

Hexaware Technologies Communication on Progress 2016

For the United Nations Global Compact

July 2017

Contents

About Hexaware Technologies Limited	3
Statement of Continued Support.....	4
Human Rights Principles	5
Policy, Goals and Assessment	5
Implementation	5
Measure of Outcomes	6
Labour Principles.....	6
Policy, Goals and Assessment	6
Implementation	6
Measure of Outcomes	6
Environment Principles	7
Policy, Goals and Assessment	7
Implementation	7
Anti - Corruption Principles.....	8
Policy, Goals and Assessment	8
Implementation	8
Measure of Outcomes	9
Hexaware's effort towards the betterment of the community.....	10

About Hexaware Technologies Limited

Hexaware Technologies Limited (hereinafter referred to as “Hexaware” or “the Company”) is a global provider of IT, BPO and consulting services.

The Company’s vision is to ensure customer satisfaction by value addition and honouring commitments, to build stakeholder value and maintain high standards of corporate governance and to be an eco-friendly organization. The Company’s mission is to provide software solutions which exceed customers’ expectations being competitive and proactive.

For more information visit www.hexaware.com

The **Hexaware Technologies UNGC Communication on Progress 2016** report covers the performance for the period January 2016 to December 2016, unless otherwise mentioned.

Statement of Continued Support

July 10, 2017

To our stakeholders:

I am pleased to confirm that **Hexaware Technologies Limited** reaffirms its support of the Ten Principles of the United Nations Global Compact in the areas of Human Rights, Labour, Environment and Anti-Corruption.

In this annual Communication on Progress, we describe our actions to continually improve the integration of the Global Compact and its principles into our business strategy, culture and daily operations. We also commit to share this information with our stakeholders using our primary channels of communication.

We recognize that a key requirement for participation in the Global Compact is the annual submission of a Communication on Progress (COP) that describes our company's efforts to implement the ten principles. We support public accountability and transparency, and therefore commit to report on progress within *one year* of joining the Global Compact, and *annually* thereafter according to the Global Compact COP policy.

Sincerely yours,

A handwritten signature in blue ink, appearing to read 'R Srikrishna', with a stylized flourish at the end.

R Srikrishna

Chief Executive Office

Human Rights Principles

Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights.

Principle 2: Businesses are not complicit in human rights abuses.

Policy, Goals and Assessment

Hexaware is committed to respecting the rights of all its employees, customers, and the society at large. This is underlined through Hexaware's Business Code of Conduct Policy, the Whistle-blower Policy and Sustainability and Corporate Social Responsibility Policy.

Hexaware follows a zero-tolerance policy towards human rights violation and forbids any form of discrimination including race, religion or gender. Hexaware prohibits any form of harassment, including sexual harassment at the work place.

Human rights are one of the thrust areas of Sustainability and CSR at Hexaware. The Company is committed to develop awareness on human rights and uphold the universal values within its sphere of influence.

The Whistle-blower Policy provides a forum for employees to report any violations of human rights or any other policies of Hexaware.

Implementation

Hexaware's Business Code of Conduct Policy, the Whistle-blower Policy and Sustainability and Corporate Social Responsibility Policy are an integral part of Hexaware's trainings and employee induction. The policies are also accessible to employees on a repository hosted on the intranet.

Hexaware's employees can directly report any grievance to the HR Business Partners (HR BPs). The HR BPs work closely with the employees on all human resources related topics with clearly defined engagement mechanisms. The employees have regular one-on-one meetings and skip level meetings with the HR BPs. Hexaware also schedules regular open houses for the employees, where any concern may be raised or feedback can be provided.

Hexaware has instituted a Cordial Work Environment Policy that ensures a conducive workplace for its employees. Any violation of the Policy may be reported to the HR. Hexaware engages closely with the customer to seek feedback and provide a channel to report any concerns. The mode of engagement is through Customer Feedback forms, in addition to visits to customer sites by the HR BPs. Hexaware's audit procedures for its suppliers also touches upon human rights aspects.

Hexaware's Whistle Blower Policy has been reviewed and strengthened as per changing regulatory requirements and in line with the UNGC requirements.

Measure of Outcomes

Hexaware keeps a record of the complaints for Human Rights violation.

Labour Principles

Policy, Goals and Assessment

Hexaware upholds the freedom of association and right to collective bargaining for its employees. Hexaware is not complicit with any form of forced or compulsory labour. At Hexaware, employment is solely by will and merit. The contract of employment can be terminated by employees through a formal resignation process.

Hexaware respects and believes in the ideologies and recommendations put forth by the International Program on the Elimination of Child Labour (IPEC) and Indo-US Child Labour Project (INDUS). Hexaware wholly complies with the Child Labour (Prohibition and Regulation) Act of 1986.

Hexaware treats all individuals fairly and impartially, without prejudice developing a fair working culture and enabling all employees to make their distinctive contributions to the benefit of the business. Hexaware is committed to extending the culture across its value chain - suppliers, business partners and customers.

Hexaware prohibits discrimination or harassment based on race, colour, religion, national origin, sex, age, sexual orientation, marital status, citizenship status, or disability.

Implementation

Employees of Hexaware have constituted committees for overseeing and managing canteen operations, employee events (Funsters), and others. Hexaware also organizes Open Houses, where employees can participate freely and interact with the senior management.

Hexaware requires identity documentation including date of birth from all its employees at the time of joining. The Company does not employ any child under regular employment, contractual apprenticeship or trainee capacity.

Measure of Outcomes

No complaints related to the labour principles were received by Hexaware.

Environment Principles

Principle 7: Businesses should support a precautionary approach to environmental challenges.

Principle 8: Businesses should undertake initiatives to promote greater environmental responsibility.

Principle 9: Businesses should encourage the development and diffusion of environmentally friendly technologies.

Policy, Goals and Assessment

Hexaware has encapsulated its environmental responsibility in its core values and reinstated it through the Business Code of Conduct Policy and Sustainability and CSR Policy.

Hexaware strives to responsibly use resources, and is committed to sustainable development. It intends to minimize the potentially harmful effects on the environment from its operations and endeavours to re-use rather than dispose whenever possible. Hexaware also promotes recycling and reusing materials.

Hexaware has initiated a project called 'Clean and Safe Neighbourhood' as an effort to ensure that the community in and around Hexaware's campus is clean and hygienic, and uses environmental friendly technology to reduce the strain on non-renewable energy sources. As the part of the program, following activities were undertaken

- 46 dustbins were installed in and around Hexaware Mumbai campus.
- Coastal clean up drive was organised across Mumbai, Chennai and Pune on the World Coastal Cleanup Day (17th September). A total of 200 Hexaware employees participated in the drive and ensured that the paper and plastic waste from the sea area was removed with proper safety gears in partnership with local authorities.
- Lake Cleanup drive was conducted in Chennai Adambakkam area by over 35 Hexaware employee volunteers to restore the natural beauty of the lake.
- Tree plantation drive was organised in Pune along with SOS Children's Village. Hexaware team along with the children planted fruit and vegetable bearing trees at SOS Village Children's Village campus.
- HexaRun'16 for a Greener Tomorrow, a unique environmental campaign was organised by Hexaware to mark World Environment day on June 5th 2016 in Chennai. HexaRun was organized as a 5km run on the Marina Beach road, Chennai. A total of 420 employees participated in this event. In addition to the run, tree saplings and terrace gardening seeds were also distributed among all the participants to encourage Hexaware employees to be more environment conscious.

Implementation

Hexaware encourages its employees to adopt responsible measures in use of resources such as energy and water, including renewable energy projects. At a location-level, Administration and Facilities department along with Human Resources and employee committees run awareness initiatives urging responsible practices such as turning off lights, double-sided printing, regulating air-conditioning temperature, updating fixtures to energy efficient and water efficient fittings and other

measures.

Hexaware institutes key performance indicators for each of the thrust areas of environmental sustainability. The Steering Committee, a committee that sets and drives the CSR agenda of Hexaware, sets goals and monitor against each of these indicators on an annual basis or as it deems suitable.

Hexaware disposes the hazardous and electronic waste responsibly and through authorised recyclers/ resellers.

Anti - Corruption Principles

Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery.

Policy, Goals and Assessment

Hexaware upholds all applicable laws relevant to countering bribery and corruption. In addition, the Company is bound by the UK Bribery Act 2010.

The Code of Conduct for the Board of Directors and Senior Management at Hexaware prescribes the highest standards of honesty, integrity, ethical and law-abiding behaviour while performing their duties and/ or dealing with any officer, employee, shareholder, customer, supplier, auditor, lawyer and other advisers of Hexaware. A Senior Management member at Hexaware is expected to not improperly use his/her position, property or information acquired through his/her position for personal gain or gain of an associate or to compete with or harm Hexaware.

All Hexaware employees must abide by its Business Code of Conduct Policy which outlines a strong focus on ethical and professional conduct.

Hexaware does not endorse the payment or receipt of gifts or bribes for business or financial gain. The employees and representatives of Hexaware are expected not to do anything that could give an impression that Hexaware could be influenced in this manner.

Hexaware does not welcome or encourage facilitation payments. Such payments may be made only when they are legal, small, customary in the circumstances, and are used to secure an outcome to which Hexaware is legally entitled. Any act of commission or omission which is detrimental to the business of Hexaware *i.e.*, bribery, fraud, pilferage, theft, etc., is termed as misconduct

Implementation

Hexaware has strict policies and implementation mechanisms to uphold ethical behaviour across operations. Employees are expected to routinely report gifts and hospitality amounting to more than 100 USD to the line manager, and also contact him/her in case of any doubt. For unavoidable facilitation payments, Hexaware expects its employees to openly record the amount and seek reimbursement

under the normal approval procedures or to consult local management and receive advance payment.

Any suspected fraudulent behaviour (misconduct) is liable to be investigated and the employee/s concerned is/are liable to face appropriate disciplinary action including dismissal from the services of Hexaware.

Employees can also report violations through the Whistle-blower mechanism. All grievances reported through the Whistle-blower mechanism are investigated by the Whistle Blower Committee. The Committee consists of a team of senior management personnel of the company who independently assess the concerns raised by the Whistle Blower. The office of the Whistle Blower committee is managed by the Whistle Blower custodian. If the Whistle-blower Committee finds a need for investigation it forms an Investigation Committee which reports back to it. A decision is taken on the basis of the investigation. If the complaint is against a member of the Whistle-blower Committee then the complaint is addressed directly to the Global CEO who has the right to decide on the issue on his own or through an investigation.

Measure of Outcomes

The Whistle Blower Committee received one complaints which were resolved and closed in the financial year 2016.

Hexaware's effort towards the betterment of the community

In its continuous effort to bring about a positive change to the society and the environment, Hexaware carried out various activities to uplift the underprivileged section of the society. The following activities were undertaken as a part of its contribution to the community.

1. **Smile Twin e-learning Programme:** Hexaware is empowering 450-500 underprivileged urban youth (18 to 25 years of age) through market oriented skill development and centralised placement assistance in partnership with Smile Foundation. Through this intervention, Hexaware aims to achieve the following objective:
 - To equip the youth with basic computer skills (essential office applications) to make them technology friendly
 - To educate the underprivileged urban youth on basic retail management to make them adaptable and employable in the retail industry
 - To promote confidence and presentation skills by incorporating aspects of English speaking and Personality Development
 - To promote employment by identification and placement of these students in the respective corporate/ organizations
2. **Digital and Financial Education (DAFE):** Hexaware is promoting education through the DAFE program in 10 government/corporation schools of Chennai in Tamil Nadu in partnership with America India Foundation Trust (AIFT), impacting 1737 students and 54 teachers. Through this intervention, Hexaware aims to achieve the following objectives:
 - Empowering teachers and enable innovative and interactive learning environment in schools
 - To introduce Project-Based Learning (PBL) in schools
 - To improve Financial Literacy (FL) amongst students by integrating financial literacy content in existing curriculum
3. **Vocational training program for people with disability:** Hexaware is promoting special education and employment enhancing vocation skills among the differently abled by setting up a vocational training centre for people with disability in Chennai, Tamil Nadu in partnership with V-Excel Education Trust. Through this intervention, Hexaware aims to achieve the following objectives:
 - To offer a practical and viable vocation for individuals with special need.
 - Provide job placements and training opportunities for individuals with special needs to develop the necessary skill set.
 - To enable trainees to possess the requisite business-related skills for them to start their own setup/take up franchises.
4. **Udaan:** Hexaware is supporting education and holistic development for the daughters (age 5-18 years) of women in prostitution thus preventing the intergenerational cycle of prostitution, in partnership with Apne Aap Women's Collective (AAWC). The key components of the program are
 - Ensuring education for the Udaan girls
 - Empowering the girls through regular life skills training, professional skills certifications, fitness programs, financial literacy training

- Providing nutritional meals and vitamin supplements, regular medical check-ups and health camps.
5. **Evolution:** Hexaware is promoting education by improving the infrastructure of 5 municipal schools in Vapi, Gujarat in partnership with Manav Sadhna as part of its program 'Evolution'. The program support started from December 2015 and completed in March 2016. The key components of the program are
- Conducting a baseline assessment on sanitation need
 - Providing access to clean and safe water
 - Providing campus facilities and classroom facilities in each of the 5 schools selected
6. **Antar Bharati Balgram Yojana:** Hexaware is promoting education and reducing social inequalities for underprivileged children by supporting the program. The program is implemented in partnership with India Sponsorship Committee. The key components of the program are:
- Sponsorship of the Sharbati sadan, the residence building comprising of a total of 9 girl children
 - Renovation and a complete overhaul of the Sharbati sadan. The infrastructure of the sadan was very old and in desperate need of renovation, with Hexaware's support the sadan was provided new flooring, carpentry and painting
 - Construction of a concrete road from the initial mud road inside the Antar Bharti Balgram premises
7. **Armed Forces Flag Day:** The Armed Forces Flag Day is celebrated all over India every year on 7th of December to collect the funds from people all around the country for the wellbeing of the staff of the Indian Armed Forces. In 2016 Hexaware contributed INR 25,000 for the Armed Forces Flag Day intending to tribute the courageous and martyred soldiers.

Other than the initiatives listed above, Hexaware has also undertaken a very noble cause to help patients on ventilator support. Under the initiative, Hexaware will create a solution that would alert the technician immediately when the ventilator fails. Since a ventilator support is highly critical to keep a patient alive, such an intervention is life saving and is highly critical.