



A watercolor illustration of a lighthouse and a small house on a cliff. The lighthouse is tall and cylindrical, with a red conical top and a blue band near the top. It has several windows with white frames. The house is small and rectangular, with a red roof and a red door. The background is a light blue sky with soft watercolor washes. The word "INDEX" is written in large, bold, red letters at the top center of the page.

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**OUR CEO'S
VIEW ON
SUSTAINABILITY**

"I am only one, but I am one. I cannot do everything, but I can do something. And I will not let what I cannot do interfere with what I can do."

HCL believes in the "Power of One". These words by Edward Everett Hale lie at the foundation of our philosophy as our sustainability initiatives are fuelled and driven by the individual efforts of our people.

While our efforts in this direction go back a long way, 5 years ago we began a journey in reviewing and documenting our efforts in an annual Sustainability Report. It revealed many of the positive steps being taken across the organization that had gone unnoticed so far. It also revealed some gaps that needed to be bridged. More importantly, it connected all the isolated threads together to weave a strong and cohesive fabric of our collective efforts towards sustainability.

Looking back today, I feel a sense of pride at the manner in which we have aligned our business and sustainability agenda in a way that reinforces each other.

As you will read in the following pages, not only are we gaining momentum as a force of good and responsible business, we are also putting the strength of our business processes behind it to ensure tireless energy for uninterrupted progress in this direction.

UN Secretary-General Ban Ki-moon recently pointed out that "Sustainable development is not charity; it is smart investment." I could not agree more. In 2015, the entire world is focused on the United Nations' new Sustainable Development Goals (SDGs), which

will determine the development agenda for the next 15 years. These SDGs, according to Ban Ki-Moon, offer an extraordinary pipeline for investment and platform in which responsible business can thrive.

In this watershed year, I am proud to say that HCL Technologies is not only pursuing sustainability in its business but also instilling the discipline of business into its sustainability goals. And we're doing this with a 3-point formula by picking the right cause, instilling the right processes and reviewing on the right metrics.

THE RIGHT CAUSE

Choosing a cause closely aligned to the business and philosophical DNA of an organisation is an important step to catalyse progress. It ensures whole-hearted adoption and implementation of the program across stakeholders.

At HCL our programs are largely focused on the areas of education, employability and livelihood opportunity improvement of the disadvantaged. We see these three areas as a sustainable cycle leading to improvement of household incomes of the communities we are focused on.

We chose these missions with the belief that a focused push on education and employability skills have an unparalleled impact on a community's overall progress due to their direct co-relation with household incomes.

Our core focus this year is to play a catalytic role in the development of 200 villages in India and touch the lives of two million people in the states of Uttar Pradesh and Tamil Nadu. Our efforts are targeted towards achieving holistic community development, including economic and social development of rural areas, across the parameters of education, employability, health, infrastructure and water availability.

In addition, we have woven sustainability in our core products. For instance, as the report highlights, our 2020 Goals include efforts such as reducing our carbon footprint and building Green Data Centers. We have set ourselves a target of reducing our carbon footprint by 20 per cent and absolute energy consumption in our data centers by 40 per cent over the base year 2011. I am glad to note that we have stayed steadfast on the path this year. The carbon footprint of our operations was reduced by 19.39 % per capita over our base year 2011, and 3.82 % of total energy consumption has been substituted with renewable energy in FY15 which is lesser than last year.

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year 2011, and 3.82 % of total energy consumption has been substituted with renewable energy in FY15 which is lesser than last year.

THE RIGHT PROCESSES

We recognize that creating an effective programme is just the beginning. The ongoing success of the programme depends on a consistent and sustainable vision, ease and flexibility in implementation and most importantly employee engagement. At HCL, sustainability actions must become part of everyday operations.

The key success factors behind this best practice are: The power of self-empowered individuals unleashing their passion and time unfettered by any organizational impediments; the philosophy of continuum cycle which ensures that the impact felt by the communities is on a holistic level rather than any tactical, one-time advantage; and management support and governance to ensure that all the programs have the might of the organization behind them.

At HCL Technologies, we adopt this through the distinct prisms of Individual Social Responsibility and Corporate Programs. The former is embodied in the 'Power of One' – a program that encourages, enthuses and enables employees to engage in social causes of their choice. This program has achieved tremendous success with close to 50,000 employees today working passionately on causes they hold dear to their heart.

From a Corporate Program perspective, we have been investing in developing urban slums through community development and advocacy initiatives, and are now moving our focus towards rural development.

Our rural projects are aimed at building model villages in partnership with central and state governments, village communities, NGOs, knowledge institutions and allied partners. We also focus on community mobilization for creating self-governed councils thereby transferring accountability for nurturing the programs to them. Additionally, we are striving to equip semi-urban youths with a range of skills that make them employable and entrepreneurial.

THE RIGHT METRICS

In order to ensure serious adherence to intended goals, impact metrics need to be significantly evolved. At HCL, we believe this is our strength as project managers meeting and exceeding client expectations within committed timelines. We deploy the same strength to implement measure and review our progress to create an ongoing cycle of improvement.

We believe sustainability is not simply good business but doing business well – and integrating broader societal concerns into business strategy and performance as part of the company's business model. This is common sense as our own interests can be realized by incorporating the interests of all those with whom we have a mutually dependent relationship. At HCL we have attempted to

translate this common sense into real actions.

I truly believe corporate social responsibility is the conscience of an organization. Besides its intended impacts on the community and stakeholders, it has an important role in defining the culture of a company and gives a sense of larger purpose to our people. As you will see in the pages that follow, often the problems may seem complicated, but the answers very simple.



A handwritten signature in black ink, appearing to read 'Anant Gupta', with a horizontal line underneath.

Anant Gupta,

CEO, HCL Technologies

FROM THE SUSTAINABILITY DESK



The ecological footprint is a measure to figure how much of the earth's resources are being used by a person, a community/country or an activity. The UN Millennium Ecosystem Assessment is showing that human beings have already overshoot the earth's bio capacity by using up 25% more than what is available as resources. This data shows that we are well past what is sustainable, and we have depleted so much of resources that the earth may no longer sustain us. Latest news on extinction of 114 life forms (insects and animals) is a clear example of this non sustenance.

HCL global employee footprint is largely based in India and USA followed by other 30 countries where we operate. A comparison of these 2 countries on their ecological foot print gives us some interesting facts:

1. India has the 3rd largest eco footprint following USA and China, and the Indians use two times the natural resources within the country that it can sustain. However the per capita footprint is very low, ranking 125th amongst the 152 countries that participated for this comparative study. This shows that the standard of living among the large population has inequalities and therefore Sustainability programs in India cannot just focus on environment sustenance but also should seek to improve the human access to resources and bring equity in consumption patterns. Perhaps this is where HCL strategy on community development ties well with improving the access to resources by less privileged people living both in urban slums and villages.
2. India has another crucial issue to battle in future. Indians are consuming 13% of total water consumption, while the Indian population account for 17% of the world's population. With much of the employable population moving into semi urban and urban cities, it is the responsibility of employers to

create work places that have optimal usage of water and reduce the footprint. HCL's focus on water conservation has certainly helped us to reduce per capita water foot print by at least 5% every year. Similarly, in communities we provide adequate infrastructure as well as conservation techniques for people to consume safe water as well harvest whenever possible.

3. USA when compared to India has very interesting facts on consumption pattern based on lifestyles of people. Americans comprise 5% of world's population and also generate one of highest rates of carbon emission amongst the developed nations. The average American uses 7 trees and 680 pounds of paper per year, amounting to the largest ecological footprint among all countries. Therefore at HCL Americas we continue to promote and introduce practices related to recycle and reduce.
4. The per capita carbon emissions in India amount to approximately 2% of the global CO2 emissions as against the 18% of USA. However, I believe the absolute emission % in India is much higher, and companies have an important role in reducing the same. This is where HCL's green IT and solutions to customers for managing their own carbon

footprint continue to make a difference. We have also started to invest in renewable energy in India, through solar powered grids in the office sites. Investments in green buildings to balance the hot weather and the need for the air conditioners have helped us reduce the per capital carbon foot print over the years.

The global facts could be debated and we may get fresh set of date for the year 2016, but there is one fact that remains constant – responsible companies invest today for a better tomorrow. And at HCL, we believe in a better tomorrow without compromising the wellbeing of our people, or society or environment. Our sustainability 2020 strategy has its foundation on this belief, and our continuous improvement on all aspects of sustainability show that we are committed to doing our bit towards a sustainable tomorrow. Please continue to write your views on HCL Sustainability practices and suggestions at sustainability@hcl.com

Thank you,

Srimathi Shivashankar

Lead - Diversity and Sustainability

ABOUT HCL



ABOUT HCL

GRI3.1 PARAMETERS

Profile Disclosure	Description	Reported (C/P/NA)	Page Number SR/AR	Geography Scope
2.1	Name of the organization.	C	4	G
2.2	Primary brands, products, and/or services.		4	G
2.3	Operational structure of the organization, including main divisions, operating companies, subsidiaries, and joint ventures.		4	G
		C		
2.4	Location of organization's headquarters.	C	4-5	G
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.	C	5	G
2.6	Nature of ownership and legal form.	C	Annexure IV - 2.6	G
2.7	Markets served (including geographic breakdown, sectors served, and types of customers/beneficiaries).	C	4	G
2.8	Scale of the reporting organization.	C	4	G
2.9	Significant changes during the reporting period regarding size, structure, or ownership.	C	4	G
2.10	Awards received in the reporting period.	C	6	G

C - Comprehensive • P - Partial • NA - Not Applicable • G - Global • I - India



ABOUT HCL TECHNOLOGIES

HCL Technologies is a leading global IT services company, working with clients in the areas that impact and redefine the core of their businesses. Since its inception into the global landscape after its IPO in 1999, HCL focuses on 'transformational outsourcing', underlined by innovation and value creation, and offers integrated portfolio of services including software-led IT solutions, remote infrastructure management, engineering and R&D services

and BPO. HCL leverages its extensive global offshore infrastructure and network of offices in 31 countries to provide holistic, multi-service delivery in key industry verticals including Financial Services, Manufacturing, Consumer Services, Public Services and Healthcare. HCL takes pride in its philosophy of Ideapreneurship which empowers our 110,000+ transformers to create a real value for the customers. HCL Technologies,

along with its subsidiaries, has reported consolidated revenues of US \$ 6.5 Billion, as on year ended June 30 2015. Corporate Identity number (CIN) of the company is L74140DL1991PLC046369.

While the revenues and employees turnover have grown there have been no significant changes during the reporting period regarding structure, or ownership.



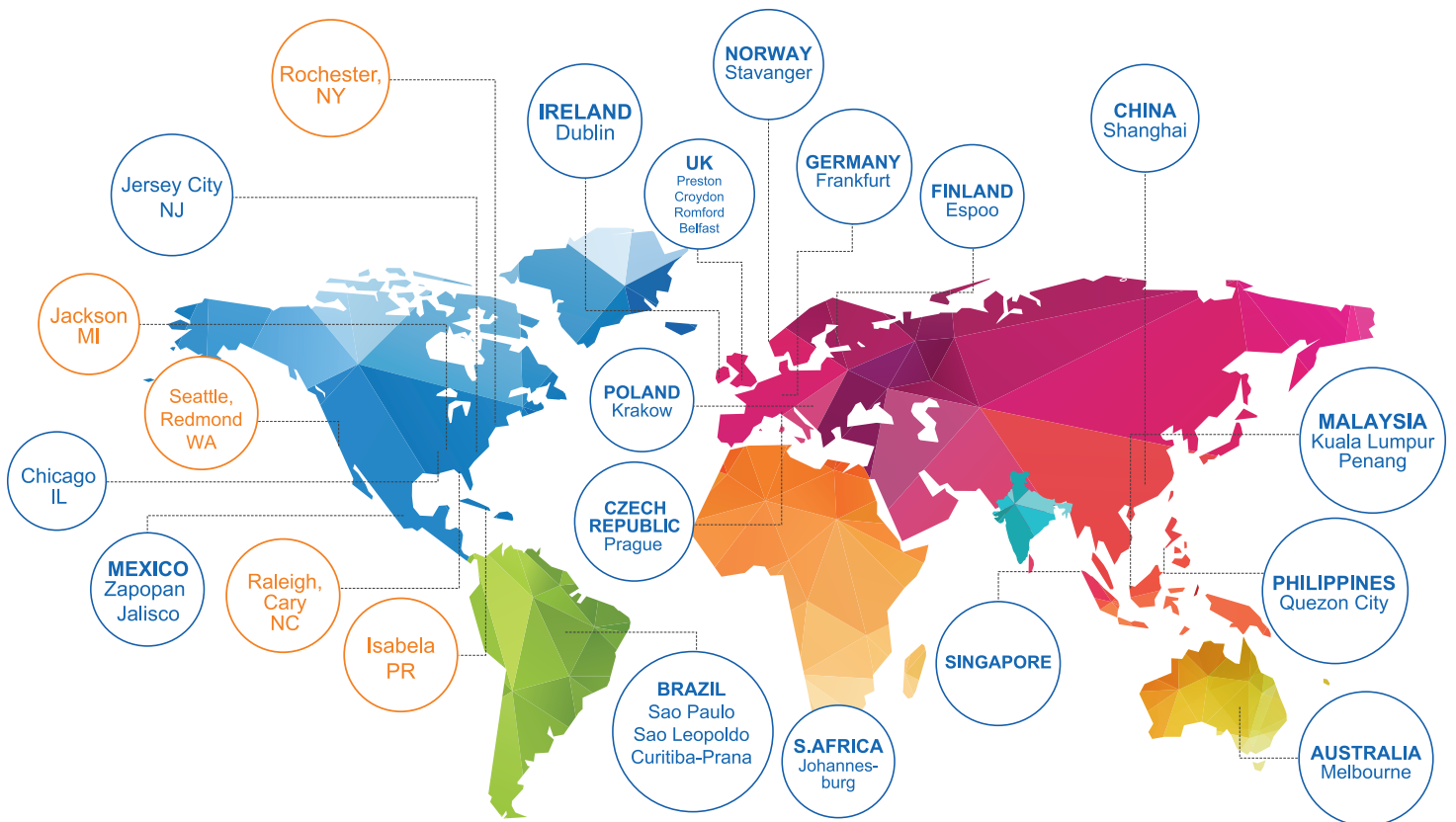
For more information,
please visit www.hcltech.com.

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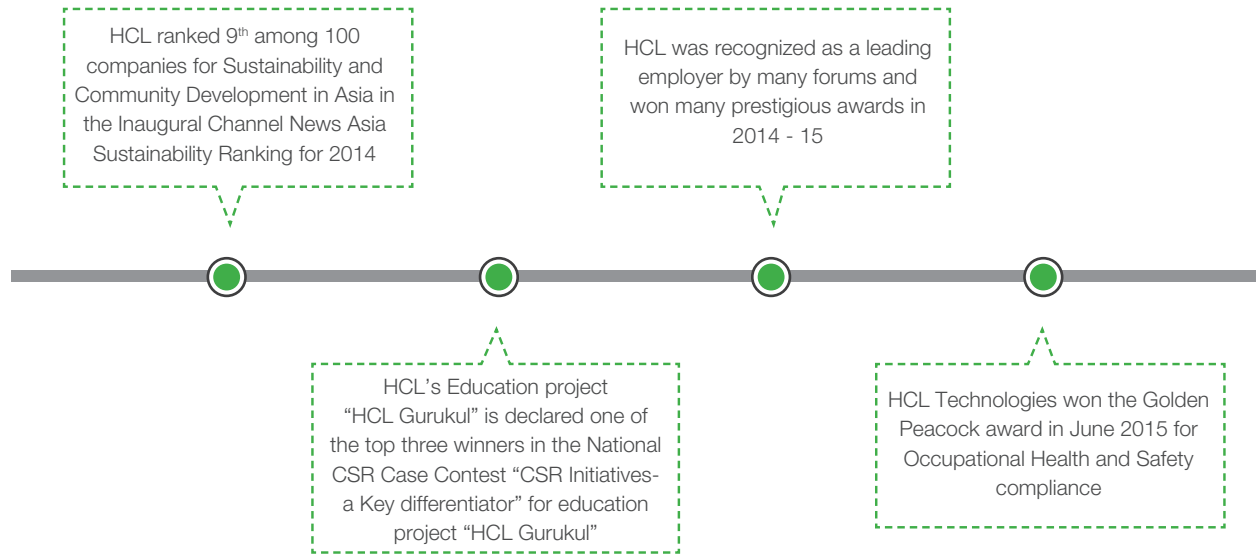
For details regarding
Sustainability, please write to
Sustainability@hcl.com














OUR GLOBAL OPERATIONS



AWARDS AND RECOGNITIONS



EMPLOYER RECOGNITIONS - FY15

 <p>HCL has been listed in the HR Best practices publication 2015</p>	 <p>HCL Certified as Top Employer in UK for the Ninth consecutive year. HCL's Culture of Ideapreneurship has been awarded.</p>	 <p>Go-Mobile Project recognized as best in class. It is envisioned to yield high productivity by adding flexibility, freedom and speed to information accessibility</p>	
 <p>Won Bronze award for the Best Certification program for our Managerial Excellence Program from Brandon Hall Group at 2014 Excellence in Learning Awards</p>	 <p>Winner at the Best Talent Management practices in Asia Study for our Career and Performance Management practices</p>	 <p>Won "Most innovative Deployment of HR technology" for the gamification of its onboarding process organized by HR Excellence Awards London</p>	 <p>One of the top three winners in the National "CSR Case Contest" "CSR Initiatives- a key differentiator" for education project "HCL Gurukul"</p>
 <p>HCL ranked 9th among 100 companies for Sustainability and Community Development in Asia in the Inaugural Channel News Asia Sustainability Ranking for 2014</p>	 <p>HCL awarded the TISS Leap Vault Award for its innovative Learning practices by the CLO Awards Forum</p>	 <p>HCL won the award for "Best Career Mobility" in the People Matters L & D Leadership League Awards</p>	 <p>HCL applauded for its Strong Commitment to HR Excellence</p>

SCOPE AND STAKEHOLDER MANAGEMENT

GRI 3.1 PARAMETERS

Profile Disclosure	Description	Reported (C/P/NA)	Page Number	Geography Scope	UNGC
3.1	Reporting period (e.g., fiscal/calendar year) for information provided.	C	10	G	
3.2	Date of most recent previous report (if any).	C	10	G	
3.3	Reporting cycle (annual, biennial, etc.)	C	10	G	
3.4	Contact point for questions regarding the report or its contents.	C	10	G	
3.5	Process for defining report content.	C	10	G	
3.6	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers) See GRI Boundary protocol for further guidance	C	10	G	
3.7	State any specific limitations on the scope or boundary of the report. (see completeness principle for explanation of scope)	C	10	G	
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 organisations	C	10 RE 4	G	
3.9	Data measurement techniques and the bases of calculations, including assumptions and techniques underlying estimations applied to the complication of the Indicators and other information in this report. Explain any decisions not to apply, or to substantially diverge from the GRI Indicator Protocols	C	10-11, RE 8	G	
3.1	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).	C	Annexure	G	
3.11	Significant changes from previous reporting periods in the scope, boundary or measurement methods applied in this report	C	10-11	G	
3.12	Table identifying the location of the Standard Disclosures in the report.	C	Indices across sections		
3.13	Policy and current practice with regard to seeking external assurance for the report	C	10	G	

C - Comprehensive • P - Partial • NA - Not Applicable • G - Global • I - India • RE – Renew Ecosystem

Governance, Commitment and Engagement

Profile Disclosure	Description	Reported (C/P/NA)	Page Number	Geography Scope	UNGC
4.1	Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organisational oversight	C	11, Annexure IV - 4.1	G	
4.2	Indicate whether the Chair of the highest governance body is also an executive officer	C	11, Annexure IV - 4.2	G	
4.3	For organizations that have a unitary board structure, state the number and genders of the highest governance body that are independent and or non executive members	C	Annexure IV - 4.3	G	
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body	C	10, Annexure IV - 4.4	G	
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)	C	10-11, Annexure IV - 4.5	G	
4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided	C	Annexure IV - 4.6	G	
4.7	Process for determining the composition, qualifications, and expertise of the members of the highest governance body and its committees, including any considerations of gender and other indicators of diversity	C	Annexure IV, 4.7	G	
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	C	Annexure	G	
4.9	Procedures of the highest governance body for overseeing the organisation'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	C	10-11, Annexure IV - 4.9	G	

C - Comprehensive • P - Partial • NA - Not Applicable • G - Global • I - India • RE – Renew Ecosystem

Governance, Commitment and Engagement

Profile Disclosure	Description	Reported (C/P/NA)	Page Number	Geography Scope	UNGC
4.10	Processes for evaluating the highest governance body's own performance particularly with respect to economic, environmental, and social performance	C	Annexure IV, 4.10	G	7
4.11	Explanation of whether and how the precautionary approach or principle is addressed by the organization	C	12	G	
4.12	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses	C	12-13, Annexure	G	
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.	C	12-13, Annexure	G	
4.14	List of stakeholder groups engaged by the organization.	C	11	G	
4.15	Basis for identification and selection of stakeholders with whom to engage.	C	11	G	
4.16	Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group	C	11	G	
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.	C	11-15	G	

C - Comprehensive • P - Partial • NA - Not Applicable • G - Global • I - India • RE – Renew Ecosystem

BUSINESS RESPONSIBILITY REPORT INDICATORS

Core Principle	Indicators	Section
Stakeholder Engagement	• Mapping of internal and external stakeholders	Stakeholder Management
	• Engagement mechanisms (formal and informal) with internal and external stakeholders	Stakeholder Management
	• Issues of interest/ concern for internal and external stakeholders	Stakeholder Management
	• Mapping of disadvantaged, vulnerable and marginalized stakeholders, if any	Stakeholder Management
	• Engagement mechanisms (formal and informal) with disadvantaged, vulnerable and marginalized stakeholders	Repay Society
	• Issues of interest/ concern for disadvantaged, vulnerable and marginalized stakeholders	Repay Society
	• Business Responsibility	Repay Society



SCOPE OF OUR REPORT

Sustainability Report 2015 is HCL Technologies' fifth annual sustainability report of HCL Technologies (HCLT).

We have assessed our current state on all sustainability parameters using the Global Reporting Initiatives' framework version 3.1. In addition, the verification has been done using assurance standard as per 'International Federation of Accountants' (IFAC) International Standard for Assurance Engagements [ISAE 3000, 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.

The 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 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, who are the independent external auditors of our Annual Report, 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: www.hcltech.com

The sustainability priorities have been drafted based on our engagements with stakeholders and 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 and specific details of locations and sites covered are available in the GRI Content Index of the report. The workplace-related details cover our Global Operations; the community-outreach programmes under the 'Repay Society' section 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 this GRI content index of every section. 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.

For suggestions or feedback please continue to write at sustainability@hcl.com

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 and civil societies for sustainability actions. The sustainability office partners with nominated members from the Business, Employee First Councils, Infrastructure and Administration, Human Resources, Customer Advocacy Group, and Marketing for implementing actions.

Engagement Level	Stakeholder	Channels/ Communication Tools*
Collaborate	Employees and Customers	Runway, Town Hall, Employee First Council, Employee Resource Groups, Smart Survey on Employee Engagement, Employee Experience Surveys, Customer Satisfaction Surveys
Consult	Investors, Suppliers, Communities, NGOs, Students and Academia	Analyst meets, supplier audits and meetings, community and NGO interactions, students joining as interns for CSR programs
Monitor	Competitors, Global Advocacy Organizations, Media Affinity Networks	Public reports, benchmark data and social platforms
Participate	Sustainability Forums, Government Task Forces, Trade Associations	Memberships; Events/ campaigns/best practices sessions

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

Our CEO is the chief custodian of the corporate governance mandate and his perspectives on sustainable governance are available at 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 by our

employees in their day-to-day activities. The corresponding changes are reflected in the vendor and supplier contracts in form of addendums.

The sustainability progress is regularly reviewed by Ms Robin Abrams, Independent Director, HCL Technologies. Her DIN no. is 00030840. The sponsor and custodian for all sustainability actions is Mr. Prithvi Shergill, our Chief Human Resources Officer. The Sustainability Council has expanded to include the senior most members from key functional departments.

The program office continues to oversee day-to-day activities. Our stakeholder engagements have helped us to rethink our priorities which are mentioned under "Sustainability 2020" section.

The management approach, and sustainability governance and policies and guidelines relating to sustainability are outlined in the Annexure of this report. Stakeholder Engagement and Sustainability Priorities.

When we embarked on the Sustainability Reporting journey in FY11, we identified key materiality issues and actions that need to be considered for 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 FY15, the Sustainability Council decided not to continue reporting these risks independently—the progress of the desired actions would rather be reviewed with the function heads.

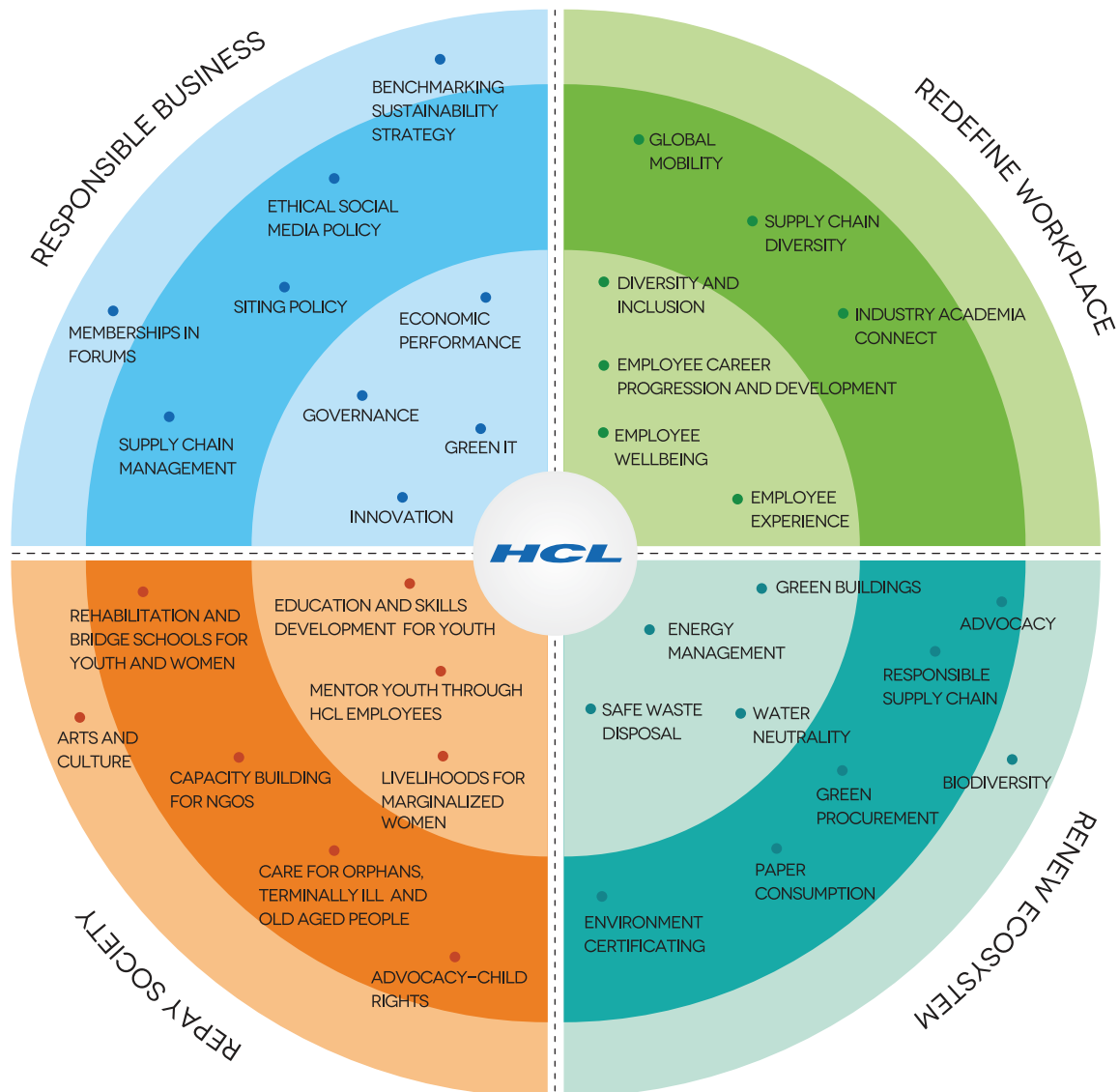
This decision helped us to advance our engagement with key internal and external stakeholders, and re-prioritize some of the materiality issues and sustainability actions which were already being carried out. Details of the stakeholder engagement and outcomes are provided below:

Stakeholder	Key Sustainability Priority	Sections in which priorities are addressed
Employees	Wellness and Wellbeing, Career Development, Learning Forums, Grievance Channels, and Hobby Clubs	Redefine Workplace, Repay Society
Customers	Innovative IT Solutions, Green IT	Responsible Business
Vendors and Suppliers	Adherence to quality norms, and ethical procurement	Responsible Business, Redefine Workplace
Immediate communities in which we operate	Education, Employability Trainings, Women Empowerment and Health/Sanitation	Repay Society
Investors and 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 Ecosystem, Repay Society
ICT Forums	Renewable Energy, Inclusive Growth (identifying cities to operate, staffing approach)	Renew Ecosystem, Responsible Business, Redefine Workplace

MATERIALITY MATRIX

The stakeholder engagement during FY15 helped us to reconfirm our materiality matrix against our four pillars of sustainability—Responsible Business, Redefine Workplace, Renew Ecosystem and Repay Society. The priorities, whether high, medium or low, are based on what the stakeholders and HCL value collectively on a mutual sustainable journey. The issues that are mentioned toward the core of this matrix are of high significance to HCL and also to stakeholders.





During FY15, the top priorities that emerged from our stakeholder engagements include:

- **Responsible Business:** A comprehensive risk management framework and business continuity processes, and innovation-based solutions for customers
- **Redefine Workplace:** Employee career development programs, gender diversity at the work place, and safety and security of women employees in India
- **Renew Ecosystem:** Facility certifications, energy management and water conservation
- **Repay Society:** Understanding CSR bill in India and drafting a strategy to align with the requirement, building the capacity of NGOs to support us in the long term, enabling skills development for youths in urban slums as well as in key geographies where we operate (USA and UK), empowering women and identifying sectors for rural development in India

Sustainability 10 by 2020 – Our Goals and Milestones

Sustainability 10	Goal by 2020	Achieved till FY15
RESPONSIBLE BUSINESS		
Advocacy	Participate and contribute ideas to shape public policies that are science-based and impact social and environmental issues positively.	HCL is a member of Leadership Group - UN women, UN Global Compact and Diversity Forum, NASSCOM.
Green Data Centers	Reduce absolute energy consumption of our data centers by 40% over the base FY11.	Reduced absolute energy consumption by 4.35 % over FY14. In one of our big size data centers the reduction in FY14 is reaching 34% over the base year FY11.
Supply Chain Responsibility	Partnering with our supply chain on good governance and achievement of mutual goals of sustainability performance.	Our procurement policy includes aspects of equal opportunities, human rights, green guidelines and ethics. COBEC and related policies were shared with all vendors. 1000+ housekeeping, cab drivers and security staff trained on Whistle blower and secure channels.
REDEFINE WORKPLACE		
Promote Inclusive Growth - Employee and Supply Chain	Integrate diversity into our service lifecycle and inclusion in employee lifecycle programmes.	Marginal improvement on gender ratios. Formal mentoring programme for women in progress.
Nurture Employee Wellbeing and Safety	Employee benefits to include sustainable lifestyle and workplace safety programmes	Assisting HCLites Anytime (AHA) - an integrated new life continuity services available for all employees.
RENEW ECO SYSTEM		
Reduce Carbon Footprint in Operations.	Reduce per capita carbon footprint by 20% over the base FY11.	Reduced per capitacarbon footprint by 19.39% over the base FY11
Invest in Renewable Energy	20% of power purchased will be substituted by renewable energy.	3.82 % of total energy consumption has been substituted with renewable energy in FY15
Improve Water Efficiency	Reduce consumption of water by 30% over the base year 2011 in our owned facilities for sustenance.	14.82 % reduction since base FY11.
Meet World Class Green Standards for our Buildings	50% of company owned office sites will comply with LEED or similar standards.	50% of buildings comply with LEED or similar standards for green.

Sustainability 10	Goal by 2020	Achieved till FY15
REPAY SOCIETY		
Sustainable livelihood for 100000+ beneficiaries	<p>Enrolment</p> <p>Education – 60000 children enrolled in education programme.</p> <p>Skill development – 10000 youth enrolled in skills development and digital literacy programmes.</p> <p>Women empowerment- 30000 girls and women.</p> <p>Impact social indicators.</p> <p>60% eligible candidates enrolled for higher secondary.</p> <p>90% pass percentage among Gurukul students</p> <p>25% increase of student enrolment of Yuvakendra for skill development.</p> <p>To ensure 100% enrollment of targeted women for digital literacy.</p> <p>70% women in age group 18 to 35 will be covered under health and sanitation program.</p> <p>90% of enrolled in Yuvakendra to be placed in Jobs.</p>	<p>29150 children are covered through education programme.</p> <p>2250 youth enrolled in Yuvakendra of which 1635 youth are placed in jobs.</p> <p>6500 girls and women are covered through various women empowerment programs.</p> <p>Achieved in a row for 2 years.</p> <p>Achieved in a row for 2 years.</p> <p>Achieved in FY15.</p> <p>In Progress</p> <p>In Progress</p> <p>In Progress</p>
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.	20,000 volunteers participated in community development.

RESPONSIBLE BUSINESS



RESPONSIBLE BUSINESS

GRI3.1 PARAMETERS

G3DMA	Description	Reported (C/P/NA)	Page Number	Geography Scope	UNGC
DMA EC	Disclosure on Management Approach EC	C	Annual Report	G	C
Aspects	Economic performance				
	Market presence				
	Indirect economic impacts				
DMA SO	Disclosure on Management Approach SO	C	1-19	G	
Aspects	Local communities		RS		
	Corruption				
	Public policy				
	Anti-'competitive behavior				
	Compliance				
DMA PR	Disclosure on Management Approach PR	C		G	
Aspects	Customer health and safety				
	Product and service labeling				
	Marketing communications				
	Customer privacy				
	Compliance				
	Economic				

Performance Indicator	Description	Reported (C/P/NA)	Page Number	Geography Scope	UNGC
Economic Performance					
EC1	Direct economic value generated and distributed, including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments	P	7	G	
EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change	C	6,15	G	7
EC3	Coverage of the organization's defined benefit plan obligations	C	Annual Report	G	
EC4	Significant financial assistance received from government	C	Annual Report	G	
EC5	Range of ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation	C	RW 8 Annexure	G	
EC6	Policy, practices and proportion of spending on locally-based suppliers at significant locations of operation	C	17, Annexure	G	

C - Comprehensive • P - Partial • NA - Not Applicable • G - Global • I - India • RS – Repay Society
 • RW - Redefine Workplace

Performance Indicator	Description	Reported (C/P/NA)	Page Number	Geography Scope	UNGC
Indirect Economic Impacts					
EC9	Understanding and describing significant indirect economic impacts, including the extent of impacts	C	16	G	
Local Communities					
SO10	Prevention and mitigation measures implemented in operations with significant potential or actual negative impacts on local communities	C	16	G	
Corruption					
SO2	Percentage and total number of business units analyzed for risks related to corruption	C	6	G	10
SO3	Percentage of employees trained in organization's anti-corruption policies and procedures	c	6	G	10
SO4	Actions taken in response to incidents of corruption	C	6	G	10
Employment					
LA3	Benefits provided to full-time employees that are not provided to temporary or part time employees by major operations	C	7	G	3
Public Policy					
SO5	Public policy positions and participation in public policy development and lobbying	C	Annexure	G	
SO6	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country	C	6	G	
Anti-competitive Behavior					
SO7	Total number of legal actions for anti-competitive behavior, anti-trust, and monopoly practices and their outcomes	C	6	G	
Compliance					
SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations	C	6	G	
SO10	Prevention and mitigation measures implemented in operations with significant potential or actual negative impacts on local communities	C	15	G	
Human Rights					
HR1	Percentage and total number of significant investment agreements and contracts that include clauses incorporating human rights concerns	C	16, Annexure	G	1-6
HR2	Percentage of significant suppliers, contractors and other business partners that have undergone human rights screening, and actions taken RB siting	C	16, Annexure	G	1-6
HR4	Total number of incidents of discrimination and corrective actions taken; Whistleblower policy	C	6, Annexure	G	1-6
HR5	Operations and significant suppliers identified, in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and actions taken to support these rights	C	16, Annexure	G	

C - Comprehensive • P - Partial • NA - Not Applicable • G - Global • I - India • RS – Repay Society
• RW - Redefine Workplace

Performance Indicator	Description	Reported (C/P/NA)	Page Number	Geography Scope	UNGC
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	C	16	G	1,2,5
Forced and Compulsory Labor					
HR7	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 risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of all forms of forced or compulsory labor	C	16	G	1,2,4
Biodiversity					
EN11	Location and size of land owned, leased, managed in or adjacent to, protected areas and areas of high bio diversity value outside protected areas	C	15	I	
EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas	C	16		
EN28	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations	C	6	G	
EN30	Total environmental protection expenditures and investments by type	C	16		8
Social : Product Responsibility					
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			
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.	NA			
Product and Service Labelling					
PR3	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements.	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.	NA			
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	C	6	G	

C - Comprehensive • P - Partial • NA - Not Applicable • G - Global • I - India • RS – Repay Society
• RW - Redefine Workplace

Performance Indicator	Description	Reported (C/P/NA)	Page Number	Geography Scope	UNGC
Marketing Communications					
PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship	C	17	G	
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.	C	17	G	
Customer Privacy					
PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	C	8	G	10
Compliance					
PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services	C	7	G	

C - Comprehensive • P - Partial • NA - Not Applicable • G - Global • I - India • RS – Repay Society
 • RW - Redefine Workplace

BUSINESS RESPONSIBILITY REPORT INDICATORS

Core Principle	Indicators	Section
Ethics, transparency and accountability	<ul style="list-style-type: none"> Independent Director responsible for overseeing BR performance Ethics Code/ Code of Conduct Code of Conduct for Suppliers/ Business Core principle aspect Indicative KPIs Partners Stakeholder complaint resolution mechanism 	<ul style="list-style-type: none"> Responsible Business Annexure 1 – Management Approach and Policies (COBEC & ABAC policy, Procurement policy)
Product life cycle sustainability	<ul style="list-style-type: none"> Sustainable/ Green procurement policy Buildings and infrastructure solutions for socially marginalized sections Investment products and solutions to promote green technologies Initiatives to promote paperless transactions for customers Office Green Policy to promote reduction in paper usage 	<ul style="list-style-type: none"> Annexure 1 – Management Approach and Policies Repay Society Responsible Business/ Renew Ecosystem Responsible Business Responsible Business

RESPONSIBLE BUSINESS

HCL places huge focus on the way we run the business, handle customer interactions and deliver services. To be successful at what we do, we believe that it is extremely important to have a deep understanding of our customers' business drivers and the markets they operate in and from. Our Customer Advisory Council convenes bi-annually to provide feedback and recommendations on our key strategic issues and solutions identified by us. This Council has been honored with the Forrester Groundswell Award in the 'Business-to-Business Embracing' category.

In FY15, the participation rate for our annual survey on customer satisfaction was 72%. We were able to sustain the satisfaction of customers which is evidenced in the fact that 80% of our top accounts were reported under the customer delight category by the agency that carried out the survey for us. Key expectations of our customers are being analyzed for implementation during FY16.

The HCL Governance Framework driving our business and customer service is based on the principles of integrity, fairness, equity, transparency, accountability and commitment to values. Demonstration of sound corporate governance practices helps us to accelerate economic growth and related value creation for all our stakeholders.

While we focus on economic growth and creating value for our stakeholders, we follow the responsible business principles outlined below:

- (1) Upholding integrity and transparency in all our activities by adhering to our code of conduct principles
- (2) Investing in innovation and ideapreneurs who add value to our innovation and client sustainability efforts
- (3) Improving expertise through knowledge management
- (4) Delivering ICT solutions in a sustainable manner through green data centers, inclusive procurement and supply chain management.

Our day-to-day operations and decisions are guided by a set of rules under the Code of Business Ethics and Conduct principles and policies (COBEC). During FY15, 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 (BGEPE). These policies are available at <http://www.hcltech.com/about-us/corporate-governance/governance-policies>.

A total of 78,283 employees completed their online ABAC and COBEC trainings during FY15.

We have also institutionalized an external ombudsman to look 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 ethical dilemmas/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 at the time of induction.

Our CEO 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 by our employees in their day-to-day activities. The corresponding changes are reflected in the vendor and supplier contracts in form of addendums.

The sponsor and custodian for all sustainability actions is Mr. Prithvi Shergill, our Chief Human Resources Officer. The Sustainability Council has expanded to include the senior-most members from key functional departments.

We were not subjected to any significant legal actions for anti-competitive behavior, anti-trust, monopoly practices or non-compliance with laws and regulations in the FY15. The internal risks and audits team provides key management leaders with risk insights and the various departments proactively implement actions to comply with COBEC or local regulations.

We are an apolitical advocate of government policies on sustainability, and had not contributed financially or in kind to political parties, politicians or related institutions during FY15.

During FY15, our revenues increased and our global employee base grew to over 106,000 employees. 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>.

STATEMENT AS PER INDIAN GAAP CONSOLIDATED FINANCIAL STATEMENT (FS), INR CRORES

Component		2014-15 INR	2013-14 INR	2012-13 INR
Direct economic value generated INR				
a) Revenues	Net sales plus revenues from financial investments and sales of assets	37,840.68	32,821.06	25,932.17
Economic value distribute				
b) Operating costs	Payments to suppliers, nonstrategic investments, royalties, and financial payments	10,957.23	9,938.40	8,010.78
c) Employee wages and benefits	Total monetary outflows for employees (current payments, not future commitments*)	17,726.43	14,906.36	12,574.17
	Pension and Gratuity			
d) Payments to providers of capital	All financial payments made to the providers of the organizations capital			
	Dividend	2,385.59	700.27	835.36
	Interest	17.57	54.33	70.70
e) Payments to government (by country)	Gross taxes			
	India	1,764.31	1,510.57	971.49
	Others	490.06	12.40	393.64
f) Community investments	Voluntary contributions and investments of funds in the broader community (includes donations)	7.28	2.88	11.13
Economic value retained (calculated as economic value generated less economic value distributed)	Investment, equity release, etc.	4,492.21	5,695.85	3,064.90
Geo-wise break down of revenue	USA	54.88	52.45	57.85
	Europe	27.42	28.80	26.54
	RoW	17.70	18.75	15.61
Key economic ratios	Year-on-year revenue growth (%)	15.29	26.57	23.27
	Employee cost/ total revenue (%)	46.84	45.42	48.49
	Operating profit/ total revenue (%)	24.18	24.29	20.58
	Return on average invested capital (%)	28.75	43.45	37.35
	ROCE (PBIT) average capital employed (%)	41.66	48.42	45.84
	Basic EPS Growth (before exceptional Items (%)	11.80	60.24	65.86
	Price/ earnings at the end of the year	17.68	8.03	6.67
	Tax/ PBT (%)	19.91	17.80	23.25

Scope: HCLT, Global operations FY15

Tax Benefit: MAT credit recognized by company in books of accounts as on 30th June 2015 and 30th June 2014 is INR 772.46 crores and INR 460.25 crores respectively. Hence, the net MAT credit increased in current year is INR 312.21. R&D expenditure in 2014-15 is INR 181.77 Cr. Our total spending on Corporate Social Responsibility (CSR) in India for FY15 has been INR 6.17 crores.

We are zero tolerant to any information security violations. We have made information security training mandatory for all our employees. We organize information security awareness programs throughout the year through mailers, posters, screensavers, advisories and e-learning programs. We also conduct a two-week annual awareness campaign on information security to educate employees on their responsibility to protect information as well as report any violations. The related policies are available in COBEC guidelines. Approximately 95% of employees have completed the compliance trainings this year.

We provide regular trainings on information security policies, procedures and practices. This training is conducted during the induction of the employees and thereafter at regular intervals centrally and by respective functions/department. Information security training is a mandate for all employees and covers aspects including password sharing, data disclosure, business continuity management and IPR infringement.

HCL Technologies recognizes the potential impact associated with major service disruptions, and the importance of maintaining viable recovery strategies. It recognizes

the importance of having strategic and tactical capabilities to plan for and to respond to incidents such that it is able to continue business operations at an acceptable level.

HCL Technologies has developed a robust enterprise-wide Business Continuity Management System (BCMS), policy and framework to manage disruptions and contingency scenarios. This management framework is based on ISO 22301 and also comprises of a well-defined Crisis Management Plan which ensures that the organization is prepared to appropriately respond to emergency situations. Our Indian operations are certified under ISO 27001:2005 and SSAE 16.

OUR SUSTAINABILITY PRODUCTS AND SERVICES

Sustainability is a business imperative today. At HCL, we go beyond traditional service offerings by providing our customers with solutions that not only influence their profits and people but also make a positive impact on their communities, the environment and the planet. HCL's 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>

We have developed in house Green IT solutions that focus on increased efficiency, green compliance and energy management.





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 at www.hcltech.com.

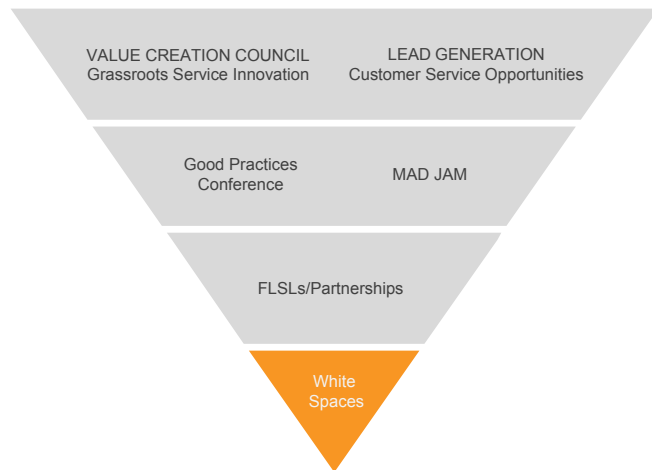
Case Study 1: Green Computing through Server Consolidation			
The Client	Business Need	HCL Solution	Key Sustainable Benefits
A leading UK-based media company	Build an agile, scalable and Lean IT infrastructure which would: <ul style="list-style-type: none"> Reinvent the company to thrive in a post-newspaper world Optimize existing IT operations Replace end-of-life systems 	Outsourced infrastructure management which: <ul style="list-style-type: none"> Transformed service management Consolidated data centers Migrated the data center platform Co-located the data centers 	<ul style="list-style-type: none"> Lower carbon emissions by the equivalent of 4,305 acres of forest carbon capture per year Power-efficient virtualization and data center management saving more than 612 kWh of power Annual reduction in emissions: 3,475 tons of CO₂ Fewer servers, efficient storage, seamless colocation process, energy efficiency and smooth transition to cloud
Case Study 2: Data Centre Transformation through Sustainability			
A leading US-based provider of IT storage hardware solutions	<ul style="list-style-type: none"> Optimizing the data center environment to be more responsive, consolidated and secure while adopting Green IT 	<ul style="list-style-type: none"> Data center build/consolidation/virtualization Data center transformation Shared data center services Disaster recovery services Data center security Outsourced infrastructure management 	<ul style="list-style-type: none"> 15% to 35% reduction in energy cost over a period of three years Reduced carbon emission by 20% to 30% Improved asset utilization by up to 65% Reduced total cost of ownership through asset consolidation, shared services and flexible pricing options Scalable and responsive data centers that help in addressing business challenges in a faster and efficient manner Optimized and transformed IT environment with a robust BCP plan Customized solutions according to industry compliances and regulations

INSTITUTIONALIZING INNOVATION THROUGH THE IDEAPRENEUR CULTURE

At HCL, innovation is not just another word, it is part of our organizational DNA—a journey that began in 1976 and continues to power us ahead even today. Our ideapreneurship culture allows employees to innovate as per the unique needs of each customer. We encourage employees to ask themselves three questions before they begin work: Why am I doing it? What results will I achieve? Will I be successful? We also empower them to implement actions emerging out of these questions by providing them with multiple opportunities to help them innovate and collaborate efficiently to 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. Employees also submit their ideas for service and business improvement on White Spaces.

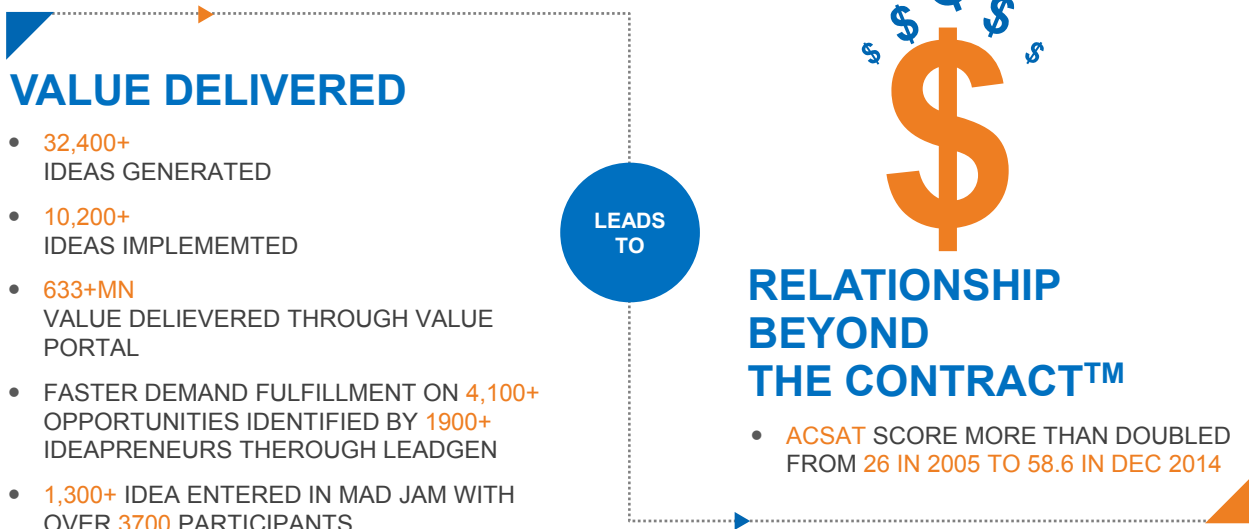
Implementable ideas are further refined by business priorities and through collaboration with partners where necessary and have great impact on our service lines and partnerships. MADJAM is a centralized platform for celebrating



business-centric ideas that have been implemented. Ideas for business improvement are recognized and rewarded at our Good Practices Conference. Value Portal enables our employees to innovate and render superior value to our customers. LeadGen offers a unique platform for employees to proactively identify customer needs and requirements and map it to a HCL solution.

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.

IDEAPRENEURS MAKING A DIFFERENCE ONE IDEA AT A TIME



Value creation

<p>THE IDEA CREATED A BUSINESS IMPACT OF \$23 MN</p>	<h3>HOW ANUPAM ANAND TOOK THE RELATIONSHIP BEYOND THE CONTRACT</h3>  <p>SITUATION </p> <ul style="list-style-type: none"> The customer is an American multinational software corporation that develops, manufactures, licenses, and supports a wide range of products and services related to computing Company is a global leader that wanted to accelerate the usage of its search engine Anupam from HCL Technologies is helping the software firm accelerate the usage of their search engine <p>PROBLEM </p> <ul style="list-style-type: none"> The software company was missing out on tremendous business opportunities because its search engine was configured only for its own web browser <p>SOLUTION </p> <ul style="list-style-type: none"> Anupam gave the idea of a Universal Installer that will install customer's search engine as the default search engine in all web browsers He created an application, which once implemented was expected to increase traffic to the customer's search engine and thereby increase revenues <p>IMPACT </p> <ul style="list-style-type: none"> Anupam's ideas generated a business impact of \$23 Mn Moreover, the Universal installer fetched the customer 758 Mn unique clicks globally, in just one year <p>Anupam Anand is a Project Manager with HCL Technologies</p>
<p>THE IDEA GENERATED A VALUE WORTH \$100,000</p>	<h3>HOW SHILPA KHIRBAT TOOK THE RELATIONSHIP BEYOND THE CONTRACT</h3>  <p>SITUATION </p> <ul style="list-style-type: none"> The client is the second largest provider of mobile telephones and the largest provider of fixed line telephones in all of united states <p>PROBLEM </p> <ul style="list-style-type: none"> The client wanted to alleviate user experience and therefore improve their Net promoter score and Customer satisfaction There were employees who were constantly serving 116.6 Mn customers round the clock, which became an expensive proposition The client was getting a huge number of calls and was incurring huge costs for live chats <p>SOLUTION </p> <ul style="list-style-type: none"> Shilpa gave the idea of an elevated experience of self-support section of the website called e-support The idea enabled the customer to go online and get their queries self serviced through the portal <p>IMPACT </p> <ul style="list-style-type: none"> The idea reduced the number of complaints reaching the customer care team E-support also helped reduce call volumes, request to call back, and the turn-around time to find solutions <p>Shilpa Khirbat is working with HCL Technologies as a Deputy Manager</p>
<p>THE IDEA CREATED A VALUE WORTH \$102,000</p>	<h3>HOW VIPIN AGGARWAL TOOK THE RELATIONSHIP BEYOND THE CONTRACT</h3>  <p>SITUATION </p> <ul style="list-style-type: none"> The client, headquartered in Dallas, Texas, is an American major in electric utility that generates a majority of its power through coal and nuclear power plants Vipin from HCL was working for his client as part of the Data Center Management team <p>PROBLEM </p> <ul style="list-style-type: none"> After conducting a detailed report of the services, Vipin and his team realized that there were a few low usage servers that could possibly be removed from the environment <p>SOLUTION </p> <ul style="list-style-type: none"> Vipin's idea was to migrate the applications to other servers and then decommission the low usage servers from the environment <p>IMPACT </p> <ul style="list-style-type: none"> The idea in turn reduced the RU count tremendously With the help of this idea, the team successfully migrated 92 physical servers to virtual ones <p>Vipin Aggarwal is working with HCL Technologies as a Senior Consultant</p>

Value creation

THE IDEA
CREATED A
VALUE WORTH
\$207,000

HOW NAGENDRAN TN TOOK THE RELATIONSHIP BEYOND THE CONTRACT



SITUATION

- The client is the world's largest logistics company and a market leader in sea and air mail
- Nagendran from HCL was handling the client's warehouse Management System

SOLUTION

- Nagendran enabled an **audit trail** that would identify the users with failed login attempts and further provided them with proper login details

PROBLEM

- Some super users were entering wrong password, continuously, due to which accounts were getting locked and shut down.

IMPACT

- With the help of the idea the number of locked accounts went down significantly and it became easier to track forgotten accounts

Nagendran is working with HCL Technologies as a Software Engineer

THE IDEA
BROUGHT A
VALUE WORTH
\$256,000

HOW ALKA KATYAR TOOK THE RELATIONSHIP BEYOND THE CONTRACT



SITUATION

- The client is an American multinational internet based company in the business of consumer-to-consumer products
- Alka's role was to ensure that her client's website looked the same across several browsers

SOLUTION

- Alka developed a utility, using which the user could now capture screenshots in multiple browsers automatically
- The utility opens and captures the screenshots of the webpage given and stores them in the local system

PROBLEM

- The client had to check every page-both static and dynamic for every browser, manually
- It took Alka's client 40 hours to test scripts in 6 browsers, per release, per store
- The cost to her client was somewhere to the tune of \$16,000 in a year

IMPACT

- **Automation of processes** that requires manual intervention
- Gave the client speed and efficiency

Alka Katykar is a Test Lead working with HCL Technologies

THE IDEA
GENERATED
A VALUE WORTH
\$302,000

HOW MAMATHA MALLYA TOOK THE RELATIONSHIP BEYOND THE CONTRACT



SITUATION

- The client is a German global banking and financial service company with its headquarters in Frankfurt
- Mamatha from HCL was responsible for the delivery of client's several projects

SOLUTION

- Mamatha came up with the idea of '**Delivery Industrialisation**'
- Mamatha and her team decided to cross train people among all the applications so there is no personal dependency

PROBLEM

- The client was having trouble handling multiple vendors and diverse touch point
- The number of resources to manage and oversee was mushrooming and vendors were becoming a possible pain point for the client

IMPACT

- The idea allowed experts to implement skills different projects and engineers' time to be used more effectively
- This idea of industrialization reflected immediate cost savings

Mamatha Mallya is working with HCL Technologies as a Senior Project Manager

DELIVERING OUR SERVICES IN A RESPONSIBLE WAY

We believe that in addition to our stringent corporate governance and sustained innovation, we need to deliver our solutions and customer services in a way that is considerate of our ecological footprint.

Our Approach to Green IT-based Business Services

In our continued endeavor to maintain a balanced ecosystem, our key initiatives are designed to conserve the environment and also grow our ongoing green initiatives to sustain the move towards green IT across the world.

Over the years, we have continuously invested our efforts in creating world-class IT infrastructure that improves HCL's agility to build solutions for its customers. These efforts include investing in technologies that reduce carbon footprint both

for HCL and our customers. For example, we have adapted our IT services to the demand of the virtual world—Cloud, Geographic Information system (GIS), Virtual Desktop Infrastructure (VDI), secure infrastructure such as Office 365, and Data Leakage Prevention.

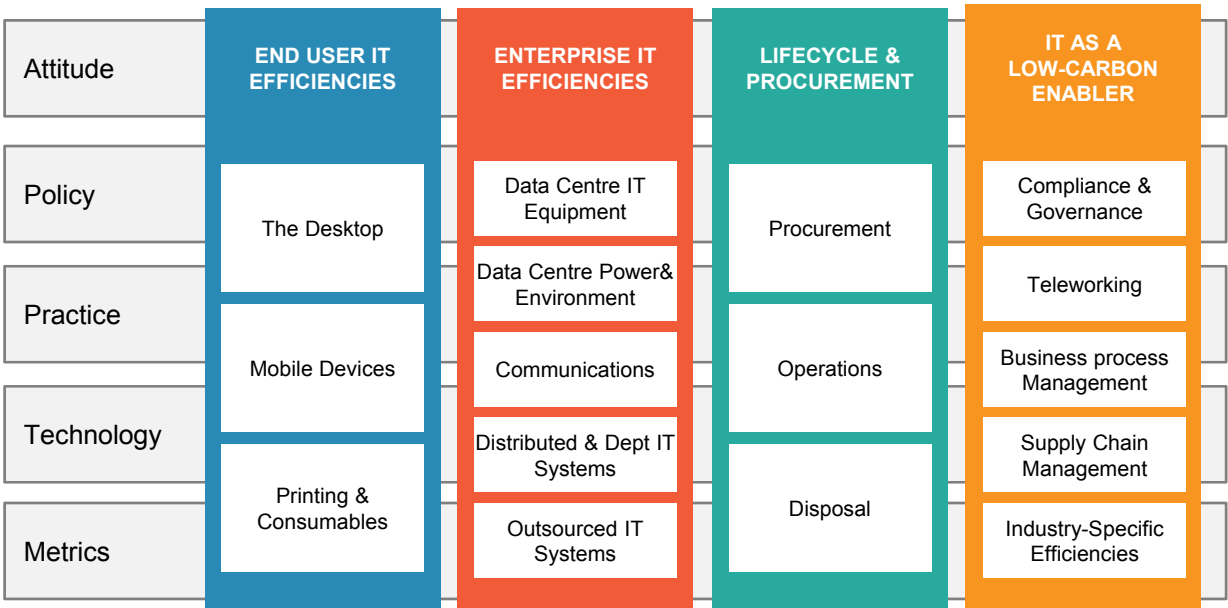
Our internal department that manages the IT needs of the various businesses strengthened its approach during FY15 to provide energy-efficient solutions for our day-to-day operations. This was done by recycling electronic products, managing e-waste disposal responsibly and focusing

on server virtualization and consolidation to reduce energy consumption and reduce carbon footprint.

We have adopted a unified power management tool called System Center Configuration Manager (SCCM), and messaging tools such as Lync and Remote Management Services that initiate VDI deployment. We have also launched Cloud computing services. In addition, a Unified Threat Messaging System was introduced to reduce the need for multiple power consuming boxes to manage threats, leading to increased energy efficiency.

OUR GREEN IT FRAMEWORK

A Green IT Framework



(i) Activities focused on reducing carbon footprint

In line with building a sustainable environment, managing and reducing our overall carbon footprint is an important action item for us. We have leveraged every opportunity to make an effort to responsibly manage our existing infrastructure—be it technology upgrade and refresh for more than 6500 machines (desktops/laptops) to PBX or server consolidations via SIP recording for multiple locations.

To further reduce our energy consumption, we have consolidated 14 office buildings this year and moved

them into existing campuses. We have consolidated four of our critical data centers into existing premises to reduce multiple carbon footprints.

Accumulating and disposing e-waste is an important greenhouse effect and we are setting up processes for the same. This year (until May'15), we have disposed more than 15,000 assets under e-waste and vacated approximately 2700 square feet worth of area for reuse. We have taken some key steps to uphold our efforts in this direction at the design stage:



HARNESSING COLLABORATION TECHNOLOGIES

We continue to use collaborative tools like MS Lync, which serves as a unified collaboration tool, functioning across several touch points—Conference, Technology, Tools and Infrastructure—to make this ‘virtual town hall’ a big reality. Our Telepresence facility creates an exclusive meeting space for engagements and interaction connecting peers and clients and enabling virtual face-to-face interactions without the hassles of travel. Telepresence (state-of-the-art facilities are available at all main HCL campuses) is steadily making waves as the preferred choice of collaboration in HCL due to its ease of use, efforts saved in costs and travel and the fact that it helps reduce the carbon footprint.

All efforts to provide sustainable IT support for day-to-day operations by the IT services department have brought us following recognition during FY15.

HCL’s Private Cloud Service awarded the best under Cloud Computing category, as part of the Global CIO Impact Awards
 Our Go-Mobile! initiative acknowledged as the best in class under the Mobility section

GLOBAL CIO IMPACT AWARDS

HCL’s adoption of Office365 was awarded the Pioneer Investor in Cloud Services and Solutions

MICROSOFT AWARD

HCL’s adoption to Cloud awarded as Best Project at EMC World Forum

EMC - WORLD FORUM

HCL’s adoption of CLOUD awarded under CIO 100 Cloud Conqueror category

CIO 100 AWARD

HCL’s BI journey recognized industry wide, in the SAP Insider Forum

SAP INSIDER FORUM

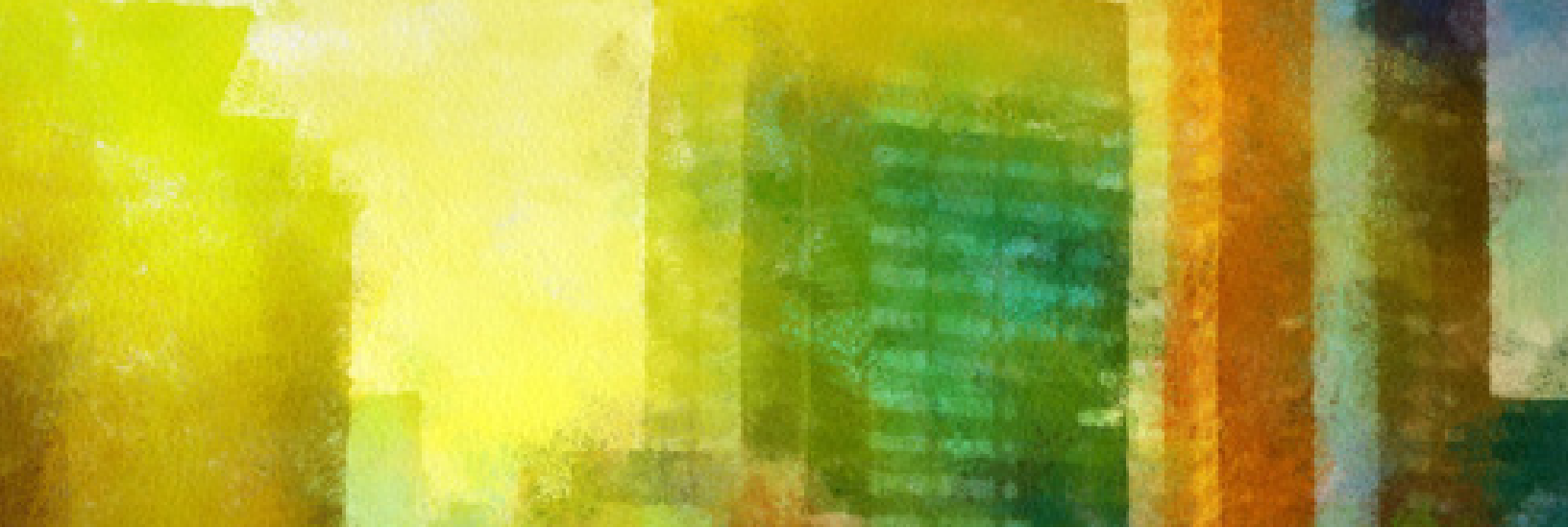
INFRASTRUCTURE DEVELOPMENT, SUPPLIER AND SITING APPROACH:

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

as industrial zones by the local government for any infrastructure development. We comply with local laws for infrastructure development and did not record any significant fines or non-monetary sanctions for non-compliance with environmental laws and regulations. During any mergers and acquisitions, we apply a due-diligence process which covers verification of

policies and practices on issues related to employees, human rights and environment apart from legal compliance checks.

We take care to ensure that HCL has no negative impact on the biodiversity, and our operations do not have significant water discharge or spills that can negatively impact receiving waters.



DIRECT AND INDIRECT EMPLOYMENT OPPORTUNITIES CREATED

The Company provides indirect employment opportunities to local semi-skilled and skilled labor for support staff such as security, facility maintenance, transportation and travel desk.

Investments made to develop the ecosystem

The Company is committed to Go Green in all spheres. Special programs are run to create awareness among employees and involve them in countering the negative impact of climate change. In our work area and campuses, we focus on investing in green buildings, rainwater harvesting, new generation lighting and renewable energy. All our systems are energy efficient including IT hardware, and we are achieving internal certifications for Environment and Safety from reputed firms.

The priorities of this focus are available in the 'Renew Ecosystem' section of the report. For FY15, we have not tracked the total environmental protection expenditures by type as they are embedded in the larger facilities and infrastructure budgets of the Company.

Supplier-Vendor Engagements

Our procurement approach is guided by the Purchase Manual, which is based on our equal opportunity policy. We do not discriminate any vendor based on gender, nationality, ethnicity, religion, disability and others. Vendors that are 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.

Vendors that are identified to have unethical practices are removed from the supplier-vendor list. We carried out an audit of vendor practices and did not identify any vendor who had violated the procurement contractual requirements. We audit their operations at the time of renewing the contract including aspects of right to exercise freedom of expression and collective bargaining as well as benefits that need to be passed on to their staff.

Our vendor evaluation process takes into consideration all aspects, screening based on parameters as below:

- a. Period of Establishment: In order to gauge the period of existence, length of service and experience in the field of expertise.
- b. Promoters: To ascertain the credentials and reputation of the promoters/directors in the field.
- c. Turnover: At least 3 consecutive years' turnover is to be enquired to understand the consistency of the work being handled by the Vendor.
- d. Economic health of the firm: Economic health is quizzed and recorded to understand the soundness of the firm to withstand any delay in payment and to keep an un-interrupted flow of work at site.
- e. Major clientele: The firm's major clientele is also verified.
- f. Details of work accomplished: The details of previous work accomplished is also ascertained to understand the competencies and capabilities of the vendor.
- g. Testimonials of the work handled: The testimonials received by the firm from their clients for the previous work accomplished is also taken into consideration.



- h. The after sales/post project facilities are also an important factor.
- i. The geographical location of the vendor is an added advantage.
- j. Any previous successful association of the firm with us or our associate companies.

Vendors go through an appraisal process where they are appraised on the following parameters like cost, quality, delivery and sustainability/environment/compliance.

We procure our IT equipment and software from vendors committed to sustainability. For non-IT resources, we strictly monitor the vendors for statutory compliance. During FY15, we have circulated the Whistleblower policy to all vendors and have shared our commitment on upholding transparency and ethics in all transactions.

The Administration team monitors the vendors for child labor compliance and there were no violations this year.

We ensure that 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 70% for FY15 and more than 95% of our vendors are local, creating employment and economic opportunities in the locations where we operate.

RESPONSIBLE DIGITAL MARKETING

HCL adheres to a responsible marketing model where digital 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.

Our internal systems and controls have been established to ensure compliance to applicable laws and regulations. To conduct our business ethically, our marketing programs adhere to the legal regulations of the countries we operate in. We did not record any significant 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.

FY15 was replete with social awareness campaigns on the digital front. We have a dedicated section in our newly revamped website highlighting our Socially Responsible Business Model. 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.

Social Media

HCL is governed by a Social Media Practice (SMP). We have created an SMP video, which encapsulated a structure and standardized approach to social media participation, both for an individual employee and the business.

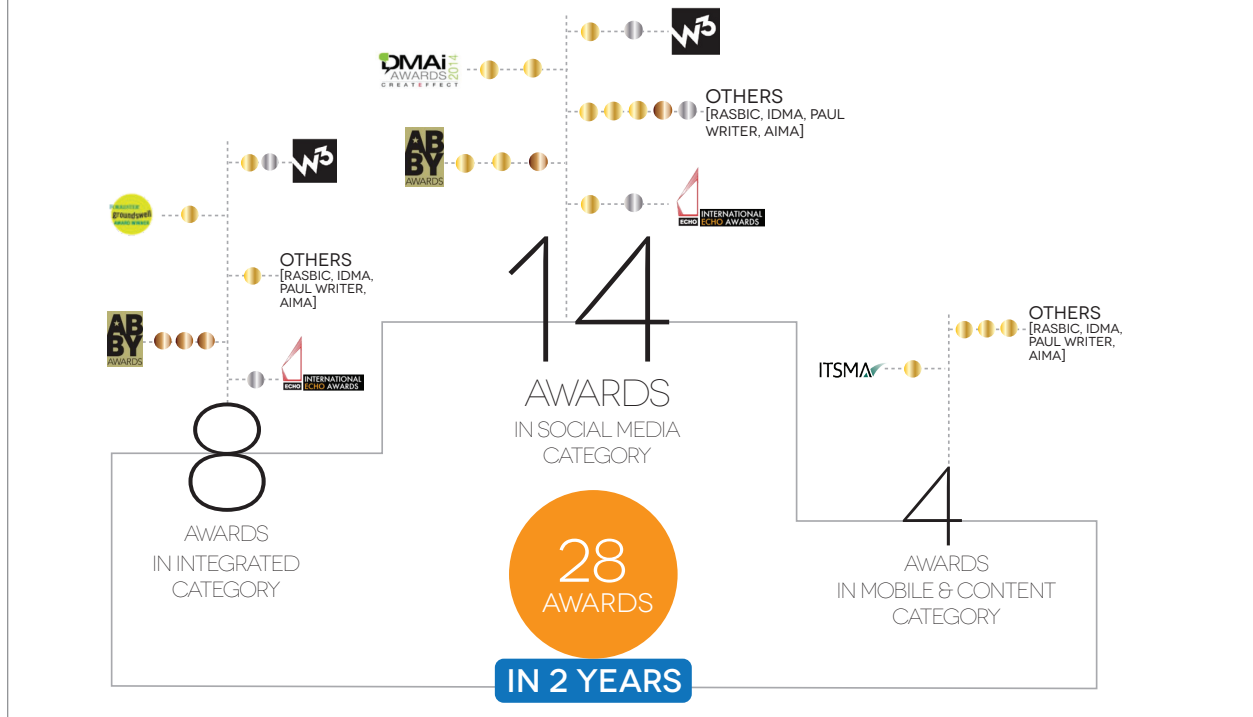
We rolled out key campaigns through social media and received recognition and awards.

Campaign Name Details	Campaign Objective	Target Geographies	Platforms	Campaign Achievement	Awards
#CoolestInterviewEver - World's first end-to-end recruitment campaign on Twitter	To create employer brand in 32 countries where HCL operates and achieve engagement of more than 200K. To introduce HCL as a digital disrupter by creating a first-in class initiative.	Global	Twitter, Facebook, GDN	361 million impressions, 266K engagements, 83% increase in Twitter followers, 1 million USD worth national value of media earned through the campaign	Two DMA International ECHO™ Awards; Silver Award in the Business and Consumer Services Category and Bronze Award in the Information Technology Category
					W3 2014 Silver Award Winner: HCL Technologies Ltd - #CoolestInterviewEver - Category - Social Content - Experimental/ Innovative
					Paul Writer's Award 2015 for #CoolestInterviewEver
					Abby's Award for Brand Activation and Promotion – Digital – Coolest Interview Ever – Gold
					Abby's Award for Direct Response – Digital – Coolest Interview Ever – Gold
					Abby's Award for Digital Abby – Social Media – Crowd Sourcing – CoolestInterviewEver – Bronze.
					BMA Gold Award for Social Media - Twitter Program : Winner: HCL Technologies - "World's first ever end to end recruitment through Twitter - #CoolestInterviewEver"

Campaign Name Details	Campaign Objective	Target Geo-graphies	Platforms	Campaign Achievement	Awards
LinkedIn App	To emphasize how HCL ideapreneurs take Relationship Beyond the Contract. To create an engaging experience using the LinkedIn App.	Global	LinkedIn, Twitter, Facebook	10,000 usage of LinkedIn App across G2000 organizations. 60 million impressions across various digital channels More than 92,000 clicks across various digital properties	W3 Silver Award for RBtC - LinkedIn App - Category - General Website Categories - Social/ Networking- FY14
					W3 2014 Silver Award Winner: HCL Technologies Ltd - RBtC - LinkedIn App - Category - General Website
					Digital Abby – Social Media Tools – Relationship Beyond The Contract
					BMA Gold Award for Social Media - LinkedIn Program : Winner: HCL Technologies Ltd. - "Relationship Beyond the Contract - LinkedIn App"
Hiral Videos	This recruitment marketing campaign was aimed at creating brand salience and driving applications.	India	YouTube, Twitter, Facebook, GDN	175 million impressions, 11,000 applications at a phenomenal Cost Per Application of less than USD 4	Paul Writer's Award for Best Lead Generation Campaign - Innovative demand generation campaigns that manage the entire process from interest to conversion
					BMA Gold Award for Integrated Marketing Communications Programs USD 1 million – USD 5 million
A Mile For Her	To empower under privilege women through digital literacy To achieve more than 100 million impressions digitally by spreading awareness in more than 60 countries	Global	Twitter, Facebook, GDN	200 million impressions, 30,000 women empowered	
ShortCutsTo Success Campaign	First global launch of video through Twitter	Global	Twitter, Facebook, GDN, YouTube	200 million impressions, 26,000+ tweets 1,000+ participants	
Graphic Novel launch at ComicCon Bangalore	To create external brand salience about ideapreneurship culture at HCL	India	Twitter, Facebook, Instagram	30 million impressions, Over 450 user generated content received	

HCL - A LEADER IN DIGITAL MARKETING

HCL TECHNOLOGIES: MOST AWARDED DIGITAL MARKETER AMONGST IT PROVIDERS



A MileForHer Campaign

Illiteracy is a global problem and statistics paint a gloomy picture. As per UNESCO, there are 775 million adults lacking minimum literacy skills and 66% of these are women. #aMileForHer is a unique CSR campaign launched by HCL Technologies in March 2015 to engage youth, millennials, global influencers, and professionals for community support. The campaign extensively leveraged social media channels for driving awareness about women empowerment through literacy and the change individuals can bring. The message that the campaign carried was “To celebrate the women in your life: Walk, jog or run a mile for her

and HCL will match your miles by empowering under privileged women through digital literacy initiatives”. We saw the participation of thousands of people across 60 countries, which led to the initiation of empowerment of more than 100,000 under-privileged women.

Launched under the hashtag #aMileForHer, the campaign was trending on Twitter in India for two days. Global technology influencers from US, Europe, APAC endorsed the campaign, voicing full support and participation. It also helped HCL become the #1 international brand on Facebook as compared to any other

IT Services organization. Unmetric, the global social media brand intelligence platform, recognized HCL as the #1 brand among the professional service companies, above Ogilvy and Mather, EY, Alibaba, McKinsey and Company, Deloitte, PwC during the month of March 2015, when the campaign was live.

For more details and insights into HCL’s social media campaigns, please access the following links:

LinkedIn App link:
<http://rbtc.hcltech.com/>

Viral video links:

- 1) https://www.youtube.com/watch?v=7McVQF3a_J4&list=PLDGgSXFgPJZn_9yndVj3wpJxcyBozleLt&index=1
- 2) https://www.youtube.com/watch?v=ADPzMtoHd5g&index=2&list=PLDGgSXFgPJZn_9yndVj3wpJxcyBozleLt
- 3) https://www.youtube.com/watch?v=X9sRbdTsh-4&index=3&list=PLDGgSXFgPJZn_9yndVj3wpJxcyBozleLt
- 4) https://www.youtube.com/watch?v=t31eNRcfLjw&index=4&list=PLDGgSXFgPJZn_9yndVj3wpJxcyBozleLt





CATEGORY: 18 INTEGRATED DIGITAL CAMPAIGN | SUB CATEGORY: 18.1 SERVICES

#hiralvideos

OUR TARGET AUDIENCE DOESN'T WATCH VIRALS. SO WE MADE HIRALS.

CHALLENGE

To create job description videos that connect with the millennial IT workforce while simultaneously building the HCL brand as a differentiated entity in the IT industry.

IDEA

Many IT professionals today are so passionate about their work, that they miss out on viral trends and videos.

So we created Hiral. Job descriptions disguised as viral videos that reached out to their work-loving friends, urging them to share the videos with their friends in IT and getting them to apply for a job at HCL, hence making the videos "go Hiral".



Cats Go Hiral For C and C++ Jobs

11,300 Applicants

HCL Technologies **\$40,000** worth of free media coverage

RESULTS

- \$4.98** cost per application
- 175MN +** Impressions
- 300,000+** views

Banners promoting the campaign across technology, news and career websites and various social media platforms.





REDEFINE WORKPLACE



REDEFINE WORKPLACE

GRI 3.1 PARAMETERS

G3DMA	Description	Reported (C/P/NA)	Page Number	Geography Scope	UNGC
DMA LA	Disclosure on Management Approach LA		1-19		
Aspects	Employment	C		G	
	Labor/management relations				
	Occupational health and safety				
	Training and education				
	Diversity and equal opportunity				
	Equal remuneration for women and men				
DMA HR	Disclosure on Management Approach HR	C	1 -19, Annexure	G	
Aspects	Investment and procurement practices				
	Non-discrimination				
	Freedom of association and collective bargaining				
	Child labor				
	Prevention of forced and compulsory labor				
	Security practices				
	Indigenous rights				
	Assessment				
	Remediation				
	Social: Labour practices and decent work				
Performance Indicator	Description	Reported (C/P/NA)	Page Number	Geography Scope	UNGC
Employment					
EC7	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation	C	7, Annexure	G	6
LA1	Total workforce by employment type, employment contract, and region broken down by gender	C	7	G	
LA2	Total number and rate of new employee hires and employee turnover by age group, gender and region	P	7	G	6
LA15	Return to work and retention rates after parental leave, by gender		13	G	
Labour Management Relations					
LA4	Percentage of employees covered by collective bargaining agreements	C	8-13	G	

C - Comprehensive • P - Partial • NA - Not Applicable • G - Global • I - India

Performance Indicator	Description	Reported (C/P/NA)	Page Number	Geography Scope	UNGC
LA5	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements		Annexure		
Occupational Health and Safety					
LA6	Percentage of total workforce represented in formal joint management, worker health and safety committees that help monitor and advise on occupational health and safety programs	C	12	G	1
LA7	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region and by gender	C	19	G	1
LA8	Education, training, counseling, prevention, and risk-control programs in place to assist work force members, their families, or community members regarding serious diseases	C	17	G	1
LA9	Health and safety topics covered in formal agreements with trade unions; Training and education	NA			
LA10	Average hours of training per year per employee by gender, and by employee category	C	13-14	G	
LA11	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings	C	14	G	
LA12	Percentage of employees receiving regular performance and career development reviews, by gender	C	13	G	
Diversity and Equal Opportunity					
LA13	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority membership, and other indicators of diversity	C	7-8	G	6
CLA14	Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation	P	7	G	6
	Social: human Rights				
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	C	19	G	
Non Discrimination and Freedom of Association and Collective Bargaining					
Security Practices					1,2
HR8	Percentage of security personnel trained in the organization's policies or procedures concerning the aspects of human rights that are relevant to operations	C	18	G	

C - Comprehensive • P - Partial • NA - Not Applicable • G - Global • I - India

Performance Indicator	Description	Reported (C/P/NA)	Page Number	Geography Scope	UNGC
Indigenous Rights					
HR9	Total number of incidents of violations involving rights of indigenous people and actions taken	NA		G	
Assessment					
HR10	Percentage and total number of operations that have been subject to human rights review and/or impact assessments	C	19	G	
Remediation					
HR11	Number of grievances related to human rights filed, addressed and resolved through formal grievances mechanisms	C	19	G	

C - Comprehensive • P - Partial • NA - Not Applicable • G - Global • I - India

BUSINESS RESPONSIBILITY REPORT INDICATORS

Core Principle	Indicators	Section
Employee wellbeing	<ul style="list-style-type: none"> No. of employee and contract staff No. of women employees and employees who are differently-abled Non-discrimination/ Anti-sexual harassment policy Employee grievances/ complaints on sexual harassment/ discrimination Safety policy and performance No. of employees provided with skill upgradation and office safety training 	Redefine Workplace Annexure 1: Management Approach and Policies Redefine Workplace Redefine Workplace
Human Rights	<ul style="list-style-type: none"> Human rights policy Human rights policy for suppliers/ business partners No. of stakeholder complaints on human rights issues No. of stakeholder complaints on human rights issues resolved 	Annexure I: Management Approach and Policies Redefine Workplace Redefine Workplace
Policy Advocacy	<ul style="list-style-type: none"> Trade/ industry association memberships Issues advocated through these memberships (e.g., Healthcare reforms, Research and Development etc.,) 	Annexure I: Management Approach and Policies, Key Membership Forums & Engagements

REDEFINE WORKPLACE

Ideapreneurs First

HCL is a progressive company whose policies and strategies are constantly shaped by our employees whom we call as ideapreneurs. We have empowered our employees to participate in our growth, strategy and vision, by providing various platforms that allow them share, interact and exchange ideas and experiences. By inverting the pyramid, we have enabled our employees to play an intrinsic role in influencing our actions through FY15 and setting goals for FY16.

Runway

Runway is an annual employee event where the CEO and leadership team share the vision and strategy of the organization with employees. Strategic decision-making is taken out of a conventional closed-door format among a select few and is transformed into an interactive session where employees engage directly with the management.

Smart Survey

Smart Survey is a platform for collating effective, constructive and integrated feedback from the employees. This is crucial to the ongoing development and growth of the individual, managers and the organization at large. Through our self-assessment tool, Smart Survey, we identify our employees' passion indicators and the individual factors that drive them to excel at work.

In FY15, 72,080 employees participated in the Smart Survey. There were 51,010 unique participants and 34,246 employees received an 'Individual

Report' showcasing their Top 5 Passion Indicators. 56% of our leaders received reports too. This exercise allows the managers to understand competencies of their team members and keep track of the development interventions they conduct for their teams.

MEME

This first-of-a-kind social networking platform leverages the collective power of the organization through micro-blogging, social networking, content and knowledge sharing and open forums. The purpose of MEME is to socialize the business, enable single point access for employees, and improve productivity and collaboration. Some of MEME's key features include content viralling; its ability to integrate seamlessly with other knowledge repositories making it a sustainable social learning platform; Anant's MEME page—a dedicated page to raise queries/ suggestions to the CEO with a quick-turnaround time; dedicated pages for HR-related responses, employee clubs and programs. **MEME by Anant (CEO) and Leaders Scrapbook** allow leaders to establish direct connect with all HCLites. In FY15, MEME recorded over 90,000 registered users with 11662 connections, 24 groups and 15 new posts among diverse groups.

BlogHer

A unique practice at HCL is our "BlogHer" forum on our internal platform called MEME where many aspects on gender neutral policies are discussed. These discussions are constructive, non-hierarchical and help both HCL and employees to demystify work place myths and stereotypes on gender, culture,

and other issues. While many companies invest in diversity training, we have this blogging forum.

Other Channels

Mailers are an important form of communication to reach out to employees and these are sent through defined channels such as HR Speak, Experience HCL, HCL Today and Policy Hub. These channels help us share HCL's values in easy-to-understand formats.

Dialogue Sessions/ Town Halls are adopted by functional leaders as a channel of communication to appraise employees on HCL's business performance and HR updates for the quarter.

Ideapreneur Newsletter provides a summary of the key changes, upcoming milestones, events, tools, resources and more. There are in-depth analyses on specific processes to enhance understanding.

Digital Communication Platforms such as My HCL and MEME are standpoints. They form the basis and are the primary tools deployed for communicating HCL's values and mission.

Coffee Chat with Senior Leaders presents an informal setting where employees share their views on organization matters with senior leaders and vice versa.

Live Connect Chat Sessions enable employees to have direct dialog with the CEO/ CHRO

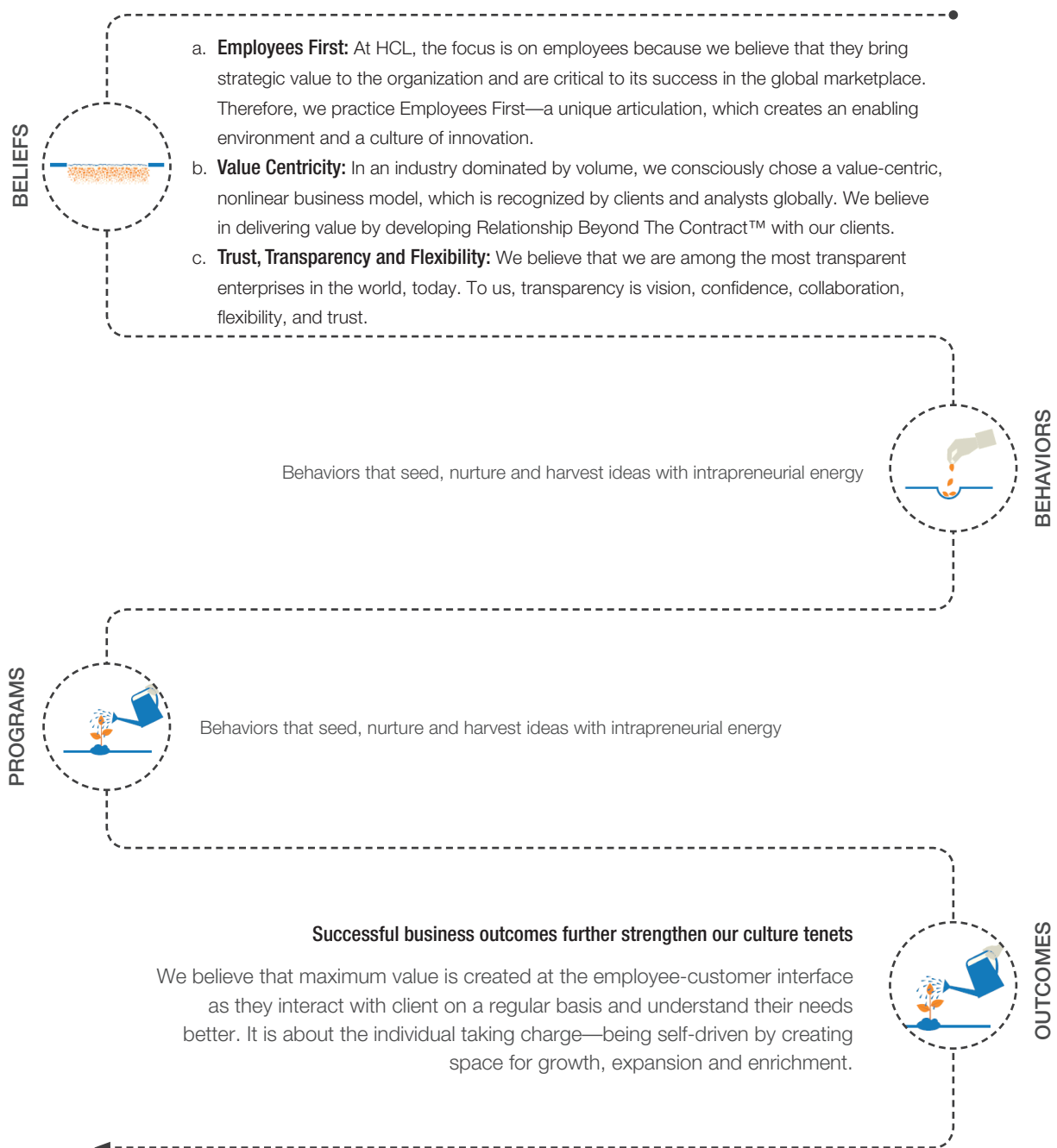
Enabling Employees through the Ideapreneur Culture

HCL's **ideapreneurship™** is a distinctive business practice that empowers employees to take charge of presenting innovative solutions to customer problems. Shifting this responsibility from the top management to our

employees, we have been creating significant value for our customers by tapping into the talent and ideas of our employees in the value zone—those who work closely with the customer organization.

This unique culture of grassroots innovation stems from our Employee First philosophy, providing employees the opportunity to ideate and drive them to fruition.

The Ideapreneurship Framework is based on the following



DIVERSITY AMONG IDEAPRENEURS FOSTERS INNOVATION

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

Our CHRO is the primary custodian of our Equal Employment Opportunity initiative and the Head of Diversity, Inclusion and Employee Engagement. He is responsible for coordinating the company's efforts to implement and disseminate the diversity plan.

Our recruitment and promotion policy is based on meritocracy and ability to learn, adapt, and assimilate to change. As we add more employees from diverse backgrounds, we create an inclusive workplace that promotes new ideas and does not exclude any individual from participating or contributing to the growth of our organization.

We believe that it is important to focus on the needs of every individual and ensure the right conditions are in place for each person to achieve his or her full potential.

The Diversity Office at HCL has been established to further strengthen and reinforce this commitment. We provide numerous avenues of self-empowerment to our employees as a first step towards creating an engaged workforce.

As a part of our efforts, we have launched a Diversity Portal. This Portal aims to assist and equip employees with resources for self-development (learning section), client interactions (diversity

for business section), and has enrolment channels for employees to join the Employee Resource Groups (ERGs). Currently, over 15,000 employees are part of this network.

Initiatives such as the ERGs are led and driven by the employees themselves. These groups use a multi-dimensional approach and act as platforms for employees to anchor organizational change and development.

Such efforts have not only helped us to acquire the best talent but also to retain employees. For FY15, our voluntary attrition stands at 16.47%.

HCL OPERATES IN 31 COUNTRIES WITH 106,107 FULL TIME EMPLOYEES

FTE Count by Gender/ Region

Country	Female	Male
INDIA	25%	75%
USA_LATAM	15%	85%
EUROPE	24%	76%
APAC_ROW	26%	74%
Overall	24%	76%

Scope: HCLT, Global Operations, FY15

Total Workforce data across regions

Workforce by region	FY'15	FY'14	FY'13	FY'12
India	78.33%	80.19%	81.11%	81.97%
USA & LATAM	11.02%	10.01%	9.52%	8.77%
Europe	5.51%	5.01%	5.09%	5.23%
APAC & RoW	5.14%	4.78%	4.28%	4.02%

Scope: HCLT, Global Operations, FY15

Our hiring practices are centrally managed and we advocate strong employer branding practices.



OUR EMPLOYEE RESOURCE GROUPS

ADEC ADEC (African Diaspora Employee Council)

The African Diaspora Employee Council (ADEC) assists in building and retaining a highly-qualified, diverse workforce by promoting professional and personal development opportunities for its members. It also strengthens linkages to and within our diverse communities and African American-based organizations and markets.

During FY15, the group organized inspirational talks with guest speakers as well as celebrated the Black History Month to engage employees in our Cary GDC.

Ability Connect

This employee network facilitates an environment that helps advance differently-abled employees by suggesting policies and programs to support inclusion and growth. Through the network we plan to hire 175 differently-abled employees in FY16.

Chargers

The Chargers Program aims to engage with employees and provide them with opportunities to pursue their interests in sports, health and wellness, photography, dance and music, knowledge and problem solving, and specific hobbies with like-minded employees.

The Hobby Clubs anchored by the Chargers have over 32,000 HCLites as members globally. Clubs like Foodies, Bikers, Photographers, Quizzers, Polyglots and Toastmasters are famous networks in HCL. Hobby classes are organized within the office premises to help employees learn more about their interests. In addition to these passion clubs, we have a number of employee engagement events at our various work sites. All employees are members of this association but the charter runs with select representatives who form 1% of the total workforce.

Our Employee Engagement Programs include

An annual talent fest at HCL which allows employees to showcase their talent. The performances include dancing, singing, fashion show, painting, sketching and theatre.

Arclights

A platform for quiz lovers to test their business acumen across multiple fields. This year, a total of 550 teams participated in the quiz.

Inquizitive Minds

The second edition of the extempore event was organized in June this year and saw the participation of 300 employees across locations.

Perspectives

This first PAN India running event was organized across locations where more than 250 teams (4 members each) participated as part of the wellness initiative at HCL.

SEZathon

This is an annual event organized to commemorate the festive season during the months of October and November. Events and offers were rolled to HCLites both online and offline in October this year.

Funfair @ HCL

The first ever game development competition organized in September saw in excess of 100 teams participating in the event to showcase their coding skills.

Game-A-Thon

Our photography club organizes activities like photography walks and annual photography contests for employees globally.

CLIC

Family Connect

- **Sunshine Summer Camp:** The camp is organized annually for our employees' children aged 4-11 years. In 2015, Sunshine completed its fifth year. The activities help the kids make new friends, build confidence and develop life-long skills such as teamwork, leadership, and creative thinking.
- **HCL FunFair:** An event where HCLites and their families can participate in a day of fun and frolic and understand more about HCL and our culture.
- **Young ideapreneur:** Similar to the summer camps, we have a 2-day program for the children of our employees in the age group of 10-15 years to orient them to new and upcoming technologies and promote exercises in team building and



creativity. The program also provides an insight into 'gaming' and interactions with leaders at HCL. In FY15, over 197 kids participated in the program across Bangalore, Chennai and Noida.

- At our Cary center in USA, we hosted a 'Bring your sons and daughters to work day'. Our employees' children not only had a glimpse of where

their parents work but also participated in some exciting events and community initiatives. Representatives from the United Way were present and shared the importance of giving and HCL's partnership with them to reach lives in the community. The children, parents and volunteers also got involved by participating in projects to help underprivileged children in the community

Heritage Network

The Heritage Network comprises employees who play a key role in the conservation of the cultural heritage resources. The intent of creating this affinity network is for like-minded employees who wish to understand different cultures and share knowledge of their own culture. These groups organized a number of Culturati sessions in their locations this year. In our Cary GDC, this group organized Holi celebrations to offer a taste of India. Similar India day celebrations were organized in other locations.

Various cultural/ social engagement activities were organized by and for our employees through the year.

HCL Norway extended the celebrations to their families by planning a family day-out, proving to be a great bonding activity.

HCL Poland celebrated Friendship Day on Aug 14th 2014 by asking employees to share photos with their friends. They continued

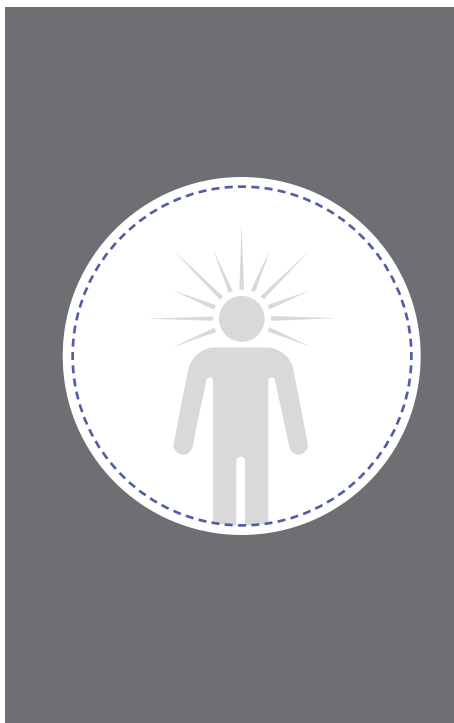
celebrating with Halloween Day and observed November. The year came to an end with Christmas celebrations. The International Women's Day was celebrated with an inspiring talk by a women leader and HCL Poland Women Connect Network was also launched.

During the festive seasons of Easter and Christmas, our employees in Brazil thought of the less fortunate and engaged in activities for the

underprivileged children. They also actively organize and participate in workplace exercise programs, traditional week programs, family and fun events.

HCL South Africa kicked off their festivities with a series of activities that sought to include the whole family—all HCLites, along with their spouses and children. Activities included various competitions and wound up with a fashion show titled HCL Indo Afro Fusion Day.





Employees First Council

The Employees First Council functions at location, city, and GDC levels at HCL. The council comprises senior managers who represent their business/ department in the EFC. The objectives of EFC include:

- To ideate and facilitate programs, and support systems that would improve employee experience and HCL operations
- To dialog with employees on HCL business and people programs
- To position HCL in local forums

The Employees First Council comprises of senior employees who discuss health and safety issues on behalf of employees with the management and help in formulating relevant programs to address these issues.

The council came up with approximately 80 different ideas to improve HCL operations and employee experience across India during FY15.

iBelieve – The HCL Women Connect

HCL's Women Connect aims to engage 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 professionals, and shares experiences on work-life priorities. There were "Feminispiration" events organized

by Women Connect this year, in which women achievers were invited to speak.

In addition to Women Connect, HCL offers a number of support systems to help women manage work and life priorities. These include life coach support, day care in office premises, concierge services through AHA, and policies such as extended maternity leave, work from home, flexi careers and flexi work hours. All these have helped young women, especially those who take maternity breaks to pursue or resume their careers.

In FY15, 99.87% of women employees returned to work after maternity to resume their careers—a marked increase from 84.78% in FY14.

Our gender neutrality is reflected in the benefits we give to our male employees through paternity leave. All employees who availed this leave, returned to work.

HCL ensures salary parity for both women and men who are joining as entry level engineers.

Community Champions

This employee network is the largest and continues to grow every day. Community Champions are a group of community service volunteers, who lead the HCL Foundation activities. Approximately 10,000+ new volunteers joined the network in FY15.

More details of their work are available under 'Repay Society' section of this report.

OUR CAREER DEVELOPMENT PROGRAMS

We launched 'ProgramFirst' during FY13 which proved to be a significant investment in people practices across HCL. This has enabled us to refresh and integrate our learning, performance, reward and talent management practices. We have also boosted the impact of our workforce operations on business growth, by hiring, developing and deploying individuals within a career architecture that reflects in the roles we perform to engage with our clients.

As a part of Program First, we launched iSuccess during FY15. This is an integrated platform for all the employees, providing a common space where we can listen to each other through meaningful conversations (goal setting process), collaborate with each other (through linking/cascading goals), build future-ready skills and become ideapreneurs to create value for our clients.

iSuccess is a people practices platform that aims at integrating

career, goals performance, rewards, talent and learning management as well as onboarding processes and corresponding applications.

During FY15, all eligible employees completed their appraisals, and received feedback on their performance and career growth.

94.06% of our FTEs have received two levels of feedback; 43% of women employees and 42% of male employees have discussed

their career aspirations for the coming year. The remaining employees will log on to iSuccess to give and receive feedback in the coming months when their appraisal cycles are initiated.

In FY15, there were 61,667 employees who received training through various programs.

Training Data

Job level			
Band Categorization	Female	Male	Total
Executives	11865	25858	37723
Managers	3064	17828	20892
Senior Managers	138	1542	1680
Leadership	52	733	785
Total	15119	45961	61080

Scope: HCLT, Global Operations, FY15

Soft Skills through Learning and Development

We believe there is no set formula for success and motivate HCLites to be on a constant journey of self-discovery. Learning and Development programs give platforms to not only ideate but to learn with a focus on sustainable growth for all employees. During FY15, 25,384 unique employees availed various programs for their self-development. Based on our internal assessment tools, the knowledge gained by the trained employees has been 36%.

Domain Skills Training through Our Academies

At HCL, employees irrespective of gender, job levels and experience have opportunities to develop their skills and discover their potential through the various training programs. Our employees across BSERV and Infra availed various trainings through our academies. In FY15, 61,667 employees received training, of which 22.32% were women.

Our Leadership Development Programs

Certified HCL Leaders: The program objective is to facilitate the transition of first-time leaders for early effectiveness, targeting newly promoted middle – senior managers. The new leaders go through a Harvard-certified leadership transition program, which equips them to 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 partnerships to strengthen business acumen through cross-functional integration and business management in the global business context.

Leadership Crucible: The program aims at addressing the learning needs of the tenured and experienced functional and

business leaders, on a sustainable basis. It 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.

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—including support programs, peer mentoring and coaching (all levels), and providing platforms to enable women leaders to learn and exhibit transformational leadership.

Stepping Stones: Stepping Stones is a focused career development program to enable our middle level women employees to realize their career aspirations and potential and help them in their developmental journey. It focuses on coaching women who are new mothers and

require help to manage the new expectations at work and home. 949 women benefitted from this program during FY15.

Feminspiration: This platform is facilitated by HCL Women Connect Affinity Network, where successful women leaders are invited to address HCLites. This forum has been launched to help HCLites gain insight into successful leadership as well as understand perspectives on gender matters.

Knowledge Management Forums

HCL's Knowledge Management (KM) initiatives are centered on converging knowledge-management efforts to create, discover and leverage best practices.

This year, Good Practices Conference-8 became an integral part of HCL's ideapreneurship™ program, thus affording the

participants an opportunity to demonstrate the value of their ideas and innovations to a wider audience and gain recognition on a grander scale.

- 278% increase in paper submissions
- 46% of the papers centered on innovation and continuous improvement
- 248% increase in attendance (including live streaming audience) from GPC-7
- 63% participation from mid-managers

Extending the power of collaboration through arKMedes

In addition to GPC, there are a number of platforms for employees to leverage and access information for their day to day project management. For example, the arKMedes platform.

As of March 2015, arKMedes houses over 15,728 insightful artifacts such as case studies, whitepapers and others.

Edna—The Experts Discovery, Nurture and Actualize Program—is a Microsoft Lync-enabled instant messaging service. HCL employees can seamlessly collaborate in real time with experts 24x7, and ask questions and provide answers on any topic.

In FY15, Edna witnessed a whopping 77% increase in the number of experts identified, totaling the expert base to 8,702. The total number of conversations was 30,499—a 13% increase from the previous year.

Our Onboarding Studio is leveraged by employees when they move across different projects or career streams. There are currently 55 sites that have assisted 7,450 employees to transition to new roles and assignments.





Employee Reward and Recognition

We believe that our employees steer our success through their hard work and dedication. So we create the right work environment where employees feel empowered to deliver their best and where their efforts do not go unrecognized. Towards this, we have several platforms to applaud individuals for their spirit of excellence. Some of these initiatives are:

O Infinity: The O Infinity League is an exclusive league formed for super achievers in HCL who have received the topmost ratings for two or more consecutive years. The O Infinity recognition ceremony is a salute to these employees for their commitment to excellence as well as their families for being a constant source of support to them. It is one of the most awaited events in the HCL calendar where employees are recognized and applauded in the presence of their colleagues and family members. In 2014, 6,981 outstanding achievers were felicitated at the O Infinity

recognition ceremony in India. Nearly 16,000 people including family members participated in the events held across cities in India.

A new initiative called 'O Infinity Hall of Fame' was also started from 2014 for HCLites who received outstanding rating for more than 6 years. 237 HCLites were felicitated by CEO Anant Gupta in the maiden year (in offshore location).

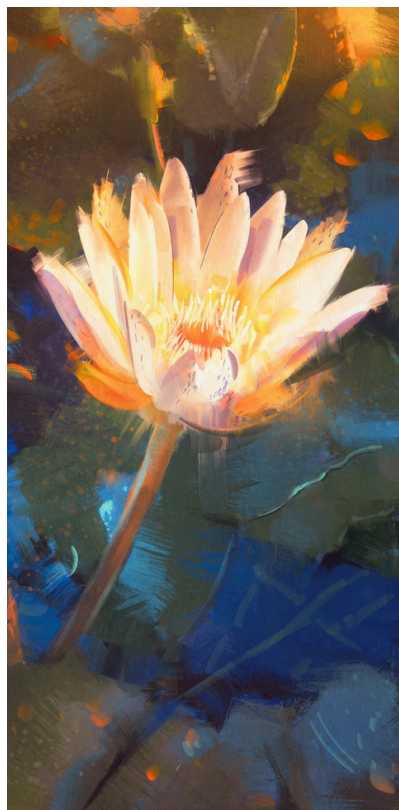
XtraMiles: This unique appreciation forum was launched to inculcate a culture of expressing gratitude for a job well done by an individual. The online XtraMiles portal empowers employees to appreciate and recognize their peers/ reportees/ colleagues/ managers across the organization at the click of a button. Based on a point-reward system, they can earn "miles" of different kinds. On accumulation of a certain number of miles, they attain the membership of the prestigious XtraMiles clubs and are felicitated and recognized with

customized club kits. We have over 18,000 users of the portal.

Spot R&R: Feeling the need to reward employees on an impromptu basis for special efforts in delivering and supporting their respective projects, HCL Spot Awards program was launched. There are nine categories in which awards can be given. Till date, we have over 11,500 Spot awardees.

Appreciation Month 2015: Appreciation Month at HCL was organized in April, 2015 with various reward programs like XtraMiles and Spot Awards being rolled out. Special 'Thank You, Team' and 'Thank You, Boss' cards were introduced, and an Appreciation wall was created on MEME for employees to share their appreciation messages. We also conducted R&R for employee support staff, covering Housekeeping, Security Guards and Support Staff across HCL India. Over to 43,172 employees participated in the program.

EMPLOYEE WELFARE PROGRAMS



Employee Wellness and Wellbeing

Mobius is the wellness and wellbeing initiative at HCL. The objectives of this portal are:

- To ensure all employees have access to healthcare in medical emergencies
- To improve employee awareness on health and occupational hazards
- To provide employees and their families a central resource that helps them make healthier lifestyle choices
- To create and promote a culture of maintaining healthy lifestyles

This initiative is reflective of our journey to instill a sense of holistic wellness and greater wellbeing and has had a significant impact on our employees and their families.

59,621 employees were benefited through the wellness and wellbeing programs from July'14 to May'15

The key initiative that helped revolutionize Mobius in FY14 was the launch of Medi Assist, our wellness portal partner. The highlights of the Medi Assist portal are a 24x7 health desk number, access to doctors, counsellors and dietician via web chat, health risk analysis (HRA), daily health tips, Medibuddy – App-based online medical store, health and diet coaching, OPD service for booking appointments at any paneled hospitals and diagnostics centers, and 24x7 life-coach service.

16,173 HCLites have registered on the online wellness and wellbeing portal. **5,378** employees have

taken the wellbeing challenge. A number of health camps and health talks were organized in our offices in India. **39,840** employees were covered in the health camps and health talks. The health camps included eye check-up, dental check-up, master health check-up, cervical cancer vaccination, H1N1 flu vaccination, skin and hair test, thyroid screening, and breast cancer screening. The topics covered in awareness talks by experts were Cancer in Women, Heart Diseases, Diabetes, General Health Awareness, Child Nutrition, Cervical Cancer, and Ovarian Cyst.

In line with the organizations Occupational and Safety policy, we have trained our employees in Ergonomics to avoid posture related illness. 56000 employees took the Ergonomics test online on our intranet in a span of 4 weeks.

Life Coach: We also recognize the importance of the emotional wellbeing of our employees and are committed to helping individuals through the Life Coach initiative. We provide 24x7 telephone and online counseling support for all employees and families. In addition, employees can meet the counselors face-to-face at our office locations. **19,447** employees were covered in the life coach session and floor walks.

Day Care Centers: Employees with children have access to a number of referral as well as in-office day care centers. In FY15, 110 employees had availed the onsite day care centers in India.

Emergency Response: Emergency numbers are printed on Employee ID cards pan India. The hospitals

AHA (Assisting HCLites Anytime): AHA is a first-of-its-kind initiative that features a range of offerings and services **AHA (Assisting HCLites Anytime)** that HCL employees are entitled to. Employees choose the programs/benefits that they wish to have implemented in their regions/facilities. AHA offerings are categorized under 4 main categories: work, health, family and lifestyle. The portal is open each quarter for employees to make their selection.

Some of the AHA benefits include compressed work hours, 24X7 security for women employees in for NCR and Manesar, 24X7 medical emergency support, health check-ups, life coach, virtual blood bank, parenting workshop, homecare services, discount portals, financial workshops etc.

list is available at security desks at all office locations for emergencies. Emergency Response Teams (ERT) are formed at all office locations. Situations like nationwide strikes or natural disasters will also be managed by ERT. Specific trainings like First Aid/Self- defense are rolled out across facilities. A virtual blood bank with donor details is available on MEME. 1,500+ HCLites are donors today. Through HCLT Foundation we access support from Red Cross, Organ Foundations, Cancer Care, HIV- AIDS agencies etc. to support our employees and their families during medical crisis. We also have a doctor on the call and nurses available in all our office locations that have a significant number of employees.

We have also made an emergency helpline 1800 number available to our employees in India to help them avail medical emergency services.

Employee Safety and Security – Specific focus on Women

Safety of Women Employees in India:

In the wake of a few unfortunate incidences in India against women, the National Association of Software and Service Companies (NASSCOM) had issued a set of best practices for companies to adhere to. We are committed to upholding the safety of all our employees, especially the 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 and personally

guarded by security guards, prohibiting the entry of unauthorized personnel. All premises are under CCTV surveillance. If required and with due permissions, companies are willing to share footage with the police.

Our security undergo continuous training given by the instructors who come periodically for various trainings. This program covers, standard instructions, alertness of the guard, turn over etc.

• **Emergency Preparedness**

Emergency situations and events are to be identified and assessed, and their impact minimized by implementing emergency plans and response procedures, including emergency reporting, employee notification and evacuation procedures, worker training and drills. Service provider shall be aware and shall implement all emergency paraphernalia and exit paths available at site of work to ensure employees safety in case of an emergency.

• **Occupational Injury and Illness**

Service provider to ensure reporting of any occupational injury and illness, including provisions to: a) encourage worker reporting; b) classify and record injury and illness cases; c) provide necessary medical treatment; d) incident investigation and implement corrective actions to eliminate their root causes; and e) facilitate return of workers to work, debriefing and post-traumatic stress procedure.

• **Physically Demanding Work**

Worker exposure to the hazards of physically demanding tasks, including manual material handling and heavy or repetitive lifting, prolonged standing and highly repetitive or forceful assembly tasks is to be identified, evaluated and controlled. A periodic training focused on safe material handling operations and ergonomics should be provided to such workers by the service provider.

• **Machine Safeguarding**

Any machinery (having rotating/ moving parts) is to be evaluated for safety hazards. Physical guards, interlocks and barriers are to be provided and properly maintained where machinery presents an injury hazard to workers. A periodic training focused on safe use of power tools, machines, should be provided to the workers.

Safe Commuting: Cab facility is provided to 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 the panic button in the cabs in select regions. Most routes are worked out in such a manner that a woman employee is not the first one to be picked up or last one to be dropped as far as possible. In case such a route is unavoidable, a guard is always provided to escort the women employee. The woman employee signs the trip sheet and has the

option to endorse her remarks. We also welcome feedback through mail. Effective checks and controls on the vehicle movement are in place to check any unwarranted activities of cab drivers, such as picking up strangers and straying away from the designated routes. Breath analyzers are used to carry out random checks on drivers to prevent drunk driving. Disciplinary action and penalties are imposed on the vendor, if found guilty. Tracking of all escort guard routes is carried out by the Transport Desk seeking employee confirmation on safe drop/arrival on her mobile. The transport team maintains a daily track sheet of the women employees who are commuting late in the evening with all the details such as name, complete address, mobile number, and emergency contact numbers.

Emergency Response Systems: 24X7 emergency helpline numbers and other important numbers are displayed in the cabs. Employees are regularly sensitized on the availability of these numbers which can be used to report life safety and security threatening situations.

In Delhi and NCR regions, we have partnered with an external agency

to provide on-ground physical support from a trained and professional first response team within minutes of any emergency situation. This includes a 24X7 command and control center with trained and professional incident managers.

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's name, mobile number, license details, permanent and present addresses, appointment letter, and police verification. This ensures that nobody enters the premises without a valid identity proof.

Creating Awareness: Self-defense training, provided by professional trainers, has been made available to our women employees to equip them to handle emergency situations. The Transport Security team carries out regular briefing sessions for escort guards and drivers, sensitizing them about their roles and responsibilities while escorting women employees. All our employees go through periodic safety training as a part of our procedures drills.

Employee Helpdesk and Grievance Channels

We have a number of channels in HCL that employees can use by to share their feedback on practices, provide solutions, ask for solutions to issues that prevent them from being productive on the job and 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 queries related to policy and support programs to enabling functions for immediate action. A total of 2,62,026 SSD tickets were raised under the umbrella of Smart Service Desk in FY15.

Listen Hour: Employees can meet enabling functions once a quarter and share suggestions/questions.

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 where employees can raise HR-related queries.

Secure: Employees and contractual staff can report workplace harassment-related grievances and receive confidential support. In FY15, there were 5 significant cases all of which were resolved.

Whistleblower: Any employee or stakeholder can register ethics-related complaints and initiate appropriate action.

In FY15, a total of 65,000 employees have undergone the online module for Prevention and Redressal of Sexual Harassment at Workplace.

Incident/ Accident rate – FY15

	104766 No. Employees	248924016 No. Working Hrs.
	Male	Female
No. of Injuries & Illness	168	60
Incident Rate	0.135	0.048
	33600000	12000000
Frequency Rate	0.135	0.048

Scope: HCLT - India + 18 GDCs operations taking average yearly employee base as 1,04,766 for the mentioned operations.

RENEW ECOSYSTEM



RENEW ECOSYSTEM

GRI 3.1 PARAMETERS

DMA EN	Disclosure on Management Approach EN	Reported (C/P/NA)	Page Number	Geography Scope	UNGC
Aspects	Materials	C	1-13	G	
	Energy				
	Water				
	Biodiversity				
	Emissions, effluents and waste				
	Products and services				
	Compliance				
	Transport				
	Overall				
	Environmental Indicators				

Performance Indicator	Description	Reported (C/P/NA)	Page Number	Geography Scope	UNGC
Material					8
EN1	Materials used by weight or volume.	C	7-8	G	8,9
EN2	Percentage of materials used that are recycled input materials,	C	12	G	
Energy					
EN3	Direct energy consumption by primary energy source.	C	11	I + 18 GDCs	8,9
EN4	Indirect energy consumption by primary source		11	I + 18 GDCs	8,9
EN5	Energy saved due to conservation and efficiency improvements.	C	8	I + 18 GDCs	
EN6	Initiatives to provide energy-efficient or renewable energy-based products and services, and reductions in energy requirements as a result of these initiatives	C	5-7	I + 18 GDCs	8,9
EN7	Initiatives to reduce indirect energy consumption and reductions	C	6-7	I + 18 GDCs	8,9
Water					
EN8	Total water withdrawal by source	C	12	I + 18 GDCs	8
EN9	Water sources significantly affected by withdrawal of water	C	12	I + 18 GDCs	8
EN10	Percentage and total volume of water recycled and reused	C	12	I + 18 GDCs	8,9
Bio-Diversity					
EN13	Habitats protected or restored.	NA			8
EN14	Strategies, current actions, and future plans for managing impacts on biodiversity	P	4	G	9
EN15	Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk	NA			

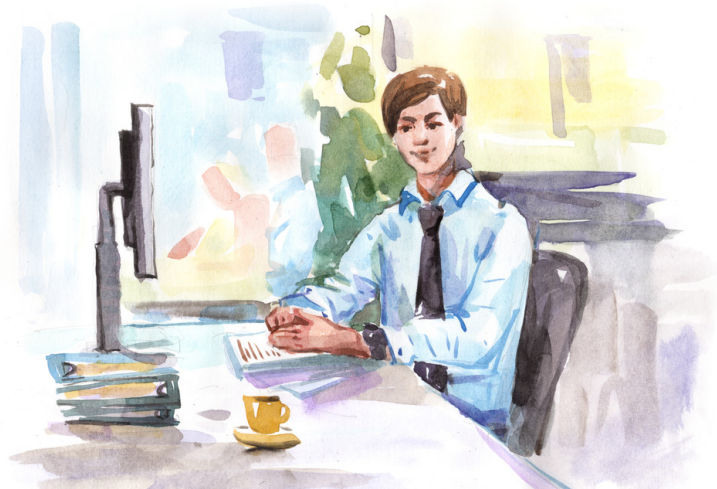
C - Comprehensive • P - Partial • NA - Not Applicable • G - Global • I - India • GDC - Global Delivery Centre

Performance Indicator	Description	Reported (C/P/NA)	Page Number	Geography Scope	UNGC
Emissions, effluents and waste					
EN16	Total direct and indirect greenhouse gas emissions by weight	C	8-10	I + 5 GDCs	8
EN17	Other relevant indirect greenhouse gas emissions by weight	C	8-10	I + 5 GDCs	8
EN18	Initiatives to reduce greenhouse gas emissions and reductions achieved	C	6-7	G	7,8,9
EN19	Emissions of ozone-depleting substances by weight	C	8-10	I	8
EN20	NOx, SOx and other significant air emissions by type and weight	P	8	I	8
EN21	Total water discharge by quality and destination	P	12	I	8
EN22	Total weight of waste by type and disposal method	C	13	I + 18 GDCs	8
EN23	Total number and volume of significant spills	C	12	I	8
EN24	Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of Basel Annexure I, II, III and VIII and percentage of transported waste shipped internationally	NA			8
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	C	12	I	
Products and Services					
EN26	Initiatives to mitigate environmental impacts of products and services, and extent of impact migration	C	4-7	G	8,9
EN27	Percentage of products sold and their packaging materials that are reclaimed by category	NA			8,9
Compliance					
EN29	Significant environmental impacts of transporting products and other goods and materials used for the organizations operations and transporting members of the workforce	NA			

C - Comprehensive • P - Partial • NA - Not Applicable • G - Global • I - India • GDC - Global Delivery Centre

BUSINESS RESPONSIBILITY REPORT INDICATORS

Core Principle	Indicators	Section
Environment	<ul style="list-style-type: none"> Environment policy Environment policy for suppliers/ business partners Climate change policy and initiative to mitigate/ adapt climate change Environmental risks Energy efficiency measures and use of renewable energy E-waste/ office waste disposed 	Annexure I: Management Approach and Policies Responsible Business/ Renew Ecosystem Renew Ecosystem Renew Ecosystem Renew Ecosystem



RENEW ECOSYSTEM

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.

As a part of our Biodiversity initiative we have planted 350 native trees in our office sites and would increase this to 1000 by FY16.

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.

Being a services company, there is no direct material consumption in our operations. Resources consumed including electricity, water, physical infrastructure and off information and commutation, technology equipment are auxiliaries which support our operations.

The environmental actions are jointly implemented by the eco councils formed by the employees along with the functional

departments managing the Health, Safety and Environment (HSE). The HSE department ensures process standardization and continuous improvements by obtaining ISO certifications. The environment certifications and resources management are primarily focused on facilities that are company-owned and house more than 2000 employees.

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

- We operate from distributed office facilities that necessitate an approach to achieving environmental targets in a balanced and incremental manner.
- We focus on educating and empowering the 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 are 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 our 18 Global Development Centers (GDC), during FY15. In India, 21 operational centers have been certified for ISO 14001 and OHSAS 18001.

Most of our leased offices outside India are 'green-compliant', especially the Global Development Centers (GDC) in North Americas, which are LEED-certified buildings. Since 2009, our focused green

efforts have helped us reduce the per capita carbon emissions. In FY15, we reduced the per capita emissions by 1.54%.

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

The data includes environment and employee health aspects: energy, water, waste, incident/accident rates, and disaster/ emergency response and best practices.

Case study on Conserving Environment through Effective Utilization of UPS Systems

Background: Being a responsible social organization, HCL Technologies through its “Environmental Policy” has made a commitment to conserve the environment by adopting “Go Green initiatives”.

One of the initiatives undertaken was to ensure **effective utilization of our UPS systems**. The e-Waste, hazardous waste and increasing levels of carbon foot-prints generated by IT companies pose an environmental challenge for the environment. As the operations are highly dependent on UPS power it was important to ensure effective UPS utilization and increase its efficiency from 25% to 40%.

Scope: To study the utilization trend of the UPS systems across PAN India locations and to devise a solution which helps in shedding off the wastage and optimize the utilization with enhanced efficiency and eco benefits.

Implementation: The special project team put in efforts to help the organization not only increase operational efficiency

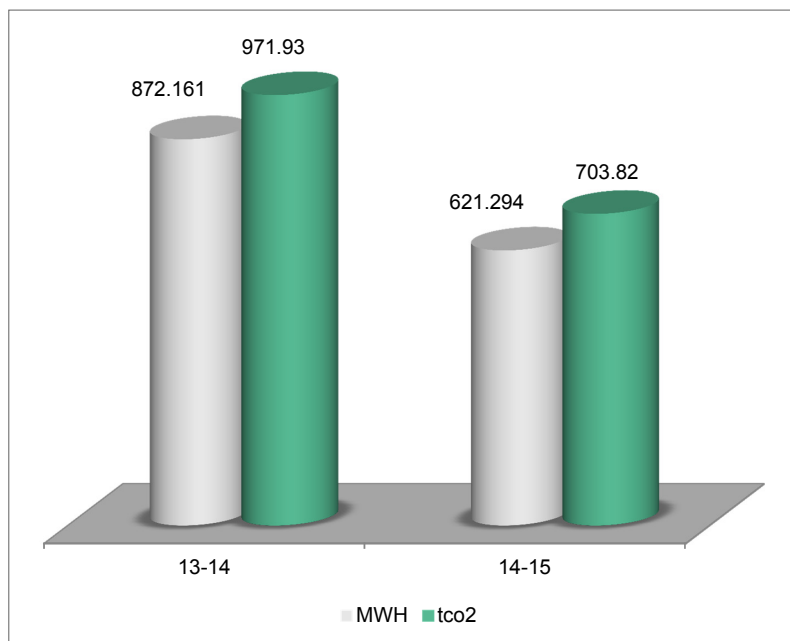
but also provided guidance in the organization’s commitment to environment conservation.

An exercise was conducted to find out the over capacity of UPSs at different locations and shut down for the energy conservation and reutilization. Some key actions were initiated as follows:

- Loading patterns details were collected.
- Continuous observation was carried out for a period for precise load calculation.
- Analysis was done to find out the opportunity for implementation of UPS downsizing and their further advantage/savings.
- The proposal for UPS downsizing activity was created and shared.

Impact:

- This exercise has enabled the Organization to save USD 87.71 K in FY15 out of the total operational expenditure on power.
- Total savings in terms of units reached 621294 KWH during FY15.
- Total reduction on carbon footprint estimated at 703.80 tCo2 during FY15.
- Increase in operational efficiency.
- Continual improvement in systems and processes
- Opportunity of re-utilization of the assets at different locations.
- 24 UPS systems now available for redeployment.



Comparative statistics for FY14 and FY15

BALANCING EMPLOYEE COMFORT AND GREEN INFRASTRUCTURE REQUIREMENTS

While designing our buildings, we consider employee comfort as well as green infrastructure requirements to ensure synergy in our construction efforts. At our large campuses, we have embarked on some key initiatives in 2015 to reduce power consumption and water usage.

Chennai

1. Roof top solar power generation through solar panels at the multi-level car parking, installed in 3 building and 3 terraces.
2. Solar water heater at Café terraces for water requirements in the kitchen, showers rooms in the gymnasiums and nap rooms.
3. Installation of solar panels in 3 buildings and 3 terraces is in progress.
4. Underground rainwater storage tank of 75,000 liters capacity is operational.
5. Generation of 56KLD through reverse osmosis for complete campus drinking water requirement and kitchen requirement.
6. Plant installation in progress for the generation of 56KLD through reverse osmosis for complete campus drinking water requirement and kitchen requirement

Bangalore

1. 50KW roof top solar power generation through solar panels at the tower 4 building terrace installed and expected to be operational by Aug 15.
2. 10KLD solar water heater at tower 4 terrace for water requirements in the kitchen, shower rooms in gymnasiums and nap rooms.

3. Underground rainwater storage tank of 1,50,000 liters capacity is operational.
4. Two open recharge ponds of total capacity 8,43,000 liters have been created to recharge ground water.
5. 24 underground recharge wells with a total capacity 1,44,000 liters have been created to recharge ground water.
6. Percolation pits are at every 30 meters in the storm water drains to recharge ground water.
7. We have set up STP of 562KLD, which caters to the HVAC makeup water for water-cooled chillers and landscape watering.

Noida

1. Solar water heater at Café terraces for water requirements in the kitchen, showers rooms in the gymnasiums and nap rooms.
2. Installation of solar panels in Noida Sector 126 office site is in progress.
3. Towards efficient and effective usage of genset and reduce hazardous waste generation, Coil Cooler installation is in progress.
4. We maintain and monitor effective temperature at server rooms towards energy saving.

A. Building and Architecture

1. Buildings' orientation is planned such a way to minimize heat gain through façade after extensive sun path analysis.
2. All open terraces have over/under deck insulation to save energy.
3. High performance glazing system is used to reduce solar heat gain to interior space and have maximum natural light.
4. Shading devices provided for façade to reduce the heat gain to interior space.
5. Solar water heater provided to supply hot water for cafeteria needs.
6. Underground rainwater storage tank to harvest water from all building terraces.
7. Open areas are landscaped with trees, lawns and shrubs to create clean and comfortable atmosphere.
8. All the materials used in the building construction are environment friendly with low VOC as per acceptable norms. For e.g., paints, carpets, furniture, ceiling material etc.

B. Utility and Services

a. Water Management

1. All washrooms are fitted with sensor taps to optimize water usage.
2. All western closets have dual flush system to minimize water wastage.
3. Sewer treatment plant (STP) is installed within campus to treat the sewer water and reuse for flushing, landscaping and HVAC make up water. There is no water discharge from campus.
4. Timer-based automatic controls for water sprinklers are installed to conserve water used for lawn maintenance.

b. Waste Management

1. Organic waste converter of capacity 1000kgs per day is provided to generate manure out of organic waste (from kitchens, cafeteria, and garden) generated.

c. Lighting

1. LED-based light fixtures used in the campuses.
2. Entire street and landscape lighting is LED-based.
3. Day light sensors to use maximum sunlight used in the buildings.
4. Occupancy based light switching system used to minimize power consumption.
5. High efficiency light fittings with T5 lamps used.

d. UPS system

1. UPS systems with IGBT technology have been installed for low THD.
2. High efficiency UPS have been installed to reduce energy loss.

e. HVAC SYSTEM

1. Water-cooled chillers are installed for power saving and STP water utilization.

2. Chillers are provided with VFD starter for optimized and efficient operation.
3. High efficiency VRF air conditioners, which have very low power consumption and deliver maximum cooling and maximum air, are used.
4. All AHU equipment is designed with VFD system for optimized operation.
5. VAV installed in the ducting system to optimize air conditioning based on occupancy requirement.
6. Heat recovery wheels with treated fresh air units installed to reduce heat gain to air-conditioned area. Pumps are installed with VFD to reduce the energy loss.

f. Building Management System.

1. Building management system to optimize the operation and maintenance of all the utility and services in the campus.

TARGETS 2015-16			
	Target	Units	Reduction over previous year
Energy			
1	Reduction in Electricity	kWh/FTE/Month	3%
2	Reduction in Carbon Footprint	t-CO2/FTE	3%
3	Increase in Renewable Energy use	Kwh	2%
4	Increase in Biogas Generation Capacity from Waste	Kg Biogas	2%
5	Increase in Solar Water Heater Capacity	Liters of Hotwater	10%
Waste			
6	Reduction in Water Consumption	Liters/FTE/Month	2%
7	Increase in Rainwater Harvesting Capacity	Kilo Liters	5%
8	Reuse of Treated Sewage	Kilo Liters	10%
9	Reduction in Paper Consumption	Reams/1000 Employees	5%
10	Increase in Waste Conversion to Manure	Kg Manure	2%
11	Reduction in Waste Generation	Kg/FTE/Month	5%

Scope: HCLT, India Operations – Company-owned facilities

Reducing Carbon Footprint

In continuation with our commitment to reduce carbon footprint by 20% by FY20, we procured Green Power amounting to 11291 MWh for our centers. The source of this power was in biomass, hydro, wind and solar-based electricity.

Emission Calculation Methodology

We prepare our greenhouse gas (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'.

The CO₂ emissions associated with the activities are 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 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). Other Perfluorocarbons (PFCs), Hydrofluorocarbons (HFCs) and 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 across 18 GDCs. This includes three business segments: Software, Infrastructure Management (Infra) and Business Process Outsourcing Services. (BSERV) and covers data in actuals from July 2014 – May 2015. Data for June 2015 has been derived by extrapolating from earlier data.

Emissions Data

The absolute energy consumption in FY15 is 1064876GJ (direct and indirect energy combined), which is 4.35% less than the previous year's consumption. The per capita emissions stand at 2.54 tCo₂/employee, a reduction of 1.54% from the previous year. Facilities, where there are significant risks, are monitored for emissions of DG sets for NO_x, SO_x and other particulate matter at a specified frequency. The scope

of all emission data will be HCLT India and 5 GDC's only.

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 8.56 MT which contributed to ozone-depletion to the magnitude of 0.193 chlorofluorocarbons (CFC) equivalents. We believe in taking precautionary measures and promote the usage of refrigerants that are free of Ozone Depleting Potential (ODP). 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:

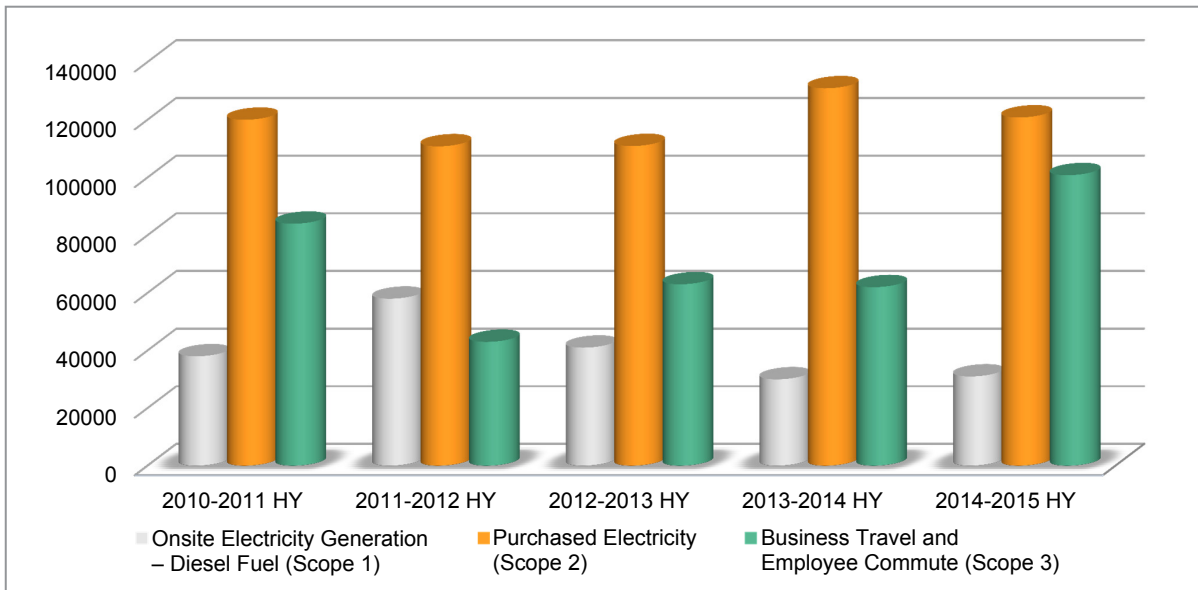
Emission	Scope	Emission Source	Emissions Activity
Onsite electricity generation – Diesel fuel	Core Direct (Scope 1)	DG sets	CO ₂ , CH ₄ , N ₂ O
Purchased electricity	Core Indirect (Scope 2)	Facility use	CO ₂ , CH ₄ , N ₂ Ow
Business travel (road)	Optional Indirect (Scope 3)	Vendor vehicles/ Leased buses	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

Carbon Emissions by scope (tCO₂)

Activity Name	2011-12	2012-13	2013-14	2014-15
Onsite electricity generation – Diesel Fuel (Scope 1)	56277.86	45520.38	30468.39	31862.60
Purchased electricity (Scope 2)	112992.76	117196.84	138195.58	127178.60
Business travel and employee commute (Scope 3)	49650.13	69982.00	68824.83	107257.92

Scope: Carbon emissions – HCLT India and 5 GDCs, FY15

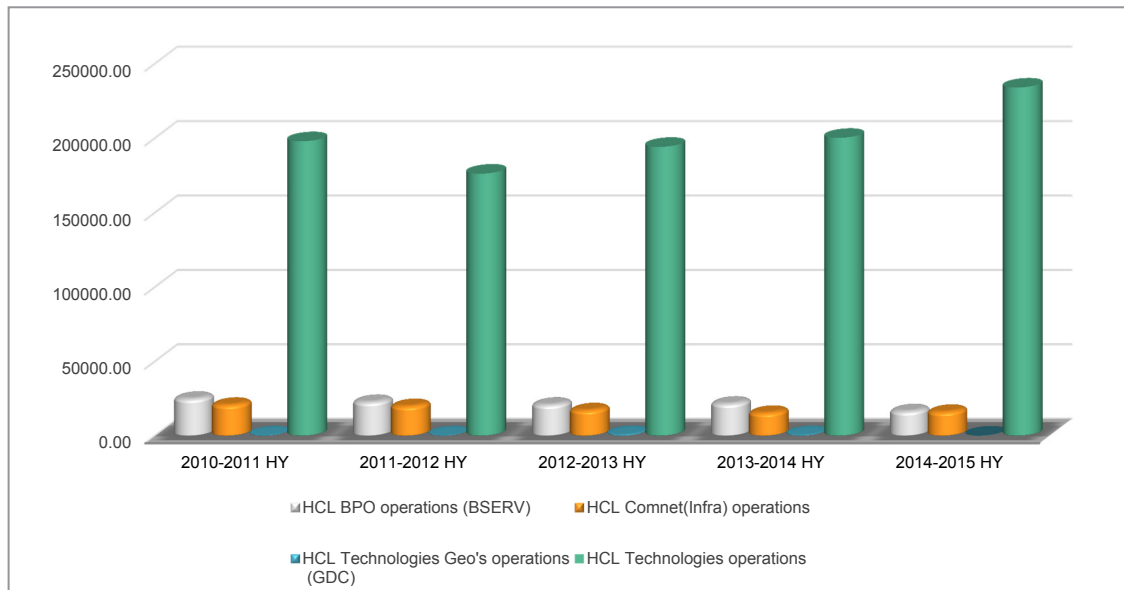
The business travel data is based on only those employees who availed of the company cab/bus facility and also the company-provided air travel.



Carbon Emissions by Business (tCO₂)

Operation Name	2011-2012 HY	2012-2013 HY	2013-2014 HY	2014-2015 HY
HCL BPO operations (BSERV)	22559.13	20703.69	21401.30	16273.97
HCL Comnet (Infra) operations	19744.96	16952.97	15179.35	15880.63
HCL Technologies geo's operations (GDC)	423.65	868.45	699.43	151.05
HCL Technologies operations	176193.01	194174.09	200208.72	233993.47

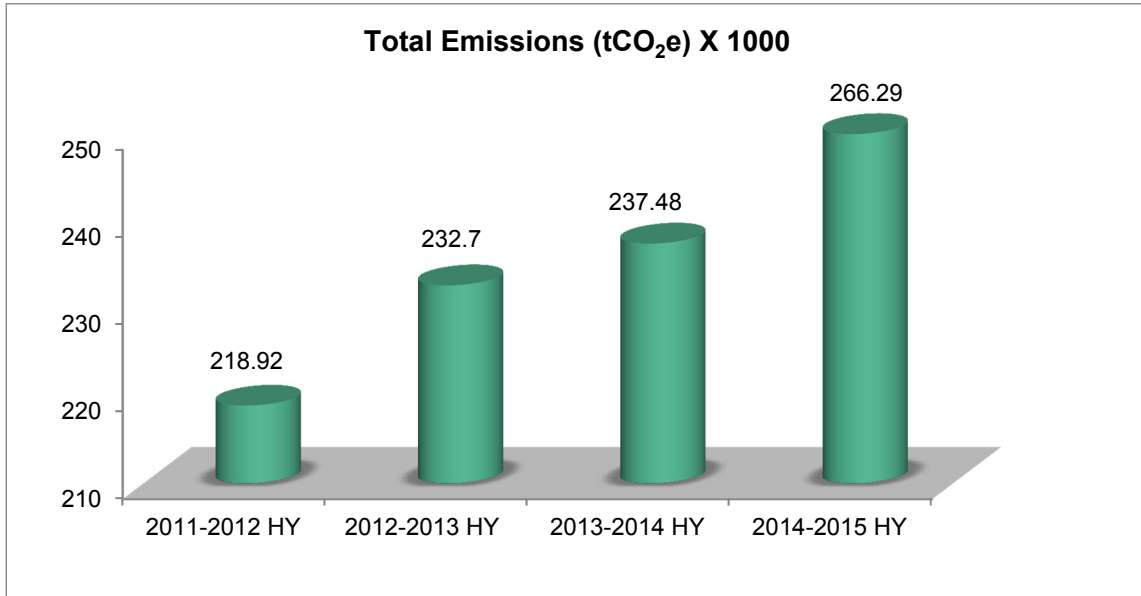
Scope: Carbon emissions – HCLT India and 5 GDCs, July 2014 – June 2015



Total Emissions

	2011-2012 HY	2012-2013 HY	2013-2014 HY	2014-2015 HY
Total Emissions (tCO ₂ e) X 1000	218.92	232.7	237.48	266.29

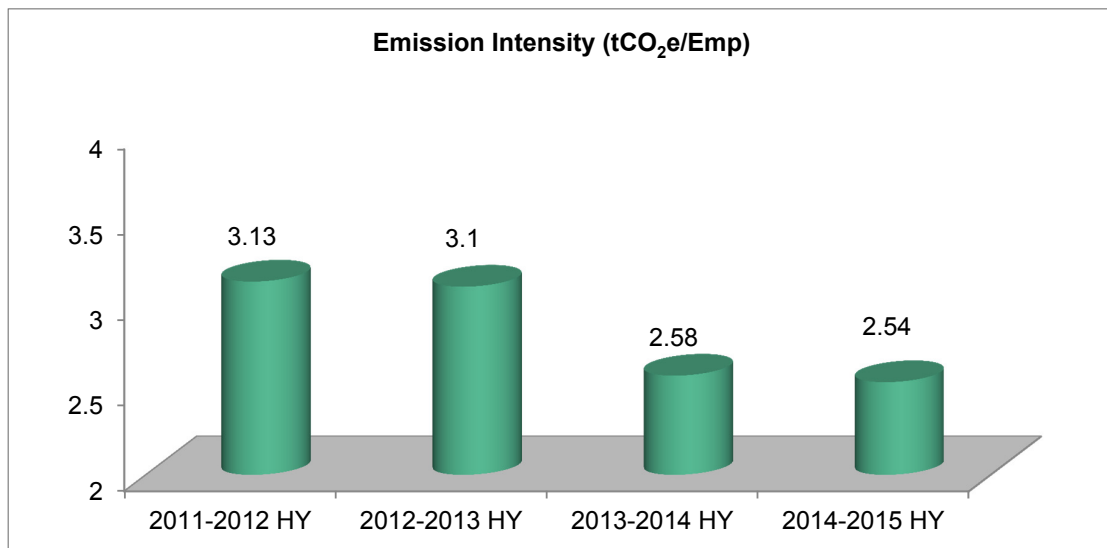
Scope: Carbon emissions – HCLT India and 5 GDCs, July 2014 – June 2015



Emission Intensity

	2011-2012 HY	2012-2013 HY	2013-2014 HY	2014-2015 HY
Emission Intensity (tCO ₂ e/Emp)	3.13	3.1	2.58	2.54

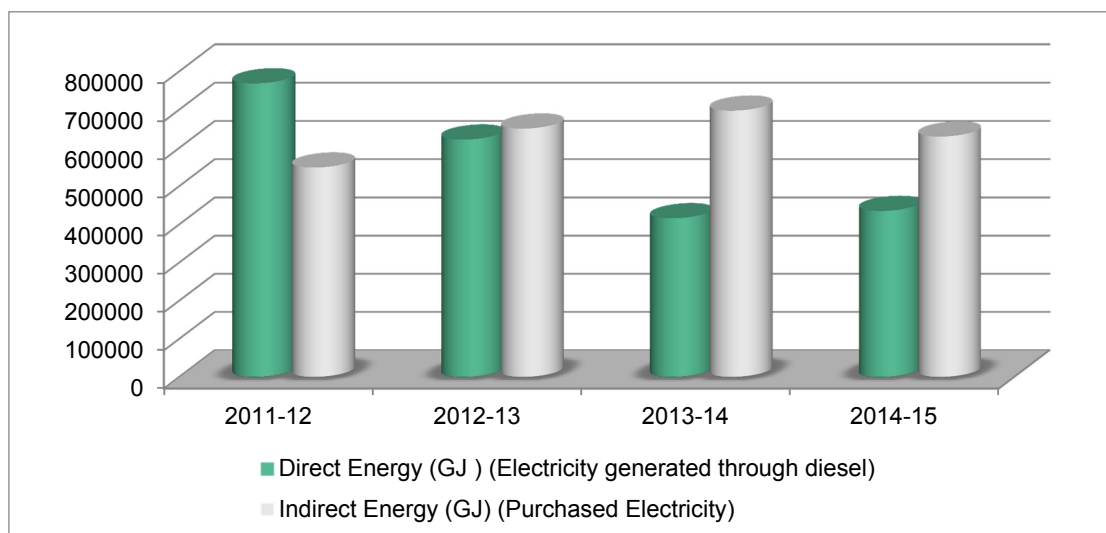
Scope: Carbon emissions – HCLT India and 5 GDCs, July 2014 – June 2015



Direct/ Indirect Energy

Activity Name	2011-12	2012-13	2013-14	2014-15
Direct energy (GJ) (Electricity generated through diesel)	768581	621671	416068	435145
Indirect energy (GJ) (Purchased Electricity)	548636	650466	697323	629732

Scope: Carbon emissions – HCLT India and 18 GDCs, July 2014 – June 2015



HCL ALSO PARTICIPATES IN THE CARBON DISCLOSURE PROJECT AND FURNISHES ITS FIGURES IN THE REPORT EVERY YEAR.

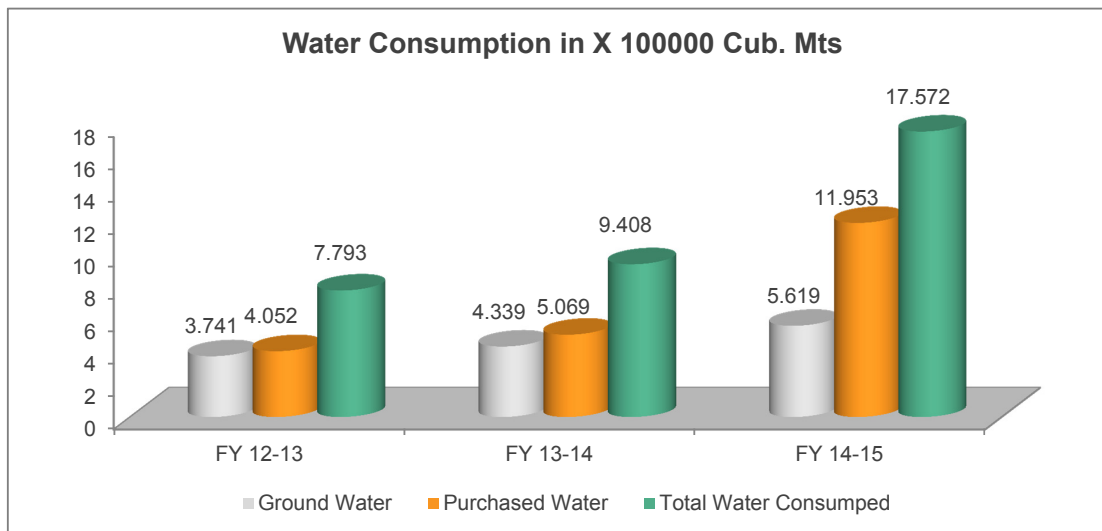
CDP comparison YOY

Category Name	Score 2011	Score 2012	Score 2013	Score 2014
Governance and Strategy	57	65	69	60
Supply Chain Governance and Strategy Average	74	74	74	69
Risks	56	53	63	84
Supply Chain Risks Average	42	38	38	44
Opportunities	51	53	56	84
Supply Chain Opportunities Average	36	33	33	44
Emissions Reporting	87	94	83	76
Supply Chain Emissions Reporting Average	69	67	64	60
Emissions Management	91	81	85	76
Supply Chain Emissions Management Average	61	56	57	60
Stakeholder Engagement	40	40	52	45
Supply Chain Stakeholder Engagement and Verification Average	32	32	38	35

Scope: Carbon emissions – HCLT Global, July 2014 – June 2015

Working Towards Water Neutrality by 2020

We saved approximately 6.1% absolute water consumption this year over the previous year. Our total consumption of water stands at 17,57,245 cubic meters for FY15 (i.e. 5,61,910 cubic meter ground water and 11,95,335 cubic meter purchased water).



Water Treatment and Reuse

All large HCL campus 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 washroom flushing and gardening.

During FY15, we treated and reused 4,71,793.48 cubic meters of water across all India Operations. 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 (from DG maintenance) is the main hazardous waste material which we have, and total volume figures for the same are 23.36 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

We have organization-wide policy and processes in place for responsibly managing and disposing our e-Waste. We work with licensed vendors who are certified by the Pollution Control Board in India for removal of e-Waste. We also audit the vendor process on a periodic basis. The e-Waste generated at the various HCLT facilities include defunct computers, monitors, servers and allied hardware. In FY15, 14,889 units of equipment from our India-based offices, amounting to e-Waste, were disposed through authorized handlers and recyclers. This comprised 6081 units of desktops, 5194 monitors, 60 printers, 241 laptops and 372 servers from our India office locations

Diesel Generator Emissions:

SPM	48 MT
Sox	19.03 MT
Nox	171.69 MT

Scope – HCLT India

Other waste: Units in MT

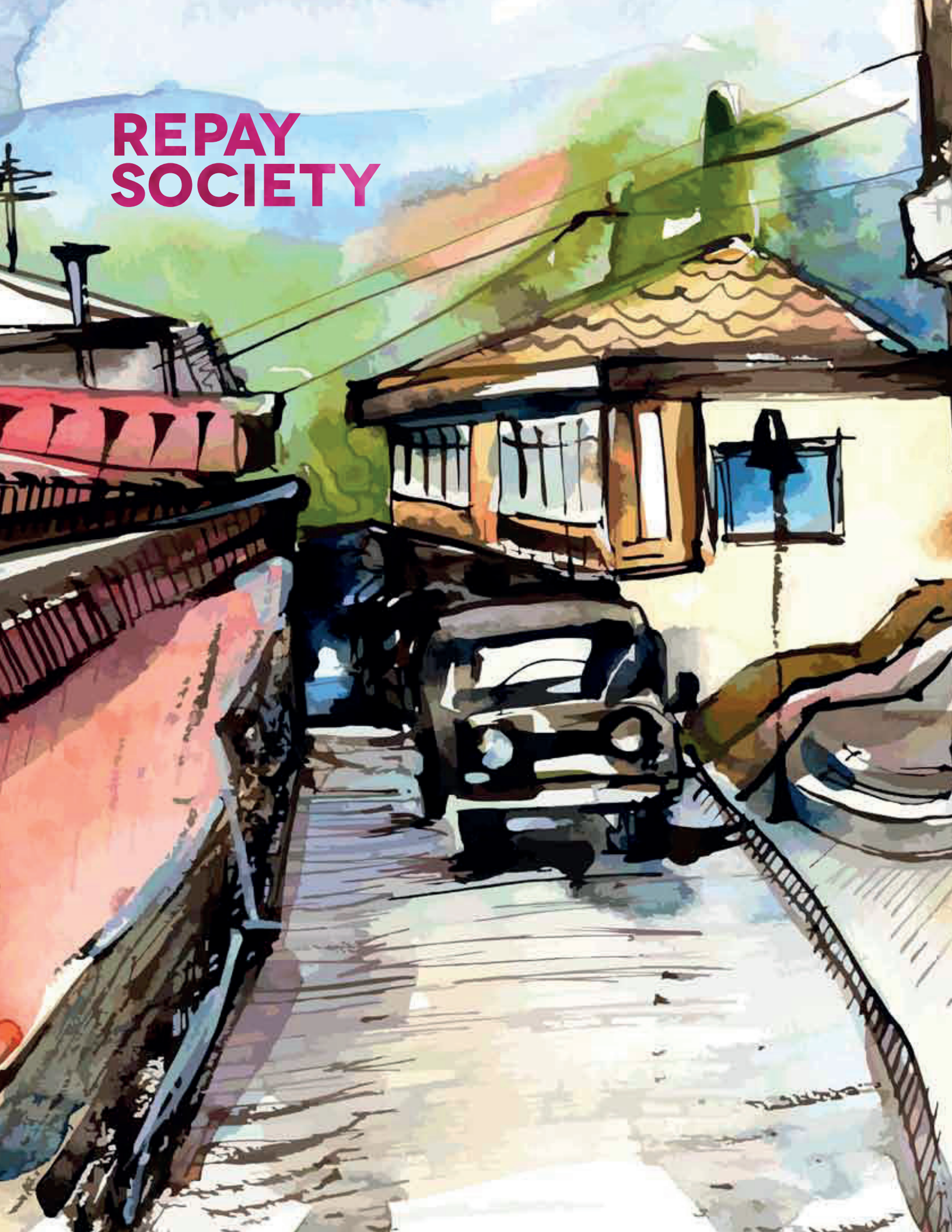
Type of Waste	Unit	Quantity
Batteries (number of units x weight of one unit)	MT	51
Carton boxes	MT	42
DG filters (number of units x weight of one unit)	MT	2
Electrical	MT	33
Electronic	MT	0
Food	MT	832
Garden	MT	50
Inert waste/ tissues	MT	2
Lube oil	MT	23
Paper, tissue, cups	MT	139
Plastic (polybag and bottle)	MT	27
Shredded paper	MT	323
Thermocol	MT	0
Tin	MT	1
Wood	MT	14

Scope: Carbon emissions – HCLT India and 18 GDCs

PAPER CONSUMPTION

Paper is an operational consumable at HCLT. We have reduced paper consumption by 16.48% in FY15 when compared to previous year's consumption of 49935 reams. The scope of the data is HCLT and 18 GDCs.

REPAY SOCIETY



REPAY SOCIETY

GRI 3.1 PARAMETERS

DMA SO	Disclosure on Management Approach SO	Reported (C/P/NA)	Page Number	Geography Scope	UNGC
Aspects	Local communities	C	1-14	G	
	Corruption				
	Public policy				
	Anti-competitive behavior				
	Compliance				
	Social: Society				

Performance Indicator	Description	Reported	Page Number	Geography Scope	UNGC
Indirect Economic Impact					
EC8	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement	C	5-12	G	
Local Communities					
SO1	Percentage of operations with implemented local community engagement, impact assessments, and developments	C	1-14	G	
SO9	Operations with significant potential or actual negative impacts on local communities	C	RB – 15 Annexure	G	
Public Policy					
SO5	Public policy positions and participation in public policy development and lobbying	C	Annexure	G	

C - Comprehensive • P - Partial • NA - Not Applicable • G - Global • I - India • RB – Responsible Business

BUSINESS RESPONSIBILITY REPORT INDICATORS

Core Principle	Indicators	Section
Inclusive growth	• Community development/ CSR initiatives	Repay Society
	• Impact assessment of community development/ CSR initiatives	Repay Society
	• Community development/ CSR expenditure	Repay Society
	• Initiatives for improving financial literacy and access to financial resources for the poor and marginalized groups	Repay Society

REPAY SOCIETY

The focus of HCL Foundation is a two-pronged integrated strategy which focusses on the all-round development of communities.

HCL focus on community development in India is two-fold: (1) Inclusive development of urban slums through strengthening education, providing skills training, enabling livelihoods and empowering women (2) Rural upliftment through Samuday project focusing on holistic development of villages.

Over the last three years, HCL Foundation has been investing in resources to understand the issues of urban slums and to prioritize the social issues for action. Urban slums in India have

the largest number of migrant population, and therefore the social issues are also diverse and dynamic in nature. During FY15, we deepened our efforts to involve local stakeholders such as community leaders, existing NGOs, and Government authorities and prioritized the social indicators. We evaluated the outcome which has been captured in the respective section of the summary of activities (refer to Tables 1.2, 1.3 and 1.4), and developed new indicators for FY16. Our targets for FY16 are to scale what we have started as sustainable actions in education, employability and women empowerment. The total CSR spend for the financial year 2014-15 was INR 6.17 crore.

On the rural development front, we spent FY15 in evaluating the demography and social issues in the 100+ villages of Uttar Pradesh, where we plan to invest and enable the local communities in FY16. We also identified partners and governmental agencies, who can support us in this journey.

Outside India, we focus largely on education and employability, and the countries include those where we have significant number of employees, as well as those where there is local government need for developmental efforts such as USA, Poland, UK, and South Africa. Details of these are available in this report.

The materiality and the mapping of these to the millennium development as well as the sustainability development goals are provided below:

Table 1.1 Translating MDGs and SDGs to HCL Foundation Action

Goal	Millennium Development Goals (MDGs)	HCL Foundation Actions on MDGs	Goal	Sustainable Development Goals (SDGs)	HCL Foundation Actions on SDGs
1	Eradicate extreme poverty and hunger	Livelihood and employment programs to increase workforce and sustainable income generation.	1	End poverty in all its forms, everywhere	Livelihood and employment programs to increase workforce and sustainable income generation.
2	Achieve universal primary education	After-school coaching program, counseling, bridge school, mentoring, sports and arts in HCL Gurukuls to achieve the goal of universal primary education.	2	End hunger, achieve food security and improved nutrition, and promote sustainable agriculture	
3	Promote gender equality and empower women	<ul style="list-style-type: none"> All our Gurukuls, employability training programs are inclusive and gender-sensitized. We reach out to the community, schools and the general public through awareness videos such as Break the Silence, Rehabilitation camps (Night Vigil camps), and through iTeach program. 	3	Ensure healthy lives and promote well-being for all, at all ages	

Goal	Millennium Development Goals (MDGs)	HCL Foundation Actions on MDGs
4	Reduce child mortality rate	Community giving program, meals on roads, micro-nutrition program are focused on reducing child mortality rate.
5	Improve maternal health	Women health is the priority in women empowerment. Improvement of maternal health is facilitated through medical camps, nutrition program and blood camps.
6	Combat HIV/AIDS, malaria and other diseases	Preventive health, awareness on malaria, illicit usage of alcohol and drugs, cancer disease through integrated programs.
7	Ensure environmental sustainability	Tree plantation drive, awareness on safeguarding tress and world environment.
8	Develop a global partnership for development	We have partnered with governmental, regional, national, international and non-governmental organizations like UNICEF, Aide et Action for various development programs.

Goal	Sustainable Development Goals (SDGs)	HCL Foundation Actions on SDGs
4	Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all	After-school coaching program, counseling, bridge school, mentoring, sports and arts in HCL Gurukuls.
5	Achieve gender equality and empower all women and girls	All our Gurukuls and employability training programs are inclusive and gender-sensitized. We reach out to the community, schools and general public through awareness videos such as Break the Silence, Rehabilitation camps (Night Vigil camps), and through iTeach program.
6	Ensure availability and sustainable management of water and sanitation for all	Majority of our community centers is provided with safe drinking water and sanitation is ensured.
7	Ensure access to affordable, reliable, sustainable and modern energy for all	We have encouraged solar and renewable energy in all our programs
8	Promote sustained, inclusive and sustainable economic growth, full and productive employment and dignified work for all	Through our employability training and livelihood training programs, we work for sustainable and productive employment.
9	Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation	We have created scope to materializing the goals through employability and livelihood program in FY16.
10	Reduce inequality within and among countries	Inclusive and integrated development is prioritized in all our programs.
11	Make cities and human settlements inclusive, safe, resilient and sustainable	Majority of our programs' focus is on urban slums and sustainable, inclusive settlement through development, rehabilitation process.
12	Ensure sustainable consumption and production patterns	It is in practice by recycling the waste and products through our social recycling drive program.

Goal	Sustainable Development Goals (SDGs)	HCL Foundation Actions on SDGs
13	Take urgent action to combat climate change and its impacts*	We have created scope to materializing the goals through employability and livelihood program in FY16
14	Conserve and sustainably use the oceans, seas and marine resources for sustainable development	
15	Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss	
16	Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels	We have partnered with government and regional, national, international non-government organizations like UNICEF, Aide et Action for various development programs.
17	Strengthen the means of implementation and revitalize global partnerships for sustainable development	

URBAN SLUMS DEVELOPMENT – FOR A BETTER TOMORROW

1. Education and Holistic Development of Youth – HCL GURUKUL

Enhancing the quality of learning and development in children and youth aged between 11 - 18 years, through a number of education projects in India and abroad is the foremost objective of the HCL Foundation. Our youth centers, we call Gurukuls, function in urban slums and Government/ Government-aided schools to aid the education of student who may be at risk of discontinuing schooling

due to impoverished, non-viable circumstances. The centers provide counseling, digital literacy, water and sanitation and other psycho-social supports with the defined indicators and targets. As on March 2015, 29,150 children benefited from the HCL Gurukul program. In FY15, 4,955 children enrolled in Gurukul, 2,930 youths were trained in digital literacy and 1,900 youths received life-skill training.

Target Sheet 2014-15

Pillar	Indicators	Targets FY15	Achieved
Gurukul	60% eligible students from HCL Gurukul are enrolled in higher secondary education	1800	2610
	Pass percentage of 100% in grade 10 and 90% in primary education	2600	3374
	0% of students enrolled in Gurukuls dropped out of school	3700	4955
	0% of students enrolled in Gurukul's digital literacy program dropped out of school	2800	3850
	25% increase of enrolment in Gurukuls	4000	4955
	Grand total of enrolled beneficiaries of Gurukul		4000

Target Sheet 2015-16

Pillar	Indicators	Targets FY15	Achieved
Gurukul	To maintain pass percentages of 100% in grade 10 and 90% in primary education		2610
	To ensure 0% of students enrolled in Gurukul drop out of school	6200	3374
	To ensure 0% of students enrolled in Gurukul's iTeach program drop out of school	5000	4955
	To provide 100% training to teachers in all the Gurukuls	200 centers	3850
	To ensure that 80% of youths have access to Digital literacy and Life Skill programs	5000	4955
	To ensure that all Gurukuls and local schools will have functional toilets, access to safe and clean drinking water	200 centers	4955
	To achieve 25% increase of enrolment in Gurukuls	6200	
	Grand target of beneficiaries under Gurukul		11000

- **Lead indicators** are the definite targets beneficiaries with prospective goals aligned with Pillars to be achieved directly through NGO-partners and other training partners.

Specialized services provided for children and youths:

Academic coaching: HCL Gurukuls provide after-school coaching services for less-privileged children in slums in the evenings. An exclusive teacher and coacher are placed in all centers for thorough coaching on different subjects and academic programs.

Impact of Gurukul

Gradual increase of scores in board exams namely HSC and SSLC conducted by the Government of Tamil Nadu Directorate of Government examination and the attendance in schools. All Gurukuls are gender responsive in every function.

CASE STUDY 1

Showing the Way Forward through Education.

Seventeen-year-old Hema* hails from a slum in Chennai. Her father is a petty shop owner and mother, a housewife. Though Hema grew up with big dreams about her career and studied hard at a Government school, the family's modest income did not afford coaching or any other academic support for Hema and her three sisters.

Two years ago, she enrolled for after-school coaching at the HCL Gurukul in her slum. She regularly attended the special classes offered for students appearing for board exams, and learnt new and very interesting study techniques. The efforts have paid off. Hema has scored 93% in her Class 12 board exams, and is all set to pursue her graduation in engineering.

*name changed

Digital Literacy: Being an IT company, our core CSR agenda helped to close the information and communication skills gap in communities, by enabling children and youth from disadvantaged communities to access technology and training through digital literacy programs. We offered courses on computer education support and Internet connectivity and established more than 90 IT lab centers across India. Volunteers conduct regular sessions in MS Office and other important digital skills like using the Internet and industrial visits are also organized.

My School Project – 100 Employee commit to developing 100 schools

One of the highlights of FY15, was the framing of My School Project, an innovative project to develop schools that are in need. A total of 100 schools pan India was selected by employees

themselves. The program is to be launched in the FY16, bringing about robust changes through various stakeholders at different levels. The objective of the My School Project is as following;

- To reach out to 100 schools through 100 employees every year, by making the best use of resources built by the Foundation for educational purposes
- To provide a platform for employees to share resources and build capacities in their own schools
- To better integrate and engage communities and schools in providing learning solutions
- To engage employees meaningfully by nurturing their passion for giving back to the society

Life Skills Development: The volunteers and the further trained field officers, community mobilisers and local youths are now sharing their skills and knowledge with thousands of beneficiaries in the local community, with focus on adolescence issues, relationships, nutrition and awareness on HIV/AIDS through this program.

Training in Sports, Arts and Culture: HCL Gurukuls are hubs for sports activities for students. Our Gurukul students have represented at international chess events, and other events at national, district, and state levels. Regular coaching by professional trainers is provided for the students in different forms

of sports activities. Youth with skills are identified and trained in activities like singing, dancing, painting and various other forms by HCL Art Box group (an employee affinity network) and community service teams. More than 1,500 children have performed in various public events including the HCL's Annual Spring Fest held in April-May 2015. The best performers are awarded scholarships to pursue professional coaching. In December 2014, we launched boxing clubs exclusively to train deserving girl students from our Gurukuls.

Rehabilitation and Vigil Camps: HCL Gurukul also provides rehabilitation programs for the youth that focus on value systems, gender sensitization, healthy living, life skills, psycho-social counseling, which focus on rehabilitating youth and to enable them to pursue education without dropping out of school and to pursue higher studies for employment. Night Vigil Camp is a structured rehabilitation program in project areas between 5 pm to 7 am during summer vacation. Our life skills volunteers, trained by UNICEF, take part in the overnight camp, and interact with the youths on various issues such as sexual abuse, drugs, cigarettes, gender, alcohol and other topics.

CASE STUDY 2

Reliving Youth through Night Vigil Camps

Vijay* and his four-member family live in a slum in Chennai. Son of a watchman and a housewife, he dropped out of school before he entered higher secondary, and began to do odd jobs to support his family. Before long, addiction to alcohol and tobacco got the better of him, rendering him unfit for work.

Through friends in the HCL Gurukul in his slum, Vijay attended a Night Vigil Camp conducted by HCL Foundation. The session on Tobacco and Alcohol consumption was an eye-opener and with the help of HCL volunteers, he was given proper guidance and was able to step out into the world of opportunities. Vijay is now a housekeeping supervisor at a clothing store. He visits the slum regularly and interacts with other youths and guides them towards forming a tobacco-free society. (* name changed)

Bridge School Program: HCL Gurukuls run open school programs to enable youths who have dropped out of schools to complete their education. Under this special program, students are psychologically, socially and morally supported. Through NGOs, students from the slums are identified, assessed and then, placed in these schools. The bridge school has imbibed a keen understanding of the issues that this group faces as well as the opportunities that can be available to them if they complete their education.

CASE STUDY 3

Bridging the Gap in Learning and Living

Priya* (35 years) is a housewife and her husband, a painter. The couple was married at a young age and they do not have children. With no education, employment and with no children to focus her attention on, Priya became depressed at one point in life.

Two years ago, she came to know of HCL Foundation's Bridge School program and joined it. Despite her initial self-doubts, she successfully passed Class 10. She showed keen interest in teaching children and was hired as an intern in the HCL Gurukul and Balwadi project. She now also teaches basic mathematics in her community and gives tuition classes for children till Class 2. She is not only supporting her family financially but has also adopted a girl child from her community, thanks to a change in the attitude and mind brought about by education. (* name changed)

Campaign against Child Sexual Abuse: HCL Gurukuls are very active with "Break the Silence" campaign, an intensive awareness campaign on child sexual abuse and gender equality. It includes interaction with children about their right to safety. Break the Silence, an educational film on safe and unsafe touch is screened in schools and communities, followed by a discussion with child rights professionals/psychologists.

Improving Water, Toilet and Sanitation Facilities: HCL Foundation is committed to improving access to clean drinking water through activities such as installation of RO plants in schools and communities, rainwater harvesting and large-scale tree plantation drives to increase the ground water level and to provide safe drinking water in all our Gurukuls and improving sanitation/toilet. 100% of the children enrolled in Gurukuls and local Government schools have been covered under our Health, Hygiene and Nutritional program. HCLF joins hands with HCL employees, customers, supply chain and local communities in taking action to protect our environment at all levels.



1) Equipping Youth with Skills for Employment – HCL YUVAKENDRA

Employability training, skills development and creating sustainable livelihood opportunities have been prime focus areas of the HCL Foundation towards creating strong and self-reliant individuals and communities. Through skill development centers (called HCL Yuvakendras in India locations), we focus on promoting livelihood education among the youth from less privileged communities, and those with low educational qualifications through short-term trainings in specific skills including computer skills, IT, BPO, healthcare and retail services, customer relations, etc. Eligible candidates are either absorbed into the HCL workforce or facilitated with jobs in other organizations through special recruitment drives and career fairs in the communities. In FY15, 2,250 youths enrolled in HCL Yuvakendra program. In FY16, 1615 youths have been trained and placed in jobs.

Table 1.3 Employability Training and Livelihood Program – Lead indicators and Summary of achievements in FY15 with targets for FY16

Pillar	Indicator	Target for FY15	Achieved	
Yuvakendra	70% enrolled in Yuvakendra placed in jobs	1015	1350	
	Ensure increase of 25 % enrolment in Yuvakendra	1450	1635	
	Grand total of enrolled beneficiaries of Yuvakendra	1450	1635	
Target Sheet 2015-16	Pillar	Indicator		Target for FY16
	Yuvakendra	To increase job placement through Yuvakendra to 80%		2250
		To achieve 25% increase of enrolment in Yuvakendra		2800
		Grand target of beneficiaries under Yuvakendra		2800

By equipping more number of youths with skills, we strive to create increased employment opportunities, higher income and economic development, and increased socio-economic conditions.

CASE STUDY 4

Giving Wings to their Dreams

Sajan* (36 years) resides in a small town in north India in Noida. Father of two children, Sajan was constantly struggling to make ends meet, despite having a basic training in computers. In July 2014, Sajan enrolled for a course in Computer Hardware and Networking at a HCL Yuvakendra. With the encouragement and guidance from the trainer, Sajan opened a computer/laptop hardware store in a nearby town at a place where customer demand for hardware items was high. He has also employed two other youths in his shop and trained them. Sajan is now is confident of providing his children with good education and all the basic amenities in life, thanks to the vocational training he received at HCL Yuvakendra. *name changed

Training in Japanese Language Proficiency Test (JPLT)

This first-of-its-kind program was launched by HCL Foundation with support from the HCL Diversity team. Through this program, rigorous training in Japanese Language proficiency is provided and placement of candidates takes place at various levels by a Japanese-based company. Out of 20 trained youth, 16 beneficiaries have been placed in high profile companies including HCL.

CASE STUDY 5

Breaking Stereotypes – Japanese Language Training

Twenty-four-year-old Suresh* joined the HCL Youth Center in Arumbakkam, Chennai in Class 7. A hardworking student, Suresh made good use of the resources at the center (which was initially run by the Police department), and performed well in Class 10 and 12 board exams. After completing his schooling, he became the center's caretaker and completed his Bachelors in Engineering with good marks. However, lack of opportunities and the urgent demands of taking care of his family, forced him to work as a daily wage laborer. Suresh's life took a complete turn, when he got an opportunity to undergo a training in Japanese Language, facilitated by HCL Foundation. After six months of training and mentoring by Japanese language experts and HCL volunteers, Suresh cleared the Japanese Language Proficiency Training (JLPT) exams and was placed in HCL Technologies.

It is a fine example of how a new skill—in this case, proficiency in a foreign language—can provide youth from difficult backgrounds with confidence and expand employment opportunities to reach their full potential.

(* name changed)

2) Empowering Women through Opportunities for Sustainable Livelihood - HCL SURABHI

Women empowerment is the HCL Foundation's area of interest for inclusive community development. HCLF's women empowerment programs focus on creating opportunities for livelihood sustainability for women through career development, and have helped hone career skills and essential life skills, including personality development, goal setting, effective communication, SWOT Analysis, motivation, etc.

The Foundation also provides entrepreneurial training and awareness sessions on various income generation opportunities and has helped them to set up self-help groups to enable the women from vulnerable sections of the society to become self-reliant. In FY15, 2,290 women benefited through the employment and livelihood program and various other health and awareness program.

Table 1.4 – Women Empowerment Lead indicators and Summary of achievements in FY15 with targets for FY16

Pillar	Indicator	Target for FY15	Achieved
Women Empowerment	To ensure 80 % enrolment of targeted Women for Digital Literacy	1300	1295
	60 % Women in age group 18 to 35 will be covered under Health and Sanitation program	1850	2290
	Grand total of enrolled beneficiaries of Women Empowerment	1850	2290

Target Sheet 2015-16	Pillar	Indicator	Target for FY16
	Women Empowerment	To ensure 100 % enrolment of targeted women for Digital Literacy	16000
		To facilitate and support self-help groups	3000
		70% women in age group 18 to 35 will be covered under Health and Sanitation Program	11500
		Grand target of beneficiaries under Women Empowerment	20000

CASE STUDY – 6

Power to the Women through Self Help Groups

Kavita* was first introduced to the concept of Self Help Groups through a few sessions organized by HCL Foundation and was fascinated by how SHGs could enhance their lives. Through Kavita's efforts, an SHG was formed with the women from the community who mostly belong to low income families and their only source of income was through their husbands. The group began to make, market and sell festival items such as rakhi bands, eco-friendly holi colors, kites, and cosmetic items, etc. and put up holi and rakhi kiosks in HCL facilities and made good profits.

Thanks to her efforts, there is a positive change in the lives of the other women in her community who were mostly confined to the four walls of their house. Thanks to training, skill development and mentoring from a local woman role model, these women have gained the confidence to earn for themselves and lead a dignified life which was only a distant dream a year ago.

(*name changed)

Digital Literacy for Women

With the view to bridge the gap in information and communication among women, HCL established Digital Literacy Centers for women to providing women in the age-group 14 to 45 years with the ability to access technology and training. The aim is to enable women to take advantage of opportunities to become economically active with no fee-cost.

The project has improved the quality of living by providing IT skill training and tapping market-driven employment opportunities for the women. While some of the women have taken up jobs which help to them supplement their family incomes, many of them are now better equipped to perform transactions online and to manage their children's education in an assertive manner.

In March 2015, HCL Foundation campaigned for women empowerment through digital literacy and actively engaged women, men, youths and children from the communities in HCL's A Mile for Her. See Redefine Workplace section for more details on the campaign.

COMMUNITY ENGAGEMENTS OUTSIDE INDIA

CASE STUDY - 7

Empowering CRPF Women with Digital Literacy

Using electronic gadgets and working on computers was only a dream for 30-year-old Tina*, wife of a CRPF Jawan, and a home maker. When HCL Foundation started an IT Skills Development Center for members of the women battalion of the Central Reserve Police Force (CRPF) and the wives/daughters of slain soldiers and CRPF personnel posted out of town, Tina enrolled for a course in the basics of Information Technology for a period of 4-6 months at the center. Personality development courses were also offered to the candidates to improve their confidence levels.

Now Tina operates the computer and a multimedia touch phone with confidence. She uses the internet to check her children's school results and fills up online forms for them, pays bills and does all her shopping online, independently. (* name changed)

The United States of America:

Focusing on both education and women empowerment in the US, HCL is supporting a program called GirlSTRIDE. The project supports and enables 175 local girls to improve their academic performance and to set them on the path of graduation through academic instruction, tutoring, community service, mentoring, young women-specific topical discussions, college tours, computer access for families, and parental engagement. We are also actively promoting employability training and skills development for youth and war veterans in the US by training, imparting IT skills, and facilitating internships, job placements, alumni activities, and technology skills development by harnessing the power of the tech community. We also provide free training to disadvantaged youths and veterans, equipping them to take on meaningful roles in the tech industry, and also through its skills-based volunteer program.

The United Kingdom: In the UK, HCL is supporting the training and development of 110 disadvantaged local youths to make them employable. HCL volunteers guide and inspire the students' individual journeys into a career through academic instruction, tutoring, community service, mentoring, topical discussions, education tours, computer access and parental engagement.

South Africa: The CSR focus in South Africa is to bridge the ICT divide, by investing in technology partners and the community at large. We are setting up community IT centers, donating computers, providing internet connectivity, installation and activation, driving students entrepreneurial skill program (ICT training), building ramps for students with disabilities, facilitating computer training programs, enabling job creation for unemployed youth, and facilitating IT installations to create labs for homeless residents in Cape Town Shelters. We are enabling disadvantaged persons with the ability to access technology and training so that they can leverage opportunities to become economically active.

Philippines: HCL has launched an initiative to provide sustainable livelihood opportunities to 500 unemployed single mothers and young girls on the streets, in the Philippines through capacity building on market-driven opportunities for employment and entrepreneurship. The training also covers the children of single mothers enrolled in this program through early childhood care and educational support.

EMPLOYEE-DRIVEN COMMUNITY TRANSFORMATION

Symbiotic relationship is sustained between HCL employee volunteers and the community.

Being an “Employees First” company, the unique aspect of HCL’s CSR framework and the fundamental factor for sustainable growth and goals are materialized and driven by the active engagement, enablement and empowerment of every HCLite. One such unique way of participation in HCL Foundation activities is through Power of One (Po1) program.

THE POWER OF ONE (PO1)



Enabling a Symbiotic Relationship Between HCLites and the Community

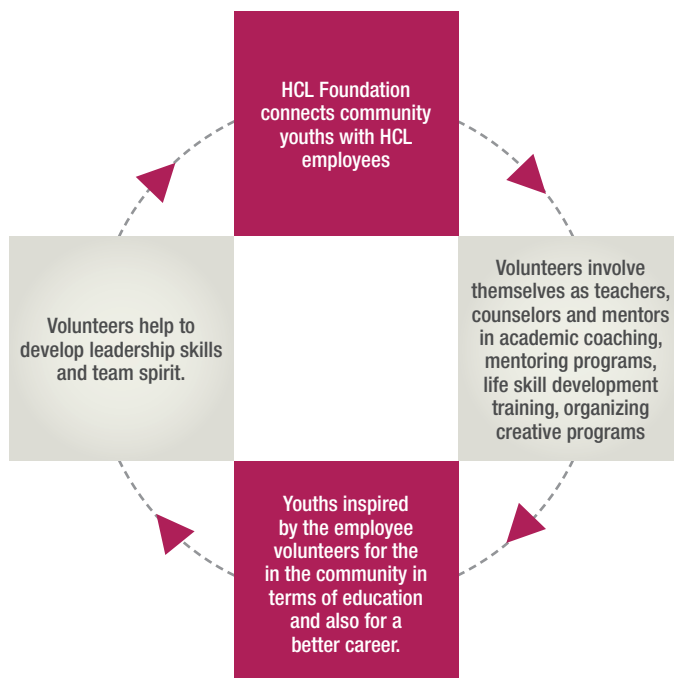
“I alone cannot change the world, but I can cast a stone across the waters to create many ripples.”
Mother Teresa



Sparked by the spirit of **ideapreneurship**, HCLites share their dreams for a better society through the ‘Power of One Dream’, the corporate-level structured volunteering and payroll-giving program that enables employees to spend a day, every week or month or year or even one hour every day for community service.

It ensures HCL employees engage in humanitarian and developmental projects, while HCL Foundation and Community Champions enable employees to realize their dreams into implementable projects and activities through the Power of One program.

Symbiotic Relationship Process Flow between HCL Volunteers and the Community to Support HCLF agenda and targets



AWARDS AND RECOGNITIONS

HCL has repeatedly been honored for its excellence in community action through the Power of One philosophy. Some of the recent awards are:

- Aerospace and Defense Award 2015 – Outstanding Contribution in the Field of CSR – February 2015
- HCL ranked 9th among 100 companies by Channel NewsAsia for Sustainability and community development – September 2014
- NHRDN Award for ‘National CSR Case Contest 2014 – CSR Initiatives – A key Differentiator’ in recognition of HCL Foundation’s work in the field of education – August 2014
- HCL Foundation honored by the Tamil Nadu Udayikkaram Association for the Welfare of Differently-abled – April 2014





ANNEXURES



ANNEXURES

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ANNEXURE I: MANAGEMENT APPROACH AND POLICIES

This Annexure contains a snapshot of all our Policies which is available in our Policies Portal. For more information on our policies please write to sustainability@hcl.com

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 recognizes the employees as strategic elements, turns the management structure upside down, democratizes 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, thus 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.

Siting Policy for setting up operations

1. 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 69.

Occupational Health & Safety Policy

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

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

- Ensuring the Health and Safety of its Employees, Contractors, Visitors and other Stakeholders affected by its operations.
- Meeting all applicable Occupational Health & Safety Statutory requirements of the land and other requirements applicable to the organization.
- Taking suitable measures to prevent Occupational injuries and illness, and to provide a safe and healthy working environment to its Employees and other affected by its operations.
- Ensuring robust Management of our OH&S Activities like any other critical business activity; by incorporating appropriate safety and health considerations into our business decisions.
- Consulting with Employees in a meaningful and effective manner on OH&S issues to enable each concerned Employee to contribute to decisions that may affect their health, safety and wellbeing at work.

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.

E-Waste disposal

Strictly follow guidelines of the respective pollution boards and ministry of environment and forests for disposing and managing wastes

All hazardous wastes like used oil, PCs, monitors, batteries are disposed 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 Services 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](#) 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 – CSR POLICY

HCL TECHNOLOGIES LIMITED CORPORATE SOCIAL RESPONSIBILITY POLICY

1. Objective

The objective of the Corporate Social Responsibility (CSR) policy (“Policy”) of HCL Technologies Limited (“HCLT” or “Company”) is to lay down guidelines for proper execution of CSR activities of the Company so as to support the sustainable development of the society.

2. CSR Activities, Projects and Programmes

(a) The CSR activities, projects and programmes that will be undertaken by the Company shall be those as may be approved by the committee that will be constituted/ reconstituted by the Board of Directors of the Company in this regard (CSR Committee). The CSR Committee will approve the undertaking of such activities, projects and programs as are covered under the following areas set out in Schedule VII of the Companies Act, 2013:

- i. Eradicating hunger, poverty and malnutrition, promoting healthcare including preventive health care and sanitation and making available safe drinking water;
- ii. Promoting education including special education and employment enhancing vocation skills especially among children, women, elderly and the differently abled and livelihood enhancement projects;
- iii. Promoting gender equality, empowering women, setting up homes and hostels for women and orphans, setting up old age homes, day care centers and such other facilities for senior citizens and measures for reducing inequalities faced by socially and economically backward groups;
- iv. Ensuring environmental sustainability, ecological balance, protection of flora and fauna, animal welfare, agro forestry, conservation of natural resources and maintaining quality of soil, air and water;

- v. Protection of national heritage, art and culture including restoration of buildings and sites of historical importance and works of art, setting up public libraries, promotion and development of traditional arts and handicrafts;
 - vi. Measures for the benefit of armed forces veterans, war widows and their dependents;
 - vii. Training to promote rural sports, nationally recognized sports, Paralympics’ sports and Olympic sports; and
 - viii. Rural development projects.
- (b) The Committee, at its discretion, approve a contribution to the Prime Minister’s National Relief Fund or any other fund set up by the Central Government for socio-economic development and relief and welfare of the Scheduled Castes, the Scheduled Tribes, other backward classes, minorities and women.
- (c) The Committee, at its discretion, may approve a contribution to technology incubators located within the academic institutions approved by the Central Government.
- (d) While approving the CSR activities, the Committee shall give preference to the local area where the Company operates, for spending the amounts earmarked for CSR activities.

3. Qualifications and Exclusions

- a. Activities undertaken in pursuance of normal course of business of the Company shall not be considered as CSR activity under the Policy.
- b. Contributions of any amount directly or indirectly to any political party shall not be considered as CSR activity under the Policy.
- c. Only those CSR activities, projects or programs that are undertaken in INDIA shall qualify as CSR activities under the Policy.

- d. Activities, projects or programs that benefit only the employees of the Company and their families shall not be considered as CSR activity under the Policy.
- e. One-off events such as marathons/ awards/ charitable contributions/ advertisements/ sponsorships of TV programmes etc., shall not be considered as part of CSR expenditures under the Policy.
- f. Expenses incurred for fulfilling the requirements of any statute, shall not be counted as CSR expenses under the Policy.

4. Modalities for execution

The approved CSR activities, projects and programmes shall be carried out in any of the following ways as the CSR Committee in its absolute discretion may decide. The CSR Committee may decide to use any one or all or a combination of any of the following ways to undertake the said CSR activities, projects and programmes:

- a) By the Company directly;
- b) Through HCL Technologies Foundation, a Trust that has been established by the Company; and/or
- c) Through any other registered trust/ any registered society/ any other company that is qualified to undertake CSR activities in terms of the provisions of the Companies Act, 2013.

In the event the CSR activities are undertaken by the entities listed in (b) and/or (c) above, the Committee shall specify the activities, projects or programs that are to be undertaken, the modalities for utilization of funds on such projects and programs and the monitoring and reporting mechanisms to be followed in that regard.

5. Implementation and Monitoring

- a) The implementation schedule for each approved activity, project or programme shall also be approved by the CSR Committee and all such activities, projects and programmes will be accordingly monitored by the CSR Committee.
- b) A report on a periodic basis, as may be desired by the Board, shall be provided to the Board by the CSR Committee.

6. Treatment of Surplus

Any surplus that may arise out of the approved CSR activities, projects and programmes that are carried out shall not form part of the business profits of the Company and such surplus shall be dealt with in the manner deemed appropriate by the CSR Committee.

7. CSR Expenditures

The CSR expenditures shall include all expenditures, including contribution to corpus on the activities, projects or programs as are approved by the CSR Committee and shall not include expenditures on any item not in conformity with the activities specified in Paragraph 2 hereinabove. However, contributions to the corpus of a Trust/ Society/ Company set up under Section 8 of the Companies Act, 2013 will qualify as CSR expenditure as long as (a) the entity is created exclusively for undertaking CSR activities or (b) where the corpus is created exclusively for a purpose directly relatable to a subject covered in Schedule VII of the Act. Salaries paid to regular CSR staff and to volunteers of the Company (in proportion to time/hours spent specifically on CSR activity) will also be factored into CSR project cost as part of the CSR expenditures.

ANNEXURE III

GRI 3.1 INDICATORS MAPPED TO ANNUAL REPORT

Profile Disclosure	Description
2.6	Nature of ownership and legal form.
4.1	Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organisational oversight
4.2	Indicate whether the Chair of the highest governance body is also an executive officer
4.3	For organizations that have a unitary board structure, state the number and genders of the highest governance body that are independent and or non executive members
4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body
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)
4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided
4.7	Process for determining the composition, qualifications, and expertise of the members of the highest governance body and its committees, including any considerations of gender and other indicators of diversity
4.9	Procedures of the highest governance body for overseeing the organisation'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
4.10	Processes for evaluating the highest governance body's own performance particularly with respect to economic, environmental, and social performance
DMA EC	Disclosure on Management Approach EC
EC3	Coverage of the organization's defined benefit plan obligations.
EC4	Significant financial assistance received from government

ANNEXURE IV ECONOMIC INFORMATION

GRI clause no.	Requirement	Information
1.2	Description of key impacts, risks and opportunities	Management disclosure and analysis report
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. 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 also an executive officer.	The Chairman of the Board of Directors is the promoter director who is designated as Chairman and Chief 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.	<p>The highest Governance Body of the Company is the Board of Directors consisted of eleven members.</p> <p>Out of eleven directors, two directors are the Executive Directors and nine directors are Independent Non-Executive Directors including one women director.</p>
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 viz. 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.

GRI clause no.	Requirement	Information
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 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>

GRI clause no.	Requirement	Information
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: 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. 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. Appointment of Board Committees Members: The Board Committees are constituted taking into 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	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>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. Environmental, and social performance: The Company has a dedicated team which work toward the Sustainability includes environmental and social performance. 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. 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. <p>Compliance with internationally agreed standards, codes of conduct, and principles: Code of Business Ethics and Conduct: 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. 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>

GRI clause no.	Requirement	Information
		<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-Briber 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.

ANNEXURE V

BRR PRINCIPLE MAPPING TO HCL POLICIES

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

All policies are available in the Annexure section of this report.

S. No.	Policy Name	Principle Mapping
1	Employee Code of Business Ethics and Conduct	P1
2	Equal Opportunity Employer	P4, P5
3	Environment Policy	P6, P2
4	Occupational Health and Safety Policy	P3, P5
5	Anti Bribery and Anti Corruption Policy	P1
6	Prevention and Redressal of Sexual Harassment	P3, P5
7	WhistleBlower Policy	P1, P5
8	Procurement policy	P2
9	Siting Policy	P8
10	Social Media Policy	P7
11	Supplier Diversity Policy	P4
12	Stakeholder Engagement framework	P4, P9
13	Business Gifts and Entertainment Policy	P1

P No.	BRR Principles
1	Businesses should conduct and govern themselves with Ethics, Transparency and Accountability
2	Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle
3	Businesses should promote the wellbeing of all employees
4	Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized
5	Businesses should respect and promote human rights
6	Business should respect, protect, and make efforts to restore the environment
7	Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner
8	Businesses should support inclusive growth and equitable development
9	Businesses should engage with and provide value to their customers and consumers in a responsible manner

GLOSSARY

GLOSSARY	
AA	Account Ability
ABAC	Anti-Bribery and Anti-Corruption
ADEC	African Diaspora Employee Council
APAC	Asia Pacific
APELA	Asia Pacific Enterprise Leadership Award
ASHRAE	American Society of Heating Refrigerating and Air Conditioning Engineers
BGEP	Business Gift and Environment Policy
BPO	Business Process Outsourcing
BRI	Business Ready Infrastructure
BRR	Business Responsibility Reporting
CAC	Customer Advisory Council
CCTV	Closed Circuit Television
CDO	Chief Delivery Officer
CDP	Carbon Disclosure Project
CEO	Chief Executive Officer
CFC	Chloro-Fluoro Carbon
CFL	Compact Fluorescent Light
CGT	Consumer Goods Technology
CHRO	Chief Human Resource Officer
CII	Confederation of Indian Industries
CIO	Chief Information Officer
COBEC	Code of Business Ethics and Conduct
CoP	Communities of Practice
CPCB	Central Pollution Control Board
CRT	Cathode Ray Tube

GLOSSARY

CSAT	Customer Satisfaction
CSC	Catalyst for Social Change
CSR	Corporate Social Responsibility
DCIP	Data Centre Improvement Project
DEFRA	Department for Environment Food and Rural Affairs
DG	Diesel Generator
EFC	Employee First Council
EFCS	Employee First Customer Second
EPA	Environment Protection Agency
EPIC	Employee Passion Indicative Count
EPS	Earnings Per Share
ERT	Emergency Response Team
FSC	Forest Stewardship Council
FY	Financial Year
GDC	Global Delivery Centre
GHG	Green House Gases
GJ	Giga Joules
GPC	Good Practices Conference
GPS	Global Positioning System
GRI	Global Reporting Initiative
GSPR	Global R&D Service Providers' Rating
HCFC	Hydro Chloro Fluoro Carbon
HSE	Health Safety and Environment
HVAC	Heating Ventilation and Air Conditioning
IAOP	International Association of Outsourcing Professionals

GLOSSARY

ICSI	Institute of Company Secretaries of India
ICT	Information Communication Technology
INR	Indian National Rupee
IPCC	Inter-Governmental Panel on Climate Change
IPR	Intellectual Property Rights
ISO	International Standard Organisation
IT	Information Technology
KM	Knowledge Management
LATAM	Latin America
LCD	Liquid Crystal Display
LEAD	Latino Employee Alliance for Diversity
LED	Light Emitting Diode
LEED	Leadership in Energy and Environmental Design
MAD JAM	Make A Difference Jamboree
MAD LTD	Make A Difference, Lead The Difference
MAT	Minimum Alternative Tax
MDG	Millennium Development Goals
MoEF	Ministry of Environment and Forests
MW	Mega Watt
NASSCOM	National Association of Software and Service Companies
NCR	National Capital Region
NGO	Non-Governmental Organisation
ODP	Ozone Depleting Potential
ODS	Ozone Depleting Substance
OHS	Occupational Health and Safety
OSHAS	Occupational Health and Safety Audit System
PBIT	Profit Before Interest and Taxes

GLOSSARY

PBT	Profit Before Taxes
PUMA	Providing Users Mobile Access
PwD	Person with Disabilities
RBTC	Relationship Beyond the Contract
R&D	Research and Development
ROCE	Return on Capital Employed
RoW	Rest of the World
RWH	Rain Water Harvesting
SCCM	System Centre Configuration Manager
SEBI	Securities and Exchange Board of India
SEZ	Special Economic Zone
SHG	Self Help Group
SLA	Service Level Agreement
SPOF	Single Point of Failures
SSD	Smart Service Desk
SSON	Shared Services and Outsourcing Network
STP	Sewage Treatment Plant
TB	Tera Byte
TechCEED	Technical Competency Enhancement for Enabling Development
TTT	Train The Trainer
UNGC	United Nations Global Compact
UNICEF	United Nations Children's Fund
USA	United States of America
UV	Ultra Violet
VDI	Virtual Desktop Infrastructure
WEP	Women's Empowerment Principles



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Independent Assurance Statement

To the management of HCL Technologies Limited, Corporate Office A-10/11, Sector – 3, Noida, Uttar Pradesh - 201301, India

Introduction

We were engaged by HCL Technologies Limited ('HCL' or 'the Company') to provide independent assurance on the Sustainability Report ('the Report') for the Financial Year (FY) 2014-15. Our responsibility was to provide "limited assurance" on the reported data as described in the scope of assurance.

Scope of the Assurance Engagement

The Assurance has been provided for sustainability data and information on material aspects presented by HCL in its Sustainability Report for the period 1st July 2014 to 30th June 2015 based on Global Reporting Initiative (GRI) G3.1 Guidelines and the information in the Report mapped to the Business Responsibility Reporting (BRR) suggested framework as required under the Clause 55 of the listing agreement. We have visited the campus of HCL in Chennai, Tamil Nadu and at Manesar, Haryana as part of this engagement.

Limitations and exclusions

Our assurance process was subject to the following limitations and exclusions:

- Verification of data or information other than that covered in Scope of assurance
- Verification of data or information related to HCL's financial performance, sourced from its audited annual report for the financial year 2014-15
- Any statement/ remarks/ comments indicating intention, opinion, belief and/ or aspiration by HCL
- Determine which, if any, recommendations should be implemented

Assurance standards and Independence

We conducted our work in accordance with requirements of 'Limited Assurance' as per 'International Federation of Accountants' (IFAC) International Standard for Assurance Engagements [ISAE 3000, Assurance Engagements Other than Audits or Reviews of Historical Financial Information] and in compliance with the requirements of IFAC Code of Ethics for Professional Accountants. The Code 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 in relation to the scope of this assurance engagement. The Code also includes detailed requirements for practitioners regarding integrity, objectivity, professional competence and due care, confidentiality and professional behaviour. KPMG has systems and processes in place to monitor compliance with the Code and to prevent conflicts regarding independence.

Work performed

The assurance work was executed by KPMG's multi-disciplinary team comprising of experts who have prior experience of working on sustainability report assurance engagements. Our work was planned and executed to obtain the evidence, information and explanations that were considered necessary in relation to the above scope.



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Responsibilities

The Management of HCL is responsible for development of the Report and its contents. HCL is responsible for the identification of stakeholders and material issues, defining commitments with respect to sustainability performance, establishing and maintaining appropriate performance management and internal control systems from which reported information is derived.

Our responsibility is to express our conclusions in relation to the scope mentioned above. This limited assurance statement is made solely to HCL in accordance with the terms of our engagement. Our work has been undertaken so that we might state to HCL those matters we have been engaged to state in this statement and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than HCL for our work, for this statement, or for the conclusions we have reached. By reading this assurance statement, the stakeholders acknowledge and agree to the limitations and disclaimers mentioned above.

A handwritten signature in black ink, appearing to read 'Santhosh Jayaram', with a long horizontal stroke extending to the right.

Santhosh Jayaram
Director
KPMG
05 October 2015



Hello there! I am an Ideapreneur. I believe that sustainable business outcomes are driven by relationships nurtured through values like trust, transparency and flexibility. I respect the contract, but believe in going beyond through collaboration, applied innovation and new generation partnership models that put your interest above everything else. Right now 110,000 Ideapreneurs are in a Relationship Beyond the Contract™ with 500 customers in 31 countries. **How can I help you?**

Relationship[™]
BEYOND THE CONTRACT

HCL