

February 12, 2022

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: Earning Press Release and Fact Sheet on Un-audited Standalone and Consolidated Financial Results of the Company for the quarter and nine months ended December 31, 2021**

This is in continuation to our letter of even date on outcome of Board Meeting.

We are enclosing herewith the following:

- Q3FY2022 Earning Press Release being issued by the Company; and
- Q3FY2022 Financials & Fact Sheet.

Kindly take the above information on record.

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: L92199MH1995PLC084610

# HGS RECORDS ITS HIGHEST-EVER QUARTERLY PROFIT, POSTS STRONG Q3 FY2022 RESULTS

- Q3 FY2022 revenues stood at Rs. 17,484 million, a growth of 20% YoY.
- EBITDA for Q3 FY2022 was Rs. 2,820 million, a growth of 22.0% YoY.
- EBITDA margins stood at 16.1% in Q3 FY2022.
- Net profit for Q3 FY2022 was Rs. 1,638 million, a growth of 117.8% YoY; Net margins stood at 9.4%.
- Capital expenditure for the quarter was Rs. 462 million.
- Reduction in gross debt of Rs. 1,365 million in Q3 FY2022; As on December 31, 2021, Net Cash stood at Rs. 4,632 million
- Announces Fourth Interim Dividend of Rs. 28 /share.

**Mumbai, India, February 12, 2022:** Hinduja Global Solutions (HGS) (listed in BSE & NSE) today announced its unaudited Third Quarter Results for FY2022.

Speaking on the results, **Partha DeSarkar, Executive Director and Group CEO of HGS** said: *“HGS continued its strong growth in the third quarter of FY2022, led by robust performance in our UK, digital, and healthcare businesses in a growing BPM demand market. Overall revenue for Q3 stood at Rs. 17,484 million, an increase of 20% YoY, while EBITDA grew by 22% YoY to Rs 2,820 million. We posted a very strong rise by 117.8% YoY in PAT to Rs 1,638 million. These are our highest-ever quarterly profits.*

*In Q3 FY2022, the Retained Business (CES, HRO, and Digital) grew 22.1% on YoY basis, while the recently-divested Healthcare business grew 18.3% on YoY basis.”*

As always, Q3 saw significant traction for HGS from the healthcare open enrolment program, holiday season demand, and ramp-ups for recently won clients in the UK and the US. With the aggressive client activity, HGS expects strong growth in Q4 as well.

HGS completed the divestment of its Healthcare Services business in the first week of January 2022. This transaction is a recognition of the kind of path-breaking work that HGS has been doing in the last two decades in building its domain capabilities and unlocks significant value for the shareholders.

Post completion of the transaction, HGS has declared a third interim dividend of Rs. 150/share, announced a 1:1 Bonus issue as well as a share buyback plan.

HGS has signed definitive agreements for the acquisition of Diversify Offshore, an Australian BPM company as well as agreed in principle to acquire the digital business of NXTDIGITAL.

## Q3 FY2022 EARNINGS PRESS RELEASE

Added Mr. DeSarkar, “We believe these acquisitions will help us to expand into new client markets with already established clientele, strengthen our domain capabilities in digital and media verticals while opening up a direct-to-consumer practice in India.

Today, enterprises are looking for a partner who can help them innovate, grow and optimize their business through digital-led transformation. In line with this, HGS is making significant investments in developing digital solutions to deliver superior customer experiences for clients and their customers. We will continue to build HGS 2.0 through proactive solutioning and acquiring digital capabilities across automation, analytics & AI and cloud even as we look at geographic expansion.”

### Financial Highlights for 9M FY2022

- Overall Revenues increased to Rs. 48,815 million, a growth of 21.3% YoY.
- Healthcare Revenues grew by 13.6%, while revenues from other business grew by 30.4%
- EBITDA stood at Rs. 7,901 million, a growth of 29.6% YoY. EBITDA margins was 16.2%.
- Net profit stood at Rs. 4,173 million , a growth of 102.8% YoY. Net margins was 8.5%.
- Total dividend till date, including the dividend of Rs. 150/share paid in January 2022, stood at Rs. 195/share

### Update on Mergers & Acquisitions

- **Divestment of the Healthcare Services business:**  
HGS completed the sale of its healthcare services business to wholly-owned subsidiaries of Betaine BV (‘Buyer’), funds affiliated with Baring Private Equity Asia (BPEA), one of the largest private alternative investment firms in Asia. The transaction was based on an enterprise value of US\$ 1,200 million, subject to closing adjustments, and resulted in inflows of US\$ 1,088 million. As part of the divestment, HGS transferred all client contracts and assets, including infrastructure related to the healthcare services business, to the Buyer. Over 29,000 employees from HGS across four geographies – the US, India, Jamaica, and the Philippines – joined the new organization, effective January 6, 2022.
- **Acquisition of Diversify Offshore, Australia**  
On January 29, 2022, HGS announced that its subsidiary, HGS International Mauritius, entered into a definitive agreement to acquire 100% equity stake in Diversify Offshore Staffing Solutions Pty Ltd. (Diversify), Australia. The transaction is expected to close by the first week of March, 2022. Diversify is an Australian enterprise, providing value-added BPM services, with delivery operations in Philippines. With the acquisition of Diversify, HGS will open up Australia and New Zealand (ANZ) as a new client market, while supplementing its portfolio in the US. It also bolsters HGS’ portfolio of back-office and non-voice business in domains like Digital Marketing, Finance & Accounts, IT services, etc.

## Q3 FY2022 EARNINGS PRESS RELEASE

- **In-principle approval for acquisition of digital business of NXTDIGITAL Limited**

On January 14, 2022, HGS' Board of Directors agreed in-principle to acquire the digital business of NXTDIGITAL Limited ('NDL'), a related party, through issuance of shares. HGS has appointed intermediaries and independent valuers to carry out the valuation exercise and submit the report including share exchange ratio at the earliest, post which the Board will consider the same. The acquisition of NDL's digital business will not entail cash outflow from HGS as the merger is proposed to be carried out on share exchange on arm's length basis and shall be subject to all applicable regulatory approvals and other requisite approvals. Accordingly, the shareholders of NXTDIGITAL will receive shares of HGS as per swap valuation. The Swap Ratio is being worked upon and will be announced soon.

### Business Highlights for Q3 FY2022

- **Client wins:**
  - Added 3 new logos across verticals for core BPM services and 5 for HRO/ Payroll Processing
  - Signed 16 engagements with new and existing clients for HGS Digital services (RPA, digital, analytics and Social Care services)
- **Clientele:** Post the Healthcare Services divestment, HGS had 125 core BPM clients across its consumer engagement solutions and digital businesses, and 729 HRO/Payroll processing clients.
- **Employee Headcount:** 48,753 as of December 31, 2021. Post the Healthcare Services divestment, the headcount was 19,107.
- **Expansion:** Set up a new delivery center in Jamaica
- **Delivery Centers:** HGS had 53 global delivery centers as of December 31, 2021. Post the Healthcare Services divestment, HGS has 34 delivery centers.
- **Awards & Recognition in Q3 FY2022:**
  - "Innovators" in Avasant Contact Center Business Process Transformation RadarView™
  - "Major Contender" Everest Group Intelligent Automation in Healthcare – Solutions PEAK Matrix® Assessment 2022
  - "Aspirants" in Everest Group Healthcare Analytics PEAK Matrix® Assessment 2022
  - Awarded –
    - Winner in the Innovative Category for Integrated Customer Engagement Model at CII's DX Awards 2021
    - Won 2021 Cloud Computing Excellence Award by TMC
    - Won 2021 Female Executive of the Year - Business Services by Women Stevie Award
    - Won CIO 100 India Award 2021 by IDG Media
    - Won 2021 CIO of the Year at the CIO Vision and Innovation Awards by Transformance Forum
    - Recognized in the 2021 Working Mother and Avtar 100 Best Companies for Women in India by BCWI Study conducted by Avtar
    - Winner in the 3rd D&I Summit and Awards, organized by Transformance Business Media, in following categories:
      - 2021 Diversity Marketing Campaign of the Year
      - 2021 Gender Equability
      - 2021 Diversity & Inclusion Company of the Year



## Q3 FY2022 EARNINGS PRESS RELEASE

### **About Hinduja Global Solutions (HGS):**

A global leader in optimizing the customer experience lifecycle, digital transformation, and business process management, HGS is helping its clients become more competitive every day. HGS combines automation, analytics, and artificial intelligence with deep domain expertise focusing on digital customer experiences, back-office processing, contact centers, and HRO solutions. Part of the multi-billion-dollar conglomerate Hinduja Group, HGS takes a “globally local” approach. Post the Healthcare divestment, HGS has over 19,100 employees across 34 delivery centers in six countries, making a difference to some of the world’s leading brands across verticals. For the year ended March 31, 2021, HGS had revenues of Rs. 55,889 million (US\$ 753.9 million).

Visit <https://hgs.cx> to learn how HGS transforms customer experiences and builds businesses for the future.

### **Safe Harbour**

*Certain statements in this release concerning our future growth prospects are forward-looking statements, which involve a number of risks, and uncertainties that could cause our actual results to differ materially from those in such forward-looking statements. We do not undertake to update any forward-looking statement that may be made from time to time by us or on our behalf.*

For more information, contact:

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## HGS Q3 FY2022 FINANCIALS AND FACT SHEET

Hinduja Global Solutions Limited					
Consolidated Quarterly Profit & Loss Account					Unaudited
(Rs Million)					
Particulars	Q3 FY21	Q2 FY22	Q3 FY22	QoQ Growth	YoY Growth
Operating Revenues	14,568.5	15,825.6	17,484.4	10.5%	20.0%
Other Operating Income	0.0	0.0	0.0		
<b>Revenues From Operations</b>	<b>14,568.5</b>	<b>15,825.6</b>	<b>17,484.4</b>	<b>10.5%</b>	<b>20.0%</b>
Employee Costs	10,053.4	10,963.2	11,773.3	7.4%	17.1%
Other Operating Expenses	2,202.8	2,345.8	2,891.1	23.2%	31.2%
Total Operating Expenses	12,256.2	13,309.0	14,664.4	10.2%	19.6%
<b>Op Profit/EBITDA</b>	<b>2,312.3</b>	<b>2,516.6</b>	<b>2,820.0</b>	<b>12.1%</b>	<b>22.0%</b>
EBITDA Margin	15.9%	15.9%	16.1%		
Depreciation & Amortisation	821.9	757.6	790.1		
Interest & Finance Charges	217.5	196.3	180.9		
Other Income	81.5	390.6	564.2		
Exceptional Item	249.5	247.8	264.8		
Profit Before Tax	1,104.9	1,705.4	2,148.3	26.0%	94.4%
Provision for Taxation	353.1	340.4	510.7	50.0%	44.7%
Profit from Discontd Operations	0.0	0.0	0.0		
<b>Net Profit/(Loss)</b>	<b>751.8</b>	<b>1,365.0</b>	<b>1,637.6</b>	<b>20.0%</b>	<b>117.8%</b>
Shares Outstanding (Mn)	20.88	20.88	20.90		
<b>Diluted Earnings/Share (Rs)</b>	<b>36.07</b>	<b>65.28</b>	<b>78.32</b>		
1st, 2nd and 4th Interim Dividend/Share (Rs)	6.00	10.0	28.0		
3rd Interim Dividend/Share (Rs)	-	-	150.0		
<b>Total Dividend/Share (Rs)</b>	<b>6.00</b>	<b>10.0</b>	<b>178.0</b>		

<b>Hinduja Global Solutions Limited</b>			
<b>Consolidated Nine Months Profit &amp; Loss Account</b>			<b>Unaudited</b>
<b>(Rs Million)</b>			
<b>Particulars</b>	<b>YTD DECFY 2021</b>	<b>YTD DECFY 2022</b>	<b>YoY Growth</b>
Operating Revenues	40,253.3	48,815.2	21.3%
Other Operating Income	0.0	0.0	
<b>Revenues From Operations</b>	<b>40,253.3</b>	<b>48,815.2</b>	<b>21.3%</b>
Employee Costs	27,649.5	33,414.0	20.8%
Other Operating Expenses	6,507.8	7,499.9	15.2%
Total Operating Expenses	34,157.3	40,913.9	19.8%
<b>Op Profit/EBITDA</b>	<b>6,096.0</b>	<b>7,901.3</b>	<b>29.6%</b>
EBITDA Margin	15.1%	16.2%	
Depreciation & Amortisation	2,341.2	2,307.2	
Interest & Finance Charges	678.5	570.5	
Other Income	539.4	1,228.1	
Exceptional Item	851.8	756.3	
Profit Before Tax	2,764.0	5,495.4	98.8%
Provision for Taxation	706.7	1,322.7	87.2%
Profit from Discontd Operations	-	0.0	
<b>Net Profit/(Loss)</b>	<b>2,057.3</b>	<b>4,172.8</b>	<b>102.8%</b>
Shares Outstanding (Mn)	20.88	20.90	
<b>Diluted Earnings/Share (Rs)</b>	<b>98.06</b>	<b>199.57</b>	
1st, 2nd and 4th Interim Dividend/Share (Rs)	18.00	45.0	
3rd Interim Dividend/Share (Rs)	-	150.0	
<b>Total Dividend/Share (Rs)</b>	<b>18.0</b>	<b>195.0</b>	

<b>Hinduja Global Solutions</b>					
<b>Leverage Profile</b>	<b>Unaudited</b>				
<b>(Rs Million)</b>					
<b>Particulars</b>	<b>Q3 FY21</b>	<b>Q4 FY21</b>	<b>Q1 FY22</b>	<b>Q2 FY22</b>	<b>Q3 FY22</b>
Total Gross Bank Debt (Excl. Lease Liabilities)	4,943.7	3,935.8	3,790.4	3,444.7	2,079.8
Less: Cash and cash equivalents	5,411.1	5,300.4	7,990.1	8,452.9	6,711.5
<b>Net Bank Debt/(Net Cash)</b>	<b>(467.4)</b>	<b>(1,364.5)</b>	<b>(4,199.7)</b>	<b>(5,008.2)</b>	<b>(4,631.7)</b>
Networth	19,978.1	20,848.7	22,008.2	22,600.8	23,682.3
<b>Net Bank Debt/TTM EBITDA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>
Gross Bank Debt/ TTM EBITDA	0.69	0.51	0.44	0.38	0.20
Gross Bank Debt/Equity	0.25	0.19	0.17	0.15	0.09

<b>Hinduja Global Solutions</b>			
<b>Summary Balance Sheet</b>	<b>Unaudited</b>		
<b>(Rs Million)</b>			
<b>Particulars</b>	<b>Q3 FY21</b>	<b>Q2 FY22</b>	<b>Q3 FY22</b>
Shareholders' Funds	19,978.1	22,600.8	23,682.3
Total Gross Bank Debt (Excl. Lease Liabilities)	4,943.7	3,444.7	2,079.8
Other Current & Non-Current Liabilities	18,131.8	20,224.3	20,237.2
<b>Capital Employed</b>	<b>43,053.6</b>	<b>46,269.8</b>	<b>45,999.2</b>
Fixed Assets & Intangibles	9,366.7	8,998.5	9,287.1
Other Non-Current Assets	9,746.3	9,581.4	8,728.3
Total Non-Current Assets	19,112.9	18,579.9	18,015.5
Sundry Debtors & Other Current Assets	18,529.6	19,237.0	21,272.2
Cash and cash equivalents	5,411.1	8,452.9	6,711.5
Total Current Assets	23,940.7	27,689.9	27,983.7
<b>Capital Deployed</b>	<b>43,053.6</b>	<b>46,269.8</b>	<b>45,999.2</b>

<b>Hinduja Global Solutions</b>			
<b>Summary Cash Flow Statement</b>	<b>Unaudited</b>		
<b>(Rs Million)</b>			
<b>Particulars</b>	<b>YTD DECFY 2021</b>	<b>FY2021</b>	<b>YTD DECFY 2022</b>
Cash Flow From Ops. & After WC Changes	4,457.3	6,916.1	7,390.1
Cash Flow Due to Net Capital Expenditure	(1,166.8)	(1,580.6)	(1,653.4)
Cash Flow Due to Other Investing Activities	(516.2)	(1,273.4)	(501.2)
Other Items	345.8	349.5	360.2
<b>Cash Flow From Investing Activities</b>	<b>3,120.1</b>	<b>4,411.5</b>	<b>5,595.7</b>
Proceeds/(Repayment) of Debt	(1,213.0)	(2,003.6)	(1,856.1)
Cash from Interest & Others	(1,559.7)	(2,046.3)	(1,660.4)
Dividends Paid	(250.0)	(375.0)	(766.7)
Proceeds From Share Issuance	5.5	5.5	11.9
<b>Cash Flow From Financing Activities</b>	<b>(3,017.2)</b>	<b>(4,419.4)</b>	<b>(4,271.3)</b>
Net Inc.//(Dec) in Cash & Cash Equivalents	<b>102.9</b>	<b>(7.9)</b>	<b>1,324.4</b>
Cash and cash equivalents at BOP	5,308.2	5,308.2	5,300.4
<b>Cash and cash equivalents at EOP</b>	<b>5,411.1</b>	<b>5,300.4</b>	<b>6,624.8</b>



REVENUE BY CURRENCY										
Particulars	Q3 FY2021		Q4 FY2021		Q1 FY2022		Q2 FY2022		Q3 FY2022	
	Rs Million	% terms	Rs Million	% terms	Rs Million	% terms	Rs Million	% terms	Rs Million	% terms
From USD	11,097.4	76.2%	11,173.1	71.5%	10,689.6	68.9%	11,035.0	69.7%	12,633.8	72.3%
From CAD	1,732.7	11.9%	1,632.8	10.4%	1,566.7	10.1%	1,466.2	9.3%	1,471.4	8.4%
From GBP	1,114.4	7.6%	2,133.3	13.6%	2,510.5	16.2%	2,503.4	15.8%	2,542.8	14.5%
From INR	624.0	4.3%	696.7	4.5%	738.3	4.8%	821.0	5.2%	836.3	4.8%

*Note: From Q3FY2021 to Q4FY2021 numbers are audited*

REVENUE BY DELIVERY CENTERS										
Particulars	Q3 FY2021		Q4 FY2021		Q1 FY2022		Q2 FY2022		Q3 FY2022	
	Rs Million	% terms	Rs Million	% terms	Rs Million	% terms	Rs Million	% terms	Rs Million	% terms
USA & Jamaica	5,461	37.5%	5,711	36.8%	5,268	33.3%	5,515	31.5%	6,647	38.0%
India (Domestic)	624	4.3%	697	4.5%	738	4.7%	821	4.7%	836	4.8%
India (International)	2,911	20.0%	2,797	17.9%	2,955	18.7%	3,035	17.4%	3,222	18.4%
<b>India Operations *</b>	<b>3,535</b>	<b>24.3%</b>	<b>3,494</b>	<b>22.3%</b>	<b>3,693</b>	<b>23.3%</b>	<b>3,856</b>	<b>22.1%</b>	<b>4,058</b>	<b>23.2%</b>
Philippines	2,717	18.6%	2,662	17.0%	2,460	15.5%	2,478	14.2%	2,758	15.8%
Canada	1,733	11.9%	1,633	10.4%	1,567	9.9%	1,466	8.4%	1,471	8.4%
UK/EU	1,111	7.6%	2,130	13.6%	2,506	15.8%	2,499	14.3%	2,540	14.5%
Middle East	12	0.1%	7	0.0%	11	0.07%	11	0.1%	10	0.1%

*Note: From Q3FY2021 to Q4FY2021 numbers are audited*

REVENUE BY VERTICALS										
Particulars	Q3 FY2021		Q4 FY2021		Q1 FY2022		Q2 FY2022		Q3 FY2022	
	Rs Million	% terms	Rs Million	% terms	Rs Million	% terms	Rs Million	% terms	Rs Million	% terms
Technology & Telecom	2,172.8	14.9%	2,065.7	13.2%	1,921.9	12.1%	1,597.6	9.1%	1,447.9	8.3%
Healthcare & Insurance	8,156.0	56.0%	8,708.5	55.7%	7,835.0	49.5%	8,206.7	46.9%	9,707.0	55.5%
Consumer & Retail	1,426.0	9.8%	1,388.5	8.9%	1,291.0	8.2%	1,225.9	7.0%	1,290.9	7.4%
Banking & Financials	1,132.4	7.8%	1,331.2	8.5%	1,425.7	9.0%	1,455.3	8.3%	1,445.2	8.3%
Media & Entertainment	330.0	2.3%	314.5	2.0%	419.9	2.7%	456.6	2.6%	534.1	3.1%
Chemicals & Biotech	241.8	1.7%	285.1	1.8%	351.9	2.2%	395.4	2.3%	349.0	2.0%
Misc. & Others	1,109.3	7.6%	1,542.4	9.9%	2,259.8	14.3%	2,488.1	14.2%	2,710.2	15.5%

*Note: From Q3FY2021 to Q4FY2021 numbers are audited*  
*From Q1FY 2022 onwards Healthcare vertical which was not the part of Sale of Healthcare Business got reclassified to Others*

ONSHORE to OFFSHORE REVENUE MIX										
Particulars	Q3 FY2021		Q4 FY2021		Q1 FY2022		Q2 FY2022		Q3 FY2022	
	Rs Million	% terms	Rs Million	% terms	Rs Million	% terms	Rs Million	% terms	Rs Million	% terms
Onshore Revenues	7,112.1	48.8%	8,269.3	52.9%	8,019.6	51.7%	7,993.8	50.5%	8,659.7	49.5%
Offshore Revenues *	7,456.4	51.2%	7,366.5	47.1%	7,485.6	48.3%	7,831.8	49.5%	8,824.7	50.5%

*Note: From Q3FY2021 to Q4FY2021 numbers are audited. Offshore includes Nearshore as well.*

CLIENT CONCENTRATION										
Particulars	Q3 FY2021		Q4 FY2021		Q1 FY2022		Q2 FY2022		Q3 FY2022	
	Rs Million	% terms	Rs Million	% terms	Rs Million	% terms	Rs Million	% terms	Rs Million	% terms
Revenue from Top Customer	3,280.9	21.2%	3,169.9	20.0%	2,982.4	18.8%	3,439.2	19.7%	3,373.4	19.3%
Revenue from Top-5 Customers	8,323.6	53.7%	8,709.7	55.0%	7,876.6	49.8%	8,823.4	50.5%	8,864.0	50.7%
Revenue from Top-10 Customers	9,859.8	63.6%	10,286.7	65.0%	10,236.1	64.7%	11,483.1	65.7%	11,052.6	63.2%
Revenue from Top-20 Customers	11,661.5	75.2%	12,033.8	76.0%	12,159.8	76.8%	13,513.2	77.3%	13,218.8	75.6%

*Note: From Q3FY2021 to Q4FY2021 numbers are audited*

REGIONWISE EMPLOYEE/HEADCOUNT TRENDS										
Particulars	Q3 FY2021		Q4 FY2021		Q1 FY2022		Q2 FY2022		Q3 FY2022	
	Numbers	% terms	Numbers	% terms	Numbers	% terms	Numbers	% terms	Numbers	% terms
India	17,989	43.8%	18,441	46.2%	19,613	45.9%	20,334	43.5%	21,218	43.5%
Philippines	10,538	25.6%	9,439	23.7%	9,771	22.8%	10,696	22.9%	12,258	25.1%
US/Jamaica	7,511	18.3%	6,876	17.2%	7,661	17.9%	10,393	22.3%	10,153	20.8%
Canada	2,291	5.6%	2,357	5.9%	2,678	6.3%	2,479	5.3%	2,191	4.5%
UK/Europe	2,778	6.8%	2,773	7.0%	3,044	7.1%	2,796	6.0%	2,933	6.0%
Middle East	3	0.0%	3	0.0%	2	0.0%	0	0.0%	0	0.0%
<b>Total Headcount</b>	<b>41,110</b>		<b>39,889</b>		<b>42,769</b>		<b>46,698</b>		<b>48,753</b>	

CAPEX to OPEX SEATS										
Particulars	Q3 FY2021		Q4 FY2021		Q1 FY2022		Q2 FY2022		Q3 FY2022	
	Numbers	% terms	Numbers	% terms	Numbers	% terms	Numbers	% terms	Numbers	% terms
Capex Seats	21,354	62.0%	19,357	59.0%	19,078	60.0%	18,531	57.6%	16,921	54.7%
Opex Seats	13,088	38.0%	13,458	41.0%	12,726	40.0%	13,645	42.4%	13,991	45.3%
<b>Total Headcount</b>	<b>34,442</b>		<b>32,815</b>		<b>31,804</b>		<b>32,176</b>		<b>30,912</b>	

Note: From Q3FY2021 to Q4FY2021 numbers are audited

REVENUE RUN RATE (Numbers)					
	Q3 FY2021	Q4 FY2021	Q1 FY2022	Q2 FY2022	Q3 FY2022
Above Rs200mn/Quarter	14	13	14	14	16
Above Rs150mn/Quarter	24	16	17	18	21
Above Rs100mn/Quarter	24	21	20	21	26
Above Rs50mn/Quarter	44	43	44	40	47
Above Rs10mn/Quarter	80	81	78	83	86

Note: From Q3FY2021 to Q4FY2021 numbers are audited

AVERAGE MONTHLY REVENUE PER EMPLOYEE (RUPEES)					
	Q3 FY2021	Q4 FY2021	Q1 FY2022	Q2 FY2022	Q3 FY2022
India Overall	65,838	63,934	64,702	64,346	65,109
Philippines	88,747	88,820	85,385	80,718	80,110
Jamaica	97,295	1,05,102	91,940	88,443	1,03,404
US Domestic *	3,64,293	4,09,693	3,94,105	3,17,315	3,30,782
UK/Europe	1,92,415	3,05,526	3,09,372	2,85,275	2,95,517
Canada	2,02,938	1,96,100	1,91,611	1,89,544	2,10,048
Overall	1,20,369	1,28,692	1,25,055	1,17,923	1,22,118

Note: \*US includes US Domestic + Colibrum + Axis Point + Elements