.

Everywhere I look, I see women quietly going about their business, completely sure of the direction they want to take individually and collectively with their organisation and society – leaving the noise about how their role has transformed to the rest of us.

On International Women's Day, I'd like to say is kudos to these champions who have taught us many a crucial lesson in our lives, and more power to womanhood and its unparalleled ability to transform our world. But I would also like to ask my male colleagues: Think about the role that women have played in your lives. How have they influenced your lives? What lessons have you drawn from them?

Our CEO engages with stakeholders through his blog, 'In Search of New Leaders' at **www.vineetnayar.com**

His ideas and thoughts on sustainability, innovation, diversity and leadership are shared regularly through this platform.

'Earth', diverse and nurturing, sharing with us glorious bounty that we must pass on to future generations reminds that we have a duty to Renew our Ecosystem.
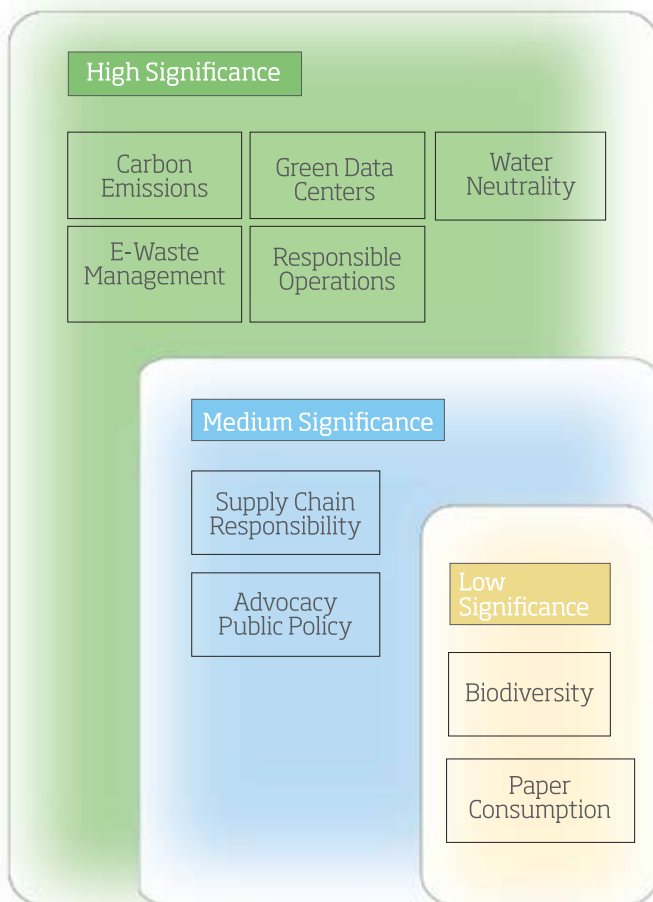
Renew Ecosystem

We do not inherit the earth from our ancestors; we borrow it from our children

Native American Proverb

Our stakeholder engagement reaffirmed our belief that environment and community are interdependent and we must operate responsibly to manage our scarce resources for the future. In continuation with this belief, we drafted our Responsible Operations guidelines and revisited the environment targets including the materiality issues during FY 2012.

Renew Ecosystem:
Materiality Matrix

Based on regular inputs from various stakeholders, and analyzes of our product services we continue to focus on our materiality parameters mentioned in the table below. We have taken into consideration the audited comments of last year for prioritizing the parameters.

High Significance

| Carbon Emissions | Green Data Centers | Water Neutrality |
| E-Waste Management | Responsible Operations | |

Medium Significance

Supply Chain Responsibility

Advocacy Public Policy

Low Significance

Biodiversity

Paper Consumption

Significance is the measure of 2 parameters -
(1) Importance to stakeholders (2) Importance to HCLT's business

Responsible Operations

While we work towards environmental certifications and continue to invest in systems that increase our operational efficiencies, we believe that certain work and environmental issues are non-negotiable. These include safe and comfortable work-environment for employees, water and indoor air quality, waste disposal from the facilities, reduction in employee travel and preventive health-care for employees. The environment certifications and resources management are primarily focused on facilities that are company-owned and house 2000+ employees.

However, Responsible Operations guidelines are implemented in every location across the globe and are in-line with managing the material issues which are of high and medium significance to us:

1. We operate from distributed office facilities which necessitates an approach to achieving environmental targets in a balanced and incremental manner.
2. Our necessity to educate and empower supply-chain community including security, housekeeping, cafeteria, transport and other support staff in managing the environment goals.
3. Our efforts to promote and sustain green operations being limited by the unavailability of power from the National Grid which is the primary source of power for all our India-based facilities. This shortage of power has increased our dependency on Diesel Generator sets (DG).
4. We cater to a large global customer base and hence International travel by employees is a business requirement and cannot be avoided totally.
5. We have also analyzed benchmarked reports of Information and Communication Technology (ICT) industry to understand the required environmental targets for the industry.

Our sustainability auditors had highlighted some key areas to focus such as monitoring employee incident rate, training for supply-chain community on human rights and Facilities Management, installing measurement equipment for water usage, introducing integrated waste management and including monitoring paper consumption in our Responsible Operations priorities. Our Responsible Operations approach also includes identifying challenges and opportunities that we need to manage in the next few years.

Details on what we implemented under Responsible Operations this year and the framework's direct connect with materiality parameters that are of high and medium significance to us are provided under the *'Improvising'*, *'Improving'* and *'Investing'* topics of this section.

Improvising, Improving, Investing.

Earth, generous and giving, displaying prudence while balancing nature and the expectations of the diverse species that inhabit its environment. As an organization committed to 'Responsible Operations' and 'Renewing our Ecosystem', we take inspiration from the balancing characteristics of this element as we improvise, improve and invest for a better tomorrow.

Improvising

This year, we focused on setting up processes for capturing and managing data for parameters that had not been reported or partially reported in last year's report. We continued to work on our environmental and health certifications for HCLT-owned facilities with 2000+ employees. All recently acquired and new campuses outside India are 'green compliant' especially the Global Development Centers (GDC) in North America which are LEED certified buildings. Since 2009, our focused green efforts have helped us reduce the per capita carbon emission. In FY 2012, our absolute emission reduction over the previous year was 20,566 tCO2 and we reduced the per capita emission by 17% for the same period. In our Green Data Centres, through various energy saving measures, we saved up to 20,292 KWh.

The following improvisations were done this year in line with our commitment to Renewing our Ecosystem:

○ Initiated ways to measure our water foot-print for India-based offices.
○ Assessed offices and buildings outside India for green operations, and obtained some best practices to report.
○ Monitored emissions of ozone-depleting substances and other significant air emissions.
○ Audited E-waste vendors for their practices and provided recommendations and opportunities for improvements.
○ Piloted integrated solid waste management methods in few of our India-based offices.
○ Increased internal advocacy through the Environmental Week celebrations.
○ Trained the facilities personnel on sustainable operations.
○ Participated in the Carbon Disclosure Project (CDP) India and received a rating of 66/100, which is above the industry- average this year. Received high scores on our emissions reporting methodology and emissions management efforts and results.

Summary of the CDP Report:

Company Name	Total Score
HCL Technologies	**66**
Category Name	Score
Governance & Strategy	**57**
Supply Chain Governance & Strategy Average	74
Risks	**56**
Supply chain Risks Average	42
Opportunities	**51**
Supply Chain Opportunities Average	36
Emissions Reporting	**87**
Supply Chain Emissions Reporting Average	69
Emissions Management	**91**
Supply Chain Emissions Management Average	61
Stakeholder Engagement	**40**

☐ HCLT Scores   ☐ CDP Industry Average

Disclosure Score Table: Disclosure scores are an assessment of the quality and completeness of a Company's response as per CDP. They are not a measure of a company's performance in relation to climate change management. The CDP 2011 Disclosure Score comprises the categories above. Each category has a possible score of 100, but is not equally weighted. Outcomes from the assessment helped us reinforce our commitment to key prioritizations on materiality issues.

Targets for FY 2013

Objective	Units	Reduction over Previous
Reduction in Electricity	KWh / FTE / month	2%
Consumption Reduction in Water Consumption	Liters / FTE / day	2%
Reduction in Paper Consumption	Reams / 1000 Employees	5%
Reduction in Carbon Footprint	t-CO2 / FTE	2%
Increase in Biogas generation capacity from waste	Kg Biogas	2%
Increase in Waste Conversion to Manure	Kg Manure	5%
Reduction in Waste Generation	Kg / FTE / day	5%
Increase in Solar Water Heater Capacity	Liters Hot Water	10%
Increase in Renewable Energy use	Kwh	1%
Increase in Rainwater Harvesting Capacity	Kilo Liters	5%
Reuse of Treated Sewage	Kilo Liters	10%
Environment-friendly disposal of E-waste	Numbers or Kg	100%
Environment-friendly disposal of Printer Cartridges	Numbers	100%
Biodiversity Programs - Plantation of native trees	Numbers	7000

Scope: HCLT, India Operations (Company-owned facilities)

Improving our Eco footprint: Reducing carbon emissions

The following improvements were done this year in line with our commitment to Renewing our Ecosystem:

1. Integrated sustainability requirements with our existing infrastructure plan. This includes: improving indoor air quality, managing water- treatment units, using refrigerant gases which are not harmful to the ozone layer, incorporating energy-efficient lighting fixtures and LED lights in some of our offices and providing collection and storage space for recyclable material.

2. Replaced CRT monitors with power-efficient TFT monitors. Reduced the usage of large monitors wherever possible. A 17″ monitor uses 35% more power than a 14″monitor.

3. Introduced Inkjet printers, which use 90% less power than laser printers. Printers and copiers were powered off during nights and week-ends.

4. Installed air-conditioning control based on programmable thermostats for new office buildings.

5. Ensured that private offices and common areas have reduced power-based lighting.

6. Installed Tele-presence system in select locations to reduce the need for business travel.

7. Planted 6500+ trees across India.

8. Piloted the usage of recycled water for earth-pits that are used for watering plants and basic washing and cleaning purposes. This conserves electricity as well.

Emission Calculation Methodology

We prepare our GHG emissions inventory in accordance with 'The Greenhouse Gas Protocol: A corporate accounting and reporting standard' and ISO 14064: 2006 – 'Greenhouse gases, Part 1: Specification with guidance at the organization level for quantification and reporting of greenhouse gas emissions and removals'. We measure our GHG emissions as total GHG emissions in tonnes of Carbon dioxide (CO_2) equivalent.

The carbon dioxide emissions associated with the activities noted on the basis of measured or estimated energy and fuel use, multiplied by significant carbon emission factors. Published National factors were used to calculate emissions from operations. In the absence of any such national data, IPCC and DEFRA's Greenhouse Gas Conversion Factors for Company Reporting have been used for the calculation of GHG emissions.

All Greenhouse Gas (GHG) emissions figures in the report are in tonnes of carbon dioxide equivalents (CO2e) which include Carbon dioxide (CO2), Methane (CH4), and Nitrous oxide (N2O). And other Perfluorocarbons (PFCs), Hydrofluorocarbons (HFCs) & Sulphur hexafuoride (SF6) emissions have not been reported since they are not significant to the operations. The Scope / boundary of the yearly GHG emission reporting covers HCLT's PAN India and Global Operations, and Global Operations covering Israel, Japan, New Zealand and Poland. This includes three business segments: Software, Infrastucture Management (Infra) and Business Process Outsourcing Services. (BSERV)

Emissions Data

The absolute energy consumption this year is 13,17,217 GJ (which is direct and indirect energy combined), but the per capita emissions stand at 2.37 tCo2 - employee which is 17% less than last year. Facilities, where there are significant risks are monitored for emissions of DG sets for NOx, SOx and other particulate matter at a specified frequency.

The emissions are within Central Pollution Control Board (CPCB) approved limits with the tests carried out by certified vendors. Since a few locations are not capturing the emission data currently, the same will be quantified in next year's report. Total Ozone Depleting Substance (ODS) refilling across India-based locations was 11.3375 MT which contributed to ozone-depletion to the magnitude of 0.59 ChloroFluro Carbons (CFC) equivalent. We believe in taking precautionary measures and promote the usage of Ozone Depleting Potential (ODP) free refrigerants.

For GHG emissions, our operational boundary covers five categories of activity sources which are listed below,

Emission Activity	Scope	Emission Source	Emissions
Onsite electricity generation – Diesel fuel	Core Direct (Scope 1)	DG Sets	CO2, CH4, N2O
Purchased Electricity	Core Indirect (Scope 2)	Facility use	CO2, CH4, N2O
Business Travel Road	Optional Indirect (Scope 3)	Vendor vehicles / Leased Buses	CO2, CH4, N2O
Business Travel– Air Domestic	Optional Indirect (Scope 3)	Commercial Airlines	CO2, CH4, N2O
Business Travel-Air International	Optional Indirect (Scope 3)	Commercial Airlines	CO2, CH4, N2O

We have developed an inhouse tool 'Manage Carbon' which helps to measure, report and mange GHG emissions.

Carbon Emissions: Scope Wise

	2009-10	2010-11	2011-12
Purchased Electricity	16%	14%	26%
Onsite Electricity Generation - Diesel Fuel	24%	49%	52%
Business Travel and Employee Commute	60%	37%	22%

2009-10
16%
24%
60%

2010-11
14%
49%
37%
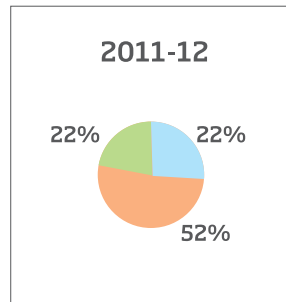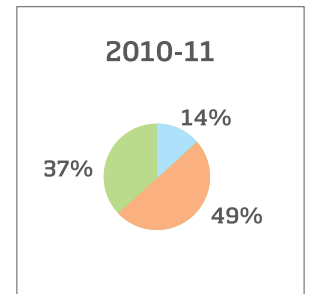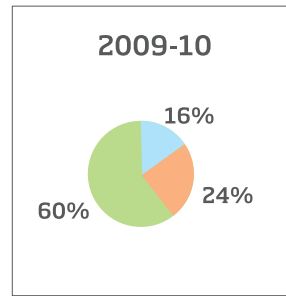
2011-12
22%
22%
52%

- Purchased Electricity
- Onsite Electricity Generation -Diesel Fuel
- Business Travel & Employee Commute

Scope for all carbon emissions : HCLT India + 5 Global Delivery Centers

Carbon Emissions: Business Wise

	2009-10	2010-11	2011-12
BSERV	16%	11%	10%
Infra	8%	8%	9%
Software	76%	81%	81%

2009-10
16%
8%
76%
- BSERV
- Infra
- Software

2010-11
11%
8%
81%
- BSERV
- Infra
- Software

2011-12
10%
9%
81%
- BSERV
- Infra
- Software
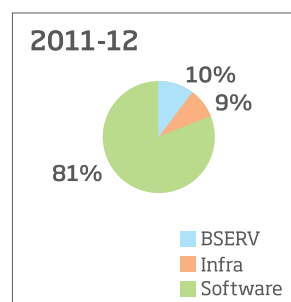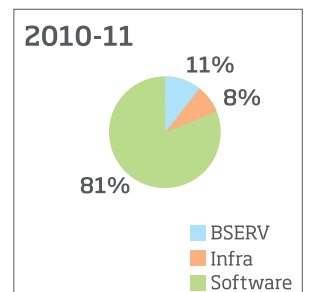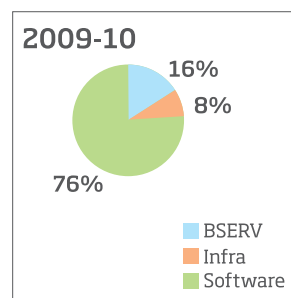
Scope for all carbon emissions : HCLT India + 5 Global Delivery Centers

Total Emissions

	2009-10	20010-11	20011-12
Total Emissions (tCO2e) x 1000	170.15	243.708	218.92
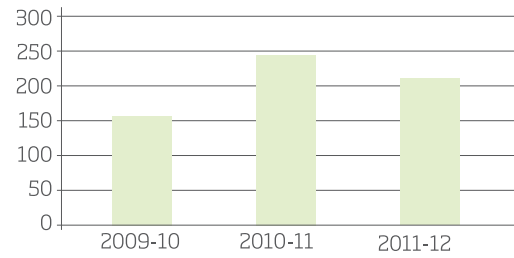
Emissions Intensity

2009-10	2010-11	2011-12
2.64	3.15	2.6

tCO2e/Emp.

Total Emissions (tCO2e) x 1000

Scope for all carbon emissions : HCLT India + 5 Global Delivery Centers

Direct and Indirect Energy
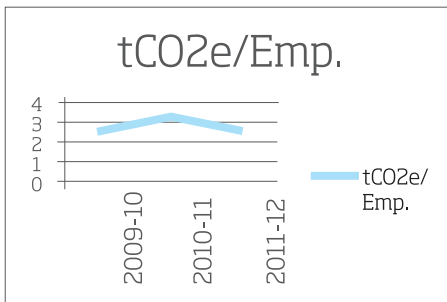
	2009-10	2010-11	2011-12
Direct Energy (GJ) (Electricity generated through Diesel)	16% 367545	14% 472424	26% 768581
Indirect Energy (GJ) (Purchased Electricity)	471989	551307	548636

Direct Energy (G) / Electricity Generated Through Diesel

Indirect Energy (G) Purchased electricity
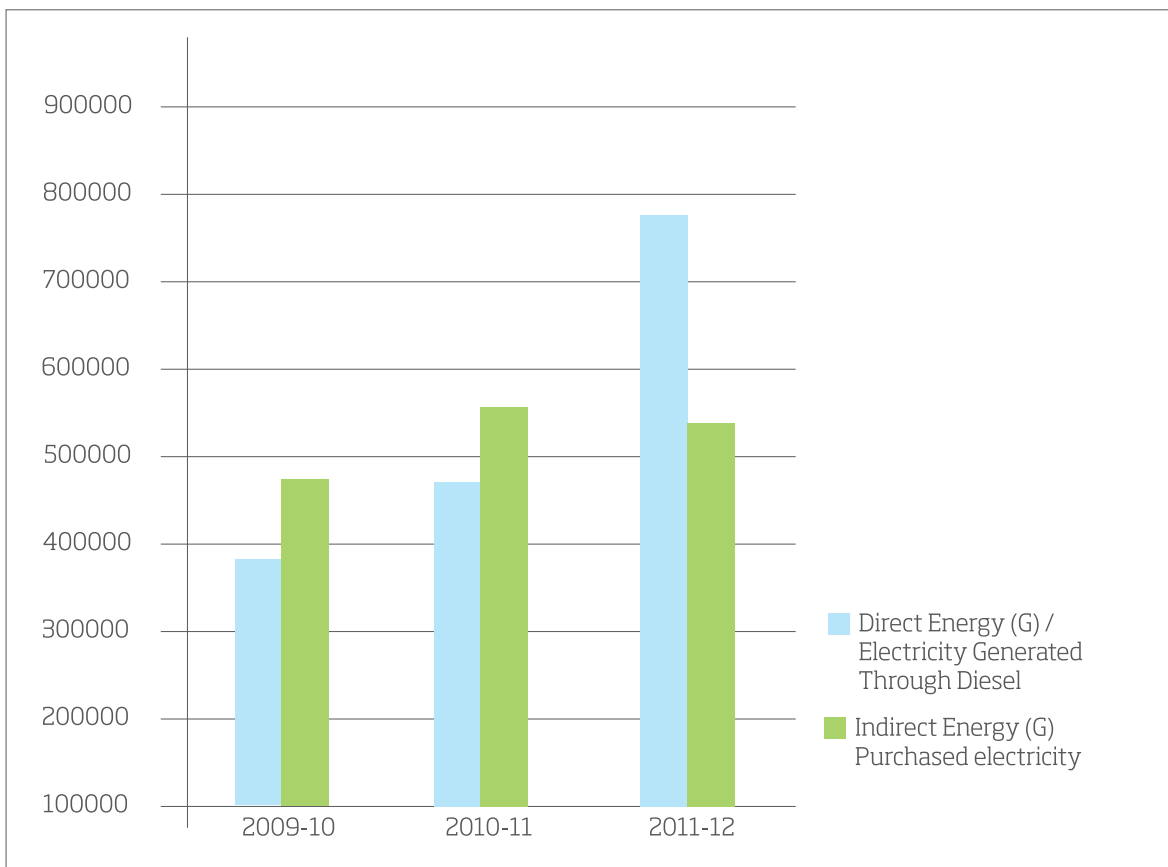
Scope: HCLT India + 5 Global Delivery Centers

Our absolute emissions have reduced from the previous year because of a reduction in Scope 3 emissions.

This is due to a reduction in employee travel due to use of alternative technologies like video-confering etc.

Improving our Eco footprint:
Water Sustenance

In FY 2012, we institutionalized basic processes to measure and monitor water usage across India based office locations. A source-wise breakup of the 0.83 million cubic meter of water consumed this year is shown below.

48.95% 51.05%

- Purchased
- Ground Water
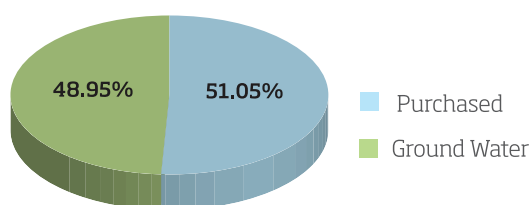
Scope: HCLT, India Operations

Our primary sources of water are both bore wells (ground water) and purchased water from the local Government and other vendors. For ground water consumption, we have made an assumption that wherever borewell meters are not installed, per person consumption of water is 40 L per day.

All new HCLT office facilities in India have Sewage Treatment Plants (STP). The treated effluent from the STP is tested regularly against various national and state effluent standards and recycled for use in HVAC System cooling tower, washroom flushing and gardening.

During FY 12, we treated and reused 0.19 million cubic meters of water. We also continue with installing Rain Water Harvesting (RWH) plants in offices with significant operations.

This year, our focus was on measuring water footprint source wise; going forward we shall devise ways of our impacts on community water share/reduction at source per se in all our India-based facilities. Facilities which do not have a STP, are discharging waste water in municipal drains. Company-owned facilities with 2000+ employees in India which have both STP and RWH systems are as follows: Chennai (all facilities), Noida (all facilities) and Gurgaon (all facilities).

Improving our Eco footprint:
Paper Consumption

Paper is an operational consumable at HCLT. To reduce our dependence on paper, we launched a 'Printer Holiday' initiative. The printer is given a Holiday for 2 days every month which has resulted in a paper-saving by 17% and has contributed to saving approximately 500 trees.
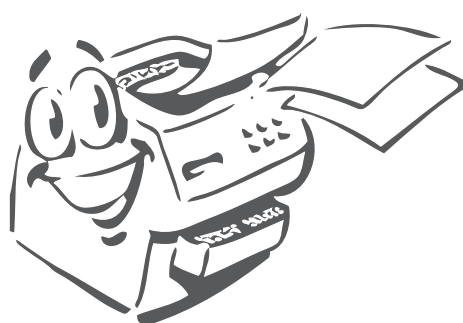
Consumption Data		
	Reams for FY 12	Reams for FY 11
Infra	6,803	-
Software	30,815	-
BSERV	4,167	-
Total	41,785	50,469

Scope: HCLT, India Operations

Currently we use virgin paper for our printing activities in all our facilities across the globe. Going forward, we plan to use recycled or partially recycled paper for company-wide internal branding and printing activities .

Improving our Eco footprint: Managing E-Waste

For E-Waste management, we are guided by an organization-wide policy and processes. We work with licensed vendors who are certified by the Pollution Control Board in India for removal of E-waste. We also audit the vendor process on a periodic basis. The E-waste generated at the various HCLT facilities include defunct computers, monitors, servers and allied hardware. In FY 2012, 139864 kg of equipment from our India based offices, amounting to E-waste were disposed through authorized handlers and recyclers.

Other waste				
Batteries (Numbers)	Food Waste (MT)	Paper/ Tissue/ Cups(MT)	Plastics (MT)	Electrical (MT)
1973	208.029	46.855	10.665	1.868

Scope: HCLT, India based locations

Improving our Eco footprint: Hazardous Waste

Hazardous wastes are disposed of as per the Ministry of Environment and Forests' (MoEF) Hazardous Waste Handling and Management Rules, through MoEF-authorized vendors only. This is overseen in some states by the local pollution control boards.

Used Lube oil (left out from DG maintenance) is the main hazardous waste material which we have, and total volume figures for the same are 54.524 KL for our India-based facilities. We did not have any incidents of diesel or waste oil spills in any of our centers this year.

We are aware that it is important to partner with multiple stakeholders meaningfully to manage day-to-day operational wastes. For example, when our vendors supply us with major equipment, they are requested to remove cardboard and polystyrene packaging material from the office premises.

Integrated Waste Management

Our office at Sector 126, in Noida is associated with an NGO, Indian Pollution Control Association (IPCA) for waste management. Café waste & Tower waste are segregated at the campus itself broadly in to four main categories i.e. Food waste, Disposable waste, Paper (tissues, paper cups etc.) and Plastics (polythene bags, bottles etc.).

Everyday, the collection team from the Contracted Agency - IPCA collects waste from the designated waste collection points across our facilities and segregate it in their work-sites for recycling.

We have also started collecting tetra packs separately in special collection boxes themselves made from recycled tetra packets only. Recently we have started making note pads from recycled paper collected from our offices.

Food waste generated from our café is also collected by Indian Pollution Control Association (IPCA) and converted into manure and we use the same manure in our facilities' garden. A few of our India-based locations have started recycling food and plastic waste. Non-hazardous wastes are being segregated at the source level by placing designated bins. Food waste is converted into bio-gas, which is also used to generate electricity. While garden waste is converted to manure, plastic waste is converted to handloom products and paper waste is sent for recycling. Daily food waste data is displayed in some of our in-house cafeterias to increase awareness about wastage among employees.

Investing for tomorrow: Green Data Centers

We focus on continuous improvements of our Green Data Centers for energy-efficiency and have introduced contemporary ways of managing our internal IT services. Initiated in FY 2012, our Global IT department provides energy efficient solutions for our day-to-day operations, recycles electronic products, manages E-waste disposal responsibly and focuses on server virtualization and consolidation to reduce energy consumption.

During FY 2012, our Global IT team adopted tools like - System Centre Configuration Manager (SCCM) which is a unified power management tool, messaging tool Lync and Remote Management Services that initiate VDI deployment and also launched Cloud Computing services. In addition a Unified Threat Messaging system was introduced to reduce the need for multiple power consuming boxes for managing threats, leading to increased energy efficiency. The introduction of GIT Cloud services by the IT services reduced the hardware procurement needs of HCL project teams, and thus the total power consumption and cooling requirements up to 58%.

In FY 2012 alone, the consolidated approach to managing our green data centres resulted in an annual savings of 65, 06,120 KVA of energy.

This year, the monthly savings has been 1691 KWh and the initiative - wise savings are as follows:

Global IT Green initiatives	Energy savings (KWh) per month (FY12)
GIT Cloud	781
Green Data Center	208
Green DC upgrade	260
Blade server Infra	156
Virtual desktop infrastructure	26
Lync	260

Scope: Global HCLT

In FY 2013, we plan to initiate and upscale our existing green framework through Cloud Upgrade, Mobile Device Management, Exchange 2010 migration etc. to balance business and environment needs.

Investing for Tomorrow: Small Changes, Big Differences

Our Global Development Center at Raleigh, USA was using over 87,000 styrofoam cups every year. Styrofoam, which is the brand name for the material polystyrene, is a hazardous carcinogen that has negative effects on the environment and individual health:

- It is estimated that 1/3 of landfills are composed of polystyrene, which over time will be absorbed into the surrounding earth and eventually seep into the drinking water supplies.
- When used by consumers the product can leak carcinogens into food and liquids being held by the product, especially when the product is heated.

Our GDC in Raleigh, North Carolina needed to decrease its carbon footprint while still offering beverage containers to its employees and guests. We went back to basics - eliminated the use of Styrofoam cups by replacing them with HCLT-branded ceramic mugs for employees and biodegradable green paper cups for customers and guests.

We believe that small changes can make big differences.

Small steps towards a better tomorrow

1. We have encased forensic tools to access remote devices, thereby reducing physical travel
2. We use scanners to reduce the need to have multiple paper copies
3. We have introduced Intelligent Archiving systems in the areas of Email, Enterprise Backup to reduce the need for investments in electronic disk storage and media

Investing for Tomorrow: Wealth out of Waste

WoW (Wealth out of Waste), is HCLT's joint program with ITC India for recycling paper. ITC and their channel partners remove shredded paper, newspapers, carton boxes, magazines for recycling. Currently, our Chennai-based offices participate in this initiative.

Green Campaigns

We believe that every organization can play a major role in reducing hazards to the environment. At HCLT, a number of environment-friendly campaigns are run on a regular basis. We discourage the use of vinyl posters and danglers for internal communication/branding/marketing. We use alternate e-channels to promote our campaigns which includes using Meme,our social media platform and our Intranets, desktop screensavers, widgets, LCD displays in buildings, and such portals. When a paper-based campaign is required, we use only ecofriendly and biodegradable posters and promote the usage of jute and cloth-based banners.

Our Tools Group has replaced Paper-based certificates with E-certificates which has saved up to 100 trees this year!

Investing for Tomorrow: Renewable Energy and Certifications

We invested in bio mass energy, and are conducting a feasibility study for use of Solar PVs in some of our centers, thus we have begun offsetting the emissions to achieve the targets by 2020. During FY 13, we will clearly chalk out a strategy for replacing up to 10% conventional energy by renewable energy source.

For FY 2013, 22 India-based facilities have been targeted for certifications including BEE, LEED and ISO14000 and 18001. Currently, 17 facilities have received one or more of these certifications in India.

Investing for Tomorrow:
Comfortable Work Environment

Our buildings ensure a healthy and comfortable indoor environment for employees.

- Daylight (daylight factor of 2%) is provided for most of the regularly occupied spaces.
- Views are provided for more than 90 % of all habitable areas.
- Grills and grates at entry- ways prevent dust and dirt from entering the buildings. Building materials and carpets have no, or low volatile organic compounds.

- Strict measures taken during construction reduce air contaminants, moisture damage and dust from persisting in the finished spaces.
- The heating, ventilation, air conditioning, and fire suppression systems are free of all chlorofluorocarbons (CFCs), halons and hydro chlorofluorocarbons (HCFCs), which are known to be harmful to the ozone layer.
- Special attention has been paid to the building envelope, plumbing and air delivery systems for reduced air leakage and ensuring no cross contamination of pollutants between spaces.
- Smoking is prohibited in all buildings.

Everyday Learning on Green

Green Bytes, our internal publication is published twice a week in the HCL Intranet to educate employees on saving our planet's resources.

In FY 12, we celebrated World Environment Day with week-long programs and activites to increase employee awareness on environmental conservation. The highlight of this year's celebration was the 'street plays' performed by children from HCLT Foundation supported Youth Clubs.

Investing for Tomorrow:
Green Infrastructure

Usage of Construction Material:

    Wood, concrete, masonry, gypsum board, ceiling tiles and ceramic tiles are all ordered in specific and required quantities to avoid waste.

- Recycling Construction Material:
  Over 60% of waste wood, gypsum board, tiles, carpet, paint and plastic are reused or recycled at appropriate facilities.

- Using Material made of Recycled Content:
  Rubber and aluminum components (such as railings and window frames) have recycled content.

- Designating Specific Spaces:
  Specific areas in each building are designated for construction material separation and collection.

- Sourcing from Local Vendors:
  Many building materials are sourced locally. This supports local markets while avoiding major environmental impacts due to shipping.

- Saying No to Pesticides:
  Buildings use pesticide- and fertilizer-free bamboo flooring and cabinets, and sustainable and salvaged wood products.

All our new facilities are also designed to promote water conservation. These include low-flow toilets, low-flow faucets and showerheads to save 30%-75% of the water we use, aerators on all faucets to reduce water usage without compromising water pressure. and installations of water and energy efficient appliances like dishwashers and washing machines. In FY 2012, we did not pay any fines for non-compliance with environmental laws and regulations.

CEO SPEAK:
Doing our bit for Sustainability

We are living the 'Turbulent Teens' in our journey to sustainability. The term coined by the World Business Council for Sustainable Development (WBCSD) in its Vision 2050 report refers to the period from 2010 to 2020. Stamped by three distinct phases of crisis, clarity and action, this decade is expected to be a formative period for ideas and relationships that will take place in the years to follow.

Leaders across the world are deliberating what they can do to ensure sustainable growth and development. Understandably so, as the pre-teen tantrums that preceded this period have been all too evident on climate change, land degradation, water scarcity, and the general deterioration of the ecosystem.

It is therefore time for every country, every industry, every organization, and every individual to embrace responsibility for bringing about positive change. In fact, according to WBCSD President Björn Stigson, the Turbulent Teens, with all their transformations and innovations, will present huge opportunities for those companies that understand society's challenges and the need for innovative solutions.

We are fortunate that we are part of an industry that has the capability to not only take steps to make our own organizations sustainable, but also help others walk the path of sustainability. At HCL, we have been trying to do our bit, taking early steps in this direction. The Green warriors at HCL provided us with some very simple, yet practical ideas and also took ownership for implementing these ideas. The ideas ranged from printer holidays to using energy efficient lighting systems in our large offices. We learnt some best practices on energy management approach from our customers. We got some insights on facilities and infrastructure management from eminent research institutes such as TERI and USGBC

Externally, we have pushed the boundaries of innovation and collaborated with customers to create solutions for business transformation to meet their green, governance and growth requirements. As one of the pioneers in setting up Green Data Centers in India, our offerings under our Green Data Centre strategy have had significant impact on the carbon footprint of our customers.

In India, I have already written to the Ministry of Renewable Energy about our commitment to supporting their alternate energy sourcing policy. But, what seems to be the concern is as much as we demand renewable energy; we do not have sufficient availability of the same in the locations that we operate in. I'd like to invite practical ideas on how we can overcome this gap, and make India produce sufficient renewable energy.

The World Business Council proposes a pathway to sustainability by 2050 in which 9 billion people live well, and within the limits of the planet. To achieve this, each of us has to make it our business. What do you think are the most important steps that governments, business and civil society must take today - as partners in building a better tomorrow?

Our CEO engages with stakeholders through his blog, 'In Search of New Leaders' at **www.vineetnayar.com**
His ideas and thoughts on sustainability, innovation, diversity and leadership are shared regularly through this platform.

'Wind', inspiring and unfettered, characterizes change. It cannot be seen but its influence can be felt. Purity of the spirit and heart, clarity of thought within the mind, and focused intent are all characteristics of this element. This represents the commitment our employees have to **Repay Society** as gentle winds of change.

REPAY SOCIETY

'When the winds of change blow, some people build walls while others build windmills'

Chinese Proverb

Whether it is the gentle breeze that comforts on contact or a gush of powerful air that instantaneously produces energy, wind is always travelling around us, making a difference. Likewise, our HCLT employees are 'winds of change'; reaching out and instantly energizing the communities they engage with. Our 'corporate conscience' is defined by many meaningful voices that differentiate us as a 'Responsible Business' that believes in 'Repaying Society'. When HCLT employees expressed the desire to reach out to the less privileged and give back to society, we ensured that a professionally-run Foundation was created to achieve the same.

HCL Technologies Foundation

In FY 2011, we envisioned the founding of a Trust in Sustainability 10 by 2020.

In FY 2012, the HCL Technologies (HCLT) Foundation was institutionalized. All Foundation related activities and expenditures are audited and supervised by appointed Trustees from the organization's Senior Management.
HCL Technologies Foundation was formed on the belief that every HCLT employee can make a difference and is funded through employee and organizational contributions. The Foundation aims to provide dignified life to 100,000+ less privileged individuals through coaching and counseling, infrastructure development and extra-curricular activities that play a part in motivating members of our community to dream of a bigger tomorrow.

The Foundation's community service activities and programs are executed by members of the Community Service Council. In FY 2012, we reached out to **37,800** direct beneficiaries through **42,000** HCLT employee donors and **5000** HCLT volunteers who spent **45,000** hours on community service.

HCL Technologies Foundation website launched

In FY 2012, we launched **www.hcltfoundation.com,** an external platform detailing our community service activities for our employees, volunteers and enablers. Our future plans include leveraging the website to engage friends and families of HCLT employees in community advocacy.

NGO Partners

We are proud to partner with NGO's and non-profits across India who engage in meaningful social service. At HCLT Foundation, we work with organizations that are focused on sustainable projects and activities that will engage our employees.

Currently, we work with 55+ NGO partners across India. Listing of our NGO partners is available on our website at **www.hcltfoundation.com**

Repay Society: Materiality Matrix

In FY 2011, we engaged with key stakeholders to identify materiality parameters for our Repay Society vision. This year, we continue to focus on these parameters and the prioritization of activities are based on the Materiality Matrix.

High Significance
- Sustainable Livelihoods
- Education
- Employee volunteerism
- Women & Children Health

Medium Significance
- Pro Bono Engagements
- Rehabilitation
- Supply Chain Support

Low Significance
- Arts & Culture
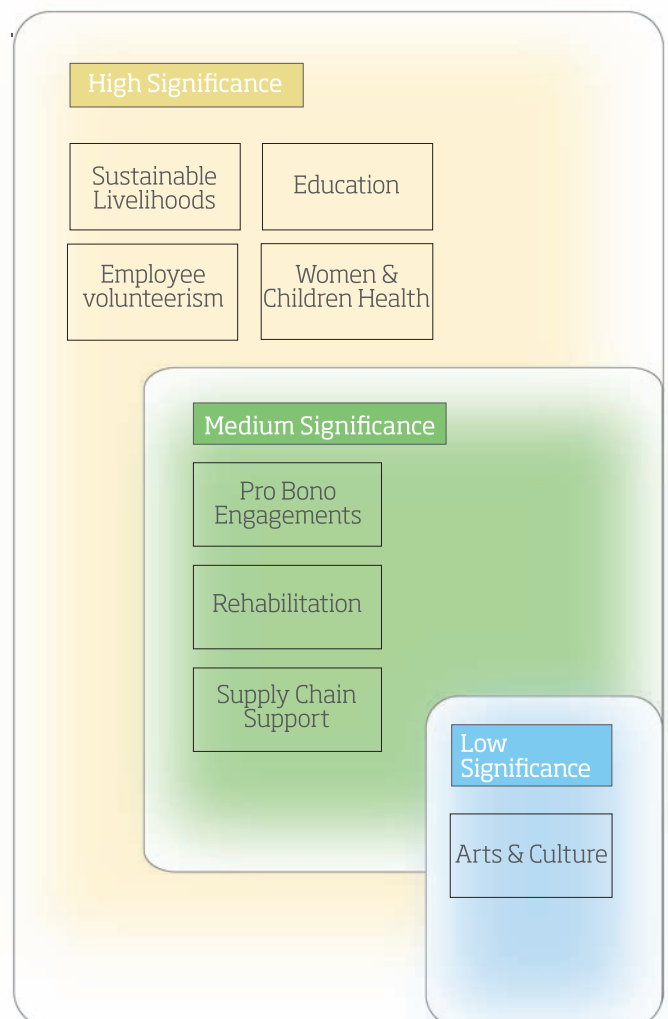
Significance is the measure of 2 parameters -
1. Importance to stakeholders. 2. Importance to HCLT's business.

Energizing, Inspiring, Uplifting

Through the HCLT Foundation, our employee volunteers energize, inspire and uplift the communities they interact with. They are the 'winds of change' in our Foundation's journey of spreading smiles and touching lives.

Energizing

Power of One

Power of One is a Corporate Social Responsibility initiative that is unique to HCL Technologies.
Power of One believes that all we need is Re.1 per day and 1 day of community service from HCLT employees that will make a difference to our society.

Power of One Dream

Through the 'Power of One Dream', employees can share their dreams for a better society. HCLT Foundation and Community Service Council enable employees to realize their dreams into implementable projects and activities. In FY 2012, three Power of One dreams were realized: a social recycling drive where 22,000 + beneficiaries received clothing across India, a tree plantation drive where 4000 saplings were planted in Chennai and Bangalore and a one-of-kind organ-donation campaign in Chennai where 13,000 employees and their families pledged their organs on a single day, thereby creating a world record.

AT HCLT Foundation, grassroots leadership is encouraged. 'Power of One Dream' is aligned with our EFCS 2.0 philosophy, employees-driven and management-embraced!

Power of One: Focus Programs

In FY 2012, we created focus programs under our Power of One initiative with the aim of engaging employees in holistic community-development, from education to empowerment. Various communities benefit from engaging with us; stakeholders, young leaders, our supply-chain community and persons with disabilities. In FY 2012, Power of One activities and programs were conducted in facilities across NCR, Chennai, Bangalore, Hyderabad and Pune. We focused on meaningful employee interactions with our beneficiaries, going beyond only material donations and providing sustainable livelihoods.

Communities we engage with our located within a 4-mile radius of our facilities so that employee engagement and relationship with beneficiaries are sustained.

Program	Purpose	Sustainable Community Activities
HCLT Youth Clubs	Promotes awareness amongst the less privileged youth of the opportunities for growth available to them	IT labs, Coaching, Counseling, Sports & Cultural events, Vocational training and Educational Support, Sponsorship avenues
Friend-in-Need	Promotes the concept of employees and support working together for community and supply-chain development	Bal Mela, Health camps, Blood Donation Camps, Food-drives and Community Policing efforts
Just Like Us	Promotes a sensitive attitude toward people with special needs	Sustainable livelihood solutions for the destitute and persons with disabilities
Teach @ Office	Promotes everyday volunteerism between employees and supplier-vendor community	Training programmes and workshops
Renew	Promotes a high level of awareness about environmental conservation within the organization	Awareness campaigns, tree-plantation drives
Social Recycling	Promotes the concept of recycling	Everyday collection and distribution of clothes, stationery, books, toys, blankets and woolens

HCLT Youth Clubs

The community-based work done through our HCLT Youth Clubs is aligned with our vision of enabling sustainable livelihood through education and employee volunteerism.

In FY 2012, the HCLT Youth Clubs were founded to promote sustainable livelihoods for the less privileged youth by connecting them with employees who work with them as teachers, counselors and mentors. The Foundation enables a symbiotic relationship between employee volunteers and students from government-aided schools. The Foundation works with employee volunteers in creating platforms for the less privileged youth focusing on their holistic development. Currently, there are 57 HCLT sponsored Youth Clubs across India through which our employees interact with students, encouraging and supporting them.

Youth Club activities enhance existing curriculums where volunteers guide students by exposing them to practical experiments aligned with their coursework. Students in our Youth Clubs are not only provided with educational support, but also receive life-skills training and counselling. Awareness drives and health camps are conducted for students on a regular basis. The Foundation works with Youth Clubs in creating libraries and IT labs for students. Vocational training is also provided to students. In FY 2012, the budgets for our HCLT youth clubs for infrastructure development and enabling sustainable livelihoods for our youth is Rs. 2 Crores.

HCLT Youth Clubs:
Milestones FY 2012

- o   37, 853 beneficiaries
- o   57 Youth Clubs across Noida, Chennai, Bangalore and Hyderabad focusing on creating IT Labs, Tuitions, Sports, and Counseling activities
- o   3000+ children benefitted through library creation
- o   2000+ students impacted through vigil camps
- o   20 Youth Clubs selected for digital libraries
- o   200 women employable after 6-weeks of life skills training

Friend-in-Need:
Milestones FY 2012

- o   200 Solar Lanterns distributed for students from 5 interior villages in cyclone- affected Cuddalore district
- o   5000 beneficiaries received blankets
- o   1400+ less privileged individuals received food packets during Diwali
- o   1350 children and 365 adults supported through regular health camps in slums across India
- o   1700+ children and adults benefitted through regular eye check up camps across India
- o   2588 HCLT employees donated blood through our blood camps

Just Like Us, Teach at Office,
Social Recycling and Renew Milestones

- o   600 children with HIV supported for micronutrition
- o   835 orphans supported with funds for projects on health and hygiene
- o   22,000+ beneficiaries received clothes during the Diwali festival in India
- o   875 support staff trained on self management, soft skills, etiquette, etc
- o   15,000 tree plantations - Phase 1 covered 275 trees in Bangalore, 1750 in Chennai and a nursery established
- o   2.5 tons of garbage cleaned up from Chennai beach by 60 volunteers

Uplifting

Power of One encourages everyday volunteerism and is a simple enabler that does not disrupt an employee's everyday routine. Our employee volunteers engage in programmes where they have the experience of interacting with beneficiaries.

Every Saturday, our employee volunteers work in community projects identified by them through the HCLT Foundation. This is aligned with our EFCS 2.0 philosophy where projects are employee driven and management-embraced.

Planning for 'Power of One Day' is done a month in advance where entry-level employees decide the projects, communicate their plans and build ownership of the project across accounts, ensuring that even the senior most leader of that business unit participates in that 'Power of One Day'. Entry-level employees lead the change. Such programs not only nurture community work but the leadership qualities of our young employees.

Snapshot of
Power of One Activities

1. Library Drives: Encouraging a love for reading

A business unit in HCL Bangalore expressed the desire to create a library for children in rural Karnataka. They worked with the HCLT Foundation in conducting a book collection drive where employees were encouraged to donate storybooks and notebooks in their respective facilities. While a library was established and inaugurated in one school, 1000+ books were distributed in another. Through this effort, 2000+ books were collected for 15,000 school children in rural Karnataka. HCLT employee volunteers conduct reading sessions with the children and encourage them to inculcate a love for reading.
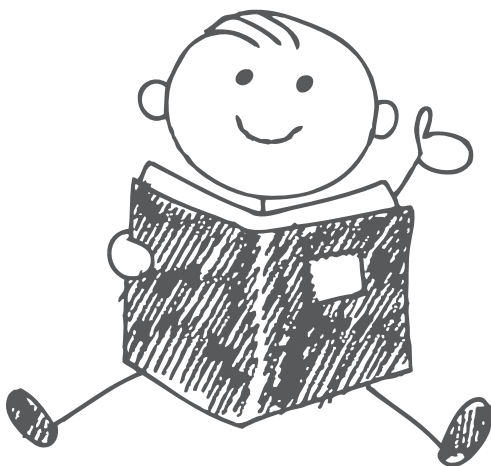
2. One Meal on the Road & Food Drives: Collaborative cooking for community

This year, Christmas was celebrated with a difference. 'One meal on the road' is a community service initiative where our volunteers worked together in preparing food packets and distributing them among local communities. On Christmas Day, 150 volunteers from HCL Noida cooked and packed food for the less privileged in various locations across Noida. 1300 food packets were distributed through this initiative. In our offices across America, drop-boxes were for employees to donate canned food for the homeless.

3. Nurture the Future : Empowering women for sustainable livelihood

In FY 2012, Nurture the Future, a life-skills training programme was launched during the International Women's Day Week at HCLT for women between the ages of 17 and 30 from our supply-chain community and HCLT Youth Clubs. The program had exercises in confidence building, inter-personal development and soft-skills training. Stress-management sessions were also conducted. Participants enrolled in sessions for six consecutive weeks where they were also made aware of the employment opportunities available to them. While representatives from Human Resources and

Manpower agencies explained what skills they must equip themselves with for workplace effectiveness, trainers enabled them to learn these skills during the various sessions. In FY 2012, our employee volunteers and members of the Women's Council conducted 'Nurture the Future' sessions in Chennai and Noida which resulted in 200 women equipping themselves with the life-skills for a sustainable livelihood.

4. Disability Week Awareness Campaign: Promoting inclusivity

World Disability Day was commemorated with a week-long disability awareness campaign. Offices in India conducted programs and activities to promote an understanding of disability issues and mobilize support for the dignity, rights and well-being of persons with disabilities. Partnerships were made with local NGO's that worked with persons with disabilities to work on collaborative programs.

5. Teach at Office: Responsibility towards our immediate community

The Teach at Office program was established with the aim of having a positive impact on the lives of our supply-chain community which includes security, transport, facilities and cafeteria staff. Through this programme, support staff are provided with a range of workshops on basic etiquette, finance management, expected professional behavior and awareness initiatives on health and hygiene. Staff are also taught basic computer skills and trained in conversational English. Our employee volunteers establish a positive camaraderie with support staff through this initiative.

A number of employees in India commute through office-arranged cabs to work. We took this opportunity to extend the Teach at Office to our cab-drivers. A full day program focusing on life-skills was provided in which more than 750+ participants were benefitted.

HCL Bright Scholarships, an annual scholarship programme was launched by the HCLT Foundation to render financial support toward the education of the children and siblings of our employees who study in Government or Government-aided schools. Candidates can apply for help toward school fees, educational aids and books fee, tuition, special classes and vocational training. In FY 2012, educational support was provided to 500 family members of our support staff across India through the HCL Bright Scholarships.

6. Bal Mela & HCL Bright Scholarships:
Encouraging our supply-chain community

The United Nations commemorates May 15'th as the International Day of the Family. Our HCLT family also includes our supply-chain community; security, housekeeping, transport and cafeteria staff. In FY 2012, we launched the Bal Mela celebrations for our support staff and their families who were invited to our facilities to take part in the programs.

7. Clothing Drives: Promoting social recycling

HCL America partnered with the One Warm Coat Foundation in providing warm clothing for the less privileged. During the holiday season, HCL employees in America were encouraged to donate warm clothing which was given to the One Warm Coat Foundation. Project Collect, a clothing drive across HCLT offices in India encouraged employees to donate clothing, toys and accessories for school-going children.

8. Vigil Camps: Inspiring future leaders

HCLT Foundation's vigil camps is a unique community-effort where employee volunteers mentor and guide students from our HCLT Youth Clubs in a structured dawn-to-dusk camp. Learning is imparted on the following topics: environment, community, personality development, responsible citizenship, health and hygiene. In FY 2012, the response to the vigil camps was positive with participants and volunteers enriched from their interactions with each other. Through the vigil camps, the Foundation continually reinforces the importance of education and the positive impact of a sustainable livelihood to students from less privileged backgrounds.
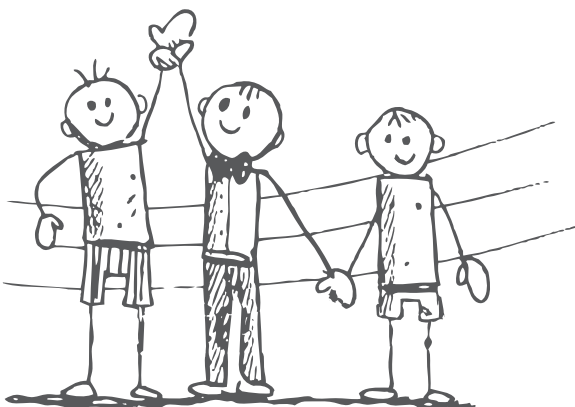
9. Micronutrition Support for HIV-affected children: Rendering nutritional support

In FY 2012, micronutrition support programs were launched in Bangalore and Hyderabad to support the nutritional requirements of children with HIV. Employee volunteers interacted with the children, understood their requirements and worked with local NGO's in providing them with support.

10. Street Plays for World Environment Day: Innovating for awareness

This year, World Environment Day was celebrated with a difference. HCLT Foundation worked with volunteers and Youth Club members in organizing street plays and dramas to promote awareness on topics related to environmental cleanliness, sanitation and good hygiene practices. These street plays were enacted in slums and Youth Clubs.

CEO SPEAK: Grassroots Leadership

Just the other day, a group of young colleagues and I were debating the relevance of the Great Man Theory of Leadership. The theory was propounded by philosopher Thomas Carlyle, who declared that "The history of the world is but the biography of great men." We have grown up with history texts that had us believe that it was the few, the powerful and the famous who shaped our collective destiny.

We wondered if this was true of the present. "Where are the Great men or women today?" asked one young colleague. "What great work is being done by the great leaders today," commented another. I must confess that I have been a great admirer of Mahatma Gandhi and Nelson Mandela, both great men and great leaders. But I too have to admit that the theory appears to have lost its relevance today.

Look around. There are few famous leaders who are making a huge difference to our lives. In fact, there is growing despondency over the drought of great men or women at the helm of affairs right now. It is reflected in the deep freeze in leadership across the globe in tackling the perfect storm brewing around us.

And then, if we look again, there is a growing band of men and women at the grassroots, embodying leadership as we know it, passionately and relentlessly chasing their vision of tomorrow and driving change.

Happily, the scenario at the grassroots is the exact opposite of that at the top. There are many inspiring stories of people, who decided to lead by example instead of chasing the archetypical big city dreams.

So, coming back to the discussion with my colleagues, as one of them suggested, maybe it is time to replace the Great Man theory with the 'Great Work' theory of leadership! Wouldn't you agree?

Our CEO engages with stakeholders through his blog, 'In Search of New Leaders' at **www.vineetnayar.com**
His ideas and thoughts on sustainability, innovation, diversity and leadership are shared regularly through this platform.

Winds of Change

Touching Lives and Spreading Smiles through
HCLT Foundation's Power of One

Water is our journey. Water shapes us, our thoughts and actions. It has the capability to even cut through stones and creates new paths when its flow is stopped. Water perseveres. Likewise, at HCLT, we draw inspiration for shaping our sustainability journey from this element.

Making way for tomorrow, today

'All matter is comprised of four elements of earth, air, fire and water'

Empedocles, Greek Philosopher,
Scientist and Healer (5Th century BC)

While fire and air are outwardly reaching elements, earth and water turn inward. The atmosphere encompasses all of these four elements. In our Sustainability Report 2012, we have drawn inspiration from the 'atmosphere' and its characteristics for our 'Responsible Business' section. 'Fire', the transformational element inspires us to continually 'Rebalance our Workplace'. 'Air' inspires us to further enable our 'Winds of Change', our employee volunteers and Earth, constantly reminds us to 'Renew the Ecosystem' for our present and future.

What does water signify to us?

Water is our journey. Water shapes us, our thoughts and actions. It has the capability to even cut through stones, and creates new paths when its flow is stopped. Water perseveres. Likewise, at HCLT, we draw inspiriting for shaping our sustainability journey from this element.

We understand the challenges in the journey ahead but are confident that we can cut through barriers with the support of our employees and customers. When the entire industry was challenged by the global economic recession, our EFCS philosophy, much like the preserving water element, enabled us to overcome the challenges and create new ways to operate and sustain growth. We managed to see positive growth even during tough times.

We continuously learn from our journey. We leverage experiences and apply them for growth through the transformers, who are none other than our employees. Like water, as we grow year after year, we nurture all those who join the journey with us- employees, customers, community, and all. We discover new paths together to sustain and operate responsibly.

At HCLT, we are making way for tomorrow, today.

Annexure: Management Approach and Policies

Stakeholder Engagements for Identifying Sustainability Opportunities and Materiality Issues

Our engagement approach is multi-dimensional. It encompasses identifying sustainability opportunities and implementing related activities through varying types, levels and frequency of interactions, span of control in the engagement and accountability. Based on this approach, we collaborate with employees, customers and investors; consult academia, suppliers, vendors, immediate community and NGOs; monitor our competitors, business analysts, media and social networks; Participate in forums organized by the government, trade bodies & civil societies for sustainability actions. This office partners with the Sustainability Committee with nominated members from the Business, Employee First Councils, Infrastructure and Administration, Human Resources, Customer Advocacy Group, and Marketing.

Engagement Level	Stakeholder	Channels/ Communication Tools*
Collaborate	Employees	Directions, Town Hall, U & I, Employee First Councils, 360 feedback, Listen Hour, EPIC, MAD JAM,Global Customer Meet, Customer Feedback
Consult	Investors, Suppliers, Communities, NGOs, Students & Academia	Analysts meet, Supplier audits and meetings, Community & NGO interactions, MAD LTD, Campus Force
Monitor	Competitors, Global Advocacy Organizations, Media Affinity	Public reports, Benchmark data, Social Platforms
Participate	Networks Sustainability Forums, Government led Task Forces, Trade Associations	Memberships, Organize and Participate in events/campaigns/ best practices sessions

Each of the focus areas mentioned in 'Sustainability 10' and the corresponding material issues are discussed in detail under 4 pillars of Sustainability in this report. The stakeholder channels for identifying, strategizing and implementing the material issues for every aspect (business, people, environment, and society and) are provided in detail under the same sections.

The Management approach, and sustainability governance and policies and guidelines relating to sustainability are available in the Annexure of this report, as we do not see them changing in the short term. The top materiality issues that are long-term have been integrated with the risk framework mentioned in Page 8. During FY 2012, the priorities that the stakeholders wanted us to focus on include strengthening governance around workplace ethics and conduct, creating forums to discuss ethics in the workplace, benchmarking sustainability practises, implementing sustainable community programmes, piloting supply-chain diversity programmes, implementing simple day-to-day actions for reducing our eco footprint and introducing innovative ways to engage and improve employee experience.

Our Core Values & EFCS Philosophy	
The 5 Core values of Employee Trust	**The 4 tenets of 'Employees First' philosophy**
These core values represent the deep rooted beliefs that guide our actions and thoughts every day.	Mirror Mirror: Creating the impetus for change-accepting imperfections as catalysts for transformation
Honesty: honest and righteous in behaviour, actions and practices	Trust through Transparency: Creating a culture of change-seeding trust by stretching the envelope of transparency
Transparency: open and clear communications, simplicity in relaying our objectives and motives.	Inverting the Organizational Pyramid: Building a structure for change by reversing accountability to employees in the value zone
Accountability: completely liable and responsible for our actions, decisions and performance	Recasting the role of the CEO: Transferring the responsibility for changes from the CEO to employees by decentralizing decision-making
Individuality: appreciate the uniqueness of each individual and tap into their potential; high respect and regard for originality	
Collaboration: strong team spirit and fostering an environment that is conducive for free sharing and learning.	

Equal Employment Opportunities and Human Rights

The 'Employees First' philosophy upholds all our actions in providing equal opportunities, and empowers, enables and enthuses our employees to be leaders of change.

Employee First Philosophy:

The philosophy is about putting our employees first to activate the value zone - the place where the frontline employees interact with customers and create real value for them. This recognizes employees as the strategic elements, turns the management structure upside down, democratizes HCLT's functions and way of working.

EFCS at work

We create value in one very specific place: the interface between our employees and our customers. We call this the 'value zone'. Every employee who works in the value zone is capable of creating more or less value. The whole intent of 'Employees First' is to do everything we can to enable those employees to create the most possible value. This has led us to take a number of actions to turn the organizational pyramid upside down. In other words, we want management to be as accountable to the people in the value zone as the people in the value zone are to management. EFCS is not about making employees happy or comfortable. We don't think that employee 'satisfaction'is something a company should strive for. Satisfaction is a passive state and it may not produce change or improvement or innovation or much of anything. As for employee 'engagement' that isn't much better than satisfaction. EFCS idea is that employees who are alert and are paying some attention to what they do would be engaged. All actions that emerged from this philosophy are available in the 'Redefine Workplace' section of this report.

Diversity Plan

HCLT believes in ensuring respect for each individual and creating a sense of ownership among employees across the globe. Our 'Employees First, Customers Second' (EFCS) guides all our actions. This philosophy drives us toward creating a unique employee organization; creating and sustaining an inverted organizational structure; ensuring trust, transparency and accountability in all that we do; and encouraging a value-driven organization culture.

Our recruitment and promotion policies are based on meritocracy and ability to learn, adapt and assimilate change. We ensure equal opportunities for gender, nationality, disability, sexual orientation, religion or ethnicity for hiring, pay and career advancement. We follow a local hiring strategy based on business needs and local government policies. We comply with local laws and regulations for determining the compensation, employee notice period and other requirements. Currently, we focus only on promoting work place diversity and have specific supplier vendor diversity programs on a need basis.

Our Equal Employment Opportunity policy and approach are made available to employees and key stakeholders through HCLT's website, diversity portals and campaigns. All our job openings are posted internally and made available both in our website and established channels such as newspapers for eligible candidates to apply. Whenever we have Operations changes, we give sufficient notice period for employees to relocate or shift their base location of work. We provide support for employees to relocate based on business requirements.

The CEO is the Custodian of Equal Employment Opportunity. The Principal Diversity Officer is responsible for coordinating the Company's efforts to implement and disseminate the diversity plan. Any employee who feels they have been subjected to discrimination can write to our Ethics Committee. One can also use the Whistleblower policy to report on any incidents of harassment or unethical practices. All complaints are handled with highest level of confidentiality. We provide all details pertaining to harassment and discrimination in the employee handbook. Diversity parameters are tracked in the HCL Technologies Human Resources score card. Our Employees First Governing Council, comprising Function Heads hold Town Hall Meetings and collectively address all employee questions and issues. This approach empowers employees to question Management and become owners of change.

Corporate Governance Policies

We continue to focus on good Corporate Governance, in line with local and global standards. Our primary objective is to create and adhere to a corporate culture of conscience and consciousness, integrity, transparency and accountability, for the efficient and ethical conduct of business for meeting its obligations towards shareholders and other stakeholders.

In addition to complying with the statutory requirements, effective governance systems and practices have been created towards improving transparency, disclosures, internal controls and promotion of ethics at work place. HCL Technologies recognizes that good governance is a continuing exercise and reiterates its commitment to pursue the highest standards of Corporate Governance in the overall interest of all its stakeholders.

COBEC & ABACP Policies

COBEC and ABACP are a set of ethical standards that need to be understood and imbibed to remain above reproach at all times. Although it is not possible to anticipate every business situation or decision we might face, these policies will serve as a consistent guideline for working with our clients, colleagues, vendor partners and other communities. These principles are intended to help each of us understand our responsibilities and make the right choices. They are also meant to stimulate awareness of ethical issues that we may encounter in our daily business activities. Doing the right thing begins with basic honesty and integrity. More than ever, it also depends on our good judgment and sensitivity to the way others see us and how they may interpret our actions. In case anyone witness any violation of these polices, you can immediately report the details to whistleblower@hcl.com. All investigations will be kept confidential and managed by my office.

Whistle Blower Policy

The principles of Trust through Transparency and Accountability are at the core of HCLT's existence. To ensure strict compliance with ethical and legal standards across the company, the Whistleblower policy has been created. The protected disclosure can be made in any of the following methods:

The report can be submitted to Whistleblower Committee, CEO's Office-HCLT, A-9, Sec.3, Noida, and U.P. India. An e-mail complaint can be sent to the Whistleblower Committee at whistleblower@hcl.com

Community Responsibility

At HCL, repaying society is embedded in all our sustainability actions. Doing good for the community means integrating broader societal concerns into our business strategy and performance – as part of the company's business model. This is common sense – as our own interests can be realized by incorporating the interests of all those with whom we have a mutually dependent relationship.
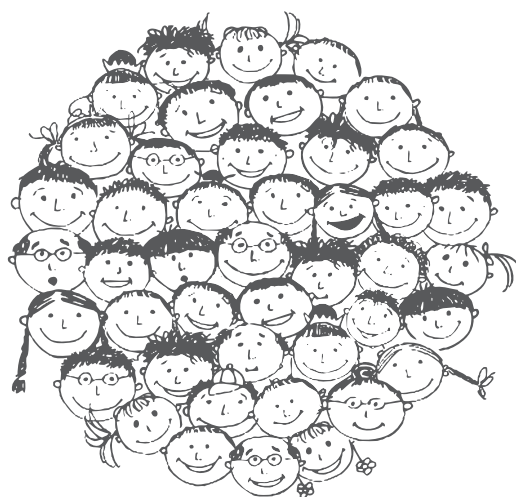
Our Community Service Councils plan their community activities based on this approach, and work primarily within 50 mile radius around our office locations. Our outreach programs are implemented with the help of NGOs wherever possible. And in some geographies we participate in the National level programs organized by the local Government.

Occupational Health & Safety Policy

As an 'Employee First' organization, at HCL Technologies, we believe that Human Capital is our greatest strength being in the business of IT services, business solutions and outsourcing and in accordance with that - Health, Safety and Wellbeing of our Employees and other Stakeholders are essential element of a successful and sustainable business.

HCL Technologies is committed to achieve Occupational Health & Safety excellence within areas of our operations by;

- Ensuring the Health and Safety of its Employees, Contractors, Visitors and other Stakeholders affected by its operations.
- Meeting all applicable Occupational Health & Safety Statutory requirements of the land and other requirements applicable to the organization.
- Taking suitable measures to prevent Occupational injuries and illness, and to provide a safe and healthy working environment to its Employees and other affected by its operations.
- Ensuring robust Management of our OH&S Activities like any other critical business activity; by incorporating appropriate safety and health considerations into our business decisions.
- Consulting with Employees in a meaningful and effective manner on OH&S issues to enable each concerned Employee to contribute to decisions that may affect their health, safety and wellbeing at work.
- Providing a framework for setting and reviewing OH&S objectives & targets.
- Adopting OH&S practices at par with global standards using latest technologies to ensure continual improvement of OH&S performance.
- Establishing guidelines for dealing with all types of potential Emergency situations within its area of operations to ensure that all concerned personnel are familiar with roles and responsibilities in the event of an emergency.
- Ensuring that OH&S Policy is communicated to all the concerned persons working for or on behalf of the organization to make them aware of their OH&S responsibilities and also by making our OH&S Policy available to all stake holders including public on demand.
- Maintaining appropriate controls, including periodic review of OH&S Policy, to ensure its applicability and relevance to the changing scenarios and stake holder's expectations.

Environment Policy

As a responsible corporate, at HCLT we believe that we have accountability towards the futureand – also an imperative role to play in addressing global challenges such as climate change and environment sustainability.

HCLT commits itself to confronting these challenges by assuming a leadership role in fostering a sustainable environment and responding appropriately to the risks posed by Environment degradation. HCLT will strive to achieve Excellence in Environment Management in its area of operations by:

- Integrating Environment considerations into our all areas of operations, taking into account our Environment risks, responsibilities and organizational capability.
- Meeting all applicable Environment laws of the land and other requirements applicable to the organization.
- Reducing our Ecological foot print through optimized utilization of natural resources including land, water and by ensuring the responsible use of energy throughout our operations including conserving energy, improving energy efficiency, and giving preference to renewable over non-renewable energy wherever feasible.
- Introducing more sustainable and green procurement approaches.
- Preventing pollution and minimizing all type of waste, including E-Waste by adopting Reduce-Reuse-Recycle Philosophy.
- Being an Environmentally responsible neighbor in the community where we operate, and correct incidents or conditions that endanger the environment and by committing ourselves to open and constructive engagement with communities surrounding our operations on Environment matters.
- Providing a framework for setting and reviewing Environment objectives & targets.
- Continually improving and learning from our efforts in working towards Environment sustainability.
- Monitoring and reporting our Environment performance to key stakeholders.
- Ensuring that Environment Policy is communicated to all the concerned persons working for or on behalf of the organization to make them aware of their Environment responsibilities and also by making our Environment Policy available to all stake holders including public on demand.
- Maintaining appropriate controls, including periodic review of Environment Policy, to ensure its applicability and relevance to the changing scenarios and stake holder's expectations.

Prevention of Pollution

- Compliance of Environmental Laws and Regulations promulgated by Central and State Governments Assessing and minimizing impacts of business activities on Environment by optimizing or minimizing Power and Energy consumption, reducing Carbon Footprints, conserving Natural Resources and promoting Green Initiatives
- Minimizing waste generation and disposing waste that includes, but not limited to waste Water, Paper and E-waste in an environment friendly manner, and through authorized and certified disposal agencies
- Encouraging and creating awareness amongst all employees in understanding and fulfilling their environ mental responsibilities and those of the company
- Communicating the Environmental Policy to both internal and external stakeholders

The Management commits itself to compliance with the ISO 14001 standards.
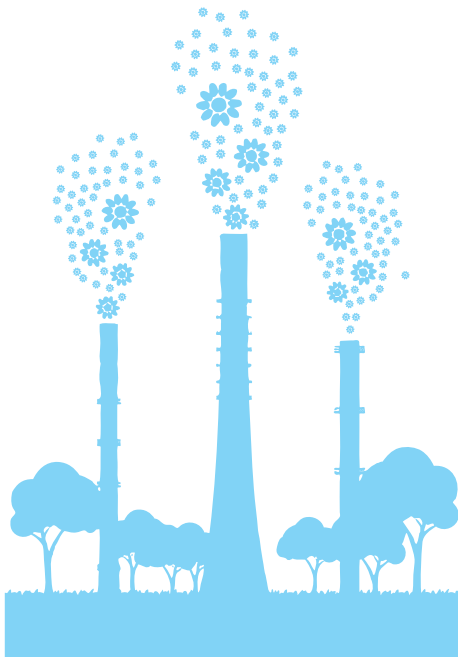
E-Waste disposal

- Strictly follow guidelines of the respective pollution boards and ministry of environment and forests for disposing and managing wastes
- All hazardous wastes like used oil, PCs, monitors, batteries are disposed off through re-cyclers authorized by Pollution Control Board

Information Security Policy

Data Protection Laws means collectively any applicable data protection, privacy or similar laws applicable to the processing of personal data in the jurisdiction where Services are performed.

Data Protection and Privacy: Each Party shall make or obtain and maintain throughout the Term all necessary registration or filings and notifications or consents which such Party is obliged to obtain and maintain pursuant to all applicable Data Protection Laws.

Supplier shall process the personal data for the sole purpose of performing the Services under this Agreement. Any other processing of any personal data by Supplier is prohibited. Further, Supplier shall comply with any reasonable requirement of Customer or any legal requirements regarding the processing of such personal data.
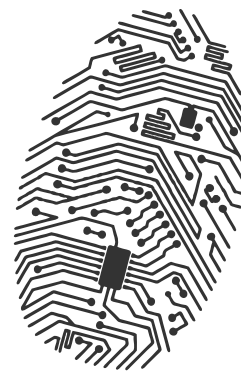
Key Membership Forums & Engagements

Many of our Senior Managers play key roles in the advisory councils and steering bodies for promoting diversity and sustainability. These include forums of National Association of Software Companies (India), Confederation of Indian Industry (CII), and Global Reporting Initiatives (GRI).
Our CEO, Vineet Nayar represents HCL Technologies at many prestigious National and International forums, which includes being a Governor for the ICT Industry as well as undertaking several key roles at the World Economic Forum. These consist of being a member of the Global Advisory Board of Women Leader's and Gender Parity Program as well as a Community Partner of the Forum of Young Global Leaders. Vineet has also recently served as a Mentor (Co-Chair) of WEF's 2011 Annual Meeting of New Champions conference.

Awards & Recognitions

- Vineet Nayar, Vice-Chairman & CEO featured in Forbe's 'Thinkers 50' list, a definitive listing of the world's Top 50 business thinkers.
- Vineet Nayar, Vice-Chairman & CEO featured on Fortune's Executive Dream Team.
- Featured in Forbes' 'Asia's Fab 50 List' for 2010
- Listed as one of the 52 Most Democratic Workplaces in the World by WorldBlu
- Fortune acknowledged HCL Technologies as the world's most modern management
- BusinessWeek published that "HCL's 'Employees First' is a new and radical management philosophy"
- USAToday published that 'Employees Firs't at HCL to bring about a corporate renaissance"
- BusinessToday ranked HCL in the Top 10 Best Companies to Work for
- HCL won FT ArcelorMittal Boldness in Business Award
- Won Optimas Award for "World's most innovative company" for its workforce practices
- Businessworld ranked HCL among the "top 5 companies in transparent accounting metrics"
- The Wall Street Journal Ranked HCL amongst the top 10 outsourcers with the "highest accountability, transparency and trust"
- HCL's business practises is taught at Harvard as a premier case study on strategy and organizational leadership
- Darden School of Business has done a case study on the impact created by HCL through its "Employees First Customers Second" practice
- London Business School mentioned "Scratch the surface and you see the beginnings of a new model of management"
- HCL featured as a case study in a global best-seller: Blueprint to a billion – 7 essentials to exponential growth by David G Thomson
- Published by Harvard Press, the Employees First, Customers Second book is admired by global thought leaders such as Tom Peters, Tony Hsieh, Gary Hamel, Judy McGrath, Ram Charan and Victor K. Fung; Ranked No. 17 on the Best Seller list in 800-CEO-READ, a leading global retailer of management books; Listed amongst the 'Best Business Books of 2010' by the Library Journal of America, and ranked No. 7 on Amazon UK's listing of 'Best Business Books of 2010'.
- Received prestigious "Asian Human Capital Summit 2011" Award
- Adjudged 'HR Company of the Decade' by Shine.com & World HRD Congress
- Won the Forrester Groundswell Award in the 'Management: Innovation System' category
- Received "Best in Culture" award by Corporate Research Foundation (CRF) Institute One of Britain's Top Employers for the 5h Consecutive Year
- Won three prestigious recognitions at Asia's Best Employer Brand Awards 2011 - hosted jointly by World HRD Congress, Employer Branding Institute and Stars of the Industry Group
- Awarded the 'Innovation Excellence Award' and recognized as "one of the most innovative R&D players" as part of TPI's 2011 Americas Paragon Awards
- World Economic Forum presented HCL amongst the only two examples of authentic leadership. Among the only four Indian companies in strategic partnership with WEF
- NASSCOM ranked HCL among the Top 5 IT-BPO employers in India
- Among the top 20 in the International Association of Outsourcing Professionals (IAOP's) 2011 Global Outsourcing 100 list

G3.1 Content Index

STANDARD DISCLOSURES PART I: Profile Disclosures

1. Strategy and Analysis

Profile Disclosure	Description	Reported	Page number	UNGC
1.1	Statement from the most senior decision-maker of the organization.	●	ⓢⓡ 3, 24, 40, 54, 64	
1.2	Description of key impacts, risks, and opportunities.	●	ⓢⓡ 8, 9, 10 ⓐⓡ 11	

2. Organizational Profile

Profile Disclosure	Description	Reported	Page number	
2.1	Name of the organization.	●	ⓢⓡ 1	
2.2	Primary brands, products, and/or services.	●	ⓢⓡ 1	
2.3	Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures.	●	ⓢⓡ 1	
2.4	Location of organization's headquarters.	●	ⓢⓡ 1	
2.5	Number of countries where the organization operates, and names of countries with either major operations or that are specifically relevant to the sustainability issues covered in the report.	●	ⓢⓡ 2	
2.6	Nature of ownership and legal form.	●	ⓐⓡ 43, 44	
2.7	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).	●	ⓢⓡ 2	
2.8	Scale of the reporting organization.	●	ⓢⓡ 2, 14	
2.9	Significant changes during the reporting period regarding size, structure, or ownership.	●	ⓢⓡ 5	
2.10	Awards received in the reporting period.	●	ⓢⓡ 74	

3. Report Parameters

Profile Disclosure	Description	Reported	Page number	
3.1	Reporting period (e.g., fiscal/calendar year) for information provided.	●	ⓢⓡ 5	
3.2	Date of most recent previous report (if any).	●	ⓢⓡ 4	
3.3	Reporting cycle (annual, biennial, etc.)	●	ⓢⓡ 4, 5	
3.4	Contact point for questions regarding the report or its contents.	●	ⓢⓡ 1	
3.5	Process for defining report content.	●	ⓢⓡ 5, 69	
3.6	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers). See GRI Boundary Protocol for further guidance.	●	ⓢⓡ 5	
3.7	State any specific limitations on the scope or boundary of the report (see completeness principle for explanation of scope).	●	ⓢⓡ 5, 6	
3.8	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organizations.	●	ⓢⓡ 5, 42	
3.9	Data measurement techniques and the bases of calculations, including assumptions and techniques underlying estimations applied to the compilation of the Indicators and other information in the report. Explain any decisions not to apply, or to substantially diverge from, the GRI Indicator Protocols.	●	ⓢⓡ 5, 6, 42, 45	
3.10	Explanation of the effect of any re-statements of information provided in earlier reports, and the reasons for such re-statement (e.g.,mergers/acquisitions, change of base years/periods, nature of business, measurement methods).	●	ⓢⓡ 82	

		Reported	Page number	
3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.	●	🟠SR 5, 6	
3.12	Table identifying the location of the Standard Disclosures in the report.	●	🟠SR 75- 82	
3.13	Policy and current practice with regard to seeking external assurance for the report.	●	🟠SR 5	
4. Governance, Commitments, and Engagement				

Profile Disclosure	Description	Reported	Page number	
4.1	Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight.	●	🟠SR 4 🔵AR 21, 31	
4.2	Indicate whether the Chair of the highest governance body is also an executive officer.	●	🟠SR 4 🔵AR 21, 31	
4.3	For organizations that have a unitary board structure, state the number and gender of members of the highest governance body that are independent and/or non-executive members.	●	🔵AR 31 - 32	
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	●	🔵AR 42-43, 🟠SR 26	
4.5	Linkage between compensation for members of the highest governance body, senior managers, and executives (including departure arrangements), and the organization's performance (including social and environmental performance).	●	🔵AR 38-39 🟠SR 7, 8 & 33, 34	
4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided.	●	🔵AR 36	
4.7	Process for determining the composition, qualifications, and expertise of the members of the highest governance body and its committees, including any consideration of gender and other indicators of diversity.	●	🔵AR 31,32,33	
4.8	Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental, and social performance and the status of their implementation.	●	🟠SR 69- 73	
4.9	Procedures of the highest governance body for overseeing the organization's identification and management of economic, environmental, and social performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed standards, codes of conduct, and principles.	●	🔵AR 33,34 🟠SR 8, 19, 69-73	
4.10	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance.	●	🔵AR 31,32, 36	7
4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organization.	●	🟠SR 3,8	
4.12	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses.	●	🟠SR 73	
4.13	Memberships in associations (such as industry associations) and/or national/international advocacy organizations in which the organization: * Has positions in governance bodies; * Participates in projects or committees; * Provides substantive funding beyond routine membership dues; or * Views membership as strategic.	●	🟠SR 73	
4.14	List of stakeholder groups engaged by the organization.	●	🟠SR 7, 15, 16, 69	
4.15	Basis for identification and selection of stakeholders with whom to engage.	●	🟠SR 69	
4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	●	🟠SR 15, 16, 69	
4.17	Key topics and concerns that have been raised through stakeholder engagement, and how the organization has responded to those key topics and concerns, including through its reporting.	●	🟠SR 7, 9, 10, 12, 27, 42, 56	

	Available		Partial	SR Sustainability Report	AR Annual Report	NA Not Available	NA Not applicable	NM Not Material

STANDARD DISCLOSURES PART II: Disclosures on Management Approach (DMAs)			
G3 DMA	**Description**	**Reported**	**Page number**	
DMA EC	Disclosure on Management Approach EC	●	AR 3-18	
Aspects	Economic performance			
	Market presence			
	Indirect economic impacts			
DMA EN	Disclosure on Management Approach EN	●	SR 42-53	
Aspects	Materials			
	Energy			
	Water			
	Biodiversity			
	Emissions, effluents and waste			
	Products and services			
	Compliance			
	Transport			
	Overall			
DMA LA	Disclosure on Management Approach LA	●	SR 26-39, 69-70	
Aspects	Employment			
	Labor/management relations			
	Occupational health and safety			
	Training and education			
	Diversity and equal opportunity			
	Equal remuneration for women and men			
DMA HR	Disclosure on Management Approach HR	●	SR 16, 17, 33, 70	
Aspects	Investment and procurement practices			
	Non-discrimination			
	Freedom of association and collective bargaining			
	Child labor			
	Prevention of forced and compulsory labor			
	Security practices			
	Indigenous rights			
	Assessment			
	Remediation			
DMA SO	Disclosure on Management Approach SO	●	SR 13,56,58,70,71	
Aspects	Local communities			
	Corruption			
	Public policy			
	Anti-competitive behavior			
	Compliance			
DMA PR	Disclosure on Management Approach PR	●	SR 17-19, 71	
Aspects	Customer health and safety			
	Product and service labelling			
	Marketing communications			
	Customer privacy			
	Compliance			
STANDARD DISCLOSURES PART III: Performance Indicators				
	Economic			
Performance Indicator	**Description**	**Reported**	**Page number**	
Economic Performance				
EC1	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments.	●	SR 14	
EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change.	●	SR 8, 44	7

Indicator	Description	Reported	Page number	
EC3	Coverage of the organization's defined benefit plan obligations.	●	AR 15	
EC4	Significant financial assistance received from government.	●	AR 92, 141	
Market presence				
EC5	Range of ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation.	●	SR 27, 70	
EC6	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.	●	SR 16, 17	
EC7	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation.	●	SR 27, 70	6
Indirect economic impacts				
EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement.	●	SR 21, 58, 59	
EC9	Understanding and describing significant indirect economic impacts, including the extent of impacts.	●	SR 17, 70	

Social: Labor Practices and Decent Work

Performance Indicator	Description	Reported	Page number	
Employment				
LA1	Total workforce by employment type, employment contract, and region, broken down by gender.	●	SR 27	
LA2	Total number and rate of new employee hires and employee turnover by age group, gender, and region.	◐	SR 27	6
LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.	●	SR 14	3
LA15	Return to work and retention rates after parental leave, by gender.	●	SR 27	
Labor/Management relations				
LA4	Percentage of employees covered by collective bargaining agreements.	●	SR 33, 34	
LA5	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements.	●	SR 70	
Occupational Health and Safety				
LA6	Percentage of total workforce represented in formal joint management-worker health and safety committees that help monitor and advise on occupational health and safety programs.	●	SR 33, 38	1
LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region and by gender.	◐	SR 39	1
LA8	Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases.	●	SR 36-39	1
LA9	Health and safety topics covered in formal agreements with trade unions. Training and education	NA		
LA10	Average hours of training per year per employee by gender, and by employee category.	●	SR 36, 37	
LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	●	SR 36, 37	
LA12	Percentage of employees receiving regular performance and career development reviews, by gender.	●	SR 28, 34, 38	

Diversity and Equal Opportunity				
LA13	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority group membership, and other indicators of diversity.	●	SR 33 - 35	6
LA14	Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation.	◐	SR 27	6

Social: Human Rights				
Performance Indicator	Description	Reported	Page number	
Investment and Procurement Practices				
HR1	Percentage and total number of significant investment agreements and contracts that include clauses incorporating human rights concerns, or that have undergone human rights screening.	●	SR 16, 17, 71	1-6
HR2	Percentage of significant suppliers, contractors and other business partners that have undergone human rights screening, and actions taken.	●	SR 16, 17, 71	1-6
HR3	Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained.	●	SR 39	
Non-Discrimination & Freedom of Association and Collective Bargaining				
HR4	Total number of incidents of discrimination and corrective actions taken.	●	SR 26	1-6
HR5	Operations and significant suppliers identified in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and actions taken to support these rights.	●	SR 17,26, 71	
Child labor				
HR6	Operations and significant suppliers identified as having significant risk for incidents of child labor, and measures taken to contribute to the effective abolition of child labor.	●	SR 16	1,2,5
Forced and Compulsory labor				
HR7	Operations and significant suppliers identified as having significant risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of all forms of forced or compulsory labor.	●	SR 17	1,2,4
Security Practices				
HR8	Percentage of security personnel trained in the organization's policies or procedures concerning aspects of human rights that are relevant to operations.	●	SR 39, 59, 62	1,2
Indigenous Rights				
HR9	Total number of incidents of violations involving rights of indigenous people and actions taken.	NA		
Assessment				
HR10	Percentage and total number of operations that have been subject to human rights reviews and/or impact assessments.	●	SR 16, 17	
Remediation				
HR11	"Number of grievances related to human rights filed, addressed and resolved through formal grievance mechanisms."	●	SR 26	

Social: Society				
Performance Indicator	Description	Reported	Page number	
Local Communities				
SO1	Percentage of operations with implemented local community engagement, impact assessments, and development programs.	●	SR 56-63, 70	
SO9	Operations with significant potential or actual negative impacts on local communities.	●	SR 17, 71	
SO10	Prevention and mitigation measures implemented in operations with significant potential or actual negative impacts on local communities.	●	SR 17, 71	

Corruption

Indicator	Description	Reported	Page number	
SO2	Percentage and total number of business units analyzed for risks related to corruption.	●	ⓢ 13, 71	10
SO3	Percentage of employees trained in organization's anti-corruption policies and procedures.	●	ⓢ 13, 71	10
SO4	Actions taken in response to incidents of corruption.	●	ⓢ 26	10

Public Policy

SO5	Public policy positions and participation in public policy development and lobbying.	●	ⓢ 73	
SO6	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.	●	ⓢ 13	

Anti-Competitive behavior

SO7	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes.	●	ⓢ 13	

Compliance

SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.	●	ⓢ 13	

Social: Product Responsibility

Performance Indicator	Description	Reported	Page number	

Customer Health and safety

PR1	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures.	ⓃⒶ		
PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes.	ⓃⒶ		

Product and Service Labelling

PR3	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements.	ⓃⒶ		
PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes.	ⓃⒶ		
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	●	ⓢ 15	

Marketing Communications

PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.	●	ⓢ 17	
PR7	Total number of incidents of non-compliance with regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes.	●	ⓢ 17	

Customer Privacy

PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	●	ⓢ 17	10

Compliance

PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.	●	ⓢ 17	

Environment Indicators

Performance Indicator	Description	Reported	Page number	Geography Scope	UNGC
Material					
EN1	Materials used by weight or volume.	●	(SR) 48		8
EN2	Percentage of materials used that are recycled input materials.	●	(SR) 48		8,9
Energy					
EN3	Direct energy consumption by primary energy source.	●	(SR) 47	India + 4 GDCs	8,9
EN4	Indirect energy consumption by primary source.	●	(SR) 47	India + 4 GDCs	8,9
EN5	Energy saved due to conservation and efficiency improvements.	●	(SR) 48-51	Global HCLT	
EN6	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.	●	(SR) 45	Global HCLT	8,9
EN7	Initiatives to reduce indirect energy consumption and reductions		(SR) 45-49	Global HCLT	8,9
Water					
EN8	Total water withdrawal by source.	●	(SR) 48	India (49 locations)	8
EN9	Water sources significantly affected by withdrawal of water.	●	(SR) 48	India (49 locations)	8
EN10	Percentage and total volume of water recycled and reused.	●	(SR) 48	India (7 locations)	8,9
Biodiversity					
EN11	Location and size of land owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas.	●	(SR) 17	India	
EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.	● (NA)	(SR) 17		
EN13	Habitats protected or restored.	(NA)			8
EN14	Strategies, current actions, and future plans for managing impacts on biodiversity.	●	(SR) 44		9
EN15	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.	(NA)			
Emissions, effluents and waste					
EN16	Total direct and indirect greenhouse gas emissions by weight.	●	(SR) 45	India + 4 GDCs	8
EN17	Other relevant indirect greenhouse gas emissions by weight.	●	(SR) 46	India + 4 GDCs	8
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved.	●	(SR) 47	Global HCLT	7,8,9
EN19	Emissions of ozone-depleting substances by weight.	●	(SR) 46	India (36 locations)	8
EN20	NOx, SOx, and other significant air emissions by type and weight.	◐	(SR) 46		8
EN21	Total water discharge by quality and destination.	◐	(SR) 48	India (7 locations)	8
EN22	Total weight of waste by type and disposal method.	●	(SR) 49	India (21 locations)	8
EN23	Total number and volume of significant spills.	●	(SR) 49	India (21 locations)	8
EN24	Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of the Basel Convention Annex I, II, III, and VIII, and percentage of transported waste shipped internationally.	(NA)			
EN25	Identity, size, protected status, and biodiversity value of ater bodies and related habitats significantly affected by the reporting organization's discharges of water and runoff.	●	(SR) 48		

Products and services						
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	●	🟠SR 42-53	Global HCLT	8,9
EN27	Percentage of products sold and their packaging materials that are reclaimed by category.	⊘NA			8,9
Compliance						
EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with \ environmental laws and regulations.	●	🟠SR 17	Global HCLT	
EN29	Significant environmental impacts of transporting products and other goods and materials used for the organization's operations, and transporting members of the workforce.	⊘NA			
EN30	Total environmental protection expenditures and investments by type	●	🟠SR 17		8

Explanation: for core performance indicators not reported this year

Performance Indicator	Description	Reported	Explanation
EN20	NOx, SOx, and other significant air emissions by type and weight.	◐	We will quantify this beginning FY 13.
EN21	Total water discharge by quality and destination.	◐	As part of our infrastructure conolidation plan, we will ensure the monitoring systems are avaliable to provide accurate information on total discharge by quality and destination by end of FY 2013.
LA7	Rates of injury, occupational diseases, and absenteeism and number of work-related fatalities by region and by gender.	◐	We do not disclose this region and gender-wise, we plan to do so beginning next FY.
LA14	Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation.	◐	We have gender data but not location-wise as yet, which shall be reported from next FY.

Re-statements from the previous year's report:

a. Economic value retained (mentioned in Economic Performance table) was incorrectly mentioned as 368.58 for 2010-11 in last year's report, we have corrected it to be 147.54. This was a typo error

b. Our Total scope emissions for 2010-11 stand at 220769.88 tCO2 as against a reported figure of 187681.84 in the last Sustainability report. This change is due to less reported figures of Scope 3 Emissions, the same happened due to unavailability of Transport data due to some internal billing cycle issues

Glossary

AA1000	Account Ability		LCD	Liquid Crystal Display
ABAC	Anti-bribery and Anti-corruption		LED	Light Emitting Diode
APAC	Asia Pacific		LEED	Leadership in Energy and Environmental Design
BEE	Bureau of Energy Efficiency		MAT	Minimum Alternative Tax
BGEP	Business Gifts and Entertainment Policy		MAD JAM	Make A Difference Jamboree
BMS	Building Management Systems		MAD LTD	Make A Difference, Lead the Difference
BPO	Business Process Outsourcing		MoEF	Ministry of Environment and Forests
BRR	Business Responsibility Reporting		MT	Metric Tons
CDP	Carbon Disclosure Project		NASSCOM	National Association of Software and Service Companies
CEO	Chief Executive Officer			
CFC	ChloroFlouro Carbons		NCR	National Capital Region
CIO	Chief Information Officer		NGO	Non-Government Organization
CII	Confederation of Indian Industries		NOX	Nitrogen Oxides
CO2	Carbon Dioxide		NVG	National Voluntary Guidelines
COBEC	Code of Business Ethics and Conduct		ODP	Ozone Depleting Potential
CoP	Communities of Practice		ODS	Ozone Depleting Substance
CPCB	Central Pollution Control Board		OEM	Original Equipment Manufacturer
CRT	Cathode Ray Tube		PAL	Project Aligned Life Counseling
CSAT	Customer Satisfaction		PBIT	Profit Before Interest and Taxes
CSR	Corporate Social Responsibility		PBT	Profit Before Tax
DC	Delivery Centre		PEET	Post EPIC Effectiveness Tracker
DG	Diesel Generator		PV	Photo Voltaic
DMAIC	Define Measure Analyze Improve Control		R&D	Research and Development
DNV	Det Norske Veritas		ROCE	Return on Capital Employed
EFC	Employee First Council		RoHS	Restriction of Hazardous Substances
EFCS	Employee First Customer Second		ROW	Rest of World
EOOTB	Engineering out of the Box		SCCM	System Centre Configuration Manager
EPIC	Employee Passion Indicative Count		SEZ	Special Economic Zone
EPS	Earnings per share		SOx	Sulfur Oxides
ERS	Engineering, Research and Development Services		SP DAIS	Solar Plant Data Analysis Interference/Intervention/Improvement System
FMS	Fleet Management Systems			
FTE	Full Time Equivalent		SSD	Smart Service Desk
GDC	Global Development Centre		STP	Sewage Treatment Plant
GDW	Green Design Workbench		TechCEED	Technical Competency Enhancement for Enabling Development
GHG	Green House Gases			
GIT	Global IT		TCM	Test conditions matrix
GJ	Giga Joules		TERI	The Energy and Resources Institute
GRI	Global Reporting Initiative		TFT	Thin Film Transistor
GRIHA	Green Rating for Integrated Habitat Assessment		TMPE	Telecom, Media, Publishing and Entertainment
HCFC	Hydro Chlorofluorocarbons		TSS	Test Summary Sheets documents
HIV	Human Immuno Deficiency		USA	United States of America
HR	Human Resources		USGBC	United States Green Building Council
HVAC	Heating, Ventilation and Air Conditioning		VBB	Virtual Blood Bank
ICT	Information and Communication Technology		VDI	Virtual desktop infrastructure
IPCA	Indian Pollution Control Association		WBCSD	World Business Council for Sustainable Development
ISO 26000	International Standard Organization			
IT	Information Technology		WEF	World Economic Forum
ITC	Indian Tobacco Company		WHO	World Health Organization
KVA	Kilo Volt Amperes		WLB	Work Life Balance
kWH	Kilo- Watt Hour		WLC	Work Life Continuity
L&D	Learning and Development		WoW	Wealth out of Waste
LATAM	Latin America		XML	EXtensible Markup Language

Sustainability Report Team: Jageer Hussain, Monika Sood & Sunanda Seshadrinathan

Independent Assurance Statement

Introduction

Det Norske Veritas AS (DNV) has been commissioned by the management of HCL Technologies Limited ('HCLT' or 'the Company') to carry out an assurance engagement on the Company's Sustainability Report 2012 ('the Report') in its printed format against the Global Reporting Initiative (GRI) 2011, Sustainability Reporting Guidelines Version 3.1 (G3.1) and AccountAbility's AA1000 Assurance Standard 2008 (AA1000AS (2008)). The verification was carried out during April to October 2012.

DNV is a global provider of sustainability services, with qualified environmental and social assurance specialists working in over 100 countries. DNV was not involved in the preparation of any statements or data included in the Report except for this Assurance Statement. DNV maintains complete impartiality toward any people interviewed. DNV expressly disclaims any liability or co- responsibility for any decision a person or entity would make based on this Assurance Statement.

The intended users of this assurance statement are the readers of the Company's Sustainability Report 2012. The management of the Company is responsible for all information provided in the Report, as well as the processes for collecting, analyzing and reporting the information. DNV's responsibility regarding this verification is to the management of the Company only and in accordance with the agreed scope of work. The assurance engagement is based on the assumption that the data and information provided to us is complete and true.

Scope, boundary and limitations of Assurance

The scope of DNV's assurance engagement, as agreed upon with the Company, included the verification of the content, focus and quality of the information presented in the Report, covering the period July 2011 to June 2012. In particular, this assurance engagement included the following:

- review of the contents of the Company's 2012 Sustainability Report including the policies, initiatives, practices and performance described in the Report as well as references made in the Report to the Annual Report;
- evaluation of the AccountAbility principles and specified performance information, described below, for a Type 2, moderate level of assurance, in accordance with the requirements of AA1000AS (2008) detailed below:
  - Information relating to company's sustainability issues, responses, performance data and underlying systems for the management of such information and data;
  - Information relating to company's materiality assessment and stakeholder engagement processes;
- review and assessment of the processes and tools for collecting, aggregating and reporting qualitative data inside the Report;
- evaluation of the adherence to the principles set out in the GRI G3.1 and confirmation of the declared Application Level.
- confirm the application level as declared by the Company.

The reporting boundary is as set out in the Report and during the assurance process; we did not come across limitations to the scope of the assurance engagement.

Verification Methodology

This assurance engagement was planned and carried out in accordance with the AA1000AS (2008) and the DNV Protocol for Verification of Sustainability Reporting1. The Report has been evaluated against the following criteria:
  - Adherence to the principles of Inclusivity, Materiality and Responsiveness as set out in the AA1000AS (2008); the Reliability of specified sustainability performance information, as required for a Type 2, moderate level assurance engagement,
  - Adherence to the additional principles of Completeness and Neutrality as set out in DNV's Protocol, and
  - The principles and requirements of the GRI G3 for an application level A +.

As part of the verification we have challenged the sustainability¬related statements and claims made in the Report and assessed the robustness of the underlying data management system, information flow and controls. For example, we have:

---

1 www.dnv.com/cr

- Examined and reviewed documents, data and other information made available to us by.
- Visited the Corporate Office and site operations at Noida SEZ, HCL ETA Technopark & SEZ Campus at Chennai;
- Conducted interviews with key representatives (including data owners and decision¬makers from different divisions and functions) of the Company;
- Performed sample¬based reviews of the mechanisms for implementing the Company's own sustainability-related policies, as described in the Report, and for determining material issues to be included in the Report;
- Performed sample¬based audits of the processes for generating, gathering and managing the quantitative and qualitative data included in the Report;
- Reviewed the process of acquiring information and economic data from the financial data presented in the certified financial statements.

Opportunities for Improvement

The following is an excerpt from the observations and opportunities reported back to the management of the Company. However, these do not affect our conclusions on the Report, and they are indeed generally consistent with the management objectives already in place:

- the Company needs to further strengthen its materiality determination and prioritization process and bring out material issues in a coherent manner;
- fully report on performance indicators that are partially reported in the subsequent reports;
- implement a formal system to monitor human rights aspects (as applicable) in its supply chain;
- implement a systematic quality assurance system to improve the reliability of reported sustainability performance.

Conclusions

In our opinion, the Report is an appropriate representation of the company's sustainability-related policies, management systems and performance. We also confirm that the Report meets the content requirements of the GRI Application Level A+.The core GRI indicators are responded to either fully or partially, or their omission is explained, with due regard to the Materiality principle.

In line with the global sustainability trend, HCL Technologies Limited has adopted sustainability as business approach through shift in its strategy, thereby bringing sustainability focus in its activities.

We have evaluated the Report's adherence to the following principles, on a scale of 'Good', 'Acceptable' and 'Needs Improvement':

AA1000AS (2008) principles

Inclusivity: Good. The Company has implemented a formal stakeholder engagement process and regularly engages with identified stakeholders through various channels; engagement outcomes are adequately addressed in the Report.

Materiality: Acceptable. The Company has fairly arrived at the materiality and the Report has not missed out significant, known material issues, however a structured process of quantifying the importance to stakeholders and to the Company and prioritizing material issues and related actions would further help the company in its sustainability risk management process.

Responsiveness: Acceptable. The Company has responded to stakeholder concerns through its policies and management systems, and this is fairly reflected in the Report and the Report brings out commitment for full reporting of partially reported performance indicators with timelines.

Reliability: Acceptable: The Report contains data that is measured and estimated, the majority of the data and information verified were found to be accurate, some of the data inaccuracies identified during the verification process were found to be attributable to transcription, interpretation and aggregation errors and the errors have been corrected.

In accordance with the AA1000AS (2008) requirements for a Type 2, moderate level assurance engagement, we conclude that the specified sustainability data and information presented in the Report is generally reliable.
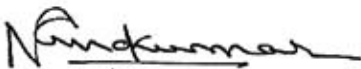
Additional Parameters as per DNV's Protocol

Completeness: Acceptable. The reporting boundary needs to progressively cover all entities of the Company based on the road map prepared by the Company.

Neutrality: Good. The information contained in the Report is presented in a balanced manner, in terms of content and tone. Limitations are fairly presented with commitments to future improvement.

In our opinion, and based on the scope of this assurance engagement, the HCL Technologies Limited Sustainability Report 2011 – 2012, provides a fair representation of the Company's sustainability policies, objectives, management approach and performance during the reporting year.

For Det Norske Veritas AS

Vadakepatth Nandkumar	Antonio Astone
Project Manager	Global Sustainability Manager
National Head ¬Sustainability & Business Excellence Services	Corporate Responsibility Services
Det Norske Veritas AS, India	Det Norske Veritas AS, Italy.

Bangalore, 17th October, 2012.

AA1000
Licensed Assurance Provider
000-10

HCL TECHNOLOGIES LTD.
A 10/11, Sector 3, Noida, Uttar Pradesh -201 302. India.
www.hcltech.com / www.hcl.com

Hello, I'm from HCL! We work behind the scenes, helping our customers to shift paradigms and start revolutions. We use digital engineering to build superhuman capabilities. We make sure that the rate of progress far exceeds the price. And right now, 90,000 of us bright sparks are busy developing solutions for 500 customers in 31 countries across the world. **How can I help you?**

www.hcltech.com

HCL