



March 20, 2023

BSE Limited
Corporate Relations Department
P.J. Towers, Dalal Street,
Mumbai - 400 001.

Scrip code: 532859

National Stock Exchange of India Limited
“Exchange Plaza”,
Bandra Kurla Complex, Bandra (E),
Mumbai - 400 051.

Symbol : HGS

Dear Sirs,

Sub: HGS Canada Certified as a Great Place to Work[®] for 2023-2024

We are enclosing a Press Release being issued by the Company on the captioned subject, which is self-explanatory.

Thanking you,

For **Hinduja Global Solutions Limited**

Narendra Singh
Company Secretary

Encl : As above

HINDUJA GLOBAL SOLUTIONS LIMITED

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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:L92199MHI995PLC084610



HINDUJA GROUP

HGS Canada Certified as a Great Place to Work® for 2023-2024

CHARLOTTETOWN, Prince Edward Island – March 20, 2023 – Hinduja Global Solutions ([HGS](#)) (listed in BSE & NSE), a leading and innovative provider of solutions in consumer engagement, digital customer experiences (CX), and business process management (BPM), today announced HGS Canada has been certified as a Great Place to Work®.

Great Place to Work® is the global authority on workplace culture, employee experience, and leadership behaviors proven to deliver market-leading revenue, employee retention, and increased innovation. The certification was based on employee feedback on workplace culture using the Great Place to Work® Trust Index Score.

"Our data shows that in comparison to peers, great workplaces benefit from better customer satisfaction, reduced turnover and stronger financial performance. What's more, work environments where trust is foundational are ripe for innovation, agility, resilience and efficiency," said **Nancy Fonseca, Senior Vice President of Great Place to Work® Canada**.

The Great Place to Work® Institute conducted an independent survey among HGS Canada employees seeking their feedback on the work culture at the company. The survey allowed employees to rate and review the company with a thorough assessment covering questions about job satisfaction, work-life balance, company culture and more. To gain certification, the company was required to achieve a survey score of 65% positive or more. HGS Canada's results surpassed this threshold, leading to the company's Great Place to Work® certification for 2023-2024.

"Being officially certified as a Great Place to Work® is a meaningful achievement for HGS Canada in recognition of the hard work, dedication, and commitment of each and every employee toward creating a positive and fulfilling workplace culture," said **Savita Jones, Senior Vice President – Operations, North America at HGS**. "This certification is a testament to the HGS culture of fostering equal opportunity, diversity, and constant learning that empowers our people to enhance their success and deliver excellence to all stakeholders."

HGS combines automation, analytics, and artificial intelligence with high quality talent and deep domain expertise to achieve superior outcomes in the areas of digital customer experience, back-office processing, contact centers, and HRO solutions. A global company with more than 21,600 employees spread across eight countries, HGS is making a difference to some of the world's leading brands across verticals. Its mission is to innovate, optimize, and grow its clients' business with the perfect balance of technology and people. This is made easy by the combined drive of all its people to deliver the best results in customer experience. HGS has a highly motivated and competent global workforce from diverse cultural, ethnic, and professional backgrounds.

HGS continues to invest in Canada, both from a labor and a digital perspective, expanding its reach into new provinces to bolster its bilingual capacity and allowing HGS to continue to grow with existing clients and to meet capacity demands of new clients.



PRESS RELEASE

About Hinduja Global Solutions (HGS)

A global leader in optimizing the customer experience lifecycle, digital transformation, business process management, and digital media ecosystem, HGS is helping its clients become more competitive every day. HGS' core BPM business combines automation, analytics, and artificial intelligence with deep domain expertise focusing on digital customer experiences, back-office processing, contact centers, and HRO solutions. HGS' digital media business, **NXTDIGITAL** (www.nxtdigital.co.in), is India's premier integrated Digital Delivery Platforms Company delivering services via satellite, digital cable and broadband to over 5 million customers across 1,500 cities and towns.

Part of the multi-billion-dollar conglomerate Hinduja Group, HGS takes a "globally local" approach. . HGS has 21,685 employees across 34 delivery centers in eight countries, making a difference to some of the world's leading brands across verticals. For the year ended March 31, 2022, HGS had revenues of Rs. 57,959 million (US\$ 779 million). Visit <https://hgs.cx> to learn how HGS transforms customer experiences and builds businesses for the future.

About Great Place to Work®

Great Place to Work® is the global authority on workplace culture. Since 1992, they have surveyed more than 100 million employees worldwide and used those deep insights to define what makes a great workplace: trust. Their employee survey platform empowers leaders with the feedback, real-time reporting, and insights they need to make strategic people decisions. The Institute serves businesses, non-profits and government agencies in more than 60 countries and has conducted pioneering research on the characteristics of great workplaces for over three decades.