

This Sustainability Report has been created by a core team of employees who have experienced the 'Employees First' philosophy of HCL. The report highlights actions that facilitate our economic growth in a sustainable way by including other equally important aspects such as : wellbeing of employees, environment and society at large. The responsible actions of HCL are ideated, implemented and monitored by us, who we call our passionate **Ideapreneurs**.

When we began the journey of writing this report, and relating it to the Sustainability Principles and the Triple Bottom Line concept, we realised that sustainability is nothing but ancient wisdom. This wisdom was propagated and practiced by many a great thinkers and philosophers. Most renowned of them were Kautilya (Chanakya), Aristotle, and Plato. Our own ancestors have carried this wisdom and values to us across many ages .

Digging into our rich Indian heritage, we found that amongst all these renowned philosophers, we were particularly drawn to Kautilya (Chanakya). Kautilya, known to be a master scholar of his times, laid the foundations of modern day economics, business and politics with his analytical discourse- The 'Arthashastra'. This book dates back to almost 2400 years ago (350 BC) and provides excellent concepts on sustainability. The book deals with different aspects of management which includes Strategic Management, Financial Management, Accounting, Human Resource Management, Corporate Governance, and Social Responsibility. We have drawn a number of inferences from this book to connect with HCL practices, in order to ideate discussions with Stakeholders about our actions for the future.

HCL has been operational for 36 years, and the company is run on the collective wisdom of 84,000+ employees. We believe that it is important to leverage this wisdom for sustenance. We believe, these 36 years have provided us with insights on Sustainability and thereby, we must embrace those values that the collective wisdom has taught us, in order to make way for our tomorrow, today.



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Shiv Nadar,
Chairman, HCL Technologies

"HCL's sustained growth momentum has been possible because of our uncompromising focus on some strong value fundamentals. Our corporate governance practices are one such foundation which has enabled us to generate long term value for all of our stakeholders. Empowered by the principles of integrity and transparency, these practices continue to be our core differentiator in a rapidly evolving macro environment".





Anant Gupta,
CEO, HCL Technologies

At HCL, my colleagues and I are committed to the area of corporate sustainability and business strategy that creates profits and contributes to the well-being of people and the planet. As a high performance organization, guided by a strong corporate culture and enduring values - we leverage our core competencies to strengthen our commitment to the ecosystem, including the environment and diverse communities we interact with.

Two years ago, when we published our first Sustainability Report, the exercise gave us a good opportunity to take stock of our Sustainability Agenda and draft a strategy with a clear set of goals to achieve by the year 2020. This year, when I review the progress, I am happy to note that we have made headway and advanced well in all areas.

We have reduced our per capita carbon footprint by 3.2% and absolute consumption of water by 6% over the last year. We have effectively managed these with our responsible investment in Green Data Centers as well as the procurement of renewable energy resources.

For us, the ecosystem has always included communities- at- large. Via the HCL Technologies Foundation, we continue to focus on the development of less privileged youth and marginalized women. There are over 20,000 direct beneficiaries who are receiving support for advancement in education, skills development and rehabilitation this year. Further, our siting approach for setting up HCL operations ensures direct and indirect employment opportunities for many individuals locally.

We work with customers to solve some of the world's biggest IT challenges - and these challenges further broaden and inspire our sustainable thinking and actions. In this process of innovation, we do not limit our thinking to solutions alone; concurrently, we focus on important aspects such as people, community and the environment that we are a part of.

Thus, our Sustainability Agenda is embedded in the four Rs: Responsible Business, Renew the Ecosystem, Rebalance the Workplace, and Repay our Society. As market dynamics change across the globe, we need to respond quickly to situations but focus on conducting business responsibly at all times. Our vision for the future will be to build new business models that encourage and facilitate responsible growth - which enhances our positive social impact and lessens our environmental footprint.



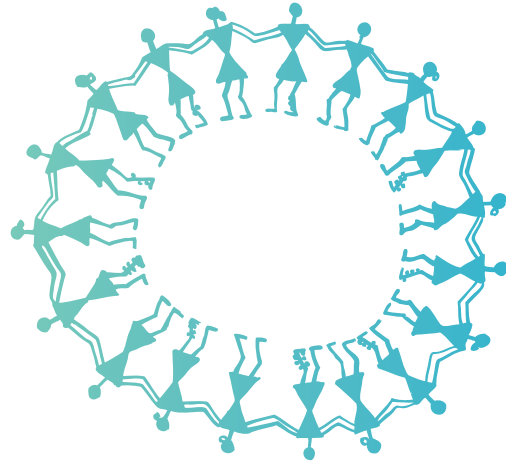
About HCL Technologies

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 26 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 85,000+ transformers to create a real value for the customers. HCL Technologies, along with its subsidiaries, has reported consolidated revenues of US \$ 4.5 Billion, as on year ended Jun 30, 2013. Corporate Identity number (CIN) of the company is L74140DL1991PLC046369.

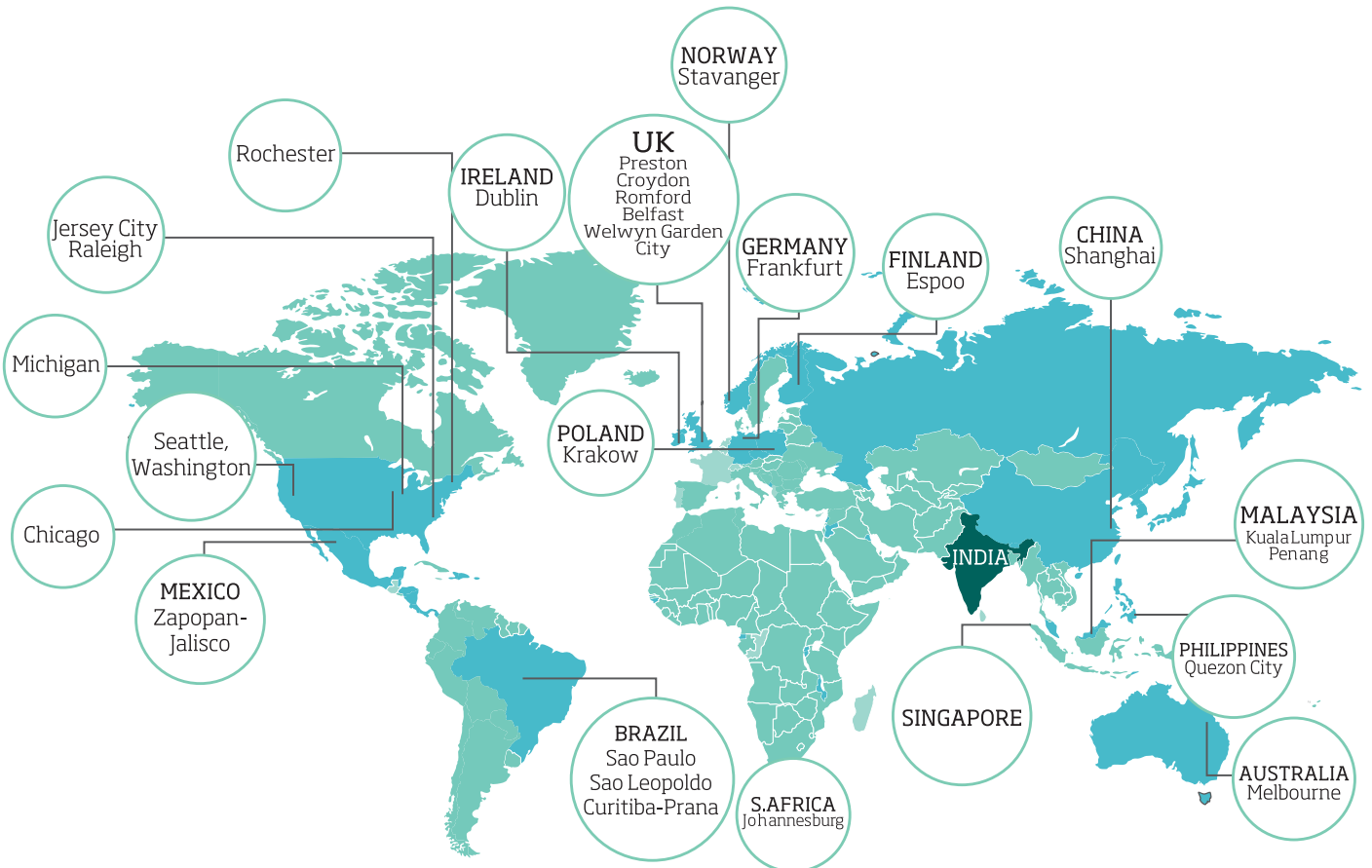
For more information, please visit www.hcltech.com.

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	• Germany	• Mexico	• Singapore
• Belgium	• Hong Kong	• Netherlands	• South Africa
• Brazil	• India	• New Zealand	• Sweden
• China	• Indonesia	• Norway	• Switzerland
• Czech Republic	• Israel	• Poland	• UAE
• Denmark	• Italy	• Puerto Rico	• United Kingdom
• Finland	• Japan	• Qatar	• USA
• France	• Malaysia	• Saudi Arabia	



From the Sustainability Desk

We believe, it is in our capability today to envision, educate and enable, based on the collective wisdom of HCLites. Envision a future, where we pass on what has been handed over to us safely, on to the next generation, Educate our stakeholders on benefits of sustainable growth and development, and Enable everyday processes to ensure the same.

Our Employees continue to be our core priority for two major reasons:

- (1) Being in the IT services industry, our growth largely depends on the talent at the workplace. Employee wellbeing, skills development and contribution to innovation and business, are key drivers for HCL's success. Being an "Employees First" company, we focus on activities to improve the engagement, enablement and empowerment of every HCLite.
- (2) Our workplace is a reflection of the society in which we operate. As we continue to attract talent, including the supply chain staff locally, we believe it is important to also help promote wellbeing of the society at large.

During FY 2013, we made some important changes in our Sustainability strategy.

Mr Prithvi Shergill, our Chief Human Resource Officer is the sponsor and custodian of Sustainability. We have a designated member, Ms Robin Abrams, from the Board to review progress and guide us. Her DIN no. is 00030840.

The Sustainability Council has expanded to include the senior most members from key functional departments. The programme office continues to oversee day to day activities.

The Sustainability Roadmap and its related activities are aligned with the GRI 3.1 principles, as well with Business Responsibility Reporting (BRR) requirements which have been mandated by the Indian Government and Securities and Exchange Board of India (SEBI) this financial year.

All our Sustainability actions are best summarised and strategized under the 4 R's- Responsible Business, Renew Ecosystem, Rebalance Workplace and Repay Society sections of this report . Our Stakeholder Engagements have helped us to rethink our priorities which are mentioned under "Sustainability 2020" section.

During FY 2013, we won some prestigious awards for our Sustainability efforts such as:

- ET Carbon Ranking Leader Award from Environmental Investment Organization
- Roll of Honour-UN Women Empowerment Leadership
- Asia-Pacific Enterprise Leadership Awards for CSR

We believe that our 'Sustainability Actions' will only continue to get stronger in future; as these actions are built upon a solid foundation of integrity and good governance over many years. If you have any suggestions for our report or actions, please do write to Sustainability@hcl.com

Thank you,
Srimathi Shivashankar

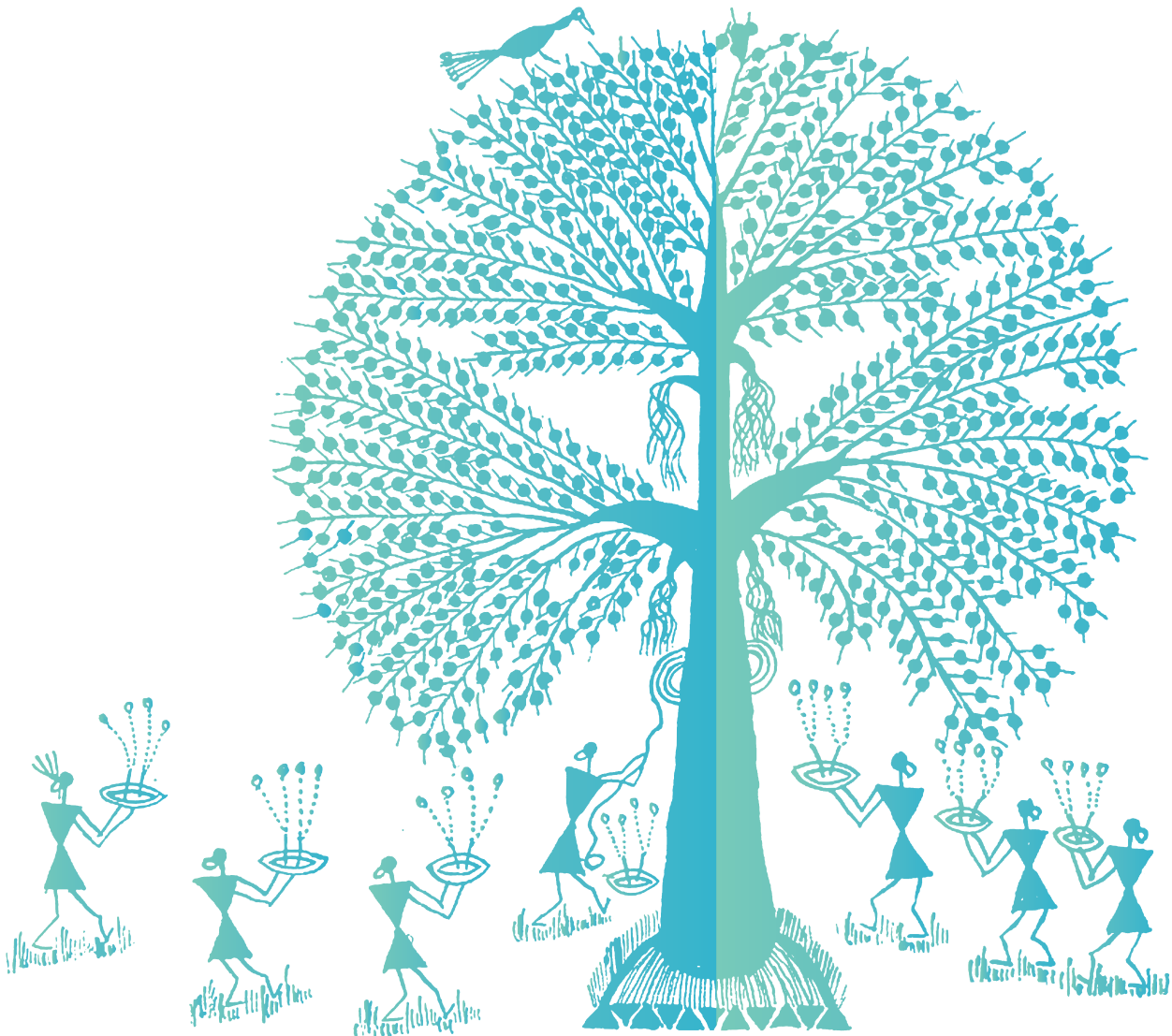


Scope of our Report

This is the third Sustainability Report for HCL Technologies (HCLT) for FY 2013 (July 1, 2012 - June 30, 2013).

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 assurance standard AA 1000 (2008). Emission - related calculations are based on the GHG protocol: A corporate accounting and reporting standard, 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 (HCL); and the reporting principles and methodologies are in accordance with the principles of GRI G3.1 and Business Responsibility Report (BRR) that is mandated by the Securities Exchange Board of India



(SEBI). 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 KPMG. 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. Baltiboi & Co are the independent external auditors of our Annual 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 the following link. <http://www.hcltech.com/investors/results-reports>

The Sustainability priorities have been drafted based on our engagements 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 4Rs - Responsible Business, Redefine Workplace, Renew Ecosystem and Repay Society.

The scope for the environment section extends to all HCLT India operations and 14 Global operations: Cary (US), Poland, Japan, Kuala Lumpur, Penang (Malaysia), Brazil, Mexico, Finland, China, Sydney, New Zealand, Singapore, Melbourne and Egham (UK). The workplace related details cover our Global Operations; the community-outreach programmes are under the 'Repay Society' section and these include all our activities in India and significant Global Development Centres (GDC).

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 the GRI content index. We support the Women Empowerment Principles of the United Nations Global Compact (UNGC) and also advocate and implement the principles of UNGC in our actions.



Our Stakeholder Engagement and Sustainability Priorities



When we embarked on the Sustainability Reporting journey in FY 2011, we identified key materiality issues and actions that need to be considered for the Enterprise wide Risk Management. In the last two years, we have been able to embed these risks in various functional departments of HCL and specific actions have been carried out by the respective departments. Therefore at the beginning of FY 2013, the Sustainability Council decided not to continue reporting these risks independently; but the progress of the desired actions would rather be reviewed with the function heads.

This decision helped us to advance our engagement with key internal and external stakeholders, and re-prioritize some of the materiality issues and Sustainability actions which were already being carried out. Details of the Stakeholder Engagement and outcome are provided below:

Stakeholder	Key Sustainability Priority	Sections in which priorities are addressed
Employees	Wellbeing, Career Development, Grievance Channels, Pursue no job related activities based on other interests they are passionate about	Redefine work place, Repay Society
Customers	Innovative IT solutions, Green IT	Responsible Business
Vendors and Suppliers	Preference to those who comply with Sustainability vision of HCL, safe work environment for those working as contractual personnel in HCL	Responsible Business, Redefine work place
Immediate communities in	Community development, Focus on youth and women for creating sustainable livelihoods; health and hygiene assistance	Repay Society
Investors & Shareholders	Transparency and maintenance of high degree of disclosure levels and focus on good corporate governance.	Responsible business
NGOs, and Advocacy groups	Community development, Capacity development, Advocacy on Human rights issues such as Diversity, Safety , Advocacy on environment and climate change	Renew Eco System, Repay Society
ICT Forums	Renewable energy , inclusive growth (identifying cities to operate, staffing approach)	Renew Eco system, Responsible business Redefine work place

Materiality Matrix



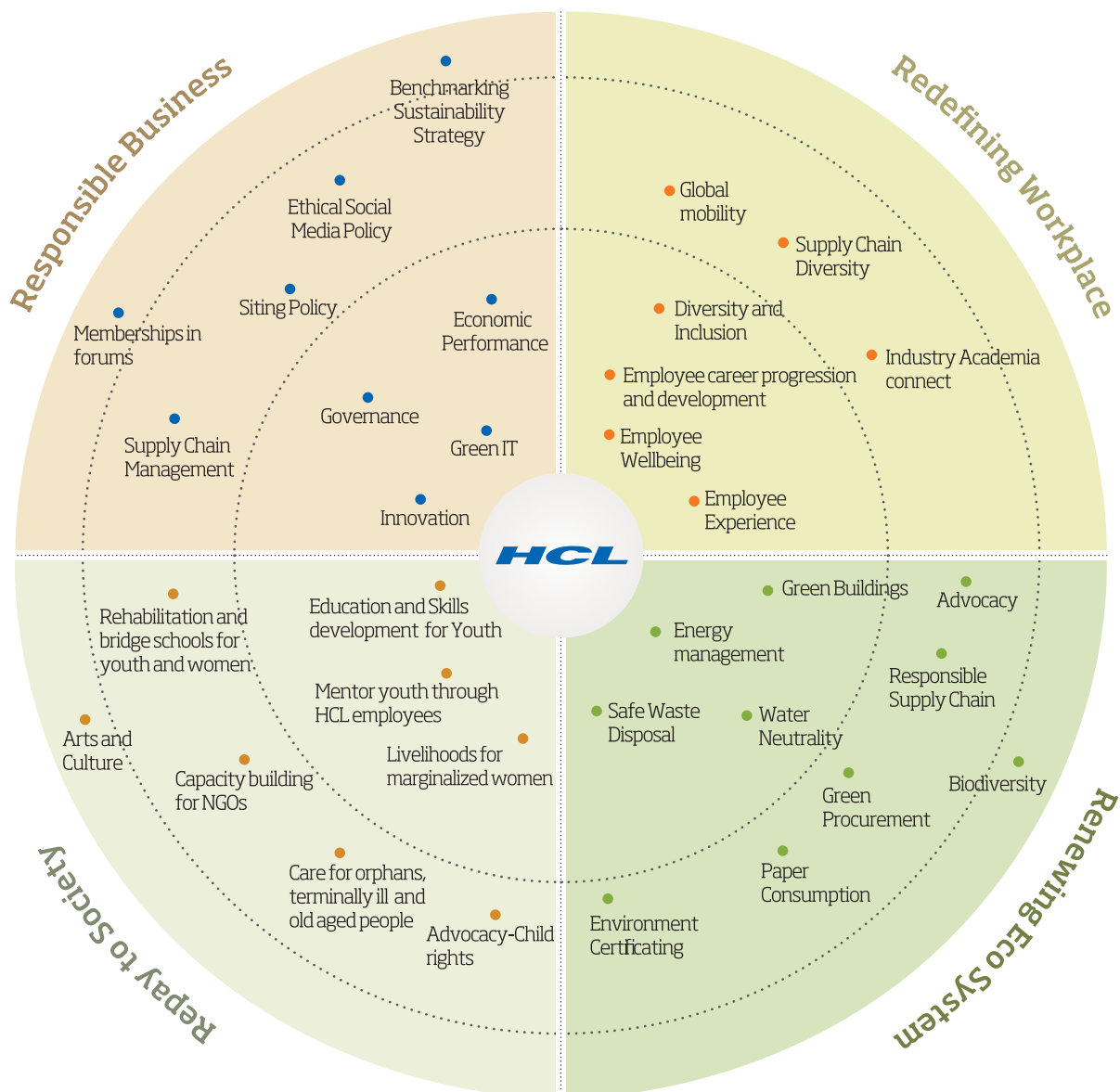
The stakeholder engagement during FY 2013 helped us shape our materiality matrix against our four pillars of Sustainability - Responsible Business, Redefine Workplace, Renew Ecosystem and Repay Society. The priorities -High, medium and low are based on what the stakeholders and HCL value collectively on a mutual sustainable journey.

The issues that are mentioned towards the core of this matrix are of high significance to HCL and also to stakeholders.

The significance of material issues are the measure of two parameters:

- (1) Importance to Stakeholders
- (2) Importance to HCL's business.

Sustainability 10 by 2020 - Our Goals and Milestones



Sustainability 10 by 2020 - Our Goals and Milestones				
Sustainability 10	Long Term Goal	Goals 2013	Achieved 2013	Goals 2014
Responsible Business				
Advocacy	Participate and contribute ideas to shape public policies that are science based and impact Social and Environmental issues positively	Participate and contribute in key Sustainability forums	HCLites completed their basic training on COBEC. Ethics dialogue channel is available for HCLites to share any ethics dilemma. Participated in CDP benchmarking and Leader Board Survey by Greenpeace.	Improve on CDP ratings
Green Data Centres	Reduce absolute Energy Consumption of our Data Centres by 40% over the base year 2011	Reduce Energy Consumption by 10% over FY 2012	Reduced absolute energy consumption by: 25% over FY 2012	Reduce Energy Consumption by 15% over the previous year
Redefine Workplace				
Promote Inclusive Growth - Employee and Supply Chain	Integrate Diversity into our Service Life Cycle and Inclusion in Employee Life Cycle programmes	Improvement by 1% of Gender Diversity in the workplace & in the Supply Chain Strengthen women mentorship programmes.	Marginal improvement on Gender ratios. Formal mentoring programme for women in HCL launched.	Improvement by 1% of Gender Diversity in the workplace including women suppliers' base.
Nurture Employee Wellbeing and Safety	Employee Benefits to include Sustainable Lifestyle and Workplace safety programmes	Measure Effectiveness of Life Counselling Services offered for employees Implement Well being programmes for women in Supply Chain.	Measurement for professional Life Counselling deployed and reported. Women in Supply Chain provided training on health, safety and how to report on any harassment at workplace	Focussed Health Camps and 24/7 support for emergencies for employees. Implement Stress Management and Work Balance tools for all employees.

Renew Eco System				
Reduce Carbon Footprint in operations.	Reduce per capita Carbon Footprint by 20% over the base year 2011	Reduce per capita Footprint by 2% over the previous year in company owned facilities	Reduced per capita emissions by 3.2% over the previous year. Absolute direct and indirect energy consumption reduced by 5.7% over the previous year.	Reduce per Capita Carbon Footprint by 3% over the previous year Maintain Responsible Operations Data for all Global Offices that are not company owned
Invest in Renewable Energy	20% of Power purchased will be substituted by Renewable Energy.	Reflect milestones achieved and clarity in strategy for 2020.	300% increase in biomass based renewable energy over the previous year.	Increase in Renewable energy procurement over and above this year.
Improve Water Efficiency	Reduce consumption of water by 30% over the base year 2011 in our owned facilities for sustenance	5% reduction in per capita water consumption over the previous year	Absolute water consumption reduced by 6.1% over the previous year. Since FY 13 we have commenced measuring water consumption in multi tenanted offices used for HCL operations outside India	5% reduction in per capita Water Consumption over the previous year
Meet world class Green Standards for our buildings	50% of all our new buildings will comply with LEED standards	Include and institutionalize Green Design in all the new operational centres.	Institutionalized Green Design in 2 of our new operational centres. 20 office buildings are OHSAS 18001 and ISO 14001 certified.	24 more operational centres to be certified for ISO 14001 and OHSAS 18001 management system standards.
Repay Society				
Dignified life for 100,000+ beneficiaries	Enable sustainable livelihoods for 10,000 less privileged youth and women	Identify and launch programmes for rehabilitation and training of youth and women	63 Youth Centres launched till date including training academies, 2400 beneficiaries	Employment / Higher Education for 1000 beneficiaries
Power of One Enable and help Employees connect with the community	Employees participate in Community Giving, Advocacy and Capacity Building including mentorship for NGOs and students	Enrol 10,000 HCL employees as volunteers	Enrolled 12,000 volunteers	Enrol 12,000 new volunteers



Responsible Business

Kautilya's Arthashastra maintains that, for good Governance, all administrators, including the king were considered servants of the people. Good governance and stability went hand in hand. He emphasised that stability in the kingdom would prevail only if the rulers are responsive, accountable, removable, and recallable. Failure of these virtues will result in instability.

These tenets hold good even today.

In the second chapter of Arthashastra, Kautilya mentions that, 'Sovereignty is practicable only with the cooperation of others and all administrative measures are to be taken after proper deliberations'. Kautilya recommended a strict 'Code of Conduct', for the King and his administrators.

He equates political governance with economic

governance. The end is economic governance, while political governance is a means. Good governance forms the base for a sustainable and an effective administration. Good governance and stability are inextricably linked. As mentioned above, if rulers are responsive, accountable, removable, recallable, there is stability. If not, there is instability. This is even more relevant in the present democratic set up and global companies like us.

In HCL, our Governance Framework is based on the principles of integrity, fairness, equity, transparency, accountability and commitment to values. Demonstration of sound Corporate Governance practices help us to accelerate economic growth and related value creation for all our stakeholders.

'Responsible Business' to us means, while we focus on economic growth and creating value to our

Stakeholders, we also (1) Uphold integrity and transparency in all our activities by adhering to our Code of Conduct principles, (2) invest in innovation and Ideapreneurs who add value to our innovation and client Sustainability efforts, (3) deliver ICT solutions in a sustainable manner – Green Data Centres, Inclusive Procurement and Supply Chain Management.

We won the prestigious ICSI National Award for Excellence in Corporate Governance, for the year 2013. The Institute of Company Secretaries of India, (ICSI) stated that the award has been conferred on us for our proactive and contributing capabilities, internal excellence, innovation and value creation for the Stakeholders, fundamental qualities of governance ethos, vision and Sustainability.



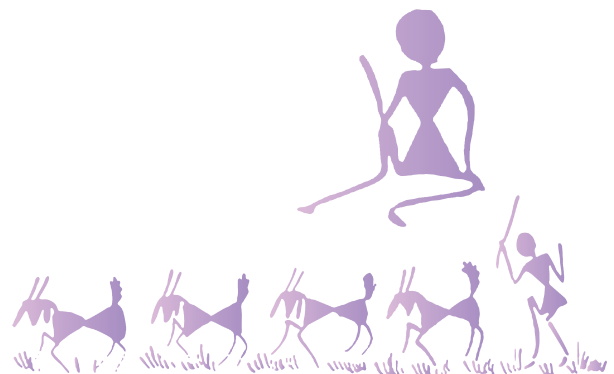
Our day to day operations and decisions are guided by a set of rules under the Code of Business Ethics principles and policies (COBEC). During FY 2013, we reinforced our responsibility towards balanced governance with the dissemination of the Code of Business Ethics and Conduct (COBEC); Anti-Bribery and Anti-Corruption (ABAC) Policy; and Business Gifts and Entertainment Policy (BGEP). These policies are available in: <http://www.hcltech.com/about-us/corporate-governance/governance-policies>.

This year, we have also institutionalized an external ombudsman for looking into all complaints on the related subject. Any stakeholder can report any violation of ethics at whistleblower.hcl@tari.co.in

We continue to help our employees understand and manage ethics dilemma situations by sharing the organization's perspectives through the ethicsdialog@hcl.com channel. It is a mandate for every HCLite to complete their training on the Code of Conduct and related policies this year.

Our CHRO is the Chief Custodian of the Corporate Governance mandate and his perspectives on Sustainable Governance are available at <http://www.hcltech.com>. We ensure that our governance policies are in line with the ever changing Global Corporate Governance scenario. We continue to conduct various trainings and awareness campaigns to ensure that the changes are imbibed in to the day-to-day activities of our employees. The corresponding changes are reflected in the vendor and supplier contracts in form of addendums. We were not subjected to any legal actions for Anti-Competitive Behaviour, Anti-Trust, Monopoly Practices or non-compliance with laws and regulations in the FY 2013. The internal risks and audits team provides key management leaders with risk insights and the various departments pro-actively implement actions to comply with COBEC or local regulations.

We remained apolitical and advocated government policies on Sustainability. We have not contributed financially or in kind to any political party, politicians or related institutions during the FY 2013.





Economic Performance

During the year ending June 2013, HCLT's revenues grew by 12.9% YoY. On a three year Compound Annual Growth Rate (CAGR) basis, HCLT's revenue grew by 15.%. On a five year CAGR, HCLT's revenue grew by 21.1%. All the details on our economic growth, as well as the business related risks and opportunities are available in the Annual Financial Report published in <http://www.hcltech.com/investors/results-reports>

		(Amount in US\$Mn)		
Component		2012 -13	2011-12	2010-11
Direct economic value generated		4,737.94	4,192.84	3,587.71
a) Revenues	Net sales plus revenues from financial investments and sales of assets	4,737.94	4,192.84	3,587.71
Economic value distributed		4,391.89	3,977.97	3,440.17
b) Operating costs	Payments to suppliers, non suppliers, non - strategic investments, royalties, and financial payments	1,459.99	1,331.53	1,184.05
c) Employee wages and benefits	Total monetary outflows for employees (current payments, not future commitments*)	2,296.99	2,161.44	1,888.99
d) Payments to providers of capital	All financial payments made to the providers of the organizations capital	166.36	184.63	150.24
	Dividend	147.11	157.51	114.70
	Interest	19.25	27.12	35.54

e) Payments to government (by country)	Gross taxes	468.45	299.53	216.81
	India	186.60	107.56	58.40
	Others	281.85	191.97	191.97
f) Community investments	Voluntary contributions and investments of funds in the broader community (includes donations)	0.09	0.84	0.07
Economic value retained (calculated as Economic value generated less Economic value distributed)	Investment, equity release, etc	346.05	214.87	147.54
Geo wise break down of revenue	USA	57.0%	57.0%	55.8%
	Europe	29.0%	27.3%	26.9%
	ROW	14.0%	15.8%	17.3%
Key Economic Ratios	Year-on-year revenues growth (%)	12.9%	17.1%	31.1%
	Employee cost / total revenue (%)	49.0%	52.1%	53.3%
	Operating profit / total revenue (%)	19.7%	15.9%	13.4%
	Return on average invested capital (%)	30.5%	20.8%	16.1%
	ROCE (PBIT) average capital employed (%)	34.9%	26.3%	20.0%
	Basic EPS Growth (before exceptional Items (%)	51.3%	34.6%	33.3%
	Price/ earnings at the end of the year	12.42	12.23	21.12
	Tax / PBT (%)	23.3%	24.7%	23.0%

Attrition rate for HCL Technologies has been 17.11% for FY 2013.

*Inclusive of pension and gratuity

Scope: HCL Global operations as of 30 June 2013

Tax Benefit: MAT credit recognized by company in books of accounts as on 30th June 2013 and 30th June 2012 is INR 343.57 Cr. and INR 331 Cr. respectively. Hence, the net MAT Credit increased in current year is INR 12.56 Cr. R&D expenditure in 2012-13 is INR 157.92 Cr. Our total spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%) for FY 13 has been 0.094%.

Our Value Creation Approach



“Before you start any work, always ask yourself three questions: Why am I doing it, what might be the results, and will I be successful? Only when you think deeply and find satisfactory answers to these questions, go ahead.” - **Arthashastra**

Drawing an analogy from this ancient wisdom, every HCLite is empowered to ask the same three questions and is enabled for implementing actions emerging out of these questions. We believe these actions have helped us in creating value to our customers and other key stakeholders. We call the value creators, as our **Ideapreneurs**.

Ideapreneurs

The Ideapreneurs are enabled through multiple forums such as Value Portal, MAD JAM, Lead Gen and are given opportunities to collaborate with customers to lead Innovation. As an ICT company we are cognizant of our Stakeholders’ Expectations in managing the resources - be it environment or people in the most sustainable and responsible manner. Our Responsible Services framework approach encourages every Ideapreneur, who is driven by HCL’s unique, culture of grass-roots, business-driven, and customer-focused innovation. This culture of ideapreneurship in HCL is creating a vibrant entrepreneurial atmosphere where employees are taking the lead in finding solutions and ideas and then leading them to fruition.

Ideapreneur led Value Creation:

Case 1: Simple Idea, but Sustainable Savings for the Customer

The customer is the second-largest home improvement retailer worldwide. It operates more than 1,750 stores in the United States, Canada and Mexico; serves approximately 15 million customers

each week; and employs more than 248,000 people. Its stores stock 14 product categories ranging from appliances and tools, paint, lumber and nursery products. The customer wanted to unify and consolidate backup and recovery tools – Net backup, Networker and Upstream – by migrating them to CommVault.

The migration activity for this retail giant was offshored to us with K. Harish Nair in the lead. While supporting the migration activity, Harish discovered flaws in the backup process. As per him, approximately 10% of the client servers were associated to more than one schedule; which was triggering duplicate backup jobs for the same client server, each day and resulting in additional maintenance costs of \$1.5mn.

Harish, a successful young leader at HCL who executes every task impeccably while focusing on delivery excellence, gave an innovative idea through the value portal: A definitive scheduled structure for backup. Once the scheduled structure was approved by the customer, Harish created 110 schedule policies and then associated each schedule policy with the newly created client groups. He manually added clients to these client groups, thereby optimizing the customer’s backup environments, improving efficiencies, and minimizing backup window.

So far, Harish’s simple idea on process improvement has helped the client save \$1.5 million spend on maintenance. Moreover, the new scheduling structure is saving 2.5 TB storage space for the customer, each day resulting in accelerated backups; and ensuring that application server backups day on day basis, are accurate.

Case 2: Values Driven Solutions for the Customer

The customer is a Texas-based diversified financial services group of companies which includes a Texas Department of Insurance regulated unincorporated, reciprocal inter-insurance exchange and a Fortune

500 financial services company offering banking, investing, and insurance to people and families that serve, or served, in the United States military. The group wanted to transform its call centre into a strategic asset that provide a competitive advantage and promotes growth. The first step in the right direction was the client's decision to move from the old witness (Auto coaching and mentoring solution) for call recordings to the more advanced system called Verint.

The new system was efficiently helping the customer meet a range of needs, from compliance recording and liability management to monitoring agent performance. However, there was a glitch: the customer couldn't search call recordings by member-number (the unique number assigned to the caller). The old system, Witness, had this capability built-in. With the thought of building this capability within the new Verint system, the financial firm services started a project with us.

Before starting with the project, Sachin Rajimwale, our Product Manager at the client side decided to explore the Verint system's features and capabilities. Applying his keen eye for detail, he identified that the Verint system already has the capability to search call recordings by member-number.

Adhering to our core value, Transparency, Sachin decided to demonstrate a prototype of the in-built capability to the customer. Our ethics and transparent work culture delighted the financial services firm, and they decided to shelve the project, thereby saving \$1.1 million.

Case 3: Holistic Approach to Optimize Business Capabilities

The customer is a large producer of lead-acid batteries, including automotive batteries and industrial batteries. The company's four global business groups (Transportation Americas, Transportation Europe and Rest of World, Industrial Power Americas, and Industrial Power Europe and Rest of World) provide a wide range of stored electrical energy products and services. The customer's IT infrastructure was falling apart despite

all their attempts to keep it up and running. Hence, the customer decided to outsource their IT infrastructure services to us.

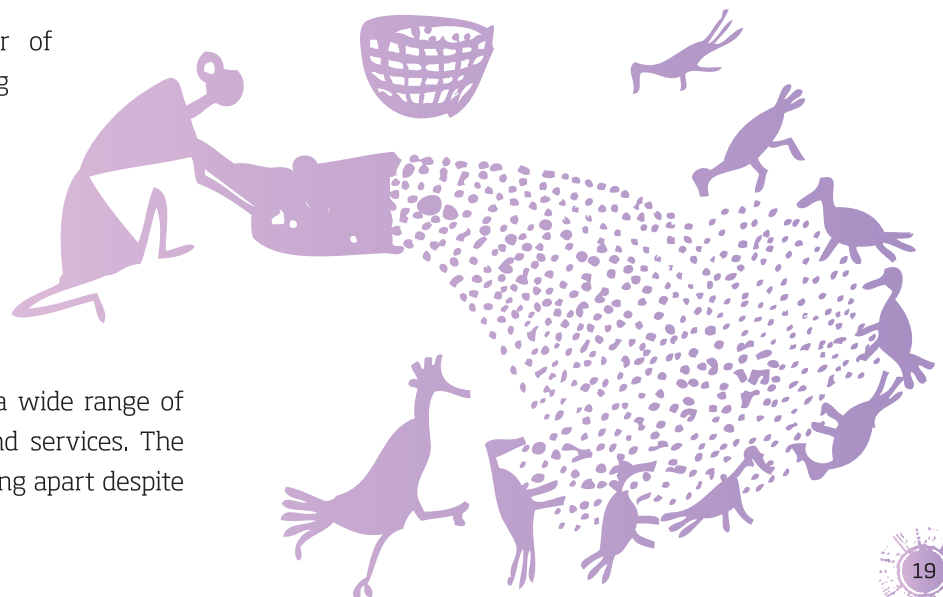
We introduced well-defined SLAs to ensure consistent and high-quality IT services across customer's various business units. This resulted in improved service levels, higher productivity and significant cost reductions. But, Abhijit Haiti, our Tech Manager at the client side was more concerned about embedded inefficiencies and interdependencies affecting IT business continuity.

Realizing that great business continuity and disaster recovery planning is an opportunity to improve customer organization's efficiency as well as its resilience, he thought of developing and implementing a high availability test plan. He, along with his team, reviewed and analysed IT infrastructure components, identified gaps and SPOFs [Single Points of Failures], and successfully tested HA functionality for each and every infrastructure component.

The HA testing was completed successfully in over a period of four months. Today, the customer has a highly resilient IT infrastructure, which has resulted in better business continuity. The customer has seen a saving of \$1.2mn.

Case 4: Green Solutions for the Customers

Our Infrastructure Management business offers a number of Sustainability services, especially in the area of Remote Information Management to customers meeting their Green, Governance and Growth requirements. Details of our offerings are available in www.hcltech.com. We also have



innovative Green IT products and details of these are available in Appendix section of this report.

We leverage our Data Centre virtualization services and Green Data Centres to help customers achieve one or more of the following: (1) Reduction in Data Centre Management Cost (2) Reduction in overall Data Centres hardware cost (3) Reduction in Data Centres Server Power and Cooling Consumption (4) Reduction in Data Centres space provisioning (5) Elimination of business loss associated with infrastructure unplanned downtime (6) Reduce new capacity provisioning time.

Virtualization Case Studies:

Case 1: Fortune 500 Semi -Conductor Manufacturer

Our Sustainability Solution: We collaborated with the customer to develop a plan based on available resources, skills, acceptable downtimes, costs, and overall project objectives. We consolidated 50 servers to nine active ESX 3.0 servers and swing servers. The computed the overall physical/virtual ratio between the two sites 27:1 to 20:1.

Benefits Achieved: Reduced power consumption to 79% resulting into approximately \$100,000 Year on Year in power savings. We helped the customers to save capital expenditure on new hardware and improved redundancy and DR flexibility of the consolidated servers. In addition, our efforts helped the operational staff to improve their service efficiency.

Case 2: Fortune 50 Life Sciences Company

Our Sustainability solution: We introduced the industry best practices to consolidate 2400 servers across 300 locations. The computed overall physical/virtual ration between the two sites reduced to 8:1.

Benefits Achieved: With our solution, we helped the customer to reduce overheads as the server hardware requirements reduced by 80%. This further helped in bringing down the power consumption by 82%.

Customer led innovation and ICT solutions

Our Customer Advisory Council (CAC) platform has



been honoured with the 'Forrester Groundswell' Award in the "Business-to-Business Embracing" category. This council is a global collaborative platform where our major C-Level Customers and Thought Leaders convene bi-annually to provide feedback and recommendations on current and key strategic issues, share best practices and insights into future trends, potential future solutions and implementation approaches identified by us.

We, at HCL believe that it is extremely important to have a deep understanding of every business driver of our customers and the markets they operate in and from. The Customer Advisory Council is a reflection of our commitment toward our customers. This not only creates great dialogues and intimacy with our customers but also helps us steer our business strategy effectively.

We have adopted a 360-degree approach in embedding value in all facets of the HCL-Customer relationship. With the support of an external agency, we conducted an annual survey on customer satisfaction (CSAT). In FY 2013 we had a participation rate of 72.4% with an overall improvement of 10% in CSAT Scores. HCL's top accounts have also shown significant improvement in their respective scores. Key expectations of our customers are being analysed for implementation during FY 2014.

We have also been ranked in the Leadership Zone as a leading Engineering Services Provider by a renowned globalization advisory firm in their study titled 'Global R&D Service Providers Rating (GSPR) 2012'. We have always been a disruptive force in technology adoption and have many 'firsts' to our credit for creating industry leading propositions. We were also the first to

talk about “Application and Infrastructure” integration, the first to think and create utility models like “Business Ready Infrastructure” (BRI), MtaaS™ (a Business Service Management Centric Service Delivery platform), and the first to partner with ISVs and technology companies to create cloud and mobility based services, delivery platforms and service operating models.

Our business transformational solutions are available in our publication ‘CIO Straight Talk’, which is available online for all stakeholders at: <http://www.hcltech.com/i-have-an-idea/straighttalk>.

Innovation Channels- MAD JAM & Values Portal

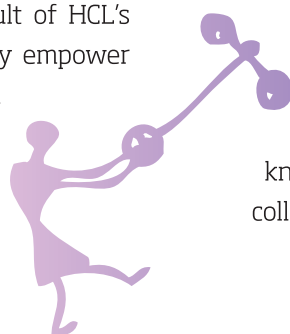
The vibrant entrepreneurial culture in HCL, is giving rise to institutional and grass-root programmes that help in seeding ideas, mentoring creativity and harvesting innovation - the Value Portal encourages co-creation of value and has generated over 20,000 ideas on live client projects.



MAD JAM is a centralized platform for celebrating the business centric implemented ideas and innovation of employees from across the organization. It provides employees with a platform to share their best ideas for innovation and transformation. A jury of senior delivery managers shortlist the best ideas, which are turned into videos and hosted on HCL intranet and on Youtube, where employees vote for their favourite entries

This year, the MAD JAM 2013, has helped the Ideapreneurs take their ideas to the next level—converted them from concept to reality with the help of MAD start up fund of USD 250,000. The funding is available not for the winning ideas, but for the ones which have the potential to scale-up and create a big business impact for HCL.

This culture of ideapreneurship is a result of HCL’s Employees First values, which collectively empower and encourage individual employees at all levels of the organization to come up with innovative solutions to operational and customer challenges.



Knowledge Management and Best Practices Forum

Effective Knowledge management (KM) is a best practice blue print. Globally recognized as a key driver and competitive differentiator, Knowledge Management (KM) has always remained high on the critical business agenda at HCL.

KM initiatives within HCL are designed around enterprise knowledge discovery through organized search, leveraging experiential knowledge through real-time experts’ discovery and mining good practices, reuse and active knowledge sharing and collaboration. This enables operational and competitive performance, increased employee engagement, productivity, risk mitigation, people independence, innovation and organization resilience.

Leveraging Good Practices (GPC) for Real, Innovative and Sustainable Business Excellence

Good Practices Conferences (GPC), a CDO (Chief Delivery Office) bi-annual initiative has evolved to become the innovation hub in HCL to share good practices and lessons aimed at accelerating discovery, improve emerging processes and drive adoption. With the completion of 6 successful editions of GPC, over 2000+ abstracts and good practices are published in a handy e-book available on the site for easy reference.

Measurable Outcomes:

- (1) Creating a robust ‘knowledge’ ecosystem - arKMedes

arKMedes, is our knowledge management portal that helps employees to learn, collaborate and share their expertise seamlessly across teams located across 31 countries. It is a one stop solution that enables systematic management of vital knowledge by integrating information, collaboration, processes and expertise. arKMedes

has a user base of 45,525 with a steep 25% increase in its new users and about 2000 knowledge asset contributions in in FY 2013

(2) **Communities of Practice (CoP)**

CoP is a platform where groups of employees who share an expertise come together for collaborative learning and sharing. Currently, there are 122+ Communities catering to different technologies, enabling functions, domains, tools, processes and methodologies with a 18,937 strong subscription base with dedicated 10,000+ readership.

(3) **Frugal Innovation in Action: Lync with Edna**

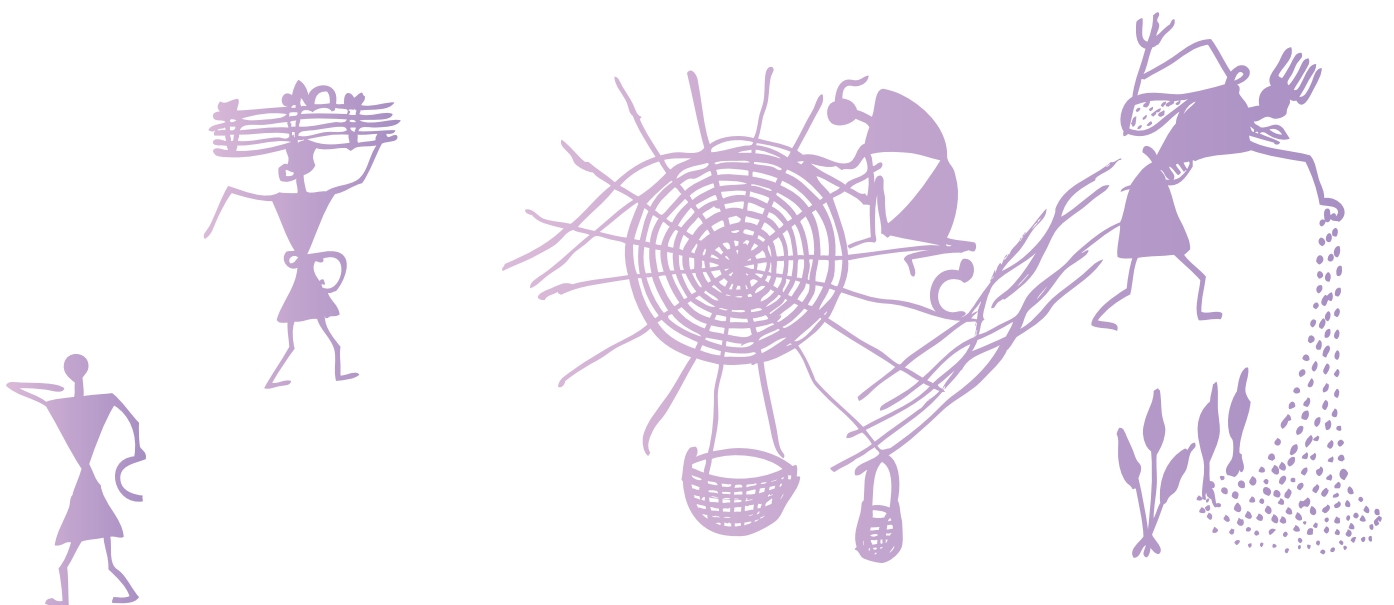
Lync with Edna helps our experts across locations connect, collaborate and share knowledge. During FY 2013, we recorded 21,962 technical conversations.

(4) **Harnessing the power of Enterprise Reuse**

Within 30 days of its initiation, 105+ projects have used it for quicker turnaround time to the market, by leveraging existing resources and tools

(5) **Making knowledge a sustainable resource: KM Academy**

The Knowledge Management Academy is a strategic initiative to bring new value through a systematic approach of certification, learning and development of best KM practices. It has over 750 HCLites enrolled.





Delivering our Services in a Responsible Way

We believe that, it is not just the governance, innovation and world class IT solutions that accelerate business growth. It is also about delivering these aspects in a responsible manner. The various aspects of this responsibility include our

- (1) Green Data Centres and Green IT
- (2) Information Security and Disaster Management
- (3) Siting policy for setting up our operations
- (4) Responsible Sourcing
- (5) Responsible marketing practices.

We, as an organization are zero tolerant to any Information Security violations. We have made Information Security training mandatory for all our employees. We run Information security awareness programs throughout the year through mailer, posters, screensavers, advisories and e-learning programs. Besides, there is also a two weeks annual campaign on Information Security to improve the awareness among HCLites. This campaign educates each individual on their responsibility to protect Information as well as reporting mechanism for any violations. The related policies are available in Code of Conduct guidelines.

We provide regular trainings on Information Security Policies, Procedures & Practices. This training is conducted initially during the induction of the employees and thereafter at regular intervals centrally and by respective functions/departments. Information security training is a mandate for all employees and covers aspects like password sharing, data disclosure, Business Continuity Management, IPR infringement etc.

We are certified under ISO 27001:2005 and SSAE 16. We have a defined Risk Management & Business Continuity Management system; a robust Security Incident Management procedure and Security Group. The Internal and external audits are conducted on a periodic basis and cover all aspects of physical & environmental security. 71.37% of employees have completed the mandatory training on Information

Security.

We believe in inclusive growth. Indirect employment opportunities are provided to local skilled and semi-skilled labour for support staff such as Security, Facility Maintenance, Transportation and Travel personnel. As an ICT company, we have clear policies and competencies for recruitment and do not employ any child labourers. Our administration team monitors the vendors for child labour compliance and there were no violations this year. Policies pertaining to our siting approach, procurement and supplier/vendor are published in the Appendix section of this report.

During FY 2013, 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 practises.

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. Our local procurement by percentage volume stands at 69% for FY 2013 ; majority of our spent hence is on local vendors thus creating employment and economic opportunities in the locations that we operate.

Diverse programmes are run to create awareness amongst HCLites 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 IT hardware used, and we received internationally recognized Environment and Safety certifications from reputed firms. For, FY 2013, we have not tracked the total environmental protection expenditures by type as they are embedded in the larger facilities and infrastructure budgets of HCL. We did not pay any fines or faced non-monetary sanctions for non-compliance with

environmental laws and regulations.

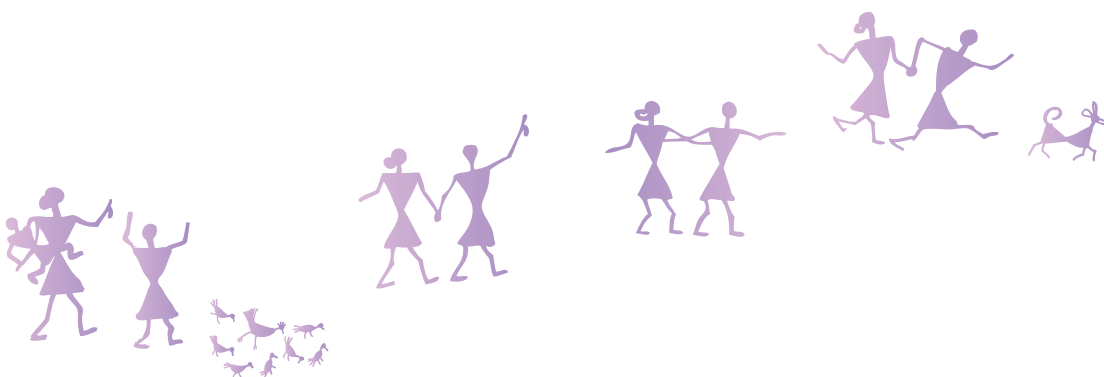
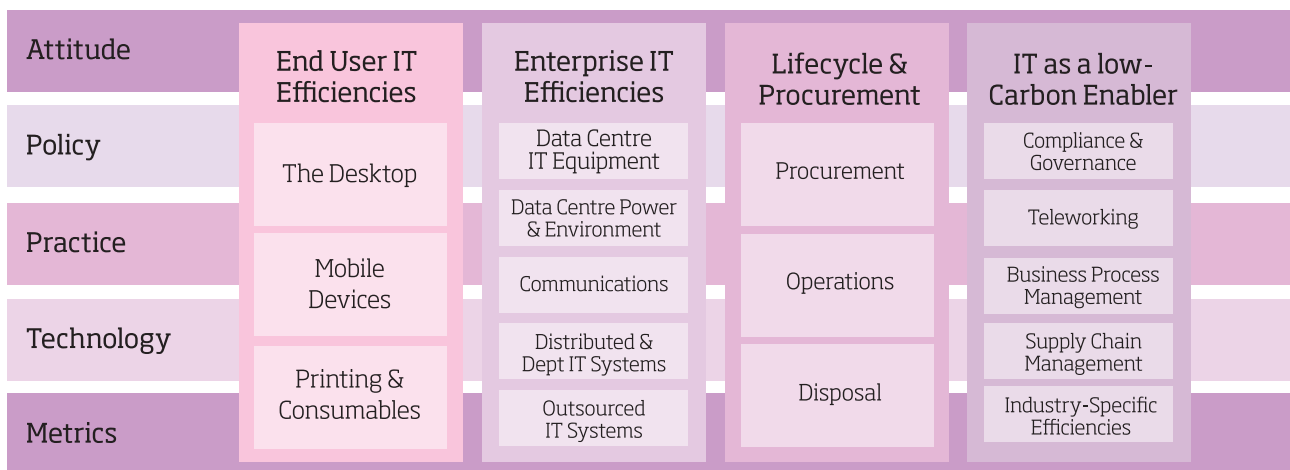
Green IT - Supporting our IT development and Customers every day

In addition to improving HCL's agility to build solutions for customers, our internal global IT services department continue to invest in technologies and competencies that will help HCL reduce carbon footprint and pass the efficiencies to customers. This department manages our first Private Cloud service and has helped HCL adopt Exchange 2010 and System Centre Configuration Manager (SCCM), and continues to enhance mobility in the form of multiple tools like Live Meeting, mp-India, Lync and RMS, and initiated VDI deployment.

The department has strengthened their approach during FY 2013 to provide energy efficient solutions for our day to day operations, recycle electronic products, manage e-wasted disposal responsibly and focus on server virtualisation and consolidation to reduce energy consumption.

With adoption of 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.

Our Green IT Framework



Impact of our Green IT efforts

	Electricity savings per month(KW)	FY 12-13 (\$)	FY 13-14 (\$)
GIT CLOUD	1519	2MN	2.7MN
Green Data Centre-DCIP	169	1MN	300K
Virtual Desktop Infrastructure (VDI)	1125	500K	2MN
LYNC	309	1MN	500K
Green DC Upgrade	573	1MN	1MN
Blade Server Infra	563	1MN	1MN
TOTAL	4257 KW	6.25 MN (\$)	7.55 MN (\$)

A sample of our Data Centre Improvement Project during FY 2013 in our corporate office resulted in Reduction in Carbon Footprint from 0.48 Metric Tons of CO2 to 0.24

All efforts to provide sustainable IT support for day to day operations by the IT Services department helped us to receive the following recognitions during FY 2013:

1. Cloud Leadership Award - INFLEXION 2013
2. Cisco Rainmaker Award
3. EMC World Forum- Best project
4. CISCO CLOUD Connect – MPLS – Best project to adopt new technology
5. CISCO CLOUD Connect – our Tele-presence efforts was awarded as the best End User initiative to support cost reduction initiatives in the company

During FY 2014, the IT Services department will enhance the existing green offerings – CLOUD , VDI, Mobile Device management, Lync etc. - so as to create a more user empowering environment and leverage improve both cost and carbon footprint goals.

Responsible Marketing

“HCL adheres to a responsible marketing model where digital media is at the forefront of our marketing efforts. Digital Media’s enhanced reach and effective content consumption, makes it an optimum platform to increase awareness about HCL Technologies’ socially responsible initiatives.

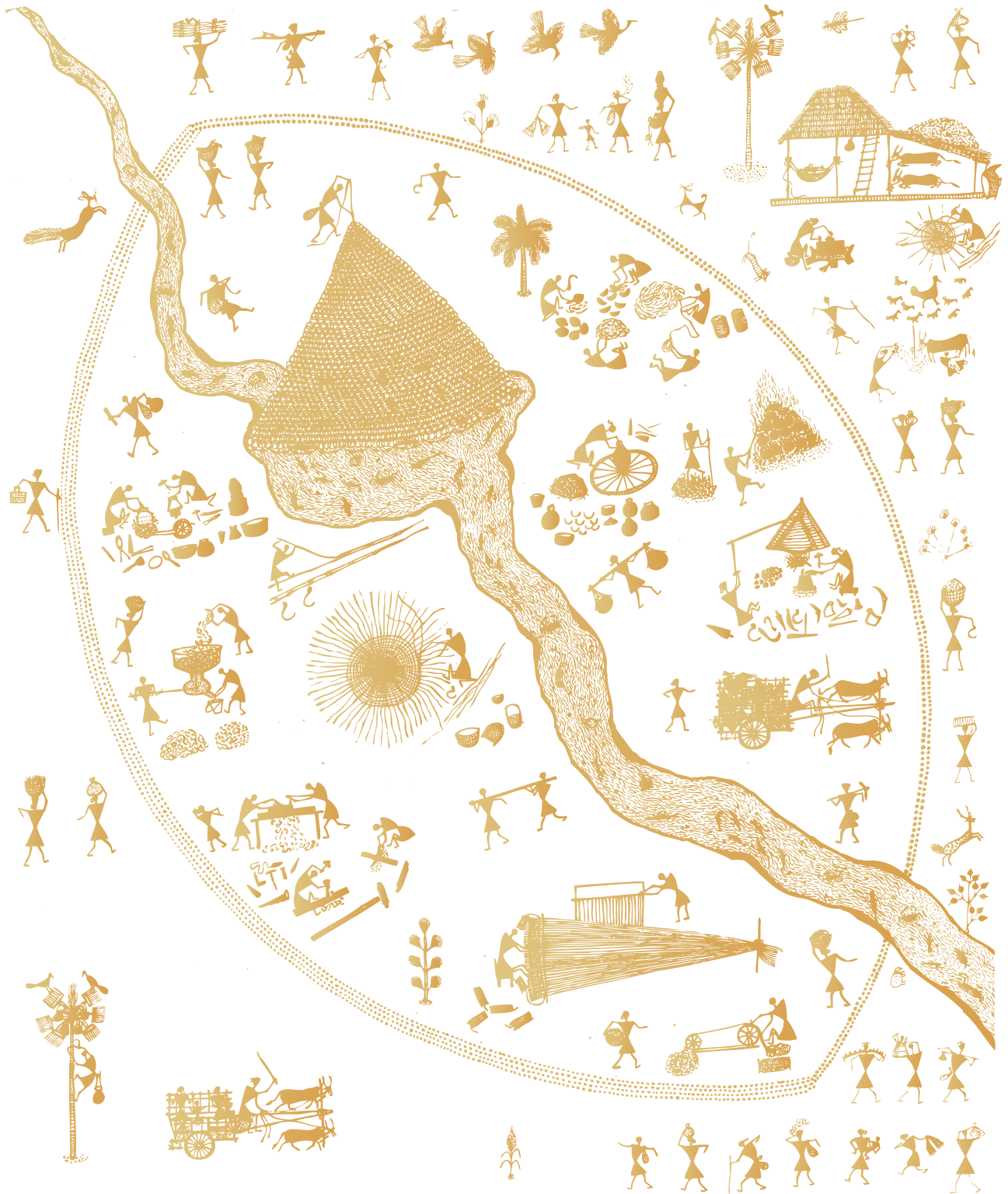
The financial year of 2013 was replete with social awareness campaigns on the digital front.

We have a dedicated section in our newly revamped website highlighting HCLT’s Socially Responsible Business Model (<http://hclte.ch/KdX6MT>). Also the www.hclfoundation.com was changed into www.hclfoundation.org, domain which is especially utilized by non-profit initiatives. HCL Technologies has a very active presence on digital platforms (Facebook, Twitter, YouTube, Google+, websites) with over a million users. Organic digital media campaigns are regularly featured on these digital platforms for example HCL’s initiative to stop child sexual abuse (“**CHUPPI TODO**”) was very well received by the our fan base. Also, one of the YouTube videos on CSR initiative received 19k+ views through organic digital campaigns (“**Power of One**”).

In FY 2013, we took our Social Media Policy to the next level, by creating SMP video which encapsulated a structure and standardized approach to social media participation, both for an individual employee and the business. This video will be launched in the coming months for the internal audience and social media adherence workshops will be conducted for the new joiners. Also, to ensure internal compliance of the policy, we will be initiating a certificate program soon.

To conduct our business ethically our marketing programs adhere to the legal regulations of the countries we operate in. We did not record any substantiated 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.

Redefine Workplace



Kautilya's Arthashastra was a blueprint of policies and structures for the government on which the Maurya Empire was built. However, one of the greatest Maurya Emperors Ashoka felt that the Arthashastra was not inclusive from the people and democracy perspectives. He believed that new rules need to be laid for allowing citizens to participate and contribute to the economic growth. So he created new edicts, wherein he clearly proclaimed inclusion of all, protecting individual rights and freedom and encouraged citizens to voice their opinions. Even 2000 years ago, Ashoka strongly idealised compassion not conflict, and humane values rather than authoritarianism for managing the country and citizens.

How is Emperor Ashoka's action to move away from traditional wisdom relevant to us? Many stakeholders, including the academia, identify HCL as a company that has introduced management practices, which do not particularly fall under the traditional norms

Our Employees First approach is all about inverting the traditional organization pyramid, where the management is at the bottom of the pyramid and all actions of the company are focussed on enabling employees who deliver value to the customers. HCLites who are also our Ideapreneurs are empowered to take decisions on ideas that can increase stakeholder value and transform HCL's way of working while servicing customers. Various platforms including the CEO connect are available for HCLites to share ideas, ask questions and debate on key decisions including policies.

A unique practice at HCL is our 'BlogHer' forum. Whilst many companies invest in diversity training, we have this unique blogging forum on our internal social platform 'Meme', where various aspects of gender-neutral policies are discussed. The open space discussions are non-hierarchical, constructive and help both HCL and employees to demystify work place myths and stereotypes on issues like gender, culture, etc.

Employees First - Breaking Traditional Wisdom on Engaging & Managing Talent

Realizing that customers buy value from employees

who are delivering services to them, we have created an uncontested market space by focusing on internal transformation rather than external innovation, through Employees First.

- We believe that the maximum value is created at the employee-customer interface. Therefore we empower our employees to generate delight for our customers, every step of the way
- It is about the individual taking charge-proactively creating space for growth, expansion and enrichment. We urge our people to create a change in the organization, bring about a revolution and create an ecosystem that exudes brilliance and superiority in everything they do
- Employees First' is our means of getting into the very core of the individual and decoding their individuality and diversity. This also helps in unleashing their potential and equipping them with the necessary tools to enhance the value zone - the employee-customer interface, and in turn, allowing us to maximize the "wow" factor delivered to our customers



Ideapreneurs

Ideapreneurship is HCL's culture of grass-roots, business-driven, customer-focused innovation, in which every employee is an Ideapreneur. This environment is shaped by HCL's 'Employees First' values, which collectively empower and encourage individual employees at all levels of the organization to come up with innovative solutions to operational and customer challenges. It encourages employees to become idea led entrepreneurs, who think of new ideas and drive them to fruition.



This vibrant entrepreneurial culture is giving rise to institutional and grass-root programs that help in seeding ideas, mentoring creativity and harvesting innovation - the Value Portal encourages co-creation of value and has generated over 20,000 ideas on live client projects; More details about Ideapreneurs are available under Responsible Business section of this report.

Employee Resource Groups - Chargers

The aim of this employee groups is multifarious: Vis-à-vis: keeping HCLites engaged, enabling them to live their passion and pursue their interests by creating virtual and physical platforms, connecting like-minded HCLites. There are 773 chargers and they have helped 84,000+ HCLites pursue their hobbies and interests.

Some engagements steered by Chargers:

- (1) **The Hobby Clubs at HCL** is a platform for HCLites to share and collaborate with other likeminded HCLites, share their expertise, seek views, participate in various online/offline contests and win exciting goodies! Nearly 16,000 HCLites are a part of these clubs ranging from: a club for foodies to a club for bikers, football, to photography enthusiasts etc. In GDC Poland, the footballers' club won accolades and was the only international team with players from different nationalities.
- (2) **Online campaigns on MEME:** MEME is our internal social and professional networking site, helps HCLites to connect, share, learn and grow.

Employee Engagement frequently organizes online activities for HCLites on MEME. 'Bingo', HCL's own courtesy mascot on MEME teaches lessons on good conduct through little stories

- (3) **My Lobby:** An information network - A unique application on MEME that helps HCLites connect with their colleagues at HCL to seek and provide information on essential day-to-day topics and handholds an HCLite during his/her relocation phase.
- (4) **XtraMiles is:** A unique and democratic Reward and Recognition platform exclusively for HCLites to appreciate their colleagues, friends, peers or anyone who has walked the 'Xtra' mile.
- (5) **The O2 League of the Extraordinary:** This is a platform to applaud the achievements of HCLites who are outstanding performers and to acknowledge their contribution along with that of their families for playing an important role in their success. O2s are exceptional achievers who have been rated outstanding in their appraisal cycles for two or more consecutive years. 4295 O2 HCLites were recognized across HCL globally in FY 2013.
- (6) **Family Connect:** Events conducted to extend the engagement to HCLites' families. HCL Jamboree, the first of its kind family carnival, was organized in India locations attended by 6100+ people across locations. Some of the initiatives include 'Sunshine', a five day summer camp for the HCLites' children
- (7) **Arc lights:** The biggest talent fest at HCL was launched this year with the motive to bring the latent talents of HCLites into limelight. Over 225 HCLites performed in various categories viz. dance, band, poetry, theatre, photography/sketching/ painting etc. The fashion show, one of the programmes, received a turnout of nearly 7000 HCLites.
- (8) **Channels for HCLites to remain updated on Employee Engagements' events/initiatives:** The "Chargers Weekly Updates", the newsletter captures the details of upcoming events, nomination details, overview of the events

conducted in the previous week, results of various online/offline contests and other important update. 'Different Strokes' is a bi-monthly newsletter that showcases the activities by the Employee Groups, whereby, the HCLites contribute the articles for the magazine.

Catalysts for Change

A number of employee groups are available in HCL to ideate and implement activities that makes our workplace equitable, performance driven and inclusive. Our diverse talent gives us the opportunity

Workforce Demographics			
Workforce by region	FY 2013	FY 2012	FY 2011
Total Workforce			
India	69,357	69,118	63,629
USA & LATAM	8,136	7,397	5,739
Europe	4,351	4,413	4,412
APAC & RoW	3,661	3,391	3,266
Contract staff	5,069	4,498	N.A
Diversity Data			
% of local hires/senior management hires outside India			
USA & LATAM	79%	84%	70.00%
Europe	86%	92.86%	83.78%
APAC & RoW	83%	81.25%	80.00%
% of women in total work force	24%	24.63%	24.42%
% of women returned immediately after maternity leave	80.06%	84%	83.20%
% of men returning after paternity leave	100%	100%	100%
Ratio of salary at entry level hires			
(Men: Women) at E0 Level (above that salaries are decided basis individual merit)	1:1	1:1	1:1
Scope: Scope: HCL Technologies, Global Operations			

to develop programs on inclusion and support multiple employee affinity groups for creating an inclusive work place.

Employee First Council (EFC): The Employees First, Customers Second strategic model talks about the 4 tenets. Out of those, Mirror Mirror' is about being realistic and being constantly aware of what is going on. EFC with its 206 members is a group that interacts with employees to make them understand what is going on in the company, to be able to show the mirror to employees, what are the results, what implications does it have and for employees to talk about what HR and the line leaders need to understand more from the employee's prospective. It increases trust because there is more transparency which will link to the second tenet - Trust through Transparency. There is more transparency about how programs are designed, how policies are developed, what considerations are kept in mind. It inverts the pyramid which is the third tenet as it enables employees to have a role in actually shaping the policies for themselves and for their colleagues. So instead of having just a certain set of employees who are in leadership positions do that or HR do that, employees actually participate by inverting the pyramid. It is recasting the role of CEO, which is really about taking personal accountability for the change. Almost 30% of EFC members are women, reflecting the gender ratio of HCL at large.

Catalysts for Social Change (CSC):

This employee network is the largest and continues to grow every day. These are a group of community service volunteers, who lead the HCLT Foundation activities. Approximately 9800 new volunteers joined this network this year. More details on their work are available under Repay Society section of this report.

Women Connect: Women connect group aims to connect and advance women through development programs, advocate gender neutral work environment by suggesting appropriate policies and position HCL as an employer of choice by women across the globe. There are over 130 women connect office members across the globe who lead "café coffee" sessions and "Rebalance" events, covering over 1200 employees, to promote a gender sensitive and inclusive work place.

This group also coaches and counsels aspiring young women professional, and share experiences on work life priorities. There were 3 "Feminispiration" events organized by Women Connect this year, in which women achievers were invited to speak. The members also participated in a number of technical forums and won accolades. In HCL America, this network organized the "Bring your daughter and sons to work" day.

ADEC (African Diaspora Employee Council) - A network to create a positive environment for the African-American employees/employees of colour to facilitate business excellence, career growth, recruitment, and community involvement. This year they organized awareness and networking programs during the Black History month.

Ability Connect: A group of HCLites have come together to help HCL adopt best practices for recruiting, and enabling Persons with Disabilities. Recruited 104 employees through special events ; All our new buildings are disability friendly; More than 1300 Managers completed Co creating a balanced work place sessions.

LEAD (Latino Employee Alliance for Diversity) - A network that facilitates the professional development of the Latino/Hispanic employees to ensure community and educational outreach, networking, recruitment, and advancement of the HCL business objectives.

Heritage Network: An affinity network for HCLites who are interested in exchanging notes on national heritage and culture: This group helps eliminate polarization and stereotypes and also improves understanding and cooperation among HCLites from different cultures.

Positive Work Environment: 67,000 employees completed the training on Prevention of Sexual Harassment. An integrated channel HEAR launched for addressing employee grievances



CHRO Interview

Why is Diversity & Inclusion important to us?

1) What according to you is the business case for Diversity at HCL?

Productivity increases exponentially when people of all cultures work together towards common goals. Diversity in a workforce is representative of diversity in beliefs, behaviours and skills, which accelerate high performance for the business. As we add more HCLites from diverse backgrounds, it is important that we sustain the inclusive workplace so as to promote this growth - and do not exclude any individual from participating or contributing to new ideas for our organization.

2) What according to you are some qualities that individuals should have to embrace diversity?

We believe that, our tenets of behaviour to create a need, environment, structure and accountability for possible change enable us to smoothly execute our strategy of 'Employee First, Customers Second'. This ensures that each individual values diversity. Individuals in teams need to demonstrate capability to ideate, decide and act so as to enable, empower and engage people to seed, mentor and harvest the benefits of their ideas by advocating and acting on their commitment to the idea of inclusion.

3) How can we enable working across cultures and borders well?

Our workforce represent the variety of nationalities coming from many of the countries we do business in - that all work together to build a culture that respects inclusion. At HCL, we have employees belonging to 96 nationalities who work across borders to meet with our business goals. We firmly believe that fostering diversity helps an organization brings insight and perspective to today's situations or challenges and help shape new ways of working which enhance the 'value zone' created by the interaction between our people and our customers. We enable this by investing in the 'HCL Working Across Borders' initiative, designed to foster knowledge, awareness and learning among our people, as well as provide insight into our culture itself to help people assimilate as our best performers have the ability to integrate in the environment they're working in.

HCL has developed different online tools to support each of these goals -

- **Globe-smart**, for example, supports the knowledge pillar by providing employees with information on subjects such as how to effectively conduct business with people in various countries
- **Symphony**, designed to enable learning, lets employees discuss topics such as the characteristics of a global worker, or stereotypes that exist in the workplace.
- **MEME**, is our internal social collaboration platform to connect all of its employees with one another. Personal connections can help deepen

understanding of various cultures where employees discuss topics including values, beliefs, and leisure activities. Our recruiting efforts are focused on hiring those who can perform successfully across cultures.

4) As our global HR head, and a leader what are the important actions that you never compromise at the workplace for promoting diversity and inclusion?

Given that external research has been validated internally that inclusion has a positive impact on innovation - I make it a point to ensure that our talent management processes seek HCLites from diverse backgrounds. We try to create a workplace that seeks, mentors, and harvests new ideas to exponentially enhance our performance as an organization that is engaging - with clients, our people and stakeholders, effective - in the way we work to sell and deliver and cost efficient - reflecting in the returns on investment. Currently, we are in the process of shaping and cascading working sessions for our leaders to facilitate dialogue with their teams to identify actions at the individual and as organization programs to enable, empower and engage people to innovate.



Listen hour: Employees can meet enabling functions once a quarter and share suggestions/ question

Ask a leader: Every employee can write to their business leaders and get their concerns addressed

Ask HR: This is a forum available in MEME for employees to ask any HR related queries

SECURE: Employees and contractual staff can report workplace harassment related grievances and receive confidential support. During FY 2013, we resolved 11 significant cases.

Whistleblower: Employees and any stakeholder can register ethics related complaints and initiate appropriate actions. During FY 2013, 56 cases were resolved through our ombudsman of which 14 were significant.

U & I: A channel to reach out to the CEO; primarily for

Employee Feedback / Grievance Channels

We have a number of channels in HCL that can be used by employees to share their feedback on practices, provide solutions, ask for solutions to issues that prevent them from being productive on the job, report grievances and any workplace harassment.

Informal discussions: Any employee can meet the respective manager or HR, share the concerns and get actions initiated

Smart Services Desk (SSD): Employees can submit policy and support programs related queries and concerns to enabling functions for immediate actions. A total of 70934 SSDs were raised under the HR umbrella of Smart Service Desk in FY 2013

sharing ideas about HCL growth and work place practices

Mobius - Employee Wellbeing, Wellness and Safety initiative

Mobius is an integrated wellness initiative for HCLites and their families. The programme encompasses multiple offerings: a 24x7, toll-free medical emergency number (1-800-425-9495) for all employees in India, a Wellness Portal to access a wealth of information on preventive healthcare, fix appointments with doctors, counsellors, and health experts, and through newsletters, receive regular updates on health-related topics.

36482 HCLites accessed the portal for various resources, 1978 took their stress index assessment for deciding programs, and 890 families had an opportunity to attend the work life balance seminars. In addition a number of health camps were organized in our offices in India, which helped employees to complete their biometrics, eye and dental check-ups.

Life Coach: We provide 24/7 telephone and online counselling support for all employees and families. In addition the counsellors can be met face to face by employees in our office locations.

Stepping Stone: This is a focussed life coach program for women who are new mothers and require help to manage the new expectations at work and home. Women also receive access to a number of on line resources on health, parenting, managing stress and health. More than 900 women benefitted by this program during FY 2013.

Day care centres: Parent HCLites have access to a number of referral as well as in-office day care centres. More than 850 employees avail the facilities in India.

Work life balance policies: 1500+ employee utilized paternity and 900+ availed maternity policy this year. Besides a number of HCLites avail work from home and flexible hours to balance business and personal requirements.

E-Learning - About 500 employees pan Globe have completed Ergonomics E learning which hence



emphasises the need of adopting correct body postures, workplace exercise and stretches thus enhancing wellness for oneself while at job. An advocacy campaign was launched across the GDC on the significance of ergonomics entailing: Physiological, Psychological and Social Benefits of adhering to Ergonomic techniques. More than 200 employees of the GDC in Brazil exercise themselves in the workplace twice a week, preventing injuries and promoting a healthy lifestyle at work.

Emergency response: Emergency numbers are printed on Employee ID card pan India. The hospitals list for emergencies available at security desks in all office locations. Emergency Response Team (ERT) are available in all cities. Situations like nationwide strikes or natural disasters will also be managed by ERT Specific trainings like First Aid/Self- defence rolled out across facilities. A Virtual blood bank with donor details available on MEME. 1500+ HCLites are donors today. Through HCLT Foundation we access support from Red Cross, Organ Foundations, Cancer Care, HIV-AIDS agencies etc. for supporting HCLites and families on critical care. Besides we have doctor on the call and nurses available in all our office locations that have significant number of employees.

Incident / Accident rate	
	FY 2013
Incident Rate/100 employees	0.115
Frequency Rate	0.594
Scope: HCLT - India + 14 GDCs operations taking average yearly employee base as 74,744 for the mentioned operations	

Safety of Women Employees in India: In the wake of a few unfortunate incidences in India against women, the National Association of Software & Service Companies (NASSCOM) had issued a set of best practices for companies to adhere. We are committed to upholding of safety of all our employees, and in specific for women, and follow these best practices across all offices in India. Some of these practices are provided below:

Security arrangements at Office Premises :

Office premises are electronically & personally guarded by security guards which prohibit entry to unauthorized personnel.

Premises are under surveillance using CCTV camera. With due permissions companies are willing to share the footage with the police if required

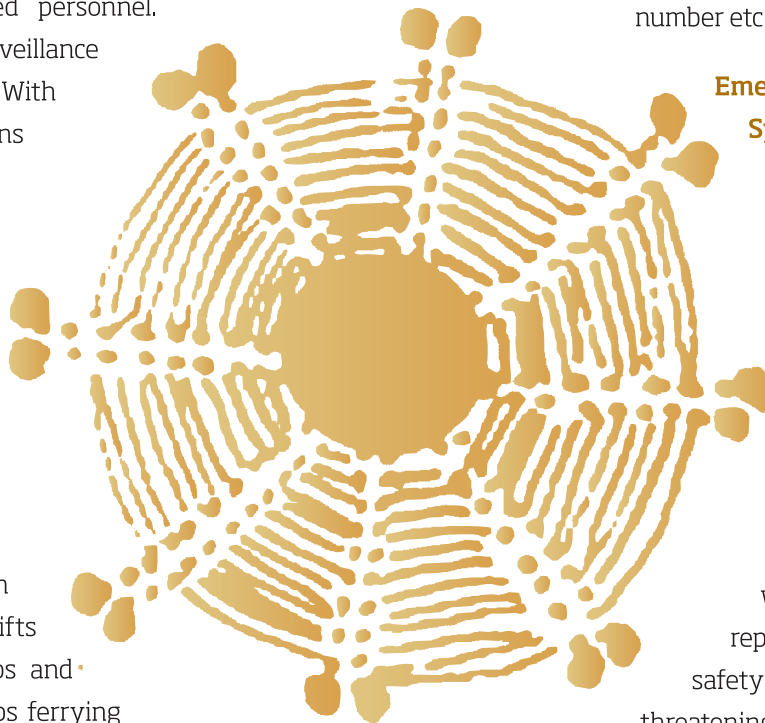
Safe Commuting - Travelling to Work from Home & Back:

Home pick and drops are provided for women employees for night shifts as stipulated by Shops and Establishment Act. Cabs ferrying women workforce are monitored using global positioning systems (GPS). The transport team monitors cab speed through GPS and appropriate instructions are given when found to be over speeding or diverting the usual route. Some companies have even installed panic button in the cabs in select regions.

Most routes are worked out in such a manner that as far as possible woman employee is not the first one to be picked up or last one to be dropped. In case such a route is unavoidable, a guard is always provided to escort the women employee. Woman employee signs out the trip sheet and has the option to endorse her remarks, if any, in the trip sheet as well as give her feedback through mail.

Effective checks and controls on the vehicle movement

in order to check any unwarranted activities of cab drivers, such as picking up strangers and staying away from the designated routes. Breath analysers are used to carry out random checks on drivers to prevent drunk drivers from driving. Disciplinary action and penalties are imposed on the vendor if found guilty. Tracking of all escort guard routes is done by the transport desk. An affirmation, on the mobile, from the woman employee is sought on her safe drop/arrival. The transport team maintains a daily track sheet of the women employees who are commuting late in the evening, with all details such as name, complete address, mobile number, emergency number etc.



Emergency Response Systems:

24x7 Emergency helpline number and other important numbers are displayed in the cabs. Employees are regularly sensitized about availability of these numbers which can be used to report emergency, life safety and security threatening situations.

Measures for safe hiring: Guards and Drivers are hired from licensed agencies that maintain diligent records of these employees such as recent photograph/ Name/ Father Name / Mobile number / license number for drivers / Permanent Address / Present Address/ Appointment letter/ Police notification. This ensures that nobody enters the premises without a valid identity proof.

Creating Awareness: Self Defence trainings are organised for the women employees by professional trainers to help them get trained in handling emergency situation. Transport Security team carries out regular briefing sessions for escort guards & drivers sensitizing them about their roles and responsibilities while escorting women employees



Technical and Domain Training Details			
Description	Men	Women	Total
Total No. of Employees trained	2,77,436	1,16,013	3,93,449
Unique Employees trained	25,681	9,805	35,486
Person-days	69,461	36,080	10,5,541
E-learning unique users	20,591	8,069	28,660
Overall Internal Trainers	3,366	804	4,170
Unique Internal Trainers	1,589	397	1,986
Tech Certification-External	1,851	567	2,418
Unique employees completed Tech Certification-External	1,290	425	1,715
Tech Certification-Internal	9,266	4,835	14,101
Unique employees completed Tech Certification-Internal	6,613	2,994	9,607
Awards & Recognitions - 20 awards won in FY-13			



Technical Trainings - Infra Division			
Training Type	Training Program	Training Man-Hours	Employees Attended
BRP Functional	105	36,453	2,473
BRP Technical	481	1,45,994	6,485
Excelerator Technical	132	1,32,233	1,663
Fresher Dips	1	1,960	49
Fresher GET	322	2,50,462	9,031
Fresher Grad	41	40,635	630
Fresher MLC	19	26,682	264
Induction	22	20,799	1,513
Grand Total	1,123	6,55,218	22,108
Scope: Scope: HCL Technologies, Global Operations			

Note: "Employees attended" is calculated based on the number of people who have attended the mentioned Training Program (One person could have attended multiple training programs).

Employee Development

We launched Program FIRST, a significant investment in people practices across HCL that institutionalizes the Employee First, Customer Second (EFCS) tenets to make our programs, policies, and processes employee-led this year. Through this program, we

focus on enhancements to the career, performance, reward, talent, and learning management practices within the organization. Our objective is to make all employees and teams future-ready by enhancing the HCL employment experience so as to enable individual and organizational growth. By empowering and engaging HCLites, we believe that we will further

unleash the passion and potential of each person. During FY 2013, all eligible employees completed their appraisals, and received feedback on their performance and career growth.

Technical/ Domain training through TechCEED

- **Role Up! Launched** - an initiative that brings various role-based learning interventions covering technical and techno-domain competencies. 41 role-based certifications launched.
- **TechACE** - 109 online technical certifications are now available from TechACE; 11029 HCLites were certified through internal certifications and 225 HCLites certified through external certifications; 39 TechTalk seminars covering 1015 participants
- **TCI** - A diagnostic to measure technical competency across organization; Covered 20762 HCLites; TCI reports generated and discussed with leadership; TCI base lining done; 1510 customized project wise TCI reports shared.
- **Domain training** - TechCEED and Business Academy unified to form a single team under CDO; DPSG Academy (a customer academy) launched; 28 participants AHBAP certified; 273 participants ASM Basic certified.
- **Project Management training** : 126 PMStEP certified managers, 700 participants+ (392 unique managers) covered through 5 credit earning focused forum sessions.
- **ASTD Excellence in Practice award 2012** - Business Aligned Training Academy Model; 2 ASTD Excellence in Practice citations (PMStEP, scalable sustainable business relevant training)
- **2013 Bersin & Associates What Works award** - TechACE
- **Asia's Best Employer Branding Awards** - Award for Excellence in training - TechCEED;
- **ET Now Talent & HR Leadership awards 2013** - Most Innovative Talent Management Program/ Initiative - PMStEP; Learning & Talent Initiative Excellence - TechACE; Learning & Talent Technology Excellence - iLearn;

- **CLO Learning in Practice awards 2012** - winner of Silver Collaboration award along with other companies like Mc Donald's Corp., IBM, BAE systems & Hilton
- **Asian L&D Leadership awards 2012** - Winner of |3 awards - Innovation in learning, best learning team & best deployment of LMS.
- **Indian Human Capital Awards 2012** - Best L&D Strategy

SoftSkills through Learning and Development

We believe there is no 'one set formula' for success and hence we motivate HCLites to be on a constant journey of self-discovery. Learning and Development programmes give platforms to not only ideate but also un-learn with a focus on sustainable growth for all employees.

Total no of Programs	20
Number of HCLites attended	38,000
No of Training Person Days	42,300
Scope: HCL Technologies Global excluding entry level training	

Softskills Training - BSERV division

Type of trainings includes Leadership Skills, Stress Management, Lean Six Sigma Yellow Belt, Creating Successful work teams, Conflict Management etc. Other than this, one time process training happens for all BSERV employees when they join the organisation.

	Women	Men
BSERV Training Participation	1,468	3,629
Scope: HCL Technologies, BSERV division		

Our Leadership Development Programmes

Certified HCL Leaders: The program objective is to facilitate the transition of first-time leaders for early effectiveness - addressing newly promoted middle - senior managers. The new leaders go through a

Harvard certified Leadership Transition program and coaching. Leaders are immersed into the HCL context, culture and competencies so they can effectively perform in their new role.

HCL Advanced Business Leadership Program: This global mini-MBA pilot program is offered to identified leaders at senior management levels for building the pool of resources for future business leadership roles. This 6-7 month high-touch hybrid program is designed with global business school partnership to strengthen business acumen, through cross-functional integration and business management in the global business context.

Women Leadership Development Program (ASCEND): This intervention is part of the Diversity initiative of HCL, which mandates increase in the representation of

Women in our senior management by multiple ways – which include support programs, peer mentoring and coaching (all levels), and providing platforms to enable women leaders to learn and exhibit transformational leadership. The Women Leadership Development Initiative supported by L&D is part of the larger agenda that the Diversity team is perusing.

Leadership Crucible: The Leadership Crucible Program aims at addressing the learning needs of the tenured and experienced functional and business leaders, on a sustainable basis. The program is designed with the primary objective of developing the right competencies, at the desired proficiency levels, required for leaders within HCL to be more successful in conducting their day-to-day business. An easy paced construct allows for self-learning and application.







Renew Ecosystem



More than 2000 years ago, Kautilya had touched upon environmental issues and he had identified the sources of hazards pertaining to environment and ecology, namely: human indiscretion and natural calamities. He prescribed preventive and remedial measures for both in his book.

Kautilya's teachings indicate that appropriate plants should be grown to protect dry lands and pasturelands should be protected. Houses and other dwelling places, etc. should be constructed strictly on the basis of the rules (preserving environment). There should be proper arrangements in each house for sewage and disposal of wastes. Kautilya, in his book, also mentions reasons as to why individuals should promote biodiversity.

Responsible Operations

These directions from the history are no different from the Health, Safety and Environment(HSE) compliances and rules that local civic bodies and the governments have proposed for companies today across the globe. At HCL, these compliances requirements and the company's belief to go beyond just compliances for

balancing day to day operations are combined under the "Responsible Operations" strategy.

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, all fall under the Responsible Operations Strategy. We empower our employees to provide ideas, run campaigns and implement actions to conserve natural resources. We also encourage them to plant trees including indoor plants in the work areas.

An example of employee managed annual campaign is the annual 'Earth Hour'. On this day, all our offices resort to minimal lightings both, in the offices and at their homes. Employees provide various ideas to reduce energy consumption, and one such solution is, to manage carbon which helps individuals measure their carbon footprint. This year we organised an inter facility competition for all HCL offices pan India thus encouraging them to adopt low energy operational work-style not only for an hour in a year but through the entire year.



The environmental actions are jointly implemented by the eco councils formed by the employees along with the functional departments managing HSE. The HSE department ensures process standardisation and continuous improvements by obtaining ISO certifications. The environment certifications and resources management are primarily focused on facilities that are company- owned and house 2000+ employees.

Our environment actions are guided by the following day-day operational challenges / aspects:

- We operate from distributed office facilities that necessitate an approach to achieving environmental targets in a balanced and incremental manner.
- Our necessity to educate and empower supply-chain community including security, housekeeping, cafeteria, transport and other support staff in managing the environment goals.
- 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).

- We cater to a large global customer base and hence International travel by employees is a business requirement and cannot be avoided totally.
- We participate in benchmarking efforts of the various agencies and understand the required environmental targets for the Information and Communications (ICT) industry.

Our efforts to educate various stakeholders across the globe have helped us to monitor and report data pertaining to 'Responsible Operations', from four Global Development Centres (GDC) in FY 2012 to an increased figure of 14 GDCs this year. In India, a cumulative of 20 operational centres have been certified for ISO:14001 and OHSAS 18001 out of a total of 57 locations.

The data includes environment and employee health aspects: energy, water, waste, incident/accident rates,

and disaster / emergency response and best practices.

Best Practices across Global Development Centres(GDC)

Egham, United Kingdom: To reduce the burden on earth in terms of generation of E- Waste, our Egham centre replaces employee laptops every four years instead of prescribed 3 years of life.

Melbourne, Australia: In our Melbourne GDC, posters have been put to generate awareness on Water, Energy and Paper conservation. Apart from this, to promote recycling, recycled exercise books are ordered for employees.

Zapopan, Mexico: In our Mexico GDC, we have motion sensors in washrooms for sinks and toilets that lead to saving of water. Also, individual light switches are available in each area and room for employees to switch on/off as desired.

Tokyo, Japan: In our Japan GDC, we have replaced conventional tube-lights to CFL luminaries and also have minimized use of halogen and other energy intensive lighting. Also CRT monitors have been replaced with LCD monitors to reduce the consumption of electricity further.

São Leopoldo, Brazil: Our Brazil office is partnering with building management to get environmental

certification for the building. HCL is one of the pioneers and an active member of the 'Green Tech Park' project launched by several organisations sharing a common campus. The objective of this initiative is to conduct consciousness programmes in the field of environmental Sustainability with the help of bulletins, campaigns on correct waste disposals and rationale use of resources. HCLites are conscious about: separating recyclables, reducing paper consumption and making rational use of water with push button taps.

Penang and Kuala Lumpur, Malaysia: Our Penang and Kuala Lumpur offices in Malaysia do environmentally safe disposal of Hazardous Electrical and Electronic waste through authorized waste vendors thus promoting responsible waste management. Energy and Water conservation is promoted through various operational initiatives within the office.

Krakow, Poland: As a segment of our Occupational Health and Safety initiative, workplace exercises / stretching techniques were demonstrated in Poland GDC. The significance of ergonomics was also discussed..

We use 100% green electricity in most of our Global Development Centres outside India.

Green Infrastructure: A Case point: HCL Office, SEZ Noida, India

The implementation strategies for HCL SEZ (Phase-I) Noida, were planned in accordance with the LEED for existing buildings. Operations & Maintenance: HCL aims to achieve LEED "certified" status of green building certification. It consists of the following five sections and each section address the major aspects of on-going building operations.

1. Sustainable Sites

Sustainable sites category encourages strategies that minimize the impact on ecosystems and water resources. Site specific "Building Exterior and

Hardscape management Plan" and "Integrated Pest Management, Erosion Control, and Landscape Management Plan"

have been implemented on site for achieving process driven best management practices and to make the contractors accountable for performance. A survey for alternative commuting transportation is being conducted for approximately 5000 building occupants to understand their commuting patterns and take necessary action to





promote a more eco-friendly alternative commuting among the occupants. 100% underground parking is available for HCL project buildings, thereby meeting the non-roof heat island reduction requirements by default. Sensor based interior lighting and daylight sensors have been proposed for all non-emergency lighting fixtures so that they are automatically controlled to turn off during all after-hours period.

2. Water Efficiency

Water efficiency category promotes efficient use of water, to reduce potable water consumption. At HCL SEZ, water consumption is estimated to be reduced by about 30% which has been achieved by retro-fitting all the water faucets with flow regulators. WC units were made water efficient by implementing low cost solutions. Reinstatement of Sewage Treatment plant (STP) was done and additional arrangements were made to supply recycled water from STP plant to meet the flushing demand at the campus (Phase-I). Moreover, for water performance measurement, water

sub-meters were installed to track the performance and identify further opportunities of improvement.

3. Energy and Atmosphere

Energy & atmosphere category promotes better building energy performance through innovative strategies. Energy Audit was conducted at site by energy experts to identify opportunities of improving energy efficiency. Corrective actions were taken based on the recommendations of the Energy Audit report to plug any inefficiency in the systems and operations. Energy Management System (EMS) has been installed on site for automated data-logging of all energy meters and sub-meters. A monthly track record of the building's energy performance is maintained through detailed energy trends. Energy performance of the facility is continuously monitored through EPA's EnergyStar portfolio manager. Also, emission reduction reporting is done. Furthermore, a 5 year CFC phase out plan is under consideration.

4. Materials and Resources

Materials & Resources category encourages using sustainable building materials and reducing waste. Several policies, like the Sustainable Purchase Policy and the Waste Management Policy, were introduced and implemented. Sustainable Purchasing Policy involved the replacement of visiting cards, notebooks, cartridges etc. with sustainable materials. It is recommended to use only Energy Star certified electronic products and devices; and to use FSC certified wood products.

Low mercury content lamps are preferred and used at the facility. Also more than 25% of food served at the facility is sourced locally within 100 miles of the facility.

Solid waste audit was conducted by our vendor team, based on which a solid waste management policy for on-going consumables and durable goods was implemented. Solid Waste Management Policy includes diverting the solid waste produced on-site from the landfill and follow the 3R (Reduce, Reuse, Recycle) strategy. Every facility's E-waste is disposed by certified recyclers only.

5. Indoor Environmental Quality

Indoor environmental quality category promotes better indoor air quality and access to daylight and views. To maintain the indoor air quality, No Smoking Policy inside the building and Green Cleaning Policy were introduced. 30% more fresh air is supplied to regularly occupied areas as compared to the ASHRAE 62.1 requirements. On-going tracking of the building's HVAC systems maintenance was also carried out. 3m (or 10 feet) mats were installed in the direction of passenger movement at all the entrances of the building to reduce the pollutants inside the building. Also, environment friendly Green Seal certified cleaning chemicals and products are used for cleaning at the facility.



Furthermore, an occupant comfort survey is being facilitated to get feedback on thermal comfort from building occupants, and corrective measures will be taken based on survey results.

A high performance green cleaning program was developed which offered lower environmental impact and protected building occupants, including janitorial staff.

Balancing Employee Comfort and Green Infrastructure requirements

While designing our buildings, we consider the employee comfort aspects as well as green infrastructure requirements, and ensure synergy in our construction efforts. Some key highlights of our efforts are summarized below:

1. For employee comfort- building design

- Daylight (daylight factor of 2%) is provided for all work and common areas.
- 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.
- We have been using KT440 glass for structural glazing which has a high UV resistance.



2. 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 aluminium 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: As much as 95% of building materials are sourced locally. This supports local markets while avoiding major environmental impacts due to shipping
- Buildings use pesticide- and fertilizer-free bamboo flooring and cabinets, and sustainable and salvaged wood products
- Solar power generation and water heating is adopted to conserve energy.
- LED lighting is adopted.
- Motion sensors and day light harvesting is incorporated in the lighting designs.
- Water Chilling Plants with R134a refrigerant is used.
- Solar powered compound electric fence is used to conserve energy.
- VRF & HRW units are used in HVAC systems to reduce energy consumption..
- We have provided Sewage Treatment Plant and recycled water is used for toilet flush, chillers, cooling towers and landscape conservation, thus facilitating major water conservation.
- Tree plantation has been done to meet with 30% green cover requirement hence reducing greenhouse effect

Our new facilities are designed to promote water conservation. These include low-flow toilets, low-flow faucets and hand-sprays 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.



Reducing Carbon Foot Print

In continuation with our commitment to reduce carbon footprint by 20% by FY 2020, we have chalked out a strategy to procure 5MW through renewable energy source by 2015. We also procured green power amounting to 29685 MWh for our Chennai centres. The source of this power was Biomass based electricity. This is 300 % greater than our last year procurement.

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 in tonnes of Carbon dioxide (CO₂) equivalent.

The CO₂ 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 hexafluoride (SF₆) emissions have not been reported since they are not significant to the operations. The Scope / boundary of the yearly GHG emission reporting cover HCL's Pan India and Global Operations covering 14 GDCs. This includes three business segments: Software, Infrastructure Management (Infra) and Business Process Outsourcing Services. (BSERV)

Emissions Data

The absolute energy consumption in FY2013 is 1,24,1523 GJ (which is direct and indirect energy combined). This is 5.7% less over the previous year. The per capita emissions stand at 3.03 tCo₂ - employee which is 3.2% less over the previous year. Facilities, where there are significant risks, these are monitored for emissions of DG sets for NO_x, SO_x and other particulate matter at a specified frequency.



The emissions are within the scope of the Central Pollution Control Board (CPCB) approved limits and the tests are carried out by certified vendors.

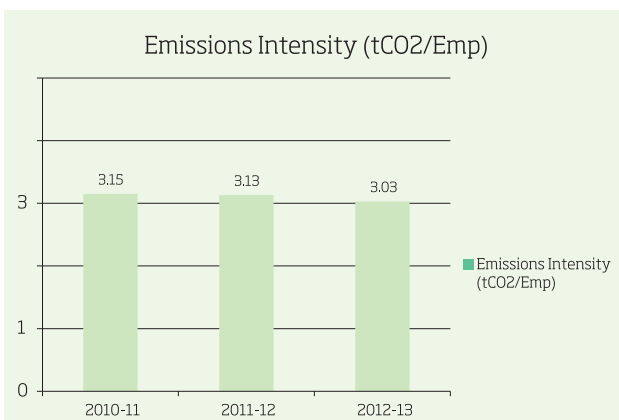
Total Ozone Depleting Substance (ODS) refilling across India-based locations was 11.96 MT which contributed to ozone-depletion to the magnitude of 0.537 ChloroFluro Carbons (CFC) equivalents. We believe in taking precautionary measures and promote the usage of Ozone Depleting Potential (ODP) free refrigerants. All our new and big operational centres are procuring ozone friendly coolants.

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

Emission	Scope	Emission Source	Emissions Activity
Onsite electricity generation- Diesel fuel	Core Direct (Scope 1)	DG Sets	CO ₂ , CH ₄ , N ₂ O
Purchased Electricity	Core Indirect (Scope 2)	Facility use	CO ₂ , CH ₄ , N ₂ O
Business Travel Road	Optional Indirect (Scope 3)	Vendor vehicles / Leased Buses	CO ₂ , CH ₄ , N ₂ O
Business Travel- Air Domestic	Optional Indirect (Scope 3)	Commercial Airlines	CO ₂ , CH ₄ , N ₂ O
Business Travel-Air International	Optional Indirect (Scope 3)	Commercial Airlines	CO ₂ , CH ₄ , N ₂ O

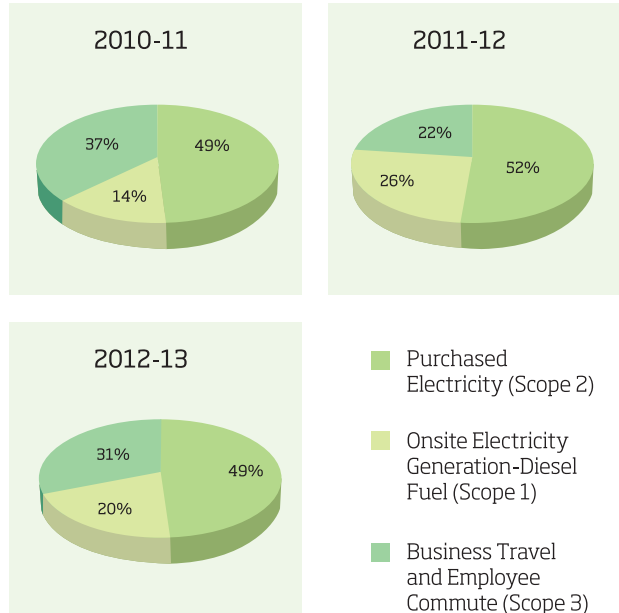
Scope for all Carbon emissions is HCLT India + 14 GDCs

Emissions Intensity (tCO ₂ /Emp)		
2010-11	2011-12	2012-13
3.15	3.13	3.03



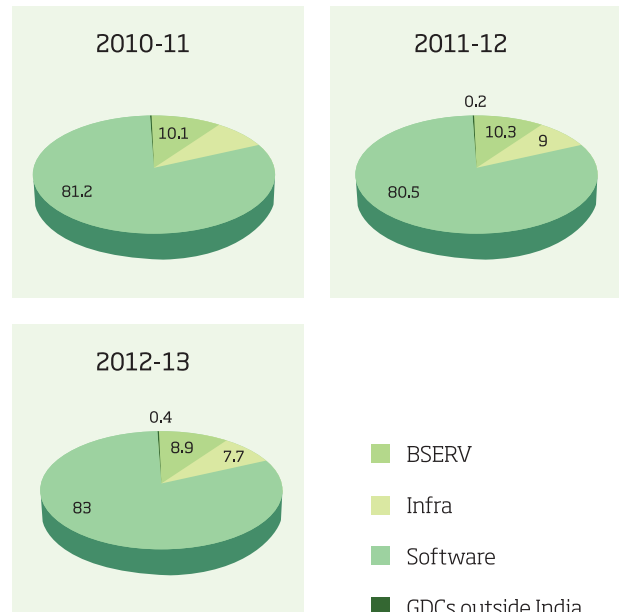
Carbon Emissions: Scope Wise (t CO ₂)			
	2010-11	2011-12	2012-13
Purchased Electricity (Scope 2)	11,9,722	11,2,993	11,1,781
Onsite Electricity Generation - Diesel Fuel (Scope 1)	34,592	56,278	45,153
Business Travel and Employee Commute (Scope 3)	89,893	49,650	70,899

Scope for all Carbon emissions is HCLT India + 14 GDCs

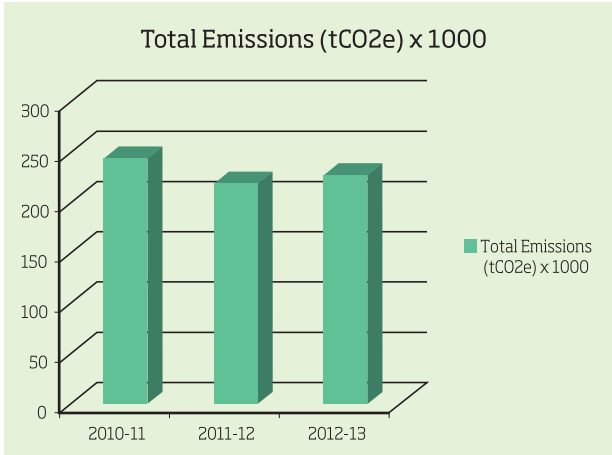


Carbon Emissions: Business Wise (t CO ₂)			
	2010-11	2011-12	2012-13
BSERV	24,697	22,559	20,414
Infra	20,638	19,745	17,507
Software	1,97,934	1,76,193	1,88,543
GDCs outside India	440	424	868

Scope for all Carbon emissions is HCLT India + 14 GDCs



Total Emissions(t CO2e) x 1000			
	2010-11	2011-12	2012-13
Total Emissions (tCO2e) x 1000	243,708	218,92	227,33



Direct and Indirect Energy			
	2010-11	2011-12	2012-13
Direct Energy (GJ) (Electricity generated through diesel)	4,72,424	7,68,581	6,16,029
Indirect Energy (GJ) (Purchased Electricity)	5,51,307	5,48,636	6,25,494

CDP is an international, not-for-profit organization providing the only global system for companies and cities to measure, disclose, manage and share vital environmental information.

Every year, HCL participates in this annual request for information from the Carbon Disclosure Project (CDP), sent to us on behalf of our customers. This includes questions on our climate change management strategy and greenhouse gas emissions inventory

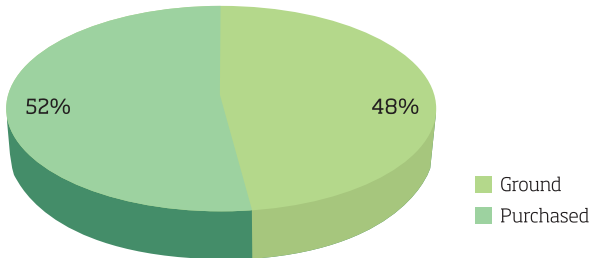
Given below is the score comparison for 2011 and 2012 for various categories

CDP comparison YOY		
Category Name	Score 2011	Score 2012
Governance & Strategy	57	65
Supply Chain Governance & Strategy Average	74	74
Risks	56	53
Supply chain Risks Average	42	38
Opportunities	51	53
Supply Chain Opportunities Average	36	33
Emissions Reporting	87	94
Supply Chain Emissions Reporting Average	69	67
Emissions Management	91	81
Supply Chain Emissions Management Average	61	56
Stakeholder Engagement	40	40
Supply Chain Stakeholder Engagement & Verification Average	32	32



Working Towards Water Neutrality by 2020

We saved 6.1% absolute water consumption this year over the previous year. Our total consumption of water stands at 7,79,348 cubic metres for FY 2013.



Scope: HCLT India + 14 GDCs

Water Treatment and Reuse

All new HCL 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 2013, we treated and reused 222,615 cubic meters of water. We also continue with installing Rain Water Harvesting (RWH) plants in all office buildings with significant operations.

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 31.46 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.

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 includes; defunct computers, monitors, servers and allied hardware. In FY 2013, 6780 units of equipment from our India based offices, amounting to e-waste were disposed through authorized handlers and recyclers. This comprises of 3238 units of desktops, 7 printers, 50 laptops and 7 servers from our India office locations.

Diesel Generator Emissions :	
SPM	3.13 MT
NOx	2.4 MT
SOx	8.82 MT

Scope: HCLT India

Other waste : Units in MT	
Batteries	123.45
Food Waste	495.0
Paper/Tissue/Cups	71.43
Plastics	16.57
Electrical	0.695
DG Filters	1.073
Garden Waste	39.05

Scope: HCLT India + 14 GDCs

Paper consumption (In Reams)	
Chennai	17,818
Bangalore	7,153
Hyderabad & Pune	1,726
NCR & Kolkata	30,537
Geos	2,765
Total	59,999

Scope: HCLT India + 14 GDCs



Repay Society

During the reign of the Mauryas and Guptas (4th century BC to 5th century AD) and even later, a strong village community based on collective entrepreneurship and social collectiveness was in existence across the country. These practices of philanthropy and a strong and collective community life; transformed into the modern concept of social capital.

When our employees expressed the desire to reach out to the less privileged and give back to society, we ensured that a professional entity was created to achieve the same.

HCLT Foundation is HCL's Corporate Social Responsibility Trust, supported by Employees' contribution of Re. 1/day and matched by HCL. All programmes are implemented with support from employee voluntary group called the Catalysts for Social Change (CSC).

ECO = Environment + Community: We believe, that engaging with communities will help us meet with environment goals, and through communities we can "rebalance" resources for the future. Our community programmes are founded on the belief that it is all about the "Power of 1" - the power of 1 Rupee, the power of 1 day of volunteer work, the power of unified employee minds and hearts to transform the society.

POWER OF ONE VISION

- To provide dignified life for 100,000+ direct beneficiaries.
- To promote awareness and support causes that are aligned with the Millennium Development Goals.
- To provide sustainable livelihood and empowerment for 50,000 youths & women

COMMUNITY FOCUS THROUGH



We balance the needs of our employees and the communities by focussing on three major activities :

- Community Development : investing in less privileged for sustainable livelihood- education, skills development and entrepreneurship
- Community Giving : care giving which include infrastructure, hygiene and sanitation and healthcare
- Advocacy : promote women and children rights

More details on our community policy are available in the Appendix section of this report.

In addition we also provide support for emergency relief post any natural disasters. We donated Re 1 million towards helping people affected by the Uttarakhand floods in India during June 2013.



Our Community Focus - Power of 1



Community Development Programs

HCLT Youth Center

Enables youth in the age group of 13 - 20 years, residing in semi urban areas for advancing their education and skills.

Nurture the Future

Empower women, Differently Aabled and Youth for sustainable livelihood including rehabilitation and bridge schools.

Mentorship & Capacity Building

Facilitate programs to improve effectiveness of partner NGOs, including mentoring by employees.



Community Giving

Friend in Need

Help our supply chain on welfare schemes.

Just Like Us

Reach out to those sections of the society who need human touch. E.g.: senior citizens, orphans and terminally ill.

Social Recycling

An Everyday collection of used clothes, stationery, books toys, etc. and supply them back to communities in need



Advocacy Causes

Child Protection Rights

Women Safety and Wellbeing

Environment

KEY ACHIEVEMENTS

1,46,724 beneficiaries including 45,340 direct beneficiaries covered by our programs

0% school dropouts; 5.4% higher than state average in School exams

61 - Sustainable livelihood & Affirmative Action programs

Partnership with UN to provide life skills training by HCLites, 2500 students covered

345 youth rehabilitated and placed in schools; 800 covered in workshops

70,000 + children and women covered under "Chupi Todo" - Break the silence, our advocacy program

12000 + volunteers, 96,000 + volunteer hours

38,000 + HCLites contribute Re 1/day

COMMUNITY DEVELOPMENT - HCL Youth Centres

These centres promote employee and student connect to enable youth in the age group of 13-20yrs residing in semi-urban areas for advancing their education and life skills along with sports, self-defence, mentoring

and counselling services. There are 53 centres in major cities that we operate in with more than 20,000 students enrolled. Key programs and their outcome are summarized below:



HCLT Youth Centers - Powered by HCLites

INVESTING IN YOUTH

Objectives: To promote awareness amongst the less privileged youth of the opportunities for growth available to them. All the below programs are designed in a way it will bridge the gap between semi-urban and rural divide.

Coaching

Tuitions are conducted to excel well in their studies

Psycho-Social Support

Counselling services are offered for youth with stress, family issues, youth addicted to drugs and also behavioural problems

Sports, Arts & Culture

Professional training and opportunities to show the talent in HCL events.

Mentoring

Motivational classes are conducted for improvement in academics and coping with exam stress

Skill Development

Courses like basic computer applications, soft skills, home care, nursing, tailoring & retail are offered through which the youths are employed

IT labs

Access to computer education and training.

20000+ Youth in the age group 13-20 years benefitted from coaching and counseling sessions organized as "after school" programs

100% pass rate by students coached in centers

345 Youths have been rehabilitated to join schools

146 Youth trained in skills centers placed in jobs

Youth Development - Enabled by HCL Volunteers

(1) Coaching

Objective

Providing tuition services for the less privileged youth in slums

Approach

During evenings, 7 days a week, from 5.00-7.00 pm and night studies from 8.00-12.00 am. Focus - STEM- Science, Technology, English and Maths. NGO based teachers are hired and their services monitored. Sessions supplemented by HCL volunteers

Impact

Over 1500 beneficiaries in evening tuitions and 600 students in night studies get benefitted. Through evening tuitions, some of our youth centre students have obtained 98%, in public exams We have met with the UNICEF expectations by maintaining 100% attendance in schools

(2) Bridge School

Objective

It is an open school where the children who have dropped out of schools for fast track coaching. Psycho social support is key to making a difference in this program.

Approach

Through NGOs, students from the slums are identified, assessed and then, placed in these schools.

Impact

Nearly 600 students were selected of which 365 placed in schools last year. This also includes youth rehabilitated for substance abuse.

(3) Life Skills Development:

Life Skill Development programmes focus on adolescences issues, relationships, nutrition and awareness on HIV/AIDS) 100 volunteers were trained by UNICEF on life skill development through Train The Trainer model. Life Skill development were built to reach out to 2500 youths by CSC volunteers. Through the UNICEF life skill training programme 100+ volunteers were trained and these volunteers have further trained 1500 field officers, community mobilisers and local youth, who are now training further thousands in the local community.

We, at HCLT Foundation are implementing a programme for the youth in partnership with Adyar Cancer Institute to create awareness among youth on cancer, substance abuse, healthy positive living. 20,000 youth were reached out through the mass campaign and exhibition in Chennai. 18 Cancer

survivors are also engaged in these programmes to provide quality care and support for the cancer patients with effective peer counselling. They are also involved in promoting awareness campaign.

(4) Vocational Training Centers and capacity building

During FY 13 we created 15 centers for providing IT education. These centers have a dedicated computer lab, IT trainer, english language program, and mentorshi by HCL employees. The trainees obtain Government certification upon completion. 86 youth have been placed on jobs. We are involved in building the capacity of the NGO partners and volunteers along with our direct beneficiaries. This is done through various methods like train the trainer workshop for the NGO Teaching staff, capacity building trainings for

the volunteers, enhancing the quality of training modules etc.

(5) Spring Fest

We promote Art and Culture through the youth centres. Youth with skills are identified and trained for singing, dancing, glass painting and various other forms by HCL Art Box group (an employee affinity network) and Community service teams. 400 children have been reached out to, in the past six months. These children perform at various public events including the Annual Spring Fest organized by us. The best performers are awarded scholarships to pursue professional coaching. 75 of them performed HCL events across locations, 85 of them have performed in other Government programmes.



Women Development Programs



Break the Silence Age 6 to 16 yrs

Breaking the silence campaign has reached out to 23,000 girl children and it is targeted for 100,000 children



Youth Center Age : 13 to 20 yrs

HCL Youth Center focuses on education, sports, arts and culture training. Soft skill training and personality development classes are conducted periodically



Nurture the Future 20 to 40 yrs

"Nurture the Future" training were given to 330+ young women in which 42 were facilitated with Job through HCL vendors.



Recreational activities and health camp's Old Age Homes

Every three months our HCL Volunteers visit old age home and they give food and nutrition and organize recreational activities.



Breaking the silence ----> Facilitate right to education ----> Enabling a dignified life

Rehabilitation for Sustainable Livelihoods

Our 'Rehabilitation programmes focus on the value of education, health, life skills, psycho-social counselling support, art and culture. The beneficiaries achieved 100% pass in 10th grade and 90% in 12 grade, they also performed in many cultural competitions. In Chennai, we reach out to juvenile home for 270 girls and 280 boys and to 110 boys in Bangalore. HCL Brazil has actively been engaging our employee volunteers in juvenile homes in Sao Leopoldo and institutionalising engaging programmes like digital inclusion activities, games and distributing oral hygiene products.

Night vigil camps are regularly co-ordinated in all the HCLT Youth Centres and the schools where we volunteer. This programme focuses on creating awareness on de-addiction and substance abuse. 395 youths have been rehabilitated from drug addiction, 800 youths were covered under various workshops.

HCLT Foundation recently set up a sanitary manufacturing unit in the central jail in Chennai. This is the first of its kind with 30 men prisoners are trained and involved in this novel income generation project; the produced napkins are for free distribution by the state government for government schools and hospitals. Prisoners who are engaged feels dignified to be involved for a noble cause.

200 Transgender and 300 marginalized women were empowered on leadership and social securities through effective self-help group (SHG) action.

Empowering the differently abled

We actively partner with national and international NGOs to empower persons with disabilities, (PwDs). A week long Art exhibition was conducted with the paintings and drawings of 550 PwDs to promote their livelihood. As part of our commitment to procure 5% of our goods from marginalised vendors, the procured art was used as mementoes for our customers. 55 PwDs representing 31 district level CBOs (community based organisations) were also capacitated.

From certain projects, our volunteers have initiated

activities like recording of eBooks through high quality video recording tool: Obi alpha. The eBooks help the visually impaired children to hear and learn the subject. Our volunteers have also arranged for ability sensitisation sessions in HCL Operation Centres, where awareness on the various other strengths of PwDs is shared.

A healthy cricket competition between our volunteers and the hearing and speech impaired children was done to break the ice of both the teams which was followed by exposure visits for the students in HCL Operation Centres to explain the working of the various departments, in which were of interest to the PwD students. Active programmes have also been initiated on hiring and making these children join the mainstream.

COMMUNITY GIVING:

 Friend in Need Help our supply chain on welfare schemes.	Just Like Us Reach out to those sections of the society who need human touch. E.g.: senior citizens, orphans and terminally ill.	Social Recycling An Everyday collection of used clothes, stationery, books toys, etc. and supply them back to communities in need
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Friend in Need

The fundamentals of HCLT Foundation is, our EFCS philosophy: working for the betterment of our supply chain community includes security, transport, housekeeping facilities and cafeteria personnel.

The support personnel are taught through different workshops under 'Teach at Office' programme. An annual celebrations day known as 'Baal Mela' was institutionalized as a day for the families and children of our support staff. An annual Bright scholarship is announced for providing educational support to children of our extended support staff who have scored more than 60% from 1st to 12th grade. In FY2013, this programme supported more than 500 families by helping provide quality education for their children. An educational programme on 'safe working environment' was also conducted in NCR through a series of training for all the 1500 support staff.

About 2000+ support personnel including housekeeping and security were trained on

prevention of sexual harassment channels available in HCL in FY 2013. Programmes on wellbeing were conducted for cab drivers covering about 900+ support personnel in the same year.



Just like us

Under this programme, we focus on providing livelihood for the destitute, people with disabilities (PwD) and sections of society which requires human care for betterment of life. The programmes are aligned to UN Millennium Development Goals. We focus on providing support, nutrition and care for HIV affected children and elderly destitute.

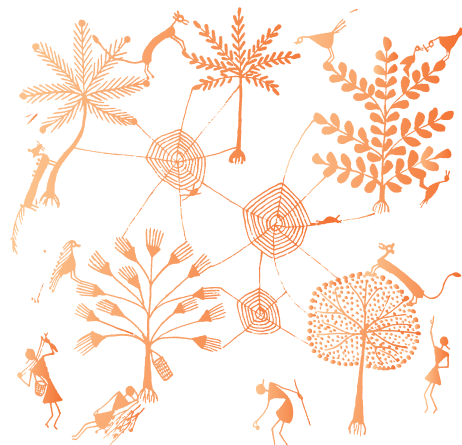
Power of One volunteers also conduct programmes for visually and hearing impaired, besides scribing and providing job assistance.

As a special initiative, our partner NGO has set up shelter homes for the mentally challenged who are homeless. Our employees help implement the programme for this campaign by providing basic support systems to the needy.

Role of HCLT Foundation is to enable our volunteers, to be able to visit and spend quality time with the mentally challenged. We also rehabilitate mentally challenged women wandering in the city by providing good food, shelter and livelihood for their Sustainability. Help create awareness through street theatre and other means inside/outside the project location and by teaching activities like painting, decorating, handicraft and some cultural events. We organise awareness programmes, road shows on socializing the mentally challenged people within families and communities.

Our volunteers identify the strength of the mentally challenged and help them scale up to exhibit their unique talents and prepare some of them for stage events. Spread awareness and impact of the development.

Under this programme, 225 volunteers have contributed in 1800 hours of community service.



Mental Health Program:

KPHC (Kind People Happy City)

Background

About 1% of the population of Indian cities is estimated to be homeless, which pegs the total number at 3 million in India. In Chennai, 40653 people (11,000 families) are homeless. Debilitating physical illnesses, disability, mental illness, gender biased circumstances, migration induced by conflict, extreme hunger and poverty are some of the reasons why people end up homeless in urban areas. Mental illness can lead to symptomatic incidence of homelessness, as also a percentage of those who are homeless will experience psychosocial needs.

Introduction

KPHC project is an initiative of Banyan in tie up with HCLT foundation and Chennai Corporation is heading towards building a fun and happy city for providing food and shelter for the needy.

About KPHC Project

BANYAN have set up shelter homes for the Mentally ill homeless and wandering people as a special initiative with intensive campaign KPHC, (Kind people Happy City) to bring about the awareness among the general public. This will be a major public private partnership with BANYAN, Chennai corporation and HCL Technologies joining hands to provide to implement the program for the this campaign to provide basic support system to these needy people.

Role of HCLT Foundation

KPHC (Kind People Happy City) will provide shelter and basic food through hot soup kitchen for wandering and homeless.

- Visit and spend quality time with Mentally ill person

- Create awareness through street theatre and other means in or outside the project location.
- Teaching Art based activities like Painting, decorating, Handicraft, cultural events.
- Organize Awareness programs, Road shows on socializing mentally ill person within the families and community.

Role of CSC Volunteers:

225 volunteers HCL-CSC volunteer have done community service in this home in which they have put in 1800 hrs of community service.

CSC (Catalyst for social change) HCL Volunteers is visiting on a bi-weekly basis for both the shelter homes where primarily they will be involved in various types of rehabilitation activities which help the inmates to be motivated and come out of their trauma and pain.

Major Impact

- With the current intervention planning to rehabilitate majority mentally ill women wandering in the city by providing good food, shelter and livelihood for their sustainability.
- Volunteers will identify the strength of the mentally ill person and will help to exhibit their unique talent
- Screen the potential and capacity of mentally ill people with path-breaking stage events.
- Impact and value based study and evaluation of the development to be studied
- The community will be aware of the mentally ill people and treat them with love and care.

Solidarity Campaigns @ Brazil

Every year in the month of Easter, employees in Brazil participate in the social Easter Solidarity Campaign. They collect chocolates and materials of oral hygiene for children of the ACAPASS association - a nonprofit institution that welcomes children and adolescents at risk and of social vulnerability. Collecting winter clothes and buying basic food supplies for poor families in the region is an activity that we, at HCL Brazil have practiced for three years. There have been more than 200kg of donations at every stage of the campaign and the benefits have gone to the families living in extreme poverty in the local Brazilian community.

HCL joined the Santa Claus campaign of the Brazilian Post Office and the dreams became reality for needy children in the area. Christmas gift requests made by letters and drawings were answered by the employees of HCL, spreading the magic of Christmas with toys, clothes and school supplies for needy children with ages varying from 4 and 9 years old.

Employees donated blood for the victims of the

nightclub fire in Santa Maria - there were more than 280 victims among the injured and dead in 2013. We sympathized with the tragedy in Santa Maria and launched a blood donation campaign

Social Recycling

Everyday collection of used clothes, stationary, books toys, etc. are donated by HCLites in the social recycling boxes which is placed in HCL facilities and supply them back to communities in which people are in need. These materials are collected and donated to orphanages, old age homes, disaster relief areas etc. Nearly 33,100 beneficiaries received support through social recycling in which over 200 HCL volunteers actively participated.

Each year, HCL America partners with the 'One Warm Coat Foundation' for donating coats for families during winters. The collection drive takes place in nine of the HCL America's operational centres. The canned food drive and the non-perishable food drive is a perennial activity in all operational centres in HCL America. Our employees donate canned/non- perishable food items and these are further donated it to the local United Way



Bright scholarship & Teach @ office

What

Providing tuition services for the less privileged children in slums

How

During evenings, 7 days a week, from 5.00-7.00 pm and night studies from 8.00-12.00 am

Who

Through a community member with educational knowledge. Paid and monitored by HCLT Foundation.

Impact

Over 1500 beneficiaries in evening tuitions and 600 students in night studies get benefited. Through evening tuitions, some of our youth center students got 98%, 98%, 94%, 92% in public exams. Breaking the UNICEF record by maintaining 100% attendance in schools



Welfare of the mentally challenged people through (KPHC) "Kind People Happy City" program

What

Providing educational and health supports for the children of Irular Tribes (A tribe that gets livelihood by catching snakes).

How

Through CRY's (our partner NGO) resource for education and financial supports for the children & women wellbeing.

Who

By RDC (Rural Development Council), Program implementation at field level and HCL volunteers conduct sessions for the tribes.

Impact

The tribes are motivated to send the children to schools and improvements on health; impact to be analyzed by end 2013



IIT Food project

What

In IIT Madras, every day nearly 300 kgs of food is wasted.

How

The excess food that would have been otherwise wasted, are distributed to the NGOs and migrant laborers nearby.

Who

IIT Madras, Children's home, HCL CSC volunteers

Impact

750 beneficiaries per day were fed through this program..

Filo facts

In FY2013, we provided "Micro Nutrition Support" for 455+ HIV infected children through Sang mam programme (zero discrimination for HIV infected children).

Provided support for 220+ mentally ill through various programmes and shelter home.

3015+ orphans and 350+ elderly destitute have benefited through organised food security programmes.

33,000+ used cloths and house hold items collected through the social recycling projects.

750+ differently abled people have benefited through counselling services.

15,000+ litres of blood was donated by HCLites across India

5600+ beneficiaries were reached through organised health camps.



Women safety and wellbeing:

Seeing women safety as the need of the hour, we at HCL took an active decision in sponsoring self-defence workshop for our security, housekeeping lady guards, to train them to fight back and survive when in a real life situation. This programme has helped them be aware of some of the most common threats. Various health camps and awareness programme were given to the women in the slums across India.

Helping environment through community:

At HCLT Foundation, we are actively involved in initiating green projects through distributing solar lanterns for community cause and have set up several projects. A solar power project is commissioned in 'Sevalaya', an NGO for the old age home and lesser privileged children who are working in a remote rural village near Chennai. 90 deserted elderly citizens are benefitting. A sustainable alternate power project for a social cause has been implemented.

200 Solar lanterns were distributed to 5 cyclonic disaster stuck villages in Cuddalore district near Chennai. We offered 200 solar lanterns for students through the heads of the community learning centres. 50 Irulla, the snake charmers community in Pondicherry, were supported with donating them the solar lanterns to support students of their community.

Beach Cleaning Activities: Nearly 3000 kilogrammes of plastic were collected from the beach with the help of 500 CSC volunteers.



Advocacy Causes

Child Protection Rights

Women Safety and Wellbeing

Environment



Child Protection rights:

"Chuppi Todo" or Raise your voice against child sexual abuse is a campaign that includes interaction with children about children's rights. A film is screened in schools and communities, followed by a discussion with child rights professionals/psychologists. A walkathon has been organised, to boost the confidence of children so that they are not afraid of perpetrators thereby, helps in creating safe environment for children. The screening has covered 3000+ children and around 67,000+ people have been made aware of this programme through walkathon. The campaign continues and aims to reach over 100,000 children over a defined period.

Our volunteers are aware of the arising biodiversity crisis and contribute actively by participating in helping conserve the local flora, fauna and eco-system, thereby creating an ecological balance. We have partnered with a local NGO and have helped set up a trauma center for saving the wild animals and birds who are being de-habilitated due to infrastructure boom and deforestation. Through HCL's funding, some of the animals that were saved fall under the IUCN category 1.2 to 3.1.

Bubo bengalensis (Rock Eagle-owl) , *Antilope*

cervicapra (Blackbuck) (endangered), *Python molurus* (Asiatic Rock Python) (endangered), *Pavo cristatus* (Indian Peafowl), *Gyps indicus* (Indian Vulture) (endangered), *Aquila hastata* (Indian Spotted Eagle) (endangered)

Special Programmes:

Number of saplings planted:	2400 in 2012-13 1750+250 in 2011-12
Number of saplings distributed:	2000
Number of saplings nurtured:	800
<small>(Volunteers go to a specific location every weekend for taking care of the planted trees by watering etc.)</small>	

12.12.12 Lights out campaign on environmental conservation through which we reached out to 12,000 beneficiaries.

22nd April 2013 World Earth Hour Day: An awareness rally on usages of plastic and saving trees in Chennai.

Street theatres were performed by the students of the HCLT Youth Centre at our facilities and in the communities to emphasis on tree plantation and also about the significance of sanitation in which 15,000+ HCLites and community members participated.

World Earth Hour Day:

Awareness on power consumption given in the community.



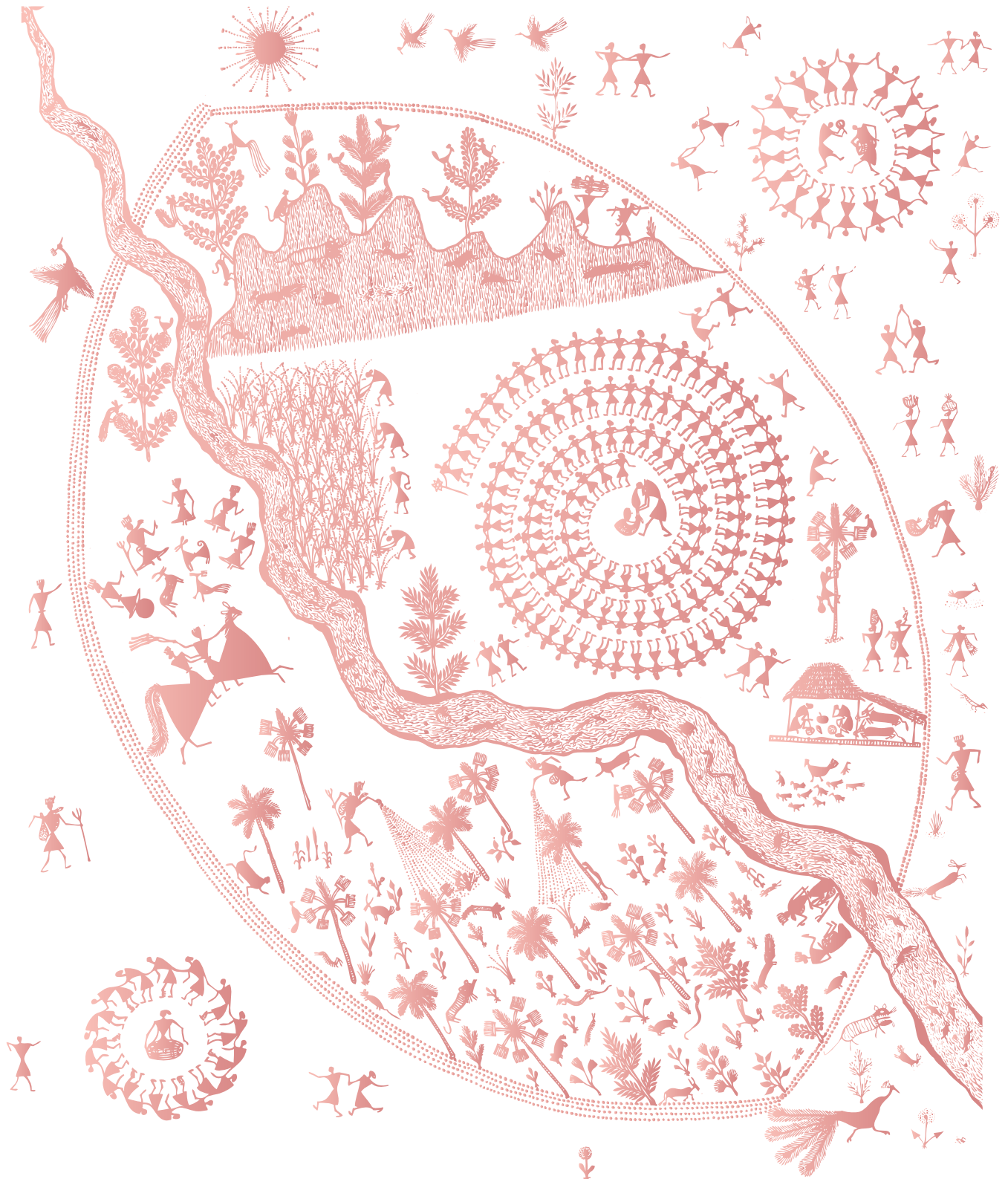


Power of One





Annexure I: 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 Council - known as Chargers within HCL, Infrastructure and Administration, Human Resources, Customer Advocacy Group, and Marketing.



Each of the focus areas mentioned in 'Sustainability 10 by 20' matrix and the corresponding material issues are discussed in detail under four 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 subsequent sections. The top materiality issues that are long-term have been integrated with the risk framework mentioned in the introduction section of this report. During FY 2013, 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 practices, 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.

Equal Employment Opportunities and Human Rights

The 'Employees First' philosophy upholds all our actions in providing equal opportunities, empowers and enables 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 recognises the employees as

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

Our Core Values & EFCS Philosophy	
The five core values of Employee Trust	The four tenets of 'Employees First' philosophy
These core values represent the deep rooted beliefs that guide our actions and thoughts every day.	1. Mirror Mirror: Creating the impetus for change accepting imperfections as catalysts for transformation
1. Honesty: honest and righteous behaviour, actions and practices	2. Trust through Transparency: Creating a culture of change-seeding trust by stretching the envelope of transparency
2. Transparency: open and clear communications, simplicity in conveying our objectives and motives.	3. Inverting the Organisational Pyramid: Building a structure for change by reversing accountable to employees in the value zone
3. Accountability: completely liable and responsible for our actions, decisions and performance	4. Recasting the role of the CEO: Transferring the responsibility for changes from the CEO to employees by decentralising decision-making
4. Individuality: appreciate the uniqueness of each individual and tap into their individual potential; respect and regard originality	
5. Collaboration: strong team spirit and fostering an environment that is conducive for sharing and learning.	

strategic elements, turns the management structure upside down, democratises HCLT's functions and ways of working.

EFCS at work

We create value in one very specific place: the interface between our employees and our customers. We call



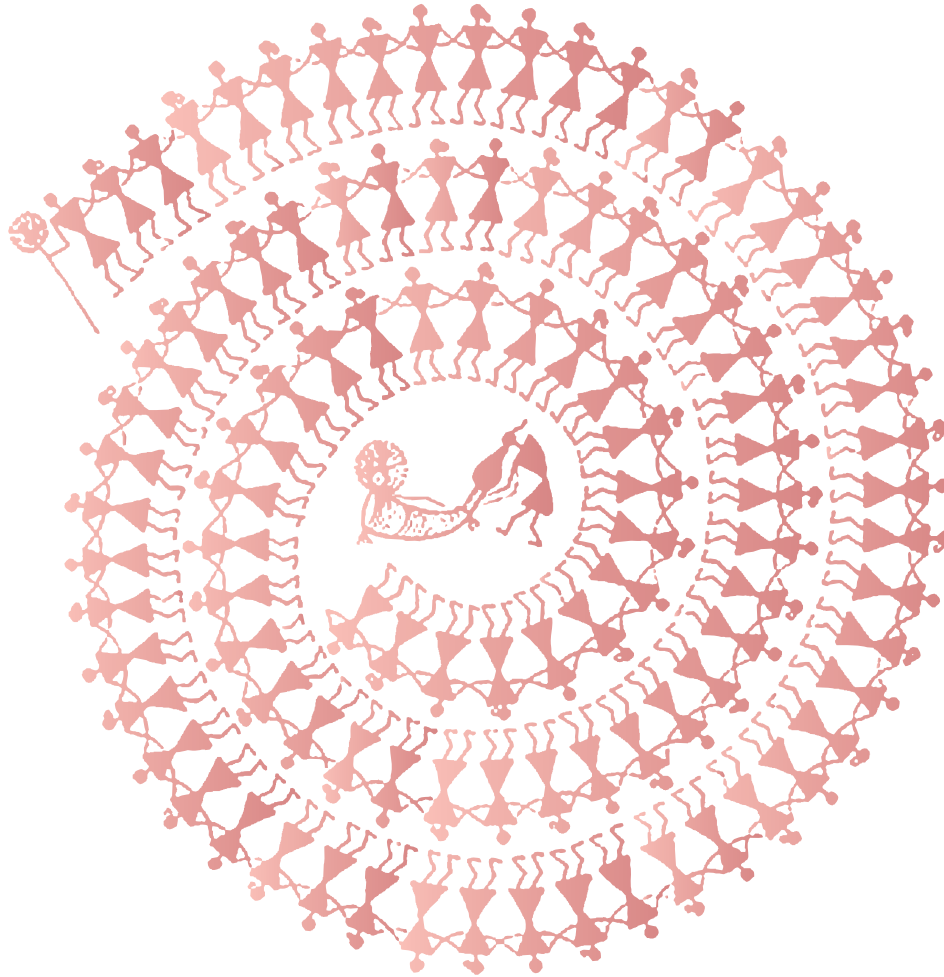
this the 'value zone'. Every employee who works in the value zone is capable of creating high or low value. The whole intent of 'Employees First' is, to do everything that we can do to enable those employees to create the highest possible value. This has led us to take a number of actions to invert the organisational pyramid. 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 the 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', isn't that much better than satisfaction! EFCS' idea is that employees who are alert and are paying some attention to what they do, would be better engaged. All actions that have 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 organisational 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 programmes on need basis.

Our Equal Employment Opportunity policy and approaches 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 in our website as well as other established channels such as newspapers for eligible candidates to apply. Whenever we have operational 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 CHRO 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 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 of Function Heads hold Town Halls, meetings etc. and collectively address all employee questions and issues. This approach empowers employees to question the 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 recognises 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 & ABAC Policies

COBEC and ABAC Policies 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 policies, you can immediately report the details to **whistleblower.hcl@tari.co.in**. All investigations will be kept confidential and managed by the office of Principal, Diversity and Sustainability.

Business Gifts and Entertainment Policy

HCL places great emphasis on strong corporate governance and a work culture that is inclusive, positive and productive. HCL practices transparency and integrity in all activities across its operations. Corporate Governance is an embodiment of the principles of integrity, transparency and accountability.

Offering and accepting business gifts and entertainment on a modest scale is an accepted social

norm in the business world. The fundamental principle is that business gifts/ entertainment should not be given or received, if the same were to influence a decision, obtain any favour, or, receive any kind of preferential treatment. This Policy applies to all individuals worldwide working for all affiliates and subsidiaries of HCL Technologies Limited at all levels and grades. However, a business gift/ entertainment is never permitted, if:

- Offered directly or indirectly to any Third Party, with an intention to influence a decision, obtain favour or get preferential treatment or made in violation of the ABAC Policy;
- Is in the form of cash, cash equivalent (store cards/ gift cards or vouchers) or precious metals or jewellery;
- Prohibited by law or regulation;
- When it is known to us to have been prohibited by the employer of intended recipient;
- When disclosed publicly, would not be in the best interest of HCL or would be cause of an embarrassment for HCL (e.g. "adult" entertainment of any sort or any entertainment which could be viewed as "excessive" by any reasonable third party).

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@tari.co.in



Equal Opportunity Employer

Our Equal opportunity employer policy emphasises to treat employees without any discrimination with regard to their race, religion, sex, colour, age, national origin, pregnancy, sexual orientation and physical ability. This policy governs all areas of employment, including: recruiting, hiring, training, promotions, compensation, benefits, discipline, and

Terminations and includes apprenticeship, pre-apprenticeship, and/ or on the job training.

At HCL, we ensure adherence to the laws of the land with regard to the employment norms and will not indulge in practices such as employing child labour, bonded labour etc.

Prevention and Redressal of Sexual Harassment at Workplace Policy

Prevention and Redressal of Sexual Harassment at workplace Policy: applies to all employees in relation to other employees of HCL as well as others like contractual staff, vendors, clients, consultants, trainees, visitors. Any complaints brought for harassment of an employee by any of the others or of any of the others by an employee will be treated under this policy. We have set up a Secure Governing Council (SGC) with senior employees under the leadership of the Head- Human Resources (HR) to look into this matter. This committee also has an external expert to provide objectivity in all its proceedings, and will also take local help in the countries in which we operate on consultation basis.

For any grievances, employees must write to secure@hcl.com and/or report harassment to a supervisor or HR representative or members of the SGC. In accordance with local laws governing such workplace harassments and company procedure, all complaints will be investigated fairly and any misconduct, intentional or otherwise will attract reformatory and disciplinary action, including and up to termination of contract.

Procurement Policy

Our procurement approach is guided by our Purchase Manual. We adhere to fair and equitable dealings.



Vendors who are identified to have any unethical practices are removed from the supplier-vendor list. Our emphasis is on prioritising the environment. Vendors committed to upholding human rights and 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. 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. More than 95% of our vendors are local, hence majority of our spent is on local vendors thus creating employment and economic opportunities in the locations that we operate from. We procure our IT equipment and software from vendors committed to Sustainability. For non IT resources, we strictly monitor the vendors for statutory compliance and audit their operations at the time of renewing the contract(s). We ensure that our company's social and environmental performance extends to our supply chain by sharing our expectations with our suppliers from time to time. We also intend to procure 5% of our goods from marginalized and vulnerable sections of society eg. women and people with disabilities. We have circulated the Whistle blower policy to all our vendors 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.



Community Outreach Policy

Our Community Outreach policy is founded on "Employee First Philosophy", HCL's Sustainability programs are driven by the "Rebalance" vision, which focuses on helping HCL conduct business responsibly by considering the impact on the society and environment in which the business operates in. This "Rebalance" vision encompasses activities that fall under four major components - Responsible Business (governance and transparency), Redefine workplace (Human resources management), Renew eco system (environment matters) and Repay Society (Social responsibility and corporate citizenship). There are policies that guide the actions under each component.

The objectives of this policy are to provide a scope to HCL's approach to:

Community Outreach, selecting a project or/and partner for implementing actions and/or charitable donations

HCL's community focus is founded on two principles:

1. Our commitment to responsible growth by creating sustainable livelihoods and dignified life for less privileged in the locations we operate from.
2. Our employees' passion to bring tangible changes in the lives of people through volunteerism.

Any community or charity programme in which HCL

will associate with, should essentially fall under the above two principles and be aligned to the Millennium Development Goals (MDG) as professed by United Nations. Based on these principles, HCL's community outreach priorities are:

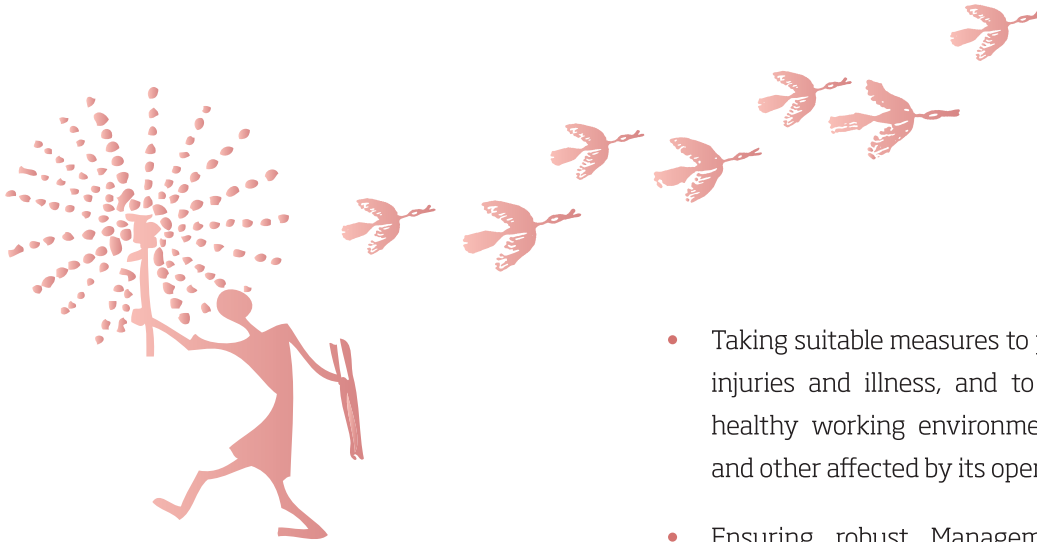
1. **Community Development:** Develop youth for employment through coaching, skills training, and bridge schools; Empower women and girl children to lead dignified lives.
2. **Community Giving:** Reach out to provide care for the marginalised and terminally ill.
3. **Advocacy:** Advocate rights of children and women including health and wellbeing.

Siting Policy for setting up operations

Responsible siting of infrastructure/offices requires an understanding of interactions with permitting agencies, the public, wildlife, and surrounding land used for our operations. This policy defines the guidelines that HCL and its subsidiaries adhere to during selection of a site. This policy is applicable to all leased and owned infrastructure/office(s) of HCL Technologies Ltd and all its subsidiaries located in any geography.

An organisation and its area over a period of time may cause significant damage to the surrounding environment and ecological features due to the cumulative emissions or waste generated in the zone. They are, therefore, required to be sited, striking a balance between economic and environmental considerations. HCL always identifies the location for both leased and owned infrastructure/office operations based on multiple parameters like: business model, access to human resources including supply chain, well developed communication, network by road, rail and air.

HCL prefers locations identified as industrial zones by the local government for any infrastructure development and is also compliant with local laws for infrastructure development. The organisation applies a due diligence process during any mergers and acquisitions, which covers verification of policies and



practises on issues related to employees, human rights and environment along with legal compliance checks.

At HCL we ensure that there is no negative impact on the bio diversity, and the operations do not have significant water discharge or spills that can have significant impact on local water bodies. Indirect employment opportunities are provided to local skilled and semi- skilled labour for support staff such as Security, Facility Maintenance, Transportation and Travel personnel.

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 achieving Occupational Health & Safety excellence within areas of its 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.

Environment Policy

As a responsible corporate, at HCLT we believe that we have accountability towards the future and - 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 neighbour 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.

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 in minimising 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 environmental 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 and OHSAS 18001 standards.

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 through re-cyclers authorised by Pollution Control Board

Information Security Policy

Our Information Security Policy is in compliance with ISO 27001 standard and it includes, but is not limited to, electronic / print information etc on servers, workstations, laptops, networking and communication devices, tapes, CDs and information printed or written on paper or transmitted by any medium. The Policy ensures that:

- Information is protected from unauthorized access, use, disclosure, modification, disposal or impairment, whether intentional or unintentional, through appropriate technical and organizational security measures.
- The Confidentiality, Integrity and Availability of all such information, whether acquired permanently or in transit, provided or created, is ensured at all time.
- Information Risk Assessment will be carried out and criteria established for evaluation and acceptance of risks and acceptable levels of risks defined. This will be reviewed periodically and whenever necessary.
- Any security incidents, security weaknesses and



infringement of the policy, actual or suspected, are reported, investigated by the designated Chief Information Security Officer and appropriate corrective and preventive action initiated.

- Business Continuity Plan is developed, maintained and tested. Awareness programs on Information Security are available to all Employees and wherever applicable to third parties viz, Subcontractors, Consultants, Vendors etc and regular training imparted to them.

The details of all the above mentioned policies can be made available on request.

Key Membership Forums & Engagements

Many of our senior leaders play key roles in the advisory councils and steering bodies for promoting Diversity and Sustainability. These include prestigious forums, some of which are captured herewith: WORLD ECONOMIC FORUM: HCL is a strategic partner at the forum, which is the highest level of partnership available for any organization across the globe. The Forum has defined industry clusters and communities that partner companies can participate/ support throughout the year.

- **HCL is a part of Information and Communication Technology Industry (ICT)**
 - Within this Industry Cluster HCL supports is a part of a forum initiative on Partnering For Cyber Resilience, whereby HCL has committed to improve cyber resilience, raise business standards and to contribute to a safer and stronger connected society.
 - A project that HCL has been part of for the past couple of year is New Energy Architecture
- **HCL supports the following two communities**
 - Young Global Leader- R Srikrishna, Executive Vice President and Global Head of Infrastructure Services and Healthcare Services, HCL, has been nominated as a Young Global Leader at the Forum for his contribution

in developing the Infrastructure Services Industry

- Schwab Foundation for Social Entrepreneurs - HCL extends its own entrepreneurial DNA within this community to help identify the best social entrepreneurs across the world.

NASSCOM

HCL has been a member of National Association of Software & Service Companies ever since HCL Technologies Ltd was incorporated in 1999. HCL abides by all rules, regulations, guidelines and best practices prescribed by this apex body of all technology and information service provider companies in India.

In fact HCL has been instrumental in starting the Remote Infrastructure Management Industry Forum at NASSCOM. HCL is also an active member of the Diversity and Inclusivity Initiative of NASSCOM... and HCL was recognized as the best Glocal company (NASSCOM HR Awards in the Glocaliser category) amongst all NASSCOM members.

CII

HCL has been a member of the Confederation of India Industries (CII) ever since HCL Technologies Ltd was incorporated in 1999. HCL abides by all rules, regulations, guidelines and best practices prescribed by this apex body of all corporations in India.



Annexure II: Governance, Commitments and Engagement

GRI clause no.	Requirement	Information
2.6	Nature of ownership and legal form	HCL Technologies Limited is a Public Limited Company. It is listed with the Indian Stock Exchanges viz. BSE and NSE.
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.	<p>The highest body of the Company's Governance Structure is the Board of Directors which consist of eleven members. The Company appoints both Executive as well as Non-Executive Directors after taking into consideration various aspects such as knowledge, expertise and experience.</p> <p>There are seven Board Committees of the Company constituted to perform their specific assigned tasks. The Committees are:</p> <ol style="list-style-type: none"> 1. Audit Committee 2. Compensation Committee 3. Nominations Committee 4. Risk Management Committee 5. Finance Committee 6. Shareholders' Committee and 7. Employees' Stock Options Allotment Committee. <p>The members of all the Committees are appointed as per their special knowledge and experience.</p> <p>For example:</p> <ul style="list-style-type: none"> ◦ The Audit Committee consist of four members and all of them are experts in the finance and accounting. ◦ The directors expert in the human resource and management are the part of Compensation Committee. <p>Details of the roles of all the Committees are provided in the Corporate Governance Report.</p> <p>The Board of Directors are responsible for all the tasks performed by the committees and all the committees submit their report and recommendation on quarterly basis.</p>
4.2	Indicate whether the Chair of the highest governance body is	The Chairman of the Board of Directors is the promoter director who is designated as Chairman and Chief

	also an executive officer.	Strategy officer of the Company.
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.	The highest Governance Body of the Company is the Board of Directors consisted of eleven members. Out of eleven directors, two directors are the Executive Directors and nine directors are Independent Non-Executive Directors including one woman director.
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	<p>Mechanism for shareholders:</p> <ol style="list-style-type: none"> 1. The shareholders can give their recommendation/directors in the general meetings in which they directly interact with the Board of Directors. 2. There is a designated email id investors@hcl.com in which investors can send their request / recommendation / direction /query/observation etc. directly to the compliance officer of the Company. 3. The Shareholders can write the letters to the compliance officer in case they want to send their recommendation/direction/observation etc. in regard to the Company.
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).	<p>The Company always tries to link between the compensation of members of the highest governance body, senior managers, and executives with the organization's performance (including social and environmental performance). The evaluation of the Directors' is not done on an individual basis. The Board evaluates its performance on a collective basis. Any decisions taken by the Board are reviewed it by it on periodical basis to determine the effectiveness of its decision making. For e.g. if a board takes any decision to acquire a particular business / entity, the performance of that business / entity is regularly monitored and reviewed by the Board which gives the Board a fair idea on the decision taken by the Board.</p> <p>Remuneration criteria for Executive Directors:</p> <p>The Remuneration criteria for Executive Directors of the Company are recommended by the Compensation Committee to the Board. After evaluating various factors the Compensation Committee recommends the compensation to the Board and the Board considers and approves the remuneration subject to the final approval of the shareholders.</p> <p>The Compensation Committee of the Company also</p>

		<p>grants stock options to the Employees (including Directors).</p> <p>Remuneration criteria for Non-Executive Directors:</p> <p>The Company pays sitting fee to its Non-Executive Directors for attending the meetings of the Board of Directors, Audit Committee and Finance Committee of the Company. The Company pays commission to its Non-Executive Directors as approved by the Board within the limits approved by the shareholders of the Company. The said commission is decided each year by the Board of Directors and distributed amongst the Non-Executive Directors based on their attendance and contribution at the Board and certain Committee meetings, as well as the time spent on operational matters other than at meetings.</p> <p>Remuneration of Corporate Officers</p> <p>The remuneration of the corporate officers are finalized by the Compensation Committee.</p>
4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided.	<p>The Directors of the Company disclose to the Board on a periodic basis, their nature of interest in other entities. The Company also receives the annual certification from the directors/senior management that they have not entered into any material transaction with the Company in which they had or were deemed to have any personal interest that may have a potential conflict with the interest of the Company.</p> <p>In case any resolution is proposed before the Board, for entering into any transaction with the Companies in which any Directors are interested, that Director who is interested, do not participate in the discussion so that there is no conflict of interest.</p>
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.	<p>Appointment of Board Members:</p> <p>Executive directors are appointed by the shareholders for the tenure of a maximum period of five years, and are eligible for reappointment upon completion of their term. The tenure of Non-Executive, Independent Directors on the Board of the Company shall be 9 years.</p> <p>The Company also appoints both Executive as well as Non-Executive Directors of the Company after taking into consideration various aspects such as knowledge, expertise and experience.</p> <p>Appointment of Board Committees Members:</p> <p>The Board Committees are constituted taking into</p>

		<p>consideration the regulatory/ business requirements. The constitution of Committee's is decided by the Board on the basis of their knowledge, expertise and experience of the member for that Committee.</p>
4.9	<p>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.</p>	<p>Economic performance: The Audit Committee of the Company reviews the economic performance of the Company on quarterly basis and submit to the Board with its recommendation.</p> <p>Environmental, and social performance: The Company has a dedicated team which work toward the Sustainability includes environmental and social performance.</p> <p>The Company has a whistleblower policy which is based on the principles of Trust through Transparency and Accountability.. To ensure strict compliance with ethical and legal standards across the company, the Whistleblower policy has been created. Employee can report any incident pertaining to ethics, unacceptable activity, discrimination or any violation of rules/policies of the Company to the Ethics Committee. All complaints are handled with highest level of confidentiality.</p> <p>Risk Management: At HCL, the philosophy of Risk Management is that, every employee of HCL, either directly or indirectly, is responsible for managing risks. The Company has a Risk Management Committee to:</p> <ul style="list-style-type: none"> Review key risks and their mitigating strategies with the management. Assist the Board in fulfilling its corporate governance responsibility in reviewing the activities with regard to the identification, evaluation and mitigation of operational, strategic and external environmental risks. Review and approve the Risk management policy and associated framework, processes and practices of the Company. Compliance with internationally agreed standards, codes of conduct, and principles: <p>Code of Business Ethics and Conduct:</p> <p>The Board has prescribed a Code of Conduct that provides for transparency, behavioral conduct, a gender friendly workplace, legal compliance and protection of Company's property and information. The code covers all employees, Directors, third party vendors, consultants and customers across the world. A declaration to this effect is signed by the CEO and Chairman & Chief Strategy Officer.</p>

		<p>The Company reinforced its 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).</p> <p>Code for Prevention of Insider Trading:</p> <p>The Code for prevention of Insider Trading inter-alia prohibits purchase/sale of shares of the Company by employees/directors while in possession of unpublished price sensitive information in relation to the Company. The Company within two working days of receipt of the information under them Initial and Continual disclosures from Directors shall disclose the same to all the Stock Exchanges, where the shares of the Company are listed.</p> <p>Anti Bribery and Anti Corruption Policy</p> <p>To ensure the Company's policy for conducting its business activities with honesty, integrity and highest possible ethical standards and company's commitment towards prevention, deterrence and detection of fraud, bribery and other corrupt business practices, the Company has introduced and Anti Bribery an Anti Corruption Policy that applies to the employees at all levels, directors, consultants, agents and other persons associated with the Company, its affiliates and subsidiaries.</p> <p>Prevention of Sexual Harassment Policy</p> <p>In order to ensure an additional available mode for the employees, under the Sexual Harassment Policy, to voice their concern and bring it to the organization's notice, a mechanism is in place for employees to report any issues, abuse, etc. to a Council formed for this purpose. Any employee dissatisfied with the decision has a direct access to the CEO of the Company.</p>
4.10	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance.	The evaluation of the Directors' is not done on an individual basis. The Board evaluates its performance on a collective basis. Any decisions taken by the Board are reviewed it by it on periodical basis to determine the effectiveness of its decision making. For e.g. if a board takes any decision to acquire a particular business / entity, the performance of that business / entity is regularly monitored and reviewed by the Board which gives the Board a fair idea on the decision taken by the Board.

GRI Clause No. 1.2 - Description of key impacts, risks and opportunities

1. Treasury Related Risks

Risk

Global financial position continues to remain volatile with wide swings in both directions in currencies impacting the IT industry. High volatility is likely to continue in medium term with added complexity of cross -currency movements.

HCL Strategy

As a risk containment strategy, HCL has taken hedges to protect its receivables and forecast revenues against the foreign currency fluctuations. This strategy ensures certainty in revenue collection and also provides safeguards against any unfavourable movement. The treasury department of the Company continues to track the foreign exchange movements and underlying currency exposures and takes advice from financial experts to decide its hedging strategy from time to time.

Further, there is an increased focus on Europe, Asia Pacific and Rest of World for generating business which not only insulates from dependency on a single chosen economy but also ensures that the revenue streams are denominated in multiple currencies thereby partially de-risking the currency.

2. Employee related Risks

Risk

In IT industry, the ability to execute projects, building and maintaining client partnerships and achieving forecasted operating and financial results are significantly influenced by the organization's ability to hire, train and retain highly skilled IT professionals. The market continues to be highly competitive in attracting IT professionals and this is compounded by the constraints around talent mobility on account of changing regulatory requirements.

HCL Strategy

HCL's business strategy "Employee First, Customer Second" - directs our investments to retain the right skilled professionals at the right place, right time, right cost. An initiative, Program FIRST, has been shaped to provide a differentiated experience to our employees

with regard to the career, performance, reward, learning and talent management practices facilitating their growth. Our continued focus on diversity and local sourcing will also help mitigate some of the risks we perceive in attracting talent globally.

This intent is influenced by the expertise we build in the skills they demonstrate and experience and mobility we offer to the talent pool available in the geographies we operate in and engaging them in their growth. These and other factors being dynamic can cause challenges in executing to our strategic intent.

3. Regulatory Compliance Risk

Risk

As HCL is operating in a number of developing countries and is continuously adding new geographies, there is an increased risk of non-compliance to regulatory requirements.

HCL Strategy

HCL has put in place a comprehensive global regulatory compliance framework to track regulatory compliance globally. Detailed checklists are available with respective process owners to ensure compliance. In addition to this, quarterly compliance certificates are presented to the Board of Directors. Legal function helps in creating awareness around the regulatory framework and focuses on various local compliances related aspects being faced by business entities in respective countries.



4. Technology Related Risks

Risk

HCL operates in an ever evolving and dynamic technology environment and it is of utmost importance that the Company continuously reviews and upgrades its technology, resources and processes lest it faces technology obsolescence.

HCL Strategy

The Company is not dependent on any single technology or platform. HCL has developed competencies in various technologies, platforms and operating environment and offers the wide range of technology options to clients to choose from, for their needs.

HCL's Chief Delivery Officer (CDO) has dedicated groups which provide services to various delivery teams on process, frameworks, tools and technical training in addition to driving all the Transformation initiatives across the delivery organization.

- Quality group drives continuous process improvement aligning with mature and evolving international process standards and certifications.
- Tools group identifies appropriate tools, develops new tools and supports the tools deployed and also provides consulting and tools related training to project teams.
- The Technical Training group called as Tech CEED focuses on Competency Enhancement to continually upgrade the technical competency of delivery teams and manages the Learning Management System.
- The Delivery Assurance group drives definition and implementation of new practices and frameworks for efficient and effective delivery of products and services.

Under the new Industrialized Global Delivery Initiative, the CDO groups focus on improving quality, productivity and predictability of delivery governed by six principles - standardization, lean process, tools and automation, creating a pool of skilled people, knowledge management and continuous improvement.

The CDO groups work closely with Vertical and Horizontal Line of Business Delivery Units for adopting and implementing the latest technological enhancements in their respective domains. In addition to the in-house training and development initiatives, the Company keeps itself abreast and updated on the contemporary developments in technology landscape through participation in key technology forums and conferences.



5. Competition Related Risks

Risk

The overall market growth is slowing down and more and more competitors are vying with each other for market share. The line is diminishing between the traditional IT services players and non-traditional players like telecom services providers, business consulting providers, hardware, software and telecom providers. Telecom players are trying to grow their IT services business, cloud players are bringing in newer and innovative delivery models, and services are becoming commoditized and industrialized. MNC IT players are increasingly developing their offshore presence, leveling the playing field with India based IT providers. Further, we are seeing competition from players in newer geographies like China, Philippines etc., which are eating away some of Indian IT's market share. Because of all this, customers have more choices with technology, vendor and service models which is keeping all players on their toes to perform to their best abilities and to quickly acquire capabilities. More than ever, the risk of not innovating and differentiating enough could hurt the interests of the industry players.

HCL Strategy

HCL has been quick to respond to the changing competitive dynamics. Our business model is increasingly shifting from the traditional outsourcing

to non-linear model and growth is being triggered by the alternative outsourcing approach. Our differentiated alternative outsourcing approach evolves from the traditional business model and has unique value propositions such as Alternative ASM, which is HCL's alternative view on managing applications, enabling a highly automated application environment to reduce the number of tickets to zero and EFaaS, which is Enterprise Function as a Service. Through this unique alternative outsourcing approach, HCL has been able to win contracts away from major incumbents, as well as new business - which is driving our growth and market share. Further, HCL is seeking active partnerships with game changing players in emerging areas and spaces like cloud. Through these investments and partnerships, HCL is gaining a competitive edge to stay ahead of times.

6. Physical Security

Risk

Risk to human life and assets due to high incidence of terror attacks remains a major risk for companies operating in the third world. The impact would be more on service companies as against manufacturing companies due to manpower intensive business model applicable to IT/ ITeS companies, and greater time sensitivity of operations.

HCL Strategy

HCL has set stringent security standards for all its facilities and ODCs. During the FY 2013, we have migrated to integrated security designs in our facilities, merging electronic security and manpower guarding, supported by robust security procedures. Well-coordinated protective response to diverse security threats is assured by ERTs (Emergency Response Teams), Facility Evacuation Plans and strengthening of Disaster Recovery and Business Continuity Plans (DR-BCP). These steps minimize the risk to human life and assets, and provide a high degree of assurance in continuity of operations with minimal disruptions.

In the FY 2014, by consolidation of our smaller facilities into our well planned and secured campuses, our ability to withstand and recover from deliberate attacks, accidents, or naturally occurring threats or

incidents will increase. We also intend incorporating Crime Prevention Through Environmental Design (CPTED) features in our campuses which will contribute to improved security design and greater resilience.

7. Business Continuity & Information Security

Risk

HCL is dealing in maintaining, developing and operating time critical Business and IT applications for various customers. Any natural or man-made catastrophe may halt business activities and cause irreparable damage to brand reputation of the company resulting into loss of Business. Similarly, confidentiality and security of confidential data also pose risk of compromise of information

HCL Strategy

HCL has put in place comprehensive Business Continuity program in place to ensure that HCL meets its Business Continuity and Disaster Recovery related requirements as agreed with Customer. Similarly, there is Information Security team to assess and manage the information security and data privacy and related risks by leveraging on People, Processes & Technology

8. Internal Control Systems and their adequacy

The company has put in place an adequate system of internal control commensurate with its size and nature of business. These systems provide a reasonable assurance in respect of providing financial and operational information, complying with applicable statutes, safeguarding of assets of the company and ensuring compliance with corporate policies.



The company has a dedicated Internal Audit team which is commensurate with the size, nature & complexity of operations of the company. Internal Audit reports functionally to the Audit Committee of Board which reviews and approves risk based annual internal audit plan. Audit Committee periodically reviews performance of internal audit function.

The company has a rigorous business planning system to set targets and parameters for operations which are reviewed with actual performance to ensure timely initiation of corrective action, if required.

The company's audit committee comprising of 3 independent directors, which is a sub-committee of the board, reviews adherence to internal control systems, internal audit reports and legal compliances. This committee reviews all quarterly and yearly results of the company and recommends the same to Board for their approval.



Awards and Recognitions

- HCL has repeatedly been honoured for its excellence in service capabilities, governance, and inventive spirit. In recent years, HCL has received international recognition for its Employees First management philosophy, which is at the heart of everything it does. This approach empowers HCL employees to take the initiative in achieving excellence in both innovation and service to its customers.
- For the fourth time in a row, WorldBlu lists HCL as one of the Most Democratic Workplaces in the World
- Won Workforce Management magazine's 2012 Optimas Award for Global Outlook, in recognition of its Working Across Borders program, aimed at incubating an inclusive work culture. (HCL won the 2008 Optimas Award for Innovation, in recognition of its workforce practices.)
- Awarded the Forrester Groundswell Award for the second year in a row, in the B2B category, for "fostering CXO intimacy through its Customer Advisory Council." (In 2011, HCL won in the Innovation category.)
- Won the Nasscom Innovation Award 2012 for Market Facing Innovation, in recognition of "distinctive external facing business models and processes that make an effective impact on clients."
- Recognized as one of Britain's Top Employers for the 5th consecutive year, for its innovative Employees First philosophy. By providing support, knowledge, recognition, empowerment, and opportunities for transformation, HCL ensures its employees are excelling professionally and contributing to the company's growth. (Conducted by Corporate Research Foundation, UK - an independent international organization that researches best practices of high-performing companies)
- Adjudged HR Company of the Decade by Shine.com and World HRD Congress, receiving honours as HR Company of the Decade, HR Leader of the Year, and Best Learning and Development Strategy.
- Named the Outsourcing Service Provider of the Year by the National Outsourcing Association (NOA), in recognition of HCL's commitment to customers and employees, as well as its excellence in driving innovation in the industry.
- Included in Forbes's prestigious Asia's Fab 50 list of the 50 best publicly traded companies in Asia-Pacific. (HCL is one of only 11 Indian companies to make it to the Fab 50 List and among only four Indian companies to be part of this group for the past three years. HCL is also one of only two IT services providers to appear in this prestigious listing in 2011 and 2012).
- Ranked #3 in the International Association of Outsourcing Professionals' Global Outsourcing 100 list of the world's top outsourcing providers. (IAOP is the global, standard-setting organization and advocate for the outsourcing profession).
- Won the NASSCOM HR Award in the Glocalisers category, for socially responsible business with its commitment to hire 10,000 local employees in Europe and the US. (Of the 31 countries in which HCL operates, 19 have workforces that are more than 50% local.)
- Ranked among the Top five IT-BPO employers in India for the second straight year.
- Ranked by Business Today magazine as one of the Top 25 Best Companies To Work For. HCL features among the top players across industries and has been praised for its unique work culture.

- Wins the ICSI National Award for Excellence in Corporate Governance, for 2012
- This prestigious award recognizes companies that adhere to excellent governance practices in both letter and spirit, thereby creating an atmosphere of good corporate citizenry.
- Wins the Asia-Pacific Enterprise Leadership Award (APELA) 2013
- This prestigious award honours the achievements of companies in the areas of sustainable development, corporate responsibility, and/or corporate social responsibility.
- Conferred the United Nations-Women Empowerment (UN-WEP) Leadership Award 2013
- HCL was the only Indian company on the Honour Roll of the UN-WEP (Women Empowerment) Leadership Awards for 2013. This award salutes business leaders for their exceptional championship of gender equality and support for women's empowerment.
- Wins IT Europa European IT Excellence Awards 2013
- HCL won this award in the Mobility and Communication Solution of the Year category, for the PUMA (Providing Users Mobile Access) mobile data solution program implemented at the Police Service in Northern Ireland.
- The European IT & Software Excellence Awards are the only pan-European awards that recognize the crucial role that ISVs, solution providers, and systems integrators play in the delivery of real-world solutions.
- Joins the Information Technology Advisory Board of SSON
- HCL is the only Indian IT services provider to be chosen to serve on the panel of Shared Services & Outsourcing Network (SSON). SSON is a global forum that supports the shared services and outsourcing community.
- Ranks among the Top 10 Solution Providers in Consumer Goods Technology's 2013 Readers' Choice Awards
- HCL ranked among the top 10 solutions providers in the outsourcing category in Consumer Goods Technology's 2013 Readers' Choice Awards.
- The 2013 Readers' Choice Survey indicates how the consumer goods industry is approaching technology adoption. Consumer Goods Technology (CGT), an integrated media brand, is a leading resource for consumer goods executives.
- Recognized as One of Britain's Top Employers for the Seventh Consecutive Year
- For the seventh consecutive year, HCL has been recognized as one of Britain's top employers for its outstanding employee offerings.
- Leading independent business research organization CRF Institute presented the award to HCL, which is one of two companies headquartered in India to be featured in the list.

G3.1 - SEBI - NVG

G3.1		SEBI- BRR		Reported (Y/N/NA)	SR Page Number	UNGC Principle
Item	Title	Section	#	Title		
Profile Disclosures						
1.1	Statement from the most senior decision-maker of the organization.	Section E: Principle 6- Environment	3	Does the company identify and assess potential environmental risks? Y/N	Y	2,3
1.2	Description of key impacts, risks, and opportunities	Section E: Principle 2- Products Life Cycle Sustainability	1	List up to 3 of your products or services whose design has incorporated social or environmental concerns, risks and/or opportunities.	Y	9,10,71
2.1	Name of the organization.	Section A: General Information about the Company	2	Name of the company	Y	4
2.2	Primary brands, products, and/or service	Section A: General Information about the Company	7	Sector(s) that the Company is engaged in (industrial activity code-wise)	Y	4
2.3	Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures.	Section A: General Information about the Company	8	List three key products/services that the Company manufactures/provides (as in balance sheet)	Y	4,5
2.4	Location of organization's headquarters.	Section C: Other Details	1	Does the Company have any Subsidiary Company/ Companies?	Y	4
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.	Section A: General Information about the Company	9	Registered address "Total number of locations where business activity is undertaken by the Company. Number of International Locations (Provide details of major 5) i. Number of National Locations"	Y	5
2.6	Nature of ownership and legal form.	Section C: Other Details	1	Does the Company have any Subsidiary Company/ Companies?	Y	71
2.7	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).	Section A: General Information about the Company	7	Sector(s) that the Company is engaged in (industrial activity code-wise)	Y	5
2.8	Scale of the reporting organization.	Section A: General Information about the Company	10	Markets served by the Company - Local/State/National/International	Y	4,17,18
2.9	Significant changes during the reporting period regarding size, structure, or ownership.				Y	8
2.10	Awards received in the reporting period.				Y	80,81
3.1	Reporting period (e.g. fiscal/calendar year) for information provided.	Section A: General Information about the Company	6	Financial Year Reported	Y	7
3.2	Date of most recent previous report (if any).				Y	7
3.3	Reporting cycle (annual, biennial, etc.)	Section D: BR Information	3	"Governance related to BR • Indicate the frequency with which the Board of Directors, Committee of the Board or CEO to assess the BR performance of the Company. Within 3 months, 3-6 months, Annually, More than 1 year • Does the Company publish a BR or a Sustainability Report? What is the hyperlink for viewing this report? How frequently it is published?"	Y	7
3.4	Contact point for questions regarding the report or its contents.	Section A: General Information about the Company	5	E-mail id	Y	6
3.5	Process for defining report content.				Y	6,7,8

G3.1		SEBI- BRR		Reported (Y/N/NA)	SR Page Number	UNGC Principle
Item	Title	Section	#	Title		
3.6	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers). See GRI Boundary Protocol for further guidance.	Section C: Other Details	2	Do the Subsidiary Company/Companies participate in the BR Initiatives of the parent company? If yes, then indicate the number of such subsidiary company(s)	Y	7,8
3.7	State any specific limitations on the scope or boundary of the report (see completeness principle for explanation of scope).	Section C: Other Details	3	Do any other entity/entities (e.g. suppliers, distributors etc.) that the Company does business with, participate in the BR initiatives of the Company? If yes, then indicate the percentage of such entity/entities? [Less than 30%, 30-60%, More than 60%]		
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				Y	7,8
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.				Y	5,32
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)				Y	87
3.11	Significant changes from previous reporting periods in the scope, boundary, or measurement methods applied in the report.				Y	7,8
3.12	Table identifying the location of the Standard Disclosures in the report.				Y	82-87
3.13	Policy and current practice with regard to seeking external assurance for the report.	Section D: BR Information	2.10	Has the company carried out independent audit/evaluation of the working of this policy by an internal or external agency	Y	7,8
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.	Section D: BR Information	1	"Details of Director/Directors responsible for BRa) Details of the Director/Director responsible for implementation of the BR policy/policies • DIN Number • Name • Designation b) Details of the BR head 1. DIN Number (if applicable) 2.Name 3.Designation 4.Telephone number 5e-mail id"	Y	6,71
4.2	Indicate whether the Chair of the highest governance body is also an executive officer.	Section D: BR Information	3	"Governance related to BR • Indicate the frequency with which the Board of Directors, Committee of the Board or CEO to assess the BR performance of the Company. Within 3 months, 3-6 months, Annually, More than 1 year • Does the Company publish a BR or a Sustainability Report? What is the hyperlink for viewing this report? How frequently it is published?"	Y	71

G3.1		SEBI- BRR		Reported (Y/N/NA)	SR Page Number	UNGC Principle
Item	Title	Section	#	Title		
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.				Y	72
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.				Y	72
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).				Y	72
4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided.				Y	73
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.				Y	73
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.				Y	61-69
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.	Section D: BR Information	2.4	"For all nine Principles: Has the policy being approved by the Board? Is yes; has it been signed by MD/owner/CEO/ appropriate Board Director?"	Y	74
		Section D: BR Information	2.5	For all nine Principles: Does the company have a specified committee of the Board/ Director/Official to oversee the implementation of the policy?"		
		Section D: BR Information	3	"Governance related to BR • Indicate the frequency with which the Board of Directors, Committee of the Board or CEO to assess the BR performance of the Company. Within 3 months, 3-6 months, Annually, More than 1 year • Does the Company publish a BR or a Sustainability Report? What is the hyperlink for viewing this report? How frequently it is published?"		
4.10	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance.				Y	60
4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organization.				Y	9,10
4.12	Externally developed economic, environmental, and social charters, principles or other initiatives to which the organization subscribes or endorses.				Y	61-69
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.	Section E: Principle 7- Policy Advocacy	1	Is your company a member of any trade and chamber or association? If Yes, Name only those major ones that your business deals with:	Y	70
4.14	List of stakeholder groups engaged by the organization.	Section D: BR Information	2,P4	Principle 4: Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized	Y	9,10,62

G3.1		SEBI- BRR		Reported (Y/N/NA)	SR Page Number	UNGC Principle
Item	Title	Section	#	Title		
EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change.				Y	76-79
EC3	Coverage of the organization's defined benefit plan obligations.				Y	AR
EC4	Significant financial assistance received from government.				Y	AR
Aspect: Market Presence						
EC5	Range of ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation.				Y	30,63
EC6	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.	Section E: Principle 2- Products Life Cycle Sustainability	3	Does the company have procedures in place for sustainable sourcing (including transportation)?		
EC7	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation.	Section E: Principle 2- Products Life Cycle Sustainability	4	"Has the company taken any steps to procure goods and services from local & small producers, including communities surrounding their place of work? If yes, what steps have been taken to improve their capacity and capability of local and small vendors?"	Y	24
EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement				Y	30
EC9	Understanding and describing significant indirect economic impacts, including the extent of impacts.				Y	52
Environmental Category						
		Section D: BR Information	2.P2	Principle 2: Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle		
		Section D: BR Information	2.P6	Principle 6: Business should respect, protect, and make efforts to restore the environment		
		Section D: BR Information	2.1	Do you have a policy/policies for....		
		Section D: BR Information	2.2	Has the policy being formulated in consultation with the relevant stakeholders?		
		Section D: BR Information	2.3	Does the policy conform to any national /international standards? If yes, specify? (50 words)		
		Section D: BR Information	2.4	Has the policy being approved by the Board? Is yes, has it been signed by MD/owner/CEO/appropriate Board Director?		
		Section D: BR Information	2.5	Does the company have a specified committee of the Board/Director/Official to oversee the implementation of the policy?	Y	67,68
		Section D: BR Information	2.6	Indicate the link for the policy to be viewed online?		
		Section D: BR Information	2.7	Has the policy been formally communicated to all relevant internal and external stakeholders?		
		Section D: BR Information	2.8	Does the company have in-house structure to implement the policy/policies.		
		Section D: BR Information	2.9	Does the Company have a grievance redressal mechanism related to the policy/policies to address stakeholders' grievances related to the policy/policies?		
		Section D: BR Information	2.10	Has the company carried out independent audit/evaluation of the working of this policy by an internal or external agency?		
		Section E: Principle 6- Environment	3	Does the company identify and assess potential environmental risks? Y/N		
		Section E: Principle 6- Environment	3	Does the company identify and assess potential environmental risks? Y/N		
DMA						

G3.1		SEBI- BRR		Reported (Y/N/NA)		SR Page Number		UNGC Principle	
Item	Title	Section	#	Title					
Aspect: Materials									
EN1	Materials used by weight or volume.								
EN2	Percentage of materials used that are recycled input materials.	Section E: Principle 2- Products Life Cycle Sustainability	5	Does the company have a mechanism to recycle products and waste? If yes what is the percentage of recycling of products and waste (separately as < 5%, 5-10%, >10%). Also, provide details thereof, in about 50 words or so.	Y	50	8		
Aspect: Energy									
EN3	Direct energy consumption by primary energy source.								
EN4	Indirect energy consumption by primary source.	Section E: Principle 6- Environment	5	Has the company undertaken any other initiatives on - clean technology, energy efficiency, renewable energy, etc. Y/N. If yes, please give hyperlink for web page etc.	Y	49	8,9		
EN5	Energy saved due to conservation and efficiency improvements.								
EN6	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.	Section E: Principle 6- Environment	2	Does the company have strategies/ initiatives to address global environmental issues such as climate change, global warming, etc? Y/N. If yes, please give hyperlink for webpage etc.	Y	41-50			
		Section E: Principle 6- Environment	5	Has the company undertaken any other initiatives on - clean technology, energy efficiency, renewable energy, etc Y/N. If yes, please give hyperlink for web page etc.	Y	41-50	8,9		
		Section E: Principle 2- Products Life Cycle Sustainability	2	"For each such product, provide the following details in respect of resource use (energy, water, raw material etc.) per unit of product (optional):i. Reduction during sourcing/ production/ distribution achieved since the previous year throughout the value chain?ii. Reduction during usage by consumers (energy, water) has been achieved since the previous year?"					
EN7	Initiatives to reduce indirect energy consumption and reductions achieved.	Section E: Principle 2- Products Life Cycle Sustainability	2.i	"For each such product, provide the following details in respect of resource use (energy, water, raw material etc.) per unit of product (optional):i. Reduction during sourcing/ production/ distribution achieved since the previous year throughout the value chain?"					
		Section E: Principle 6- Environment	2	Does the company have strategies/ initiatives to address global environmental issues such as climate change, global warming, etc? Y/N. If yes, please give hyperlink for webpage etc.	Y	41-50	8,9		
		Section E: Principle 6- Environment	5	Has the company undertaken any other initiatives on - clean technology, energy efficiency, renewable energy, etc. Y/N. If yes, please give hyperlink for web page etc.					
Aspect: Water									
EN8	Total water withdrawal by source.	Section E: Principle 2- Products Life Cycle Sustainability	2	"For each such product, provide the following details in respect of resource use (energy, water, raw material etc.) per unit of product (optional):i. Reduction during sourcing/ production/ distribution achieved since the previous year throughout the value chain?ii. Reduction during usage by consumers (energy, water) has been achieved since the previous year?"	Y	50	8		
EN9	Water sources significantly affected by withdrawal of water.								
EN10	Percentage and total volume of water recycled and reused.	Section E: Principle 2- Products Life Cycle Sustainability	2.ii	"For each such product, provide the following details in respect of resource use (energy, water, raw material etc.) per unit of product (optional):i. Reduction during usage by consumers (energy, water) has been achieved since the previous year?"	Y	50	8,9		

G3.1		SEBI- BRR	Reported (Y/N/NA)	SR Page Number	UNGC Principle
Item	Title	Section	#	Title	
Aspect: 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.				
EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas.			Y	67
EN13	Habitats protected or restored.			Y	67
EN14	Strategies, current actions, and future plans for managing impacts on biodiversity.			NA	NA
EN15	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk.			Y	56
EN16				NA	NA
Aspect: Emissions, Effluents, and Waste					
EN16	Total direct and indirect greenhouse gas emissions by weight.			Y	49
EN17	Other relevant indirect greenhouse gas emissions by weight.			Y	49
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved.	Section E: Principle 6- Environment	2	Does the company have strategies/ initiatives to address global environmental issues such as climate change, global warming, etc? Y/N. If yes, please give hyperlink for webpage etc.	
		Section E: Principle 6- Environment	4	Does the company have any project related to Clean Development Mechanism? If so, provide details thereof, in about 50 words or so. Also, if Yes, whether any environmental compliance report is filed?	41-50
EN19	Emissions of ozone-depleting substances by weight.			Y	47
EN20	NOx, SOx, and other significant air emissions by type and weight.			Y	50
EN21	Total water discharge by quality and destination.			Y	50
EN22	Total weight of waste by type and disposal method.	Section E: Principle 2- Products Life Cycle Sustainability	5	Does the company have a mechanism to recycle products and waste? If yes what is the percentage of recycling of products and waste (separately as <5%, 5-10%, >10%). Also, provide details thereof, in about 50 words or so.	
EN23	Total number and volume of significant spills.			Y	50
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.	Section E: Principle 2- Products Life Cycle Sustainability	5	Does the company have a mechanism to recycle products and waste? If yes what is the percentage of recycling of products and waste (separately as <5%, 5-10%, >10%). Also, provide details thereof, in about 50 words or so.	NA
EN25	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the reporting organization's discharges of water and runoff.			Y	56
Aspect: Products and Services					
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	Section E: Principle 6- Environment	2	Does the company have strategies/ initiatives to address global environmental issues such as climate change, global warming, etc? Y/N. If yes, please give hyperlink for webpage etc.	
		Section E: Principle 2- Products Life Cycle Sustainability	2	"For each such product, provide the following details in respect of resource use (energy, water, raw material etc.) per unit of product (optional):i. Reduction during sourcing/ production/ distribution achieved since the previous year throughout the value chain?ii. Reduction during usage by consumers (energy, water) has been achieved since the previous year?"	41-50

G3.1		SEBI- BRR		Reported (Y/N/NA)		SR Page Number	UNGC Principle
Item	Title	Section	#	Title			
EN27	Percentage of products sold and their packaging materials that are reclaimed by category.	Section E: Principle 2- Products Life Cycle Sustainability	5	Does the company have a mechanism to recycle products and waste? If yes what is the percentage of recycling of products and waste (separately as < 5%, 5-10%, > 10%). Also, provide details thereof, in about 50 words or so.	NA	NA	8,9
Aspect: Compliance							
EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations.				Y	25	
Aspect: Transport							
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	NA	
Aspect: Overall							
EN30	Total environmental protection expenditures and investments by type.				Y	25	8
Labor Practices and Decent Work Category							
DMA		Section D: BR Information	2.P3	Principle 3: Businesses should promote the wellbeing of all employees			
		Section D: BR Information	2.P4	Principle 4: Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized			
		Section D: BR Information	2.P8	Principle 8: Businesses should support inclusive growth and equitable development			
		Section D: BR Information	2.1	Do you have a policy/policies for....			
		Section D: BR Information	2.2	Has the policy being formulated in consultation with the relevant stakeholders?			
		Section D: BR Information	2.3	Does the policy conform to any national /international standards? If yes, specify? (50 words)	Y	34,35,68	
		Section D: BR Information	2.4	Has the policy being approved by the Board? Is yes, has it been signed by MD/owner/CEO/appropriate Board Director?			
		Section D: BR Information	2.5	Does the company have a specified committee of the Board/Director/Official to oversee the implementation of the policy?			
		Section D: BR Information	2.6	Indicate the link for the policy to be viewed online?			
		Section D: BR Information	2.7	Has the policy been formally communicated to all relevant internal and external stakeholders?			
		Section D: BR Information	2.8	Does the company have in-house structure to implement the policy/policies.			
		Section D: BR Information	2.9	Does the Company have a grievance redressal mechanism related to the policy/policies to address stakeholders' grievances related to the policy/policies?			
		Section D: BR Information	2.10	Has the company carried out independent audit/evaluation of the working of this policy by an internal or external agency?			
Aspect: Employment							
LA1	Total workforce by employment type, employment contract, and region, broken down by gender.	Section E: Principle 3- Employee's well being	1	Please indicate the Total number of employees.	Y	30	
		Section E: Principle 3- Employee's well being	2	Please indicate the Total number of employees hired on temporary/contractual/casual basis			
		Section E: Principle 3- Employee's well being	3	Please indicate the Number of permanent women employees.			
LA2	Total number and rate of new employee hires and employee turnover by age group, gender, and region.				Y	30	6
LA3	Benefits provided to full-time employees that are not provided to temporary or part-time employees, by major operations.				Y	17,18	3
LA15	Return to work and retention rates after parental leave, by gender.				Y	30	

G3.1		SEBI- BRR		Reported (Y/N/NA)		SR Page Number		UNGC Principle	
Item	Title	Section	#	Title					
Aspect: Labor/management relations									
LA4	Percentage of employees covered by collective bargaining agreements.	Section E: Principle 3- Employee's well being	5	Do you have an employee association that is recognized by management.	Y	28-30			
LA5	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements.	Section E: Principle 3- Employee's well being	6	What percentage of your permanent employees is members of this recognized employee association?	Y	63			
Aspect: Occupational Health & 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.	Section E: Principle 3- Employee's well being	5	Do you have an employee association that is recognized by management.	Y	28-30			1
LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region and by gender.	Section E: Principle 3- Employee's well being	6	What percentage of your permanent employees is members of this recognized employee association?	Y	34			1
LA8	Education, training, counseling, prevention, and risk-control programs in place to assist workforce members, their families, or community members regarding serious diseases.				Y	34,35			1
LA9	Health and safety topics covered in formal agreements with trade unions.				NA	NA			
Aspect: Training and Education									
LA10	Average hours of training per year per employee by gender, and by employee category.	Section E: Principle 3- Employee's well being	8	"What percentage of your under mentioned employees were given safety & skill up-gradation training in the last year? Permanent Employees Permanent Women Employees Casual/Temporary/Contractual Employees Employees with Disabilities"	Y	36-38			
LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	Section E: Principle 3- Employee's well being	9	"What percentage of your under mentioned employees were given safety & skill up-gradation training in the last year? Permanent Employees Permanent Women Employees Casual/Temporary/Contractual Employees Employees with Disabilities"	Y	36-38			
LA12	Percentage of employees receiving regular performance and career development reviews, by gender.				Y	36-38			
Aspect: 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.	Section E: Principle 3- Employee's well being	3	Please indicate the Number of permanent women employees.	Y	30			6
Aspect: Equal Remuneration for women and men									
LA14	Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation.	Section E: Principle 3- Employee's well being	4	Please indicate the Number of permanent employees with disabilities	Y	30			6

G3.1		SEBI- BRR		Reported (Y/N/NA)		SR Page Number		UNGC Principle	
Item	Title	Section	#	Title					
Human Rights Category									
DMA		Section D: BR Information	2,P4	Principle 4: Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized	Y	62-68			
		Section D: BR Information	2,P5	Principle 5: Businesses should respect and promote human rights					
		Section D: BR Information	2,P8	Principle 8: Businesses should support inclusive growth and equitable development					
		Section D: BR Information	2.1	Do you have a policy/policies for...					
		Section D: BR Information	2.2	Has the policy being formulated in consultation with the relevant stakeholders?					
		Section D: BR Information	2.3	Does the policy conform to any national /international standards? If yes, specify? (50 words)					
		Section D: BR Information	2.4	Has the policy being approved by the Board? Is yes, has it been signed by MD/owner/CEO/appropriate Board Director?					
		Section D: BR Information	2.5	Does the company have a specified committee of the Board/ Director/Official to oversee the implementation of the policy?					
		Section D: BR Information	2.6	Indicate the link for the policy to be viewed online?					
		Section D: BR Information	2.7	Has the policy been formally communicated to all relevant internal and external stakeholders?					
		Section D: BR Information	2.8	Does the company have in-house structure to implement the policy/policies.					
		Section D: BR Information	2.9	Does the Company have a grievance redressal mechanism related to the policy/policies to address stakeholders' grievances related to the policy/policies?					
		Section D: BR Information	2.10	Has the company carried out independent audit/evaluation of the working of this policy by an internal or external agency?					
Aspect: 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.				Y	62-68			1-6
HR2	Percentage of significant suppliers, contractors and other business partners that have undergone human rights, screening, and actions taken				Y	24,62-68			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				Y	31			
Aspect: Non-discrimination									
HR4	Total number of incidents of discrimination and corrective actions taken.				Y	33			1-6
Aspect: Freedom of association and collective Bargaining									
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.				Y	24,62-68			
Aspect: 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.				Y	24			1,2,5

G3.1		SEBI- BRR		Reported (Y/N/NA)		SR Page Number		UNGC Principle	
Item	Title	Section	#	Title					
Aspect: 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.	Section E: Principle 3- Employee's well being	7	Please indicate the Number of complaints relating to child labour, forced labour, involuntary labour, sexual harassment in the last financial year and pending, as on the end of the financial year.	Y	24	1.2.4		
Aspect: 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.				Y	53	1,2		
Aspect: Indigenous Rights HR9	Total number of incidents of violations involving rights of indigenous people and actions taken.				NA	NA			
Aspect: Assessment HR10	Percentage and total number of operations that have been subject to human rights reviews and/or impact assessments.				Y	67			
Aspect: Remediation HR11	"Number of grievances related to human rights filed, addressed and resolved through formal grievance mechanisms."	Section E: Principle 3- Employee's well being	7	Please indicate the Number of complaints relating to child labour, forced labour, involuntary labour, sexual harassment in the last financial year and pending, as on the end of the financial year.					
		Section E: Principle 3- Employee's well being	8	"S.No.CategoryNo of complaints filed during the financial yearNo of complaints pending as on end of the financial year 1.Child labour/forced labour/involuntary labour 2.Sexual harassment 3.Discriminatory employment"	Y	33			
Society Category DMA		Section D: BR Information	2.P1	Principle 1: Businesses should conduct and govern themselves with Ethics, Transparency and Accountability	Y	61-69			
		Section D: BR Information	2.P7	Principle 7: Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner					
		Section D: BR Information	2.P8	Principle 8: Businesses should support inclusive growth and equitable development					
		Section D: BR Information	2.1	Do you have a policy/policies for....					
		Section D: BR Information	2.2	Has the policy being formulated in consultation with the relevant stakeholders?					
		Section D: BR Information	2.3	Does the policy conform to any national /international standards? If yes, specify? (50 words)					
		Section D: BR Information	2.4	Has the policy being approved by the Board? Is yes, has it been signed by MD/owner/CEO/appropriate Board Director?					
		Section D: BR Information	2.5	Does the company have a specified committee of the Board/Director/Official to oversee the implementation of the policy?					
		Section D: BR Information	2.6	Indicate the link for the policy to be viewed online?					
		Section D: BR Information	2.7	Has the policy been formally communicated to all relevant internal and external stakeholders?					
		Section D: BR Information	2.8	Does the company have in-house structure to implement the policy/policies.					
		Section D: BR Information	2.9	Does the Company have a grievance redressal mechanism related to the policy/policies to address stakeholders' grievances related to the policy/policies?					
		Section D: BR Information	2.10	Has the company carried out independent audit/evaluation of the working of this policy by an internal or external agency?					

G3.1			SEBI- BRR	Reported (Y/N/NA)	SR Page Number	UNGC Principle	
Item	Title	Section	#	Title			
S01	Percentage of operations with implemented local community engagement, impact assessments, and development programs.	Section E: Principle 8- Inclusive growth	1	Does the company have specified programmes/initiatives/projects in pursuit of the policy related to Principle 8? If yes details thereof.			
		Section E: Principle 8- Inclusive growth	2	Are the programmes/projects undertaken through in-house team/own foundation/external NGO/government structures/any other organization?			
		Section E: Principle 8- Inclusive growth	3	Have you done any impact assessment of your initiative?			
S09	Operations with significant potential or actual negative impacts on local communities.	Section E: Principle 1-Ethics, Transparency and Accountability	1	"Does the policy relating to ethics, bribery and corruption cover only the company? Yes/No. Does it extend to the Group/Joint Ventures/Suppliers/Contractors/NGOs/Others?"			
		Section E: Principle 8- Inclusive growth	4	What is your company's direct contribution to community development projects- Amount in INR and the details of the projects undertaken.	Y	51-60	
S10	Prevention and mitigation measures implemented in operations with significant potential or actual negative impacts on local communities.	Section E: Principle 8- Inclusive growth	5	Have you taken steps to ensure that this community development initiative is successfully adopted by the community? Please explain in 50 words, or so.	Y	67	
S02	Percentage and total number of business units analyzed for risks related to corruption.	Section E: Principle 8- Inclusive growth	4	What is your company's direct contribution to community development projects- Amount in INR and the details of the projects undertaken.	Y	51-60	
		Section E: Principle 8- Inclusive growth	5	Have you taken steps to ensure that this community development initiative is successfully adopted by the community? Please explain in 50 words, or so.			
S03	Percentage of employees trained in organization's anti-corruption policies and procedures.	Section E: Principle 1-Ethics, Transparency and Accountability	2	How many stakeholder complaints have been received in the past financial year and what percentage was satisfactorily resolved by the management? If so, provide details thereof, in about 50 words or so.	Y	15,16	
S04	Actions taken in response to incidents of corruption.	Section E: Principle 9- Customer Value	3	Is there any case filed by any stakeholder against the company regarding unfair trade practices, irresponsible advertising and/or anti-competitive behaviour during the last five years and pending as on end of financial year. If so, provide details thereof, in about 50 words or so.	Y	16	
S05	Public policy positions and participation in public policy development and lobbying.	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country.	Aspect: Public Policy				
					Y	70	
S06	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes.		Aspect: Anti-competitive behavior				
					Y	16	
S07	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations.				Y	16	

G3.1		SEBI- BRR		Reported (Y/N/NA)		SR Page Number		UNGC Principle	
Item	Title	Section	#	Title					
Product Responsibility Category									
DMA		Section D: BR Information	2.P2	Principle 2: Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle					
		Section D: BR Information	2.P9	Principle 9: Businesses should engage with and provide value to their customers and consumers in a responsible manner					
		Section D: BR Information	2.1	Do you have a policy/policies for....					
		Section D: BR Information	2.2	Has the policy being formulated in consultation with the relevant stakeholders?					
		Section D: BR Information	2.3	Does the policy conform to any national /international standards? If yes, specify? (50 words)					
		Section D: BR Information	2.4	Has the policy being approved by the Board? Is yes, has it been signed by MD/owner/CEO/appropriate Board Director?		Y		61-70	
		Section D: BR Information	2.5	Does the company have a specified committee of the Board/ Director/Official to oversee the implementation of the policy?					
		Section D: BR Information	2.6	Indicate the link for the policy to be viewed online?					
		Section D: BR Information	2.7	Has the policy been formally communicated to all relevant internal and external stakeholders?					
		Section D: BR Information	2.8	Does the company have in-house structure to implement the policy/policies.					
		Section D: BR Information	2.9	Does the Company have a grievance redressal mechanism related to the policy/policies to address stakeholders' grievances related to the policy/policies?					
		Section D: BR Information	2.10	Has the company carried out independent audit/evaluation of the working of this policy by an internal or external agency?					
Aspect: 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.							NA	NA
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.	Section E: Principle 2- Products Life Cycle Sustainability	1	List up to 3 of your products or services whose design has incorporated social or environmental concerns, risks, and/or opportunities				NA	NA
Aspect: Product and service labeling									
PR3	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements.	Section E: Principle 9- Customer Value	2	Does the company display product information on the product label, over and above what is mandated as per local laws? Yes/No/NA. /Remarks (additional information)				NA	NA
PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes.	Section E: Principle 9- Customer Value	1	What percentage of customer complaints/consumer cases are pending as on the end of financial year.				NA	NA
		Section E: Principle 9- Customer Value	3	Is there any case filed by any stakeholder against the company regarding unfair trade practices, irresponsible advertising and/ or anti-competitive behaviour during the last five years and pending as on end of financial year. If so, provide details thereof. in about 50 words or so.				NA	NA
		Section E: Principle 2- Products Life Cycle Sustainability	1	List up to 3 of your products or services whose design has incorporated social or environmental concerns, risks and/or opportunities.					

G3.1		SEBI- BRR		Reported (Y/N/NA)	SR Page Number	UNGC Principle
Item	Title	Section	#	Title		
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	Section E: Principle 9- Customer Value	4	Did your company carry out any consumer survey/ consumer satisfaction trends?	Y	21
Aspect: Marketing Communications						
PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship.				Y	26
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.				Y	26
Aspect: Customer Privacy						
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.				Y	24
Aspect: Compliance						
PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services.				Y	24



SEBI - G3.1 - NVG

Section	SEBI - BRR	SEBI - G3.1	Reported (Y/N/NA)	SR Page Number	UNGC Principle
Section	Title	Clause No.	Title		
Section A: General Information about the Company	Corporate Identity Number (CIN) of the Company				
	Name of the company	2.1	Name of organization.	Y	4
	Registered address	2.4	Location of organization's headquarters.	Y	4
	Website			Y	4
	E-mail id	3.4	Contact point for questions regarding the report or its contents.	Y	4
	Financial Year Reported	3.1	Reporting period (e.g., fiscal/calendar year) for information provided.	Y	6
	Sector(s) that the Company is engaged in (industrial activity code-wise)	2.2	Primary brands, products, and/or service	Y	4
	Sector(s) that the Company is engaged in (industrial activity code-wise)	2.7	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).	Y	5
	List three key products/services that the Company manufactures/provides (as in balance sheet)	2.2	Primary brands, products, and/or service	Y	4
	"Total number of locations where business activity is undertaken by the Company i. Number of International Locations (Provide details of major 5) ii. Number of National Locations"	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.	Y	5
Section B: Financial Details of the Company	Markets served by the Company - Local/State/National/International	2.7	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).	Y	5
	Paid up Capital (INR)	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.	Y	17,18
	Total Turnover (INR)	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.	Y	17,18
	Total profit after taxes (INR)	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.	Y	17,18
	Total Spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%)		HCLT Foundation	Y	18
	List of activities in which expenditure in 4 above has been incurred: Does the Company have any Subsidiary Company/ Companies?	2.3	HCLT Foundation Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures.	Y	52-60
	Does the Company have any Subsidiary Company/ Companies? Do the Subsidiary Company/Companies participate in the BR Initiatives of the parent company? If yes, then indicate the number of such subsidiary company(s)	2.6 3.6	Nature of ownership and legal form. Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers). See GRI Boundary Protocol for further guidance.	Y Y Y	45 71 7.8
	Do any other entity/entities (eg. suppliers, distributors etc.) that the Company does business with, participate in the BR initiatives of the Company? If yes, then indicate the percentage of such entity/entities? [Less than 30%, 30-60%, More than 60%]	3.6	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers). See GRI Boundary Protocol for further guidance.	Y	7.8

Section D: BR Information

Section	SEBI - BRR	G3.1	Reported (Y/N/NA)	SR Page Number	UNGC Principle
	Title	Clause No.	Title		
	"Details of Director/Directors responsible for BR a) Details of the Director/Director responsible for implementation of the BR policy/policies • DIN Number • Name • Designation b) Details of the BR head 1. DIN Number (if applicable) 2. Name 3. Designation 4. Telephone number 5. e-mail id"	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.	6	
	"For all nine Principles: Has the policy being approved by the Board? Is yes, has it been signed by MD/owner/CEO/appropriate Board Director?"	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.	9,10,61-70,74	
	For all nine Principles: Does the company have a specified committee of the Board/ Director/Official to oversee the implementation of the policy? Has the company carried out independent audit/evaluation of the working of this policy by an internal or external agency "Governance related to BR • Indicate the frequency with which the Board of Directors, Committee of the Board or CEO to assess the BR performance of the Company. Within 3 months, 3-6 months, Annually, More than 1 year • Does the Company publish a BR or a Sustainability Report? What is the hyperlink for viewing this report? How frequently it is published?"	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.	9,10,61-70,74	
	"Governance related to BR • Indicate the frequency with which the Board of Directors, Committee of the Board or CEO to assess the BR performance of the Company. Within 3 months, 3-6 months, Annually, More than 1 year • Does the Company publish a BR or a Sustainability Report? What is the hyperlink for viewing this report? How frequently it is published?"	3.13	Policy and current practice with regard to seeking external assurance for the report.	7,8	
	"Governance related to BR • Indicate the frequency with which the Board of Directors, Committee of the Board or CEO to assess the BR performance of the Company. Within 3 months, 3-6 months, Annually, More than 1 year • Does the Company publish a BR or a Sustainability Report? What is the hyperlink for viewing this report? How frequently it is published?"	3.3	Reporting cycle (annual, biennial, etc.)	7	
	"Governance related to BR • Indicate the frequency with which the Board of Directors, Committee of the Board or CEO to assess the BR performance of the Company. Within 3 months, 3-6 months, Annually, More than 1 year • Does the Company publish a BR or a Sustainability Report? What is the hyperlink for viewing this report? How frequently it is published?"	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.	6,71	
	"Governance related to BR • Indicate the frequency with which the Board of Directors, Committee of the Board or CEO to assess the BR performance of the Company. Within 3 months, 3-6 months, Annually, More than 1 year • Does the Company publish a BR or a Sustainability Report? What is the hyperlink for viewing this report? How frequently it is published?"	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.	9,10,61-70,74	
	Principle 4: Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized Principle 4: Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized	4.14	List of stakeholder groups engaged by the organization.	9,10,62	
	Principle 4: Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized	4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	9,10,62	

Section D: BR Information

Section	SEBI - BRR	G3.1	Reported (Y/N/NA)	SR Page Number	UNGC Principle
Title	Clause No.	Title			
Has the policy being formulated in consultation with the relevant stakeholders?	4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	Y	9,10,62	
Has the policy been formally communicated to all relevant internal and external stakeholders?	4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	Y	9,10,62	
Does the Company have a grievance redressal mechanism related to the policy/policies to address stakeholders' grievances related to the policy/policies?	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.	Y	9,10,11,62	
Principle 2: Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle					
Principle 8: Businesses should support inclusive growth and equitable development					
Do you have a policy/policies for....					
Has the policy being formulated in consultation with the relevant stakeholders?					
Does the policy conform to any national /international standards? If yes, specify? (50 words)					
Has the policy being approved by the Board? Is yes, has it been signed by MD/owner/CEO/appropriate Board Director?			Y	61-70	
Does the company have a specified committee of the Board/ Director/Official to oversee the implementation of the policy?					
Indicate the link for the policy to be viewed online?					
Has the policy been formally communicated to all relevant internal and external stakeholders?					
Does the company have in-house structure to implement the policy/policies.					
Does the Company have a grievance redressal mechanism related to the policy/policies to address stakeholders' grievances related to the policy/policies?					
Has the company carried out independent audit/evaluation of the working of this policy by an internal or external agency?					
Principle 2: Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle					
Principle 6: Business should respect, protect, and make efforts to restore the environment					
Do you have a policy/policies for....					
Has the policy being formulated in consultation with the relevant stakeholders?					
Does the policy conform to any national /international standards? If yes, specify? (50 words)					
Has the policy being approved by the Board? Is yes, has it been signed by MD/owner/CEO/appropriate Board Director?			Y	61-70	
Does the company have a specified committee of the Board/ Director/Official to oversee the implementation of the policy?					
Indicate the link for the policy to be viewed online?					
Has the policy been formally communicated to all relevant internal and external stakeholders?					
Does the company have in-house structure to implement the policy/policies.					
Does the Company have a grievance redressal mechanism related to the policy/policies to address stakeholders' grievances related to the policy/policies?					
Has the company carried out independent audit/evaluation of the working of this policy by an internal or external agency?					

Section	SEBI - BRR	G3.1	Reported (Y/N/NA)	SR Page Number	UNGC Principle	
Section D: BR Information	<p>Title</p> <p>Principle 3: Businesses should promote the wellbeing of all employees</p> <p>Principle 4: Businesses should respect the interests of, and be responsive towards all stakeholders; especially those who are disadvantaged, vulnerable and marginalized</p> <p>Principle 8: Businesses should support inclusive growth and equitable development</p> <p>Do you have a policy/policies for....</p> <p>Has the policy being formulated in consultation with the relevant stakeholders?</p> <p>Does the policy conform to any national /international standards? If yes, specify? (50 words)</p> <p>Has the policy being approved by the Board? Is yes, has it been signed by MD/owner/CEO/appropriate Board Director?</p> <p>Does the company have a specified committee of the Board/ Director/Official to oversee the implementation of the policy?</p> <p>Indicate the link for the policy to be viewed online?</p> <p>Has the policy been formally communicated to all relevant internal and external stakeholders?</p> <p>Does the company have in-house structure to implement the policy/policies.</p> <p>Does the Company have a grievance redressal mechanism related to the policy/policies to address stakeholders' grievances related to the policy/policies?</p> <p>Has the company carried out independent audit/evaluation of the working of this policy by an internal or external agency?</p> <p>Principle 1: Businesses should conduct and govern themselves with Ethics, Transparency and Accountability</p> <p>Principle 7: Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner</p> <p>Principle 8: Businesses should support inclusive growth and equitable development</p> <p>Do you have a policy/policies for....</p> <p>Has the policy being formulated in consultation with the relevant stakeholders?</p> <p>Does the policy conform to any national /international standards? If yes, specify? (50 words)</p> <p>Has the policy being approved by the Board? Is yes, has it been signed by MD/owner/CEO/appropriate Board Director?</p> <p>Does the company have a specified committee of the Board/ Director/Official to oversee the implementation of the policy?</p> <p>Indicate the link for the policy to be viewed online?</p> <p>Has the policy been formally communicated to all relevant internal and external stakeholders?</p> <p>Does the company have in-house structure to implement the policy/policies.</p> <p>Does the Company have a grievance redressal mechanism related to the policy/policies to address stakeholders' grievances related to the policy/policies?</p> <p>Has the company carried out independent audit/evaluation of the working of this policy by an internal or external agency?</p>	<p>Clause No.</p> <p>OHS Policy, Redefine Workplace Section, E Learning for Employees on Ergonomics, Health and Safety</p>	<p>Title</p> <p>OHS Policy, Redefine Workplace Section, E Learning for Employees on Ergonomics, Health and Safety</p>	<p>Reported (Y/N/NA)</p> <p>Y</p>	<p>SR Page Number</p> <p>27-40</p>	
			<p>Clause No.</p> <p>Sustainable Governance, Repay Society Section, HCLT foundation, NGO partners, Focus Programmes, Diversity Plan, Corporate Governance Policies</p>	<p>Title</p> <p>Sustainable Governance, Repay Society Section, HCLT foundation, NGO partners, Focus Programmes, Diversity Plan, Corporate Governance Policies</p>	<p>Reported (Y/N/NA)</p> <p>Y</p>	<p>SR Page Number</p> <p>52-60</p>

Section	SEBI - BRR	G3.1	Reported (Y/N/NA)	SR Page Number	UNGC Principle
Section D: BR Information	Title	Clause No.	Title		
	Principle 2: Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle	Customer engagements, Infrastructure development and Siting approach, Stakeholder Engagements	Customer engagements, Infrastructure development and Siting approach, Stakeholder Engagements	61-70	
	Principle 9: Businesses should engage with and provide value to their customers and consumers in a responsible manner				
	Do you have a policy/policies for...				
	Has the policy being formulated in consultation with the relevant stakeholders?				
	Does the policy conform to any national /international standards? If yes, specify? (50 words)				
	Has the policy being approved by the Board? Is yes, has it been signed by MD/owner/CEO/appropriate Board Director?				
	Does the company have a specified committee of the Board/ Director/Official to oversee the implementation of the policy?				
	Indicate the link for the policy to be viewed online?				
	Has the policy been formally communicated to all relevant internal and external stakeholders?				
Does the company have in-house structure to implement the policy/policies.					
Does the Company have a grievance redressal mechanism related to the policy/policies to address stakeholders' grievances related to the policy/policies?					
Has the company carried out independent audit/evaluation of the working of this policy by an internal or external agency?					
Does the policy relating to ethics, bribery and corruption cover only the company? Yes/ No. Does it extend to the Group/Joint Ventures/ Suppliers/ Contractors/NGOs /Others?	Corporate Governance Policies, Sustainable Governance	Y	61-70		
How many stakeholder complaints have been received in the past financial year and what percentage was satisfactorily resolved by the management? If so, provide details thereof, in about 50 words or so.	SO4	Y	33	10	
List up to 3 of your products or services whose design has incorporated social or environmental concerns, risks and/or opportunities.	1.2	Y	9,10,71		
List up to 3 of your products or services whose design has incorporated social or environmental concerns, risks and/or opportunities.	PR2	NA	NA		
List up to 3 of your products or services whose design has incorporated social or environmental concerns, risks and/or opportunities.	PR4	NA	NA		
For each such product, provide the following details in respect of resource use (energy, water, raw material etc.) per unit of product(optional): i.Reduction during sourcing/production/ distribution achieved since the previous year throughout the value chain? ii.Reduction during usage by consumers (energy, water) has been achieved since the previous year?	ENG	Y	44,45	8,9	

Section E: Principle 1-Ethics, Transparency and Accountability

Section	SEBI - BRR	G3.1	Reported (Y/N/NA)	SR Page Number	UNGC Principle
	Title	Clause No.	Title		
	For each such product, provide the following details in respect of resource use (energy, water, raw material etc.) per unit of product (optional): i.Reduction during sourcing/production/ distribution achieved since the previous year throughout the value chain? ii.Reduction during usage by consumers (energy, water) has been achieved since the previous year?	EN8	Total water withdrawal by source.	50	8
	For each such product, provide the following details in respect of resource use (energy, water, raw material etc.) per unit of product (optional): i.Reduction during sourcing/production/ distribution achieved since the previous year throughout the value chain? ii.Reduction during usage by consumers (energy, water) has been achieved since the previous year?	EN7	Initiatives to reduce indirect energy consumption and reductions achieved.	41-49	8,9
	For each such product, provide the following details in respect of resource use (energy, water, raw material etc.) per unit of product (optional): i.Reduction during sourcing/production/ distribution achieved since the previous year throughout the value chain? ii.Reduction during usage by consumers (energy, water) has been achieved since the previous year?	EN10	Percentage and total volume of water recycled and reused.	50	8,9
	For each such product, provide the following details in respect of resource use (energy, water, raw material etc.) per unit of product (optional): i.Reduction during sourcing/production/ distribution achieved since the previous year throughout the value chain? ii.Reduction during usage by consumers (energy, water) has been achieved since the previous year?	EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	41-49	8,9
	Does the company have procedures in place for sustainable sourcing (including transportation)?	EG6	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.	24	
	Has the company taken any steps to procure goods and services from local & small producers, including communities surrounding their place of work? If yes, what steps have been taken to improve their capacity and capability of local and small vendors?	EG6	Policy, practices, and proportion of spending on locally-based suppliers at significant locations of operation.	24	
	Does the company have a mechanism to recycle products and waste? If yes what is the percentage of recycling of products and waste (separately as <5%, 5-10%, > 10%). Also, provide details thereof, in about 50 words or so.	EN2	Percentage of materials used that are recycled input materials.	45-46	8,9
	Does the company have a mechanism to recycle products and waste? If yes what is the percentage of recycling of products and waste (separately as <5%, 5-10%, > 10%). Also, provide details thereof, in about 50 words or so.	EN22	Total weight of waste by type and disposal method.	50	8
	Does the company have a mechanism to recycle products and waste? If yes what is the percentage of recycling of products and waste (separately as <5%, 5-10%, > 10%). Also, provide details thereof, in about 50 words or so.	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	NA
	Does the company have a mechanism to recycle products and waste? If yes what is the percentage of recycling of products and waste (separately as <5%, 5-10%, > 10%). Also, provide details thereof, in about 50 words or so.	EN27	Percentage of products sold and their packaging materials that are reclaimed by category.	NA	8,9
	Please indicate the Total number of employees.	LA1	Total workforce by employment type, employment contract, and region, broken down by gender.	30	
	Please indicate the Total number of employees hired on temporary/ contractual/casual basis.	LA1	Total workforce by employment type, employment contract, and region, broken down by gender.	30	
	Please indicate the Number of permanent women employees.	LA1	Total workforce by employment type, employment contract, and region, broken down by gender.	30	
	Please indicate the Number of permanent women employees.	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.	29,30	6

Section E: Principle 1-Ethics, Transparency and Accountability

Section E: Principle 1-Ethics, Transparency and Accountability

Section	SEBI - BRR	G3.1	Reported (Y/N/NA)	SR Page Number	UNGC Principle
Title	Clause No.	Title			
Please indicate the Number of permanent employees with disabilities	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.	Y	28,29,30	6
Do you have an employee association that is recognized by management.	LA4	Percentage of employees covered by collective bargaining agreements.	Y	28,29,30	1
Do you have an employee association that is recognized by management.	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.	Y	34-35	
What percentage of your permanent employees is members of this recognized employee association?	LA4	Percentage of employees covered by collective bargaining agreements.	Y	29,30	
What percentage of your permanent employees is members of this recognized employee association?	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.	Y	34-35	1
Please indicate the Number of complaints relating to child labour, forced labour, involuntary labour, sexual harassment in the last financial year and pending, as on the end of the financial year.	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.	Y	24	1,2,4
Please indicate the Number of complaints relating to child labour, forced labour, involuntary labour, sexual harassment in the last financial year and pending, as on the end of the financial year.	HR11	"Number of grievances related to human rights filed, addressed and resolved through formal grievance mechanisms."	Y	33	
What percentage of your under mentioned employees were given safety & skill up-gradation training in the last year? • Permanent Employees • Permanent Women Employees • Casual/Temporary/Contractual Employees • Employees with Disabilities	LA10	Average hours of training per year per employee by gender, and by employee category.	Y	36-38	
S.No. Category No of complaints filed during the financial year No of complaints pending as on end of the financial year 1. Child labour/forced labour/involuntary labour 2. Sexual harassment 3. Discriminatory employment	HR11	Number of grievances related to human rights filed, addressed and resolved through formal grievance mechanisms.	Y	33	
What percentage of your under mentioned employees were given safety & skill up-gradation training in the last year? • Permanent Employees • Permanent Women Employees • Casual/Temporary/Contractual Employees • Employees with Disabilities	LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings.	Y	36-38	
Has the company mapped its internal and external stakeholders? Yes/No	4.15	Basis for identification and selection of stakeholders with whom to engage.	Y	9,10,62	
Out of the above, has the company identified the disadvantaged, vulnerable & marginalized stakeholders.	4.15	Basis for identification and selection of stakeholders with whom to engage.	Y	9,10,62	
Out of the above, has the company identified the disadvantaged, vulnerable & marginalized stakeholders.	4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group.	Y	9,10,62	
Out of the above, has the company identified the disadvantaged, vulnerable & marginalized stakeholders.	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.	Y	9,10,11,62	
Does the policy of the company on human rights cover only the company or extend to the Group/Joint Ventures/Suppliers/Contractors/NGOs/Others?		Yes	Y	62,63	

Section	SEBI - BRR	G3.1	Reported (Y/N/NA)	SR Page Number	UNGC Principle
	Title	Clause No.	Title		
	How many stakeholder complaints have been received in the past financial year and what percent was satisfactorily resolved by the management?	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.	9,10,11,62	
	Does the policy related to Principle 6 cover only the company or extends to the Group/Joint Ventures/Suppliers/Contractors/NGOs/others.		Yes	68,69	
	Does the company have strategies/ initiatives to address global environmental issues such as climate change, global warming, etc? Y/N. If yes, please give hyperlink for webpage etc.	EN6	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.	41-50	8,9
	Does the company have strategies/ initiatives to address global environmental issues such as climate change, global warming, etc? Y/N. If yes, please give hyperlink for webpage etc.	EN7	Initiatives to reduce indirect energy consumption and reductions achieved.	41-50	8,9
	Does the company have strategies/ initiatives to address global environmental issues such as climate change, global warming, etc? Y/N. If yes, please give hyperlink for webpage etc.	EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved.	41-50	7,8,9
	Does the company have strategies/ initiatives to address global environmental issues such as climate change, global warming, etc? Y/N. If yes, please give hyperlink for webpage etc.	EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact mitigation.	41-50	8,9
	Does the company identify and assess potential environmental risks? Y/N	1.2	Description of key impacts, risks, and opportunities	9,10,71	
	Does the company identify and assess potential environmental risks? Y/N	Key Risks	Key Risks	9,10,71	
	Does the company have any project related to Clean Development Mechanism? If so, provide details thereof, in about 50 words or so. Also, if Yes, whether any environmental compliance report is filed?	EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved.	41-50	7,8,9
	Has the company undertaken any other initiatives on - clean technology, energy efficiency, renewable energy, etc. Y/N. If yes, please give hyperlink for web page etc.	EN5	Energy saved due to conservation and efficiency improvements.	41-50	
	Has the company undertaken any other initiatives on - clean technology, energy efficiency, renewable energy, etc. Y/N. If yes, please give hyperlink for web page etc.	EN6	Initiatives to provide energy-efficient or renewable energy based products and services, and reductions in energy requirements as a result of these initiatives.	41-50	8,9
	Has the company undertaken any other initiatives on - clean technology, energy efficiency, renewable energy, etc. Y/N. If yes, please give hyperlink for web page etc.	EN7	Initiatives to reduce indirect energy consumption and reductions achieved.	41-50	8,9
	Are the Emissions/Waste generated by the company within the permissible limits given by CPCB/SPCB for the financial year being reported?		Yes	47,50	
	Number of show cause/ legal notices received from CPCB/SPCB which are pending (i.e. not resolved to satisfaction) as on end of Financial Year.	No	Y	16,25	
	Is your company a member of any trade and chamber or association? If Yes, Name only those major ones that your business deals with:	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.	70	
	Have you advocated/lobbied through above associations for the advancement or improvement of public good? Yes/No; if yes specify the broad areas (drop box: Governance and Administration, Economic Reforms, Inclusive Development Policies, Energy security, Water, Food Security, Sustainable Business Principles, Others)	Yes	Y	70	

Section E: Principle 1-Ethics, Transparency and Accountability

Section	SEBI - BRR	G3.1	Reported (Y/N/NA)	SR Page Number	UNGC Principle
	Title	Clause No.	Title		
Section E: Principle 1-Ethics, Transparency and Accountability	Does the company have specified programmes/initiatives/projects in pursuit of the policy related to Principle 8? If yes details thereof. Are the programmes/projects undertaken through in-house team/own foundation/external NGO/government structures/any other organization? Have you done any impact assessment of your initiative? What is your company's direct contribution to community development projects- Amount in INR and the details of the projects undertaken. What is your company's direct contribution to community development projects- Amount in INR and the details of the projects undertaken. Have you taken steps to ensure that this community development initiative is successfully adopted by the community? Please explain in 50 words, or so. Have you taken steps to ensure that this community development initiative is successfully adopted by the community? Please explain in 50 words, or so. What percentage of customer complaints/consumer cases are pending as on the end of financial year. Does the company display product information on the product label, over and above what is mandated as per local laws? Yes/No/N.A./Remarks (additional information) Is there any case filed by any stakeholder against the company regarding unfair trade practices, irresponsible advertising and/or anti-competitive behaviour during the last five years and pending as on end of financial year. If so, provide details thereof, in about 50 words or so. Is there any case filed by any stakeholder against the company regarding unfair trade practices, irresponsible advertising and/or anti-competitive behaviour during the last five years and pending as on end of financial year. If so, provide details thereof, in about 50 words or so. Did your company carry out any consumer survey/ consumer satisfaction trends?	Repay Society section S01 S010 S01 S010 PR4 PR3 S07 PR4 PR5	Repay Society Section Percentage of operations with implemented local community engagement; impact assessments, and development programs. Prevention and mitigation measures implemented in operations with significant potential or actual negative impacts on local communities. Percentage of operations with implemented local community engagement; impact assessments, and development programs. Prevention and mitigation measures implemented in operations with significant potential or actual negative impacts on local communities. Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes. Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements. Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes. Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes. Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	51-60 51-60 51-60 51-60 51-60 NA NA 16 NA 21	



SEBI Disclosures that do not have a G3.1 equivalent		SR page number
A.1	Corporate Identity Number (CIN) of the Company	4
A.4	Website	4
B.4	Total Spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%)	18
B.5	List of activities in which expenditure in 4 above has been incurred:	51-59
E5.1	Does the policy of the company on human rights cover only the company or extend to the Group/Joint Ventures/Suppliers/Contractors/NGOs/Others?	62-63
E6.1	Does the policy related to Principle 6 cover only the company or extends to the Group/Joint Ventures/Suppliers/Contractors/NGOs/others.	68-69
E6.6	Are the Emissions/Waste generated by the company within the permissible limits given by CPCB/SPCB for the financial year being reported?	47
E6.7	Number of show cause/ legal notices received from CPCB/SPCB which are pending (i.e. not resolved to satisfaction) as on end of Financial Year.	25
E7.2	Have you advocated/lobbied through above associations for the advancement or improvement of public good? Yes/No; if yes specify the broad areas (drop box: Governance and Administration, Economic Reforms, Inclusive Development Policies, Energy security, Water, Food Security, Sustainable Business Principles, Others)	70
NVG Disclosures that do not have a G3.1 equivalent		
A-2	Management's Commitment Statement to the ESG Guidelines	2,3
B-1, P-2	Statement on copyrights issues in case of the products that involve use of traditional knowledge and geographical indicators	NA
B-1, P-3	Number of persons with disabilities hired	31
B-1, P-3	Amount of the least monthly wage paid to any skilled and unskilled employee	63
B-1, P-3	Number of incidents of delay in payment of wages during the reporting period	None

Principle-wise (as per NVGs) BR Policy/policies (Reply in Y/N)

S.No.	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/policies for P1 to P9	Y	Y	Y	Y	Y	Y	Y	Y	Y
2	Has the policy being formulated in consultation with the relevant stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	Y
3	Does the policy conform to any national /international standards?	Y	Y	Y	Y	Y	Y	Y	Y	Y
4	Has the policy being approved by the Board ? Is yes, has it been signed by MD/owner/CEO/appropriate Board Director?	Y	Y	Y	Y	Y	Y	Y	Y	Y
5	Does the company have a specified committee of the Board/ Director/Official to oversee the implementation of the policy?	Y	Y	Y	Y	Y	Y	Y	Y	Y
6	Indicate the link for the policy to be viewed online?	Y	Y	Y	Y	Y	Y	Y	Y	Y
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	Y
8	Does the company have in-house structure to implement the policy/policies.	Y	Y	Y	Y	Y	Y	Y	Y	Y
9	Does the Company have a grievance redressal mechanism related to the policy/policies to address stakeholders' grievances related to the policy/policies?	Y	Y	Y	Y	Y	Y	Y	Y	Y
10	Has the company carried out independent audit/evaluation of the working of this policy by an internal or external agency?	Y	Y	Y	Y	Y	Y	Y	Y	Y

Restatements from the previous year's report :

- The pie chart legend for Scope wise emissions got reversed for Scope 1 and Scope 2 emissions for 2010-11 and 2011-12 in our last year report. The same has been corrected this year.
- The employee base for calculating emission intensity was incorrectly taken as 84319 (entire HCLT head count) in place of 70028(which was the headcount for HCLT India + 4 GDCs for which the emissions were captured). Hence our last year emission intensity was 3.13(tCO2/employee) in place of 2.60(tCO2/employee), the same has been corrected this year.



GLOSSARY

AA	Account Ability	ICT	Information Communication Technology
ABAC	Anti-Bribery and Anti-Corruption	INR	Indian National Rupee
ADEC	African Diaspora Employee Council	IPCC	Inter-Governmental Panel on Climate Change
APAC	Asia Pacific	IPR	Intellectual Property Rights
APELA	Asia Pacific Enterprise Leadership Award	ISO	International Standard Organisation
ASHRAE	American Society of Heating Refrigerating and Air Conditioning Engineers	IT	Information Technology
BGEP	Business Gift and Environment Policy	KM	Knowledge Management
BPO	Business Process Outsourcing	LATAM	Latin America
BRI	Business Ready Infrastructure	LCD	Liquid Crystal Display
BRR	Business Responsibility Reporting	LEAD	Latino Employee Alliance for Diversity
CAC	Customer Advisory Council	LED	Light Emitting Diode
CCTV	Closed Circuit Television	LEED	Leadership in Energy and Environmental Design
CDO	Chief Delivery Officer	MAD JAM	Make A Difference Jamboree
CDP	Carbon Disclosure Project	MAD LTD	Make A Difference, Lead The Difference
CEO	Chief Executive Officer	MAT	Minimum Alternative Tax
CFC	Chloro-Fluoro Carbon	MDG	Millennium Development Goals
CFL	Compact Fluorescent Light	MoEF	Ministry of Environment and Forests
CGT	Consumer Goods Technology	MW	Mega Watt
CHRO	Chief Human Resource Officer	NASSCOM	National Association of Software and Service Companies
CII	Confederation of Indian Industries	NCR	National Capital Region
CIO	Chief Information Officer	NGO	Non-Governmental Organisation
COBEC	Code of Business Ethics and Conduct	ODP	Ozone Depleting Potential
CoP	Communities of Practice	ODS	Ozone Depleting Substance
CPCB	Central Pollution Control Board	OHS	Occupational Health and Safety
CRT	Cathode Ray Tube	OSHAS	Occupational Health and Safety Audit System
CSAT	Customer Satisfaction	PBIT	Profit Before Interest and Taxes
CSC	Catalyst for Social Change	PBT	Profit Before Taxes
CSR	Corporate Social Responsibility	PUMA	Providing Users Mobile Access
DCIP	Data Centre Improvement Project	PwD	Person with Disabilities
DEFRA	Department for Environment Food and Rural Affairs	R&D	Research and Development
DG	Diesel Generator	ROCE	Return on Capital Employed
EFC	Employee First Council	RoW	Rest of the World
EFCS	Employee First Customer Second	RWH	Rain Water Harvesting
EPA	Environment Protection Agency	SCCM	System Centre Configuration Manager
EPIC	Employee Passion Indicative Count	SEBI	Securities and Exchange Board of India
EPS	Earnings Per Share	SEZ	Special Economic Zone
ERT	Emergency Response Team	SHG	Self Help Group
FSC	Forest Stewardship Council	SLA	Service Level Agreement
FY	Financial Year	SPOF	Single Point of Failures
GDC	Global Development Centre	SSD	Smart Service Desk
GHG	Green House Gases	SSON	Shared Services and Outsourcing Network
GJ	Giga Joules	STP	Sewage Treatment Plant
GPC	Good Practices Conference	TB	Tera Byte
GPS	Global Positioning System	TechCEED	Technical Competency Enhancement for Enabling Development
GRI	Global Reporting Initiative	TTT	Train The Trainer
GSPR	Global R&D Service Providers' Rating	UNGC	United Nations Global Compact
HCFC	Hydro Chloro Fluoro Carbon	UNICEF	United Nations Children's Fund
HSE	Health Safety and Environment	USA	United States of America
HVAC	Heating Ventilation and Air Conditioning	UV	Ultra Violet
IAOP	International Association of Outsourcing Professionals	VDI	Virtual Desktop Infrastructure
ICSI	Institute of Company Secretaries of India	WEP	Women's Empowerment Principles

Independent assurance report to HCL Technologies Limited

To the management of HCL Technologies Limited

KPMG was engaged by HCL Technologies Limited (HCL) to provide independent assurance on HCL's sustainability report for the period July 2012 - June 2013. Our responsibility is to provide "limited assurance" on the reported data as described in the scope of assurance.

What was included in the scope of our assurance engagement?

The assurance is provided on the Sustainability report for the period July 2012 to June 2013 (Report) which is based on Global Reporting Initiative Sustainability Reporting Guidelines 2011 (GRI G3.1) and Business Responsibility Reporting (BRR) requirements mandated by Securities and Exchange Board of India (SEBI). We have selected to visit the following sample locations across HCL's operations as part of this engagement:

- Noida SEZ, Uttar Pradesh
- Sterling, Chennai, Tamil Nadu
- IMT Manesar, Haryana
- A-9, Sector 3, Noida, Uttar Pradesh

Which assurance standards did we use?

We provided the assurance on the data in accordance with ISAE 3000 assurance standards (Limited Assurance) and AA 1000 Assurance Standards - 2008 (Type 2, Moderate). We conducted our engagement in compliance with the requirements of the IFAC Code of Ethics for Professional Accountants, which requires, among other requirements, that the members of the assurance team (practitioners) as well as the assurance firm (assurance provider) be independent of the assurance client, including not being involved in writing the Report. The Code also includes detailed requirements for practitioners regarding integrity, objectivity, professional competence and due care, confidentiality and professional behavior. KPMG has systems and processes in place to monitor compliance with the Code and to prevent conflicts regarding independence.

What were the main elements of our work?

- Assessment of the systems used for data collection and collation with respect to information and indicators presented in the report in accordance to
- GRI G3.1 guidelines
- Requirements stipulated by SEBI for BRR
- Review of the Materiality and Stakeholder engagement framework adopted by HCL Technologies in accordance to GRI G3.1 guidelines
- Interviews with a sample of HCL personnel responsible for data collection, collation and reporting;
- Limited review of data presented in the report in reference to the guidelines mentioned above on a sample basis though site visits to four locations of HCL Technologies

We have not been engaged to:

- Determine which, if any, recommendations should be implemented;
- Develop / prepare source documents.

What was our approach?

- Assess internal controls relevant to the disclosure in the Report and determine assurance strategy and plan the extent of assurance procedures.
- Assess controls for reliability of information and governance.
- Inspect documents and records, and interaction with concerned personnel to identify risks of material misstatement which are not controlled or for which control systems are not adequate.
- Evaluate sufficiency of evidence in the support of significant claims and review of overall report to consider whether it is sufficient and appropriate to provide a basis for assurance conclusion.
- Document any incorrect differences, assess materiality of misstatements and seek response to misstatements from HCL

During the assurance process we discussed changes to the various reports and data points with HCL and reviewed the final version of sustainability report to ensure that it reflected our findings.

What are our conclusions?

Based on the procedures, as described above, nothing has come to our attention not to suggest that the information in the sustainability report for the period July 2012 to June 2013 in all material respects is fairly presented.

What are our key observations?

Without affecting the conclusions, we would like to draw readers' attention to the following;

Inclusivity: The Company demonstrates engagement with all important stakeholders through various channels in the sustainability report. The engagement process can be further strengthened by improving controls over documentation and review of the needs and expectations expressed by stakeholders through different engagement channels.

Materiality: The Company has reported its materiality determination process to bring out issues of significance, of which the majority is addressed in the report. However, the process of prioritization of material issues based on significance to stakeholders and HCL Technology can be further improved and documented adequately.

Responsiveness: We consider that the Company's response to key stakeholder concerns as identified through this report are fairly addressed through HCL's policies, management systems and data disclosures.

Reliability: In accordance with the AA1000AS 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.

Responsibilities

The Management of HCL is responsible for preparing the sustainability report and the interpretation of the same. Our responsibility is to express our conclusions in relation to the above scope. We conducted our engagement with a multidisciplinary team including specialists with experience in similar engagements.

This report is made solely to HCL Technologies Limited in accordance with the terms of our engagement. Our work has been undertaken so that we might state to HCL Technologies Limited, those matters that we have been engaged for. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than HCL for our work, for this report, or for the conclusions we have reached.

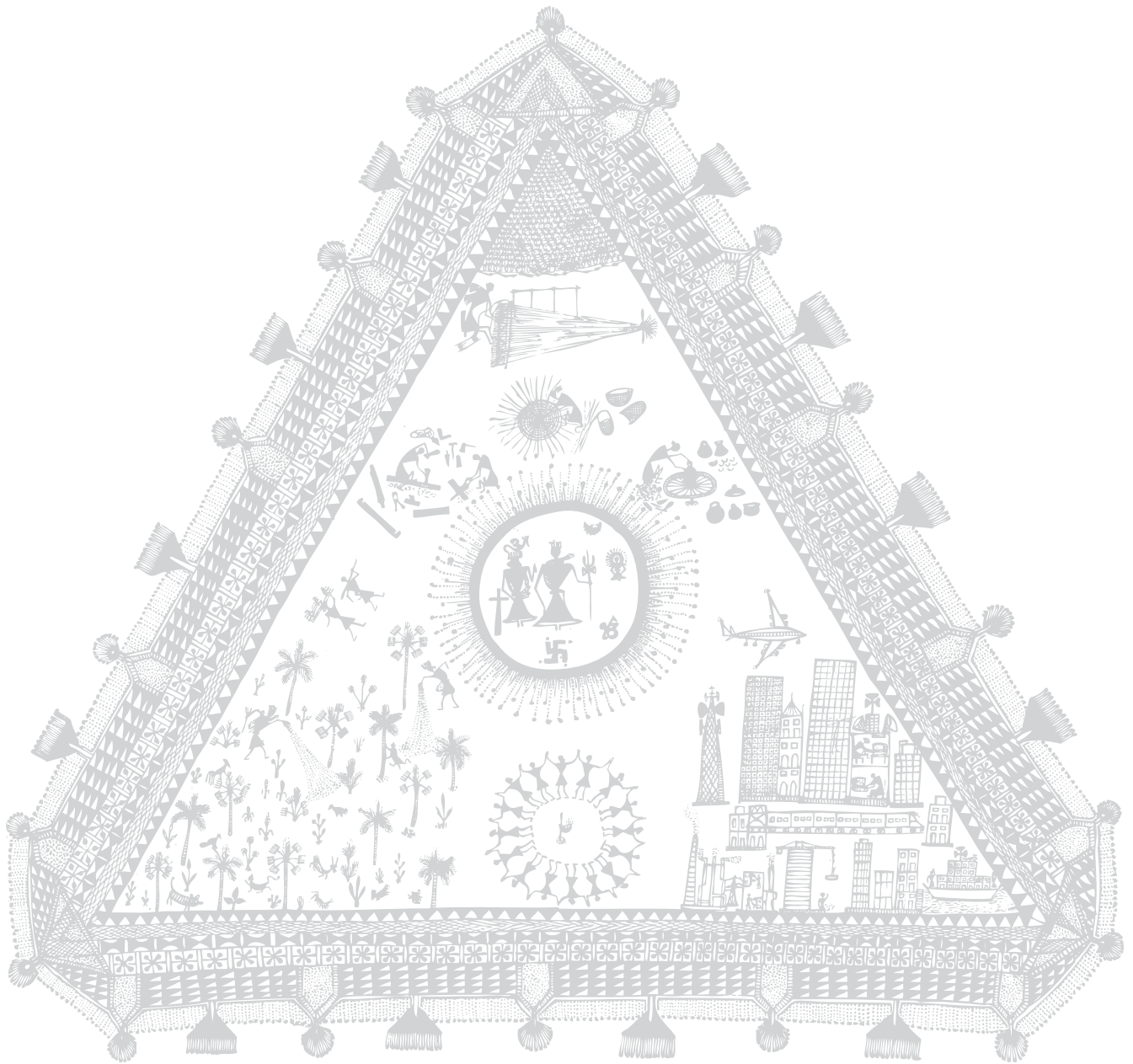


Santhosh Jayaram

KPMG

26 July 2013





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