

September 3, 2023

BSE Limited
Corporate Relation Dept.
P. J. Towers, Dalal Street
Mumbai - 400 001.

National Stock Exchange of India Ltd.
"Exchange Plaza",
Bandra Kurla Complex, Bandra (E)
Mumbai - 400 051.

Scrip Code: 532859

Symbol: HGS

Dear Sirs,

Sub: Business Responsibility and Sustainability Report for Financial Year 2022-23

Pursuant to Regulation 34(2)(f) of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, we enclose herewith Business Responsibility and Sustainability Report ('BRSR') for the Financial Year 2022-23.

The BRSR is also available at the website of the Company at www.hgs.cx as part of Annual Report 2022-23.

You are requested to kindly take the above on record.

Thanking you,

For Hinduja Global Solutions Limited

Narendra Digitally signed
by Narendra
Singh
a Singh Date: 2023.09.03
00:06:54 +05'30'
Narendra Singh
Company Secretary
F4853

Encl: As above

HINDUJA GLOBAL SOLUTIONS LIMITED.

Regd. Office: Hinduja House, No. 171, Dr. Annie Besant Road, Worli, Mumbai - 400 018. India. Telephone: 91-22-2496 0707 Fax: 91-22-2497 4208 Website: www.hgs.cx
Corporate Office: Gold Hill Square Software Park, No. 690, 1st Floor, Hosur Road, Bommanahalli, Bengaluru - 560 068. India. Telephone: 91-80-4643 1000 / 4643 1222
Corporate Identity Number.L92199MH1995PLC084610

Annexure I

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORTING

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

1. Corporate Identity Number (CIN) of the Listed Entity	L92199MH1995PLC084610
2. Name of the Listed Entity	Hinduja Global Solutions Limited (the 'Company' or 'HGS')
3. Year of incorporation	13-1-1995
4. Registered office address	Hinduja House, 171, Dr. Annie Besant Road, Worli, Mumbai - 400018
5. Corporate address	1 st Floor, Gold Hill Square Software Park, No. 690, Hosur Road, Bommanahalli, Bengaluru-560068
6. E-mail	investor.relations@teamhgs.com
7. Telephone	+91 22 6136 0407/+91 80 46431 200
8. Website	www.hgs.cx
9. Financial year for which reporting is being done	Financial year 2022-23 (April 1, 2022 – March 31, 2023)
10. Name of the Stock Exchange(s) where shares are listed	BSE Limited(Formerly Bombay Stock Exchange) NSE (National Stock Exchange of India Limited)
11. Paid-up Capital	₹ 52,52,02,850 (As on March 31, 2023) (During the FY 2023-24, the Company had bought back 60,00,000 Equity Shares. Hence, as on date, the paid up Share Capital of the Company is ₹ 46,52,02,850)
12. Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Mr. Narendra Singh Company Secretary Telephone no: +91 22 6136 0407 E-mail id: Narendra.singh@teamhgs.com
13. Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together).	Standalone basis

II. Products/services

14. Details of business activities (accounting for 90% of the turnover):

S. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1	Business Process Management Services (BPM)	Offers digital-led customer experience solutions, BPM and HRO services to clients globally	59%
2	Digital Media (i.e. Media and Communication Services)	This business is India's premier integrated Digital Delivery Platforms Company delivering services via satellite, digital cable and broadband to over 5 million customers	41%

15. Products/Services sold by the entity (accounting for 90% of the entity's Turnover):

S. No.	Product/Service	NIC Code	% of total Turnover contributed
1	Business Process Management	63999	59%
2	Digital Media and Communication Services	6110	41%

III. Operations

16. Number of locations where plants and/or operations/offices of the entity are situated:

Location	Number of plants	Number of offices	Total
BPM			
- National	-	11	11
- International	-	4	4
Digital Media Business			
- National	54	89	143
- International	-	-	-

17. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States and UTs)	31
International (No. of Countries)	11

b. What is the contribution of exports as a percentage of the total turnover of the entity? 18%

c. A brief on types of customers

BPM Business: Our customers are primarily HGS subsidiaries globally, who then provide tech-led CX, BPM and HRO services to and bill many of the world's largest brands on a B2B model across nine verticals.

Digital Media Business: The business model for the Digital Video business is a B2B2C model wherein the company delivers digital signals via cable and satellite to Local Cable Operators who in turn re-distribute to retail consumers. The type of customers are basically Local Cable Operators who would be largely operating under sole proprietorship or partnership entities.

IV. Employees

18. Details as at the end of Financial Year:

a. Employees and workers (including differently abled):

S. No.	Particulars	Total	Male		Female	
		(A)	No. (B)	% (B / A)	No. (C)	% (C / A)
EMPLOYEES						
1	Permanent (D)	12,198	7,751	63.5%	4,447	36.5%
2	Other than Permanent (E)	156	108	69.2%	48	30.8%
3	Total employees (D + E)	12,354	7,859	63.6%	4,495	36.4%
WORKERS						
4	Permanent (F)	Not Applicable (N.A.)				
5	Other than Permanent (G)					
6	Total workers (F + G)					

b. Differently abled Employees and workers:

S. No	Particulars	Total	Male		Female	
		(A)	No. (B)	% (B / A)	No. (C)	% (C / A)
DIFFERENTLY ABLED EMPLOYEES						
1	Permanent (D)	25	19	76.0%	6	24.0%
2	Other than Permanent (E)	98	69	70.4%	29	29.6%
3	Total differently abled employees (D + E)	123	88	71.5%	35	28.5%
DIFFERENTLY ABLED WORKERS						
4	Permanent (F)	N.A.				
5	Other than Permanent (G)	N.A.				
6	Total differently abled workers (F + G)	N.A.				

19. Participation/Inclusion/Representation of women

Category	Total	No. and percentage of Females	
	(A)	No. (B)	% (B / A)
Board of Directors	10	1	10
Key Management Personnel #	2	-	-

Other than Whole-time Directors

20. Turnover rate for permanent employees and workers*(Disclose trends for the past 3 years)*

Category	FY 2022-23			FY 2021-22			FY 2020-21		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	24%	31%	54%	22%	31%	52%	11%	15%	26%
Permanent Employees Digital Media	9%	23%	32%	8%	21%	29%	3%	9%	12%
Permanent Employees - Philippines	41%	44%	85%	32%	47%	78%	16%	21%	37%
Permanent Employees-HRO	30%	30%	60%	24%	20%	44%	13%	15%	28%
Others	15%	25%	39%	23%	35%	58%	11%	16%	27%

Note: Figures for FY 2020-21 and 2021-22 includes data of Healthcare Business which was sold of in FY 22. FY 2022-23 include figures for Digital media Business

V. Holding, Subsidiary and Associate Companies (including joint ventures)

21. (a) Names of holding / subsidiary / associate companies / joint ventures:

S.No	Name of the holding /subsidiary / associate companies/ joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity
1	HGS International, Mauritius	Subsidiary	100
2	Hinduja Global Solutions LLC	Subsidiary	100
3	Hinduja Properties LLC, USA	Subsidiary	100
4	HGS Canada Holdings LLC	Subsidiary	100
5	HGS Canada Inc., Canada	Subsidiary	100
6	HGS (USA), LLC	Subsidiary	100
7	Affina Company, Canada	Subsidiary	100
8	Hinduja Global Solutions UK Limited	Subsidiary	100
9	Customer Contact Centre Inc.	Subsidiary	100
10	C-Cubed N.V., Curacao	Subsidiary	100
11	C-Cubed B.V., Netherlands	Subsidiary	100
12	HGS CX Technologies Inc.	Subsidiary	100
13	HGS St. Lucia Limited	Subsidiary	100
14	Team HGS Limited, Jamaica	Subsidiary	100
15	HGS Mena FZ LLC	Subsidiary	100
16	HGS Digital LLC	Subsidiary	100
17	Falcon Health Solutions Puerto Rico Holding LLC	Subsidiary	100
18	Falcon Health Solutions Puerto Rico LLC	Subsidiary	100
19	Diversify Offshore Solutions Cebu Inc., Philippines	Subsidiary	100
20	Diversify Offshore Staffing Solutions Pty Limited	Subsidiary	100
21	Diversify Intelligent Staffing Solutions Inc. Philippines	Subsidiary	100
22	Diversify ISS BGC Inc. Philippines	Subsidiary	100
23	Teklink International LLC (formerly known as Teklink International Inc)	Subsidiary	100
24	HGS Colombia S.A.S	Subsidiary	100
25	Indusind Media & Communications Limited (IMCL)	Subsidiary	77.55
26	ONEOTT Intertainment Limited (OneOTT)	Subsidiary	71.65
27	IN Entertainment (India) Limited [#]	Subsidiary	100
28	OneMahanet Intertainment Private Limited [#]	Subsidiary	100
29	Gold Star Noida Network Private Limited ^{##}	Subsidiary	100
30	Bhima Riddhi Infotainment Private Limited ^{##}	Subsidiary	51
31	Apna Incable Broadband Services Private Limited ^{##}	Subsidiary	100

S.No	Name of the holding /subsidiary / associate companies/ joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity
32	U S N Networks Private Limited##	Subsidiary	100
33	United Mysore Network Private Limited##	Subsidiary	99.45
34	Sainath In Entertainment Private Limited##	Subsidiary	51
35	Sangli Media Services Private Limited##	Subsidiary	51
36	Goldstar Infotainment Private Limited##	Subsidiary	98.93
37	Darpita Trading Company Private Limited##	Subsidiary	51
38	Sunny Infotainment Private Limited##	Subsidiary	51
39	Ajanta Sky Darshan Private Limited##	Subsidiary	51
40	RBL Digital Cable Network Private Limited##	Subsidiary	51
41	Vistaar Telecommunication & Infrastructure Pvt Ltd##	Subsidiary	51
42	Vinsat Digital Private Limited##	Subsidiary	51.15
43	Teklink International AG	Subsidiary	100

These entities are Subsidiaries of ONEOTT and % shareholding represents shareholding of ONEOTT.

These entities are Subsidiaries of IMCL and % shareholding represents shareholding of IMCL.

Does the entity indicated at Column A, participate in the Business Responsibility initiatives of the listed entity? : NO

VI. CSR Details

22. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013-Yes

(ii) Turnover (in ₹) : 13,23,30,73,000

(iii) Net worth (in ₹): 44,07,29,96,474

VII. Transparency and Disclosures Compliances

23. Complaints/Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct:

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)#	FY 2022-23			FY 2021-22		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes	-	-	-	-	-	-
Investors (other than shareholders)	Yes	-	-	-	-	-	-
Shareholders	Yes. There is a mechanism in place to interact, raise queries/ complaints at email ID: investor.relations@teamhgs.com	21	23	-	5	2	-
Employees and workers	Yes	-	-	-	-	-	-
Customers	Yes https://www.indigital.co.in/media/documents/subscription-process.pdf https://www.indigital.co.in/media/documents/manual-of-practice.pdf https://nxtdigital.in/static/pdf/channel-subscription-process.pdf https://nxtdigital.in/static/pdf/manual-of-practice.pdf	1,43,156	644	-	2,58,040	-	-
Value Chain Partners	Yes	-	-	-	-	-	-
Other (please specify)	Yes. In the website of the Company, there is a Section 'Contact us' where queries/ grievances can be raised [URL: https://hgs.cx/contact-us/]						

The policies framed by the Company for stakeholders are available at <https://hgs.cx/investors/corporate-policies/>

24. Overview of the entity's material responsible business conduct issues:

Please indicate material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to your business, rationale for identifying the same, approach to adapt or mitigate the risk along-with its financial implications, as per the following format:

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1	Societal: Talent management: The company's ability to attract, develop and retain talent.	Risk	Challenges in hiring best in class talent and high attrition levels can impact the company's ability to fulfil demand and revenue.	Adequate and timely focus on employee engagement and support. Focus on employee retention and recognition efforts with opportunities for career growth and development.	Negative
2	Governance : Data privacy and information Security.	Risk	Increased exposure to cyber-attacks, ransomware attacks and security breaches .Data privacy and information security risks as our employees continue to work from environments that may be less secure than those of our delivery centers.	Continue to maintain a robust cybersecurity and data privacy framework with focus on region-specific data protection controls at various levels. Enable adequate investment in technology to prevent/ minimize incidents.	Negative
3	Societal: Disruptive Business Models/ Technologies & New Products/ Services.	Risk & Opportunity	Technology changes driven by external factors, compliance requirements and dynamic customer requirements demands an organisation to be nimble and respond to quickly adapt and deliver.	Tracking , monitoring and identifying technology landscape changes that could enhance Customer Engagement Experience and also positively impact the overall growth of organisation.	Negative and Positive

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

This section is aimed at helping businesses demonstrate the structures, policies and processes put in place towards adopting the NGRBC Principles and Core Elements.

Disclosure Questions		P 1	P 2 [@]	P 3	P 4	P 5	P 6	P 7 ^s	P 8	P 9
Policy and management processes										
1.	a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Y	-	Y	Y	Y	Y	-	Y	Y
	b. Has the policy been approved by the Board? (Yes/No)	Policies, wherever stated, have been approved by the Board/ Management of the Company.								
	c. Web Link of the Policies, if available	*	-	^	*	^	*	-	*	^
2.	Whether the entity has translated the policy into procedures. (Yes / No)	Y	-	Y	Y	Y	Y	-	Y	Y
3.	Do the enlisted policies extend to your value chain partners? (Yes/No)	Adherence to the Company's Policies such as Code of Conduct, Prevention, Prohibition and Redressal of Sexual Harassment at Workplace Policy, Diversity and Inclusion Policy, if any, are included in business contract with value chain partners.								
4.	Name of the national and international codes/certifications/ labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	The Policies adopted by the Company are in conformity with the applicable laws/ guidelines/ rules etc. framed by the Govt. and / or Regulatory Bodies. Further, some of the Policies have been formulated keeping in view the accepted industry practices and standards.								
5.	Specific commitments, goals and targets set by the entity with defined timelines, if any.	Y	-	Y	Y	Y	Y	-	Y	Y
6.	Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	The Company has disclosed performance in Section C of this Report and committed to monitor the same from time to time.								
	<p>@ Not Applicable, as the Company is in the business of providing services.</p> <p>\$ No. However Company is member of various trade bodies through which areas of concern or significance are voiced for consideration at appropriate forums.</p> <p>* Available at the website of the Company, www.hgs.cx</p> <p>^ Available at Internal portal of the Company, accessible to the employees.</p>									
Governance, leadership and oversight										
7.	Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)	As the Company is in the service business, the operations of the Company does not involve ESG risks. However, the Company recognises the importance of ESG and endeavour to reduce adverse effects of global warming and climate change. The Company have also invested heavily in the last year to move to a hybrid infrastructure model (combining on-prem and cloud telephony). HGS carries its activities in an environmentally friendly and energy efficient manner to reduce carbon foot-print.								
8.	Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Mr. Partha DeSarkar, Whole-time Director Mr. Vynsley Fernandes, Whole-time Director								
9.	Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes/ No). If yes, provide details.	No								
10.	Details of Review of NGRBCs by the Company:									
	Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other committee								Frequency (Annually/ Half yearly/ Quarterly/ Any other - please specify)
		P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
	Performance above policies and follow up action	Yes								The Policies are evaluated and reviewed on periodically and/ or as per the process laid down in the respective Policy or on need basis.
	Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	Yes. The Company has necessary procedure in place to ensure the compliance with applicable laws.								
11.	Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
		No								
12.	If answer to question (1) above is "No" i.e. not all Principles are covered by a policy, reasons to be stated:									
	Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
	The entity does not consider the Principles material to its business (Yes/No)	N.A.								
	The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)									
	The entity does not have the financial or/human and technical resources available for the task (Yes/No)									
	It is planned to be done in the next financial year (Yes/No)									
	Any other reason (please specify)									

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

This section is aimed at helping entities demonstrate their performance in integrating the Principles and Core Elements with key processes and decisions. The information sought is categorized as “Essential” and “Leadership”. While the essential indicators are expected to be disclosed by every entity that is mandated to file this report, the leadership indicators may be voluntarily disclosed by entities which aspire to progress to a higher level in their quest to be socially, environmentally and ethically responsible.

PRINCIPLE 1: Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable

Essential Indicators

1. Percentage coverage by training and awareness programmes on any of the Principles during the financial year:

Segment	Total number of training and awareness programmes held	Topics/principles covered under the training and its impact	%age of persons in respective Category Covered by awareness programmes
Board of Directors	8	During the periodic meetings, the Board of Directors have been briefed about Regulatory updates, detailing of compliances involved in M&A activities, acquisition of business through Business Transfer Agreement, Buyback of Shares, briefings on digital, media business and broadband over satellite.	100%
Key Managerial Personnel (KMP)	4	All nine principles laid down in BRSR are covered by HGS KMP's apart from HGS code of Conduct, POSH awareness sessions, which is adhered.	100%
Employees other than BoD and KMPs	12,194	During induction, all new employees are made aware of the following policies: Professionalism at workplace, Code of conduct, Personal Relationships at workplace, Alcohol, Drugs and Narcotics, Non Disclosure of intellectual property, Conflict of interest, Customer Vendor relations, Prevention of Sexual Harassment of Women at workplace (POSH). Further, all existing employees at HGS are required to undergo POSH certification. The Company regularly conduct Health and Safety trainings such as Fire Drill on quarterly basis, Information Security etc.	100%
Workers	N.A.		

2. Details of fines / penalties /punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by directors / KMPs) with regulators/ law enforcement agencies/ judicial institutions, in the financial year, in the following format (Note: The entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 and as disclosed on the entity's website):

Monetary					
Particulars	NGRBC Principle	Name of the regulatory/ enforcement/ agencies/ judicial institutions	Amount (In INR)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine	Nil				
Settlement					
Compounding Fee					
Non-Monetary					
Particulars	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Brief of the Case		Has an appeal been preferred? (Yes/No)
Imprisonment	Nil				
Punishment					

3. Of the instances disclosed in Question 2 above, details of the Appeal/ Revision preferred in cases where monetary or non-monetary action has been appealed.

Case Details	Name of the regulatory/ enforcement agencies/ judicial institutions
N.A.	

4. Does the entity have an anti-corruption or anti-bribery policy? If yes, provide details in brief and if available, provide a web-link to the policy.

Yes. The Company's Code of Conduct for Board Members, the Senior Management Personnel and Employees prohibits receipt or payment of bribes, or any sort of inducement for any business or financial gain. Weblink: <https://hgs.cx/wp-content/uploads/2022/08/HGS-Code-of-Conduct-for-Board-Members-Sr-Mgt-Personnel.pdf>

5. Number of Directors/KMPs/employees/workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption:

Particulars	FY 2022-23	FY 2021-22
Directors	Nil	
KMPs		
Employees		
Workers		

6. Details of complaints with regard to conflict of interest:

Particulars	FY 2022-23		FY 2021-22	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil			
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	Nil			

7. Provide details of any corrective action taken or underway on issues related to fines / penalties / action taken by regulators/ law enforcement agencies/ judicial institutions, on cases of corruption and conflicts of interest.

Not applicable

PRINCIPLE 2: Businesses should provide goods and services in a manner that is sustainable and safe

Essential Indicators

1. Percentage of R&D and capital expenditure (capex) investments in specific technologies to improve the environmental and social impacts of product and processes to total R&D and capex investments made by the entity, respectively.

Particulars	FY 2022-23	FY 2021-22	Details of improvements in environmental and social impacts
R&D	Nil / Not applicable		
Capex			

- 2.a. Does the entity have procedures in place for sustainable sourcing? (Yes/No)

Not Applicable. However, the Company endeavors to source the goods that helps sustainability

- 2.b. If yes, what percentage of inputs were sourced sustainably?

Not applicable

3. Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for (a) Plastics (including packaging) (b) E-waste (c) Hazardous waste and (d) other waste

Not Applicable. However, e-waste is disposed through scrapping process with the identified vendors.
Digital Media Business: The Company’s business involves distribution of digital television signals to consumers. This business involves use of electronic equipments at the time of distribution, during distribution and the final delivery. The Company’s process for disposal of E- waste and other waste is by engaging with parties who are certified to purchase and dispose of such waste in a regulated manner. The Company ensures that all such scrap/waste is sold only to certified E-waste third party contractors. With respect to re-use and repair of customer premises equipments, the Company’s process provide for receiving such equipment at its various locations for repair and once repaired and re-furnished the same are re-deployed in the market.

4. Whether Extended Producer Responsibility (EPR) is applicable to the entity’s activities (Yes / No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same

As the Company does not produce any goods, EPR is not applicable to the Company’s operations.

PRINCIPLE 3: Businesses should respect and promote the well-being of all employees, including those in their value chains

Essential Indicators

1. a. Details of measures for the well-being of employees:

Category	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
Permanent employees											
Male	3,601	3,444	96%	3,601	100%	NA	NA	3,601	100%	2,225*	62%
Female	2,597	2,409	93%	2,597	100%	2,597	100%	NA	NA	1,484*	57%
Total	6,198	5,853	94%	6,198	100%	2,597	41.90%	3601	58.10%	3,709	60%
* Day Care facility is not compulsory in Philippines. In India, the coverage is 100%											
Other than Permanent employees											
Male	4,089	3,335	82%	4,066	99%	Nil	Nil	Nil		Nil	
Female	1,630	1,367	84%	1,620	99%	1,617	99%				
Total	5,719	4,702	82%	5,686	99%	1,617	28%				

b. Details of measures for the well-being of workers:

Category	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
Permanent Workers											
Male	N.A.										
Female											
Total											

2. Details of retirement benefits, for Current FY and Previous FY

Benefits	FY 2022-23			FY 2021-22		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100%	N.A.	Y	100%	N.A.	Y
Gratuity	100%	N.A.	Y	100%	N.A.	Y
ESI	100%	N.A.	Y	100%	N.A.	Y
Others - please specify	N.A.					

Notes:

1. In Philippines, there is no requirement of PF and ESI.
2. All permanent employees are covered under PF and Gratuity from their date of joining.
3. Employees with monthly Gross salary upto ₹ 21,000/- are covered under ESI.
4. ESI is remitted as applicable.

3. Accessibility of workplaces

Are the premises / offices of the entity accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016? If not, whether any steps are being taken by the entity in this regard.

Yes. The premises / offices of the entity accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016.

4. Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? If so, provide a web-link to the policy.

Yes. At HGS, Diversity is core to the way we conduct business as HGS is an equal opportunity employer. The Company envision a diverse workplace (gender, disability, sexual orientation, race, age, nationality, attitude, experience, etc.) offering an inclusive environment for everyone. This will ensure we learn, grow, respect and accept a diverse workforce thereby helping us achieve our vision - "Together We Progress". This policy is to provide a framework which sets out our workplace diversity, equity and inclusion objectives to meet our goal of being an employer of choice and preferred business partner. Policy is accessible / available to employees on the company's local intranet-<https://hgsconnect.teamhgs.com/hgs-policies>

5. Return to work and Retention rates of permanent employees and workers that took parental leave.

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100%	100%	N.A.	
Female	92%	92%		

- Return to work: Rate of employees who joined back from their parental leave in FY 2023.
- Parental leave includes maternity leave, paternity leave and adoption leave.

6. Is there a mechanism available to receive and redress grievances for the following categories of employees and worker? If yes, give details of the mechanism in brief.

Category	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Employees	Yes, Employees who believe that they have suffered any form of discrimination whether real or perceived, must contact the Managers, Liaison Officer, HR or DEI team. The Company has Policy that defines the process of raising the grievance and published to all employees.
Other than Permanent Employees	Yes. Non-permanent employees can raise the grievances via email to the concerned stakeholders.
Permanent Workers	N.A.
Other than Permanent Workers	N.A.

7. Membership of employees and worker in association(s) or Unions recognised by the listed entity:

Category	FY 2022-23			FY 2021-22		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B / A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	% (D / C)
Total Permanent Employees	There are no Unions / Associations in HGS that Employees are affiliated to.					
Male	Nil			Nil		
Female						
Total Permanent Workers						
Male						
Female						

8. Details of training given to employees and workers:

Category	FY 2022-23					FY 2021-22				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (D)	On Health and safety measures		On Skill upgradation	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / D)
Employees										
Male	3,601	3,601	100%	2,780	77%	1,178	1,178	100%	1,001	85%
Female	2,597	2,597	100%	2,150	83%	887	887	100%	815	92%
Total	6,198	6,198	100%	4,930	80%	2,065	2,065	100%	1,816	88%
Workers										
Male	N.A.					N.A.				
Female										
Total										

9. Details of performance and career development reviews of employees and workers:

Category	FY 2022-23			FY 2021-22		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
Employees						
Male	3,601	3,601	100%	621	621	100%
Female	2,597	2,597	100%	405	405	100%
Total	6,198	6,198	100%	1,026	1,026	100%
Workers						
Male	N.A.			N.A.		
Female						
Total						

10. Health and Safety management system:

- a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No). If yes, the coverage of such system?**

Yes. At HGS, high standard of occupational health and safety across offices are maintained. These include one to one help program to Employees, Fire Drill, Wellness Room, Emergency Response Team - ERT, First Aid, Workplace inspections, Hazard Identification and risk assessment, Incident Reporting and Investigations, Company provided Transport facilities.

- b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?**

Nature of work at HGS doesn't involve any significant hazards. HGS is certified on ISO 9001 and ISO 27001 standards. The Company have identified and mitigated risks related to physical and environmental security. The Company has installed fire detection, alarm, and suppression systems and regularly maintain the system. Employees are trained on emergency evacuation through quarterly drills and responding to medical emergencies.

- c. Whether you have processes for workers to report the work related hazards and to remove themselves from such risks. (Y/N)**

Yes. The Company has safety incident reporting and management processes to ensure that all work-related incidents are reported and closed after taking necessary corrective actions. As a part of the OSH annual exercise, there are all drills organized by the building admin where support staff participates (fire, earthquake drill, etc)

- d. Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No)**

Yes. HGS has taken a holistic approach for well-being to cover mental health, ergonomic health, physical health, and safety, delivered through digital channels.(Online Yoga by experts, Parental care, One to One Help etc.,)

11. Details of safety related incidents, in the following format:

Safety Incident/Number	Category	FY 2022-23	FY 2021-22
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	Nil/ Not applicable	Nil/ Not applicable
	Workers		
Total recordable work-related injuries	Employees		
	Workers		
No. of fatalities	Employees		
	Workers		
High consequence work-related injury or ill-health (excluding fatalities)	Employees		
	Workers		

12. Describe the measures taken by the entity to ensure a safe and healthy work place.

Refer response to point 10 above. Further, Philippines Branch has Occupational, Safety & Health Committee (OSH), as mandated by Philippines law.

13. Number of Complaints on the following made by employees and workers:

Type	FY 2022-23			FY 2021-22		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	Nil		No case reported	Nil		No case reported
Health & Safety						

14. Assessments for the year:

Type	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	100%
Working conditions	100%

15. Provide details of any corrective action taken or underway to address safety-related incidents (if any) and on significant risks / concerns arising from assessments of health & safety practices and working conditions

No corrective action plan has been necessitated as there were no health and safety related incidents and concern related to working conditions.

PRINCIPLE 4: Businesses should respect the interests of and be responsive to all its stakeholders

Essential Indicators

1. Describe the processes for identifying key stakeholder groups of the entity.

The Company has mapped all its stakeholders. For example, the members of the CSR Committee, CSR Forum and any employee who is directly or indirectly involved in the execution of CSR initiatives have been mapped under the internal stakeholder category. The external stakeholder comprises NGOs or other project implementation partners, local government bodies, community members, program beneficiaries, vendors and suppliers.

2. List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group.

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Children from disadvantaged background	Yes	On-ground engagement with government schools through NGO representatives and Block Development Officers.	The learning and nutrition interventions at schools are done on a daily basis in order to ensure impact across the annual programs sponsored by HGS. The reporting, monitoring and evaluation is done on a monthly basis.	Mid-day meal program with the Akshaya Patra Foundation to enable mid-day meals for over 6,000 children every school working day of the year, across various schools in Bengaluru. The program focuses on providing basic nutrition to children to enable education, promote enrolment in schools and also ensure attendance.

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
				<p>Comprehensive English Learning Program with Step-Up for India is designed to improve English language proficiency among children and teachers in Anekal, Bengaluru, as English reading and writing skills continue to be a major factor in employability.</p> <p>Learning Links Foundation's Road to School Program is supported by HGS in order to improve foundational numeracy and literacy (FNL) skills among children.</p> <p>HGS has also partnered with The Hinduja Foundation and Bhansali Trust to support free schooling from Class 1 to 10 across various hamlets in the vicinity of Bodhgaya, Bihar.</p>
Persons with Disability (PwD)	Yes	On-ground engagement at rural rehabilitation centres, tier-3 colleges, schools and gram panchayat offices by dedicated mobilization officers appointed by the NGO.	The domain-specific skills training for PwDs are conducted for 3-months per batch. The reporting, monitoring and evaluation is done on a monthly basis.	The scope of the program includes training and placement (60%) of 100 PwDs across specific domains such as finance & banking, BPM, retail, etc.
Youth from disadvantaged background	Yes	On-ground engagement with community leaders by dedicated mobilization officers appointed by NGO, word-of-mouth and alumni network.	Employability skills training for youth (16 year- 25 years) are conducted for 3-months per batch (strength: 25).	The purpose of the Youth Livelihood Program is to provide employability skills training to make the youth job-ready and financially self-sufficient enough to supplement their family income and improve overall quality of life. The program also focuses on creating youth leaders within the community who can guide their peers towards employability.
Disadvantaged communities in rural areas	Yes	On-ground engagement with community leaders by dedicated mobilization officers appointed by NGO, word-of-mouth and alumni network.	Annual program sponsored by HGS, with activities ranging from weekly to monthly interventions.	<p>The Integrated Rural Development Program (IRDP) in association with Hinduja Foundation and Bhansali Trust is designed to provide support to Mushar community members across various villages in Bihar. The program supports education, health, financial empowerment and nutrition.</p> <p>In association with Samarpaka Seva Trust, HGS has sponsored the vocational training of women across 7 villages in Chikkaballapur District, Karnataka. The trainings are focused on empowering women financially by promoting vocational training included tailoring, beautician courses, computer training and spoken English.</p>

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Shareholders/ Investors	No	Quarterly results, Investor presentation, Annual Report, Annual General Meeting, Earnings Call, emails, newspaper advertisements, Press Releases and disclosures to the Stock Exchanges and on the website	On regular basis	Responding to queries of investors, presenting business performance highlights, compliance requirements and making requisite information available in public domain.
Regulators/ Policy makers	No	E-mails and/ or written communication, through Chamber of Commerce	Need based	Providing information, seeking clarification and disclosures.
Employees	No	E-mails, Town hall meetings, face to face meetings, newsletters	On regular basis	Learnings and development, Trainings, engagement session, reward / recognition, team building workshop, employee satisfaction survey.
Customer/ Vendors	No	E-mails, Phone calls, Face to face meetings	On regular basis	Update on services offerings, understanding the client needs, timelines, customer satisfaction and feedback, business opportunity and growth.

PRINCIPLE 5: Businesses should respect and promote human rights

Essential Indicators

1. Employees and workers who have been provided training on human rights issues and policy(ies) of the entity, in the following format:

Category	FY 2022-23			FY 2021-22		
	Total (A)	No. of employees/ workers covered (B)	% (B / A)	Total (C)	No. of employees/ workers covered (D)	% (D / C)
Employees						
Permanent	12,198	12,198	100%	1,912	1,912	100%
Other than permanent	156	156	100%	6,112	6,112	100%
Total Employees	12,354	12,354	100%	8,024	8,024	100%
Workers						
Permanent	N.A.					
Other than permanent	N.A.					
Total Workers	N.A.					

2. Details of minimum wages paid to employees and workers, in the following format:

Category	FY 2022-23					FY 2021-22				
	Total (A)	Equal to Minimum		More than Minimum Wage		Total (D)	Equal to Minimum		More than Minimum Wage	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / D)
Employees										
Permanent	6,198	1,025	17%	5,173	83%	3,741	202	5%	3,539	95%
Male	3,601	548	15%	3,053	85%	1,926	109	6%	1,817	94%
Female	2,597	477	18%	2,120	82%	1,815	93	5%	1,722	95%
Other than Permanent	5,719	1,253	22%	4,466	78%	6,112	712	12%	5,400	88%
Male	4,089	683	17%	3,406	83%	4,466	414	9%	4,052	91%
Female	1,630	570	35%	1,060	65%	1,646	298	18%	1,348	82%
Workers										
Permanent	N.A.									
Male	N.A.									
Female	N.A.									
Other than Permanent	N.A.									
Male	N.A.									
Female	N.A.									

3. Details of remuneration/salary/wages, in the following format:

Category	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category ₹ in lakhs	Number	Median remuneration/ salary/ wages of respective category ₹ in lakhs
Board of Directors (BoD)#	7	13.75	1	38
Key Managerial Personnel (KMP)	4	-	-	-
Employees other than BoD and KMP	1,356	3.16	1,583	5.98
Workers	N.A.			

#Excludes 2 whole time Directors who are appearing under the row KMP

4. Do you have a focal point (Individual/ Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? (Yes/No)

Yes

5. Describe the internal mechanisms in place to redress grievances related to human rights issues.

The Company has compliance officer appointed for addressing Human rights or issues. Some of the common mechanism available to receive and redress grievances include-

- @ Open door Policy
- @ Grievance redressal committee

@ Whistle Blower Policy and Vigil Mechanism (Shared by top management to BOD on quarterly basis) One of the 5 HGS Global Values is Inclusion. From onboarding and as each employee journeys in our organization, we make sure that each is measured through their skill and performance, without prejudice nor bias. We have a DEI team, Diversity Equity Inclusion, dedicated to create awareness & put a sustained spotlight on equality across all levels.

6. Number of Complaints on the following made by employees and workers:

Particulars	FY 2022-23			FY 2021-22		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment			NIL			
Discrimination at workplace						
Child Labour						
Forced Labour/Involuntary Labour						
Wages						
Other human rights related issues						

7. Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases.

The Company conduct the annual survey where participation is enabled regardless of job level, ESAT & ICSAT. Recently we have revived the Voice of the Employee tool which is executed periodically. Together with our open door policy, IR system, and grievance management practices, all these enable us to capture and address grievances. Our Company Principles and Code of Conduct are mirrored against the law of the land which guarantees a just approach towards a fair resolution. Company observed none retaliation policy to safeguard employees from retaliation after reporting.

8. Do human rights requirements form part of your business agreements and contracts? (Yes/No)

Yes

9. Assessments for the year:

Particulars	% of your plants and offices that were assessed (by entity or statutory authorities or third parties) for 2022-23
Child labour	NIL
Forced/involuntary labour	NIL
Sexual harassment	100%
Discrimination at workplace	100%
Wages	100%
Others – please specify	NIL

10. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 9 above.

No concerns or risks were identified during these assessments.

PRINCIPLE 6: Businesses should respect and make efforts to protect and restore the environment

Essential Indicators

1. Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format:

Parameter	FY 2022-23	FY 2021-22
Total electricity consumption (A)	79,39,022 Units	81,38,828 Units
Total fuel consumption (B)	11,848	7,536
Energy consumption through other sources (C)	-	-
Total energy consumption (A+B+C)	79,50,870	81,46,364
Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees)	0.00060	0.00131
Energy intensity (optional) – the relevant metric may be selected by the entity	N.A.	N.A.
Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.		No

2. Does the entity have any sites / facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Y/N) If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any.

No

3. Provide details of the following disclosures related to water, in the following format:

Parameter	FY 2022-23	FY 2021-22
Water withdrawal by source (in kilolitres)		
(i) Surface water	Not significant as company is in service business and water is used only for general usage/ consumption.	
(ii) Groundwater		
(iii) Third party water		
(iv) Seawater / desalinated water		
(v) Others		
Total volume of water: withdrawal (in kilolitres) (i+ii+iii+iv+v)		
Total volume of water consumption (in kilolitres)		
Water intensity per rupee of turnover (Water consumed / turnover)		
Water intensity (optional) – the relevant metric may be selected by the entity		
Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.		

4. Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation.

N.A.

5. Please provide details of air emissions (other than GHG emissions) by the entity, in the following format:

Parameter	Please specify unit	FY 2022-23	FY 2021-22
Nox	N.A.	Not applicable as the Company is in Services business.	
Sox			
Particulate matter (PM)			
Persistent organic pollutants (POP)			
Volatile organic compounds (VOC)			
Hazardous air pollutants (HAP)			
Others - please specify			

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

6. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity, in the following format:

Parameter	Unit	FY 2022-23	FY 2021-22
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	N.A.	
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent		
Total Scope 1 and Scope 2 emissions per rupee of turnover	-		
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity	-		
Note: Indicate if any independent assessment/ evaluation/ assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.		No	

7. Does the entity have any project related to reducing Green House Gas emission? If Yes, then provide details.

No

8. Provide details related to waste management by the entity, in the following format:

Parameter	FY 2022-23	FY 2021-22
Total Waste generated (in metric tonnes)		
Plastic waste (A)	Nil	Nil
E-waste (B)	58.4	63.8
Bio-medical waste (C)	Nil	Nil
Construction and demolition waste (D)		
Battery waste (E)		
Radioactive waste (F)		
Other Hazardous waste. Please specify, if any. (G)		

Parameter	FY 2022-23	FY 2021-22
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	Nil	Nil
Total (A+B + C + D + E + F + G + H)	58.4	63.8

For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)

Category of waste	
(i) Recycled	NIL, since entirely disposed off.
(ii) Re-used	
(iii) Other recovery operations	
Total	

For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)

Category of waste	
(i) Incineration	Sold to certified third party contractors post ensuring they are duly certified for disposal of E Waste.
(ii) Landfilling	
(iii) Other disposal operations	
Total	

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.	No
---	----

9. Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your company to reduce usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes.

Not Applicable. The Company's business does not involve usage of hazardous and toxic chemicals.

10. If the entity has operations/offices in/around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones etc.) where environmental approvals / clearances are required, please specify details in the following format:

S. No.	Location of operations / offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.
Nil/ Not applicable			

11. Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year:

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
Nil/ Not applicable					

12. Is the entity compliant with the applicable environmental law/ regulations/ guidelines in India; such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment Protection Act and rules thereunder (Y/N). If not, provide details of all such non-compliances, in the following format:

S. No.	Specify the law / regulation / guidelines which was not complied with	Provide details of the non-compliance	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
Nil/ Not applicable				

PRINCIPLE 7: Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent

Essential Indicators

1 a. Number of affiliations with trade and industry chambers/ associations:

Five (5) in India and Five (5) in Philippines.

b. List the top 10 trade and industry chambers/ associations (determined based on the total members of such body) the entity is a member of/ affiliated to.

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	National Association of Software and Services Companies (NASSCOM)	Active member of Nasscom nationally and globally; Group CEO Mr. Partha DeSarkar was a Member of the BPM Council in FY 2023.
2	Confederation of Indian Industry (CII)	Active member of CII, especially in Karnataka Chapter.
3	Bangalore Chamber of Industry and Commerce (BCIC)	Active member of the Association - Karnataka.
4	IT and Business Process Association of the Philippines (IBPAP)	Active member of the Association.
5	Contact Center Association of Philippines (CCAP)	HGS APAC President & CEO Mr. Pushkar Misra is a Board Member of CCAP since December 2022.
6	Philippine Chamber of Commerce and Industry	Active member of the Association.
7	Federation of Indian Chamber of Commerce of the Philippines Inc.	Active member of the Association.
8	India Business Forum Philippines Association Inc.	Active member of the Association.
9	All India Digital Cable Federation	Active member of the Association; CEO of HGS' Digital Media Business Mr. Vynsley Fernandes is the Vice Chair of the Federation.
10	Society for Cable Telecommunication Engineers	CEO of HGS' Digital Media Business Mr. Vynsley Fernandes is the Hon. Chairman of the Society.

2 Provide details of corrective action taken or underway on any issues related to anti-competitive conduct by the entity, based on adverse orders from regulatory authorities

Name of authority	Brief of the case	Corrective action taken
No adverse remarks from Regulatory Authorities		

PRINCIPLE 8: Businesses should promote inclusive growth and equitable development

Essential Indicators

- 1. Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year.**

Name and brief details of project	SIA Notification No.	Date of Notification	Whether conducted by independent external agency (Yes/ No)	Results communicated in public domain (Yes/ No)	Relevant Web Link
Not applicable. As per the applicable provision, the Company is not required to conduct the Social Impact Assessment.					

- 2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity, in the following format:**

S.No	Name of Project for which R&R is ongoing	State	District	No.of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY(in INR)
Not applicable. No project have been undertaken which requires R&R.						

- 3. Describe the mechanisms to receive and redress grievances of the community.**

The Company acknowledges its responsibility towards the society and supports inclusive growth and equitable development of all its stakeholders. Grievance Redressal Mechanism is an important aspect assuring strong relationship with the stakeholders and redressing their grievance or concern. As part of grievance redressal mechanism, the stakeholder have the options of sharing their concern at email investor.relations@teamhgs.com for speedy action.

- 4. Percentage of input material (inputs to total inputs by value) sourced from suppliers:**

Particulars	FY 2022-23	FY 2021-22
Directly sourced from MSMEs/ small producers	13%	18%
Sourced directly from within the district and neighbouring districts [#]	The Company does not track this metric.	The Company does not track this metric.
#Not applicable. However, the Company supports local and small suppliers (MSME)s by procuring goods and services in proximity to its offices/ location.		

PRINCIPLE 9: Businesses should engage with and provide value to their consumers in a responsible manner

Essential Indicators

- 1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback.**

BPM Business: The Company conducts “Annual Customer Satisfaction Survey” during September to November to seek feedback from clients about service delivery. The objectives of this survey are as follows:

- To get insights on where changes / improvement needs to be done to improve / sustain customer satisfaction.
- To acquire insightful information from the client’s perspective which will result in a competitive edge and value addition to the clients.

This survey is administered by our third-party market research partner. Survey questionnaire covers standard NPS question, key outcome measures, expectations, does well, areas for improvement, business dimensions & performance feedback. The survey responses are analysed, and findings are shared with leaders and respective verticals/accounts/functions for developing action plans. Post completion of action plans, respective team share the

updates with their clients. This annual program is managed centrally by the Business Excellence & Transformation team.

Digital Media Business: As per the Quality of Service regulations of TRAI (2017), we have the following mechanisms:

1. call centre with toll-free numbers for receiving customer related calls.
2. call centre with toll-free numbers for receiving partner related calls.
3. self care portal/mobile app for customers to create tickets for complaints.
4. portal/mobile app for partners to create tickets for complaints.
5. we publish our state-wise and national nodal officers on our websites in the event grievances are not resolved.

2. Turnover of products and/ services as a percentage of turnover from all products/service that carry information about:

Particulars	As a percentage to total turnover
Environmental and social parameters relevant to the product	Not applicable
Safe and responsible usage	
Recycling and/or safe disposal	

3. Number of consumer complaints in respect of the following:

Particulars	FY 2022-23		FY 2021-22	
	Received during the year	Pending resolution at end of year	Received during the year	Pending resolution at end of year
Data privacy	Nil/ N.A.		Nil/ N.A.	
Advertising				
Cyber-security				
Delivery of essential services				
Restrictive Trade Practices				
Unfair Trade Practices				
Other	=34539 (CATV) + 108617 (HITS)	=541 (CATV) + 103 (HITS)	= 104376 (CATV) + 153664 (HITS)	= NA (CATV) + NA (HITS)

4. Details of instances of product recalls on account of safety issues:

Particulars	Number	Reasons for recall
Voluntary recalls	Not applicable	
Forced recalls		

5. Does the entity have a framework/ policy on cyber security and risks related to data privacy? (Yes/No) If available, provide a web-link of the policy.

HGSL is committed towards protecting the data of customers and its employees. The principles and policy regarding data privacy are available on our website at:

<https://hgs.cx/policies/privacy/>

<https://nxtdigital.in/terms-and-conditions>

6. Provide details of any corrective actions taken or underway on issues relating to advertising, and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty / action taken by regulatory authorities on safety of products / services

Not applicable