



December 3, 2021

BSE Limited

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

Scrip Code : 532859

National Stock Exchange of India Ltd.

"Exchange Plaza",
Bandra Kurla Complex, Bandra (E)
Mumbai - 400 051.

Symbol : HGS

Dear Sirs,

Sub: CEO's letter to Shareholders - 2nd Interim Dividend

We are enclosing a copy of CEO's letter being sent to the Shareholders of the Company in respect of payment of 2nd Interim Dividend for the Financial Year 2021-22.

Thanking you,

Yours truly,

For **Hinduja Global Solutions Limited**

Narendra Singh
Company Secretary

Encl : a/a.

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



HINDUJA GROUP

DIVIDEND INTIMATION



December 3, 2021

Dear Shareholder,

I am happy to share with you this business update on HGS' performance and unaudited financial results of the second quarter (Q2) of FY2022.

Building on the momentum from the last quarter, HGS recorded impressive growth across all financial parameters with revenue, EBITDA and PAT all growing in double digits. We are especially pleased that our profitability continues to expand; Q2 saw a YoY growth of 67.9%.

The performance was driven by robust growth in revenues and margins of our UK business, our digital business as well as the healthcare business. Strong revenue growth coupled with savings from the hybrid working model helped us mitigate challenges arising from talent supply constraints to report increased EBITDA margins.

Highlights from Q2 FY2022:

- Q2 FY2022 revenues stood at Rs. 15,826 million, a growth of 18.8% YoY.
- EBITDA for Q2 FY2022 was Rs. 2,269 million, a growth of 21.2% YoY.
- EBITDA margins stood at 14.3% in Q2 FY2022.
- Net profit for Q2 FY2022 was Rs. 1,365 million, a growth of 67.9% YoY; Net margins stood at 8.6%.
- Capital expenditure for the quarter was Rs. 744 million.

Highlights from H1 FY2022:

- Revenues increased to Rs. 31,331 million, a growth of 22.0% YoY.
- EBITDA stood at Rs. 4,590 million, a growth of 37.9% YoY. EBITDA margins was 14.6%.
- Net profit stood at Rs. 2,535 million, a growth of 94.2% YoY. Net margins was 8.1%.

In H1 FY2022, a large part of the growth momentum came from the non-healthcare business, which grew by 33.5% YoY. With the imminent divestment, this is a very good sign for HGS as we continue to evolve as a digital-led customer experience company.

The Board of Directors of HGS, at its meeting held on November 12, 2021, declared a second interim dividend of Rs.10/- per equity share of Rs.10/- each for FY2022. The Record Date for the second interim dividend entitlement is November 25, 2021 and the dividend payment date is December 3, 2021.

I thank you for your invaluable support and look forward to the same in future.

Yours Sincerely,

Partha DeSarkar

Chief Executive Officer

Business Highlights for Q2 FY2022

- Client wins
 - ✓ Added 10 new logos across verticals for core BPM services and seven for HRO/ Payroll Processing
 - ✓ Signed 14 engagements with new and existing clients for HGS Digital services (RPA, digital, analytics and Social Care services)
- Clientele: As of September 30, 2021, HGS had 262 core BPM clients and 724 HRO/Payroll processing clients.
- Employee Headcount: 46,698 as of September 30, 2021, an increase of 3,929 from Q1, FY2022.
- Delivery Centers: HGS had 52 global delivery centers across seven countries as on September 30, 2021.
- Awards & Recognition in Q2 FY2022
 - ✓ Included in Digital contact center services—Top 10: CX Services in the Pandemic Economy—The Best of the Best Service Providers, HFS
 - ✓ Major Contender in Revenue Cycle Management (RCM) Operations – Services PEAK Matrix® Assessment 2021, Everest
 - ✓ Included in 2021 Everest Group BPS Top 50™
 - ✓ Major Contender in CXM – Service Provider Landscape with Services PEAK Matrix® Assessment 2021, Everest
 - ✓ Booming 15 - Service & Technology Provider Standouts—Global, the ISG Index™ Global Sourcing and As-a-Service Market Insights – Q2 2021, ISG
 - ✓ *Awarded* –
 - 2021 Excellence in Strategic Partnership, IAOP
 - Silver in COVID-19: Most Exemplary Employer category and Bronze in Innovative Achievement in Customer Satisfaction category, APAC Stevie Awards
 - Winner in Gender Equability and D&I Company of the year categories, Transformance 3rd D&I Summit and Awards