



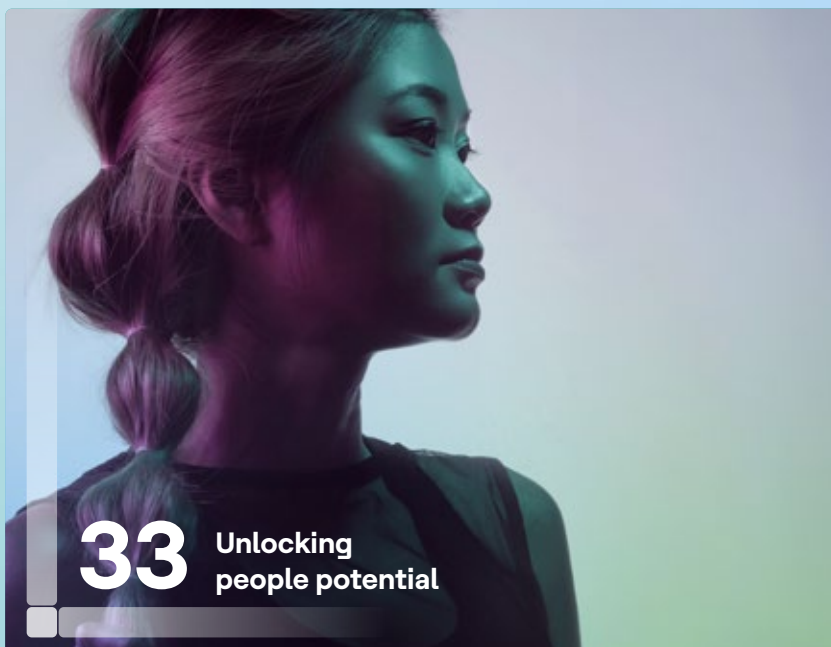
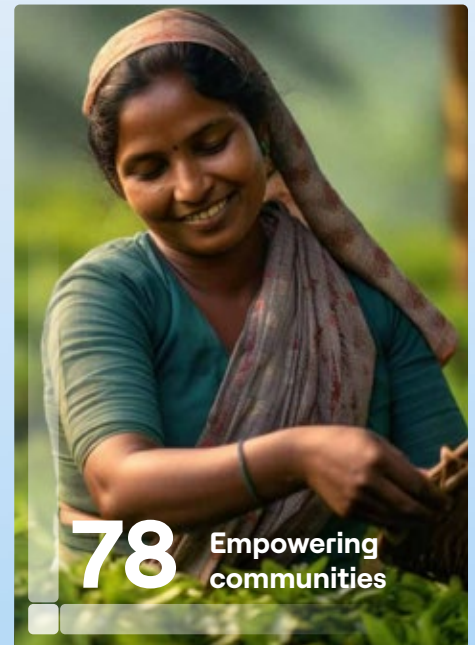
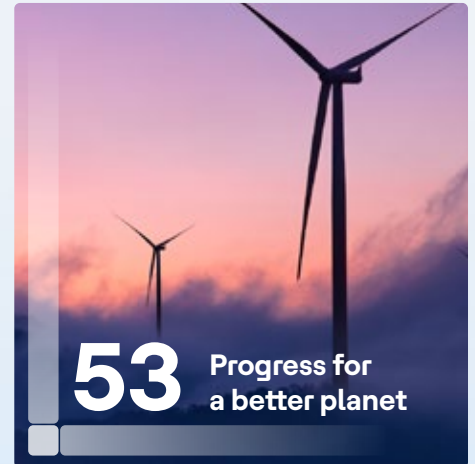
HCLTech

2024
Sustainability
Report

HCL

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Message from the CEO

"As we unveil our latest sustainability report, I am filled with immense pride to share the significant progress HCLTech has made in our journey towards a more sustainable and equitable future. This past year has been a testament to our collective efforts in making strides towards net-zero."

We have taken decisive and measurable steps towards our environmental goals, achieving a remarkable reduction in emissions over the past four years. Our Scope 1 and 2 emissions have decreased by 25% compared to our FY20 baseline, surpassing the SBTi verified target pathway by 5% for this year. Additionally, we have achieved a 29% reduction in Scope 3 emissions in FY24 compared to our baseline year of FY20, which is nearly 12% more than the target set for this year, aligned with our committed 2030 target.

Cleantech, for example, revolutionizes sustainability by offering innovative solutions that comply with regulations and drive competitive advantage. At HCLTech, we leverage advanced technologies like our award-winning NIO platform to enhance energy efficiency and reduce our carbon footprint. These solutions also help businesses cut costs, extend product lifecycles and thrive in an eco-conscious market.

Our dedication to sustainable practices is evident in our initiatives. We have improved our renewable energy consumption by 6% and decreased total energy consumption by 26% as compared to FY20 baseline year. We have taken decisive steps to drastically reduce water consumption, enhance water efficiency and preserve water quality across our offices. Since 2020, we have cut our water usage by 40% in India, where the majority of our operations are based and improved the resilience of communities against water stress. The scale of our initiatives is highlighted by the fact that our work in communities replenished 32 times more water than we consumed throughout the year.

To further extend our positive impact beyond our organization, we launched the HCLTech Americas Grant program, committing \$5 million in grants over five years to support Not-For-Profit organizations (NPOs) with innovative projects focused on combating climate change, restoring ecosystems and enhancing biodiversity across the Americas.

Our commitment to Diversity, Equity and Inclusion is reflected at the highest levels of our organization. Our diverse board exemplifies our belief in the power of diversity in decision-making. While we recognize that there is still much work to be done, our sincere efforts are beginning to yield positive results.

It is gratifying to see our intentions and progress being recognized by various agencies. We have been acknowledged as being at a leadership level by CDP and have been ranked as one of the World's Most Ethical Companies® in 2024. Furthermore, we continue to be in the top quartiles of all leading ESG ratings.

Beyond our own operations, we remain steadfast in our commitment to empowering communities in the markets where we operate through our corporate social responsibility activities. To date, the HCLFoundation has positively impacted 6.5 million lives.

In sum, our actions this year have consistently reflected our purpose: to bring together the best of technology and our people, to supercharge progress. As we move forward, we are committed to delivering on our purpose and setting an example of responsible leadership in the technology sector. Our journey is far from over, but our achievements thus far inspire us to continue striving for a brighter, more sustainable future.

I want to extend my heartfelt gratitude to our dedicated employees, community partners and all relevant stakeholders. Your unwavering support and commitment have been instrumental in achieving our sustainability goals. Together, we have made significant strides towards a more sustainable and equitable future. Thank you for your continued partnership and collaboration.



C Vijayakumar



Introduction

Introduction

To maximize our contribution towards the United Nations Sustainable Development Goals (SDGs) we have woven sustainability into our business strategy with three objectives in mind: to meet our own sustainability goals, help our clients achieve their sustainability goals and create a positive impact for all stakeholders.

These objectives are underpinned by our three guiding principles:

Act:
Acting in the most responsible and sustainable manner and ensuring every resource is used efficiently to maximize value.

Pact:
Working for a sustainable future in collaboration with our clients, partners, communities and all stakeholders.

Impact:
Focusing on creating sustainable impact through all initiatives and activities.

Recognizing the tremendous business opportunity in addressing client needs in this area, we are developing an integrated value proposition to meet the potential demand.

Sustainability targets and goals

We have established specific targets for sustainability



Planet

- Achieve net zero by 2040
- Reduce absolute Scope 1 and 2 emissions by 50% by 2030
- Transition 80% of electricity usage to renewable energy by 2030
- Achieve zero waste to landfill at all owned facilities by 2025



People

- Improve the sustainability knowledge and skills of our employees
- Improve gender diversity in the workforce with 40% Women by 2030
- Increase gender representation in senior leadership levels to 30% by 2030
- Be recognized among the best employers in our key operating geographies



Governance

- Strengthen our sustainable supply chain process.
- Integrate ESG with risk management and internal audit processes.
- Establish ourselves as a recognized leader in information security practices and data privacy standards.



Highlights FY23–24 by chapter

Progress for a better planet

25%

reduction in Scope 1 and 2 emissions (against baseline FY20)

29%

decrease in Scope 3 emissions (against baseline FY20)

26%

reduction in energy consumption (against baseline FY20)

6%

increase in renewable energy consumption (against baseline FY20)

'A-' rating

CDP 'A-' rating for Climate change disclosures

32x

Recharged 32x more water than consumed

98%

owned buildings 'Platinum' Green Building Councils.

Unlocking People Potential

15,700+

Over 15,700 hours of employee training at our Sustainability School

93%

employees trained on skill upgradation programmes.

25

Top Employer in 25 countries and accolades for workplace fairness and equity

7800+

ideas implemented through our Value Portal initiative, delivering 1.4 billion value to clients

117

patents granted

Empowering Communities

6.5

million lives impacted through the HCLFoundation, 54% were female beneficiaries

13,500

persons with disability supported

2.12

million saplings planted and 243 water bodies created or rejuvenated.

Sustainable Supply Chain

'A' rating

Received the highest 'A' rating from CDP for Supplier Engagement on Climate Change

88%

of global spend is local

Integrating Digital Technology and Sustainability

Net-Zero

Net-Zero Intelligent Operations (NIO) solution recognized with the 2023 IoT Evolution, Industrial IoT Product of the year award.

Awards

Sustainability Award and NASSCOM Spotlight Award.





About this report

Reporting principles

This report is aligned to the Global Reporting Initiative (GRI) standards issued by the Sustainability Standard Board (GSSB), Business Responsibility and Sustainability Reporting (BRSR) as mandated by the Security and Exchange Board of India (SEBI), the Taskforce on Climate-Related Financial Disclosures IFRS S1 and the United Nations Sustainable Development Goals (UNSDGs). By using a combination of the above-mentioned frameworks, we aim to provide a comprehensive and consistent statement of the organization's sustainability performance, commitments and goals.

Reporting content

1. **Reporting period:** 1st April 2023– 31st March 2024

2. **Restatements:** Yes. This Sustainability Report has undergone a comprehensive review process to ensure accuracy and transparency. During our assessment, we identified specific areas that necessitated restatement, primarily due to updates in measurement methodologies, revised data collection processes and refined reporting boundaries. These restatements have been implemented to provide stakeholders with the most current and reliable information available. The reasons for the restatements have been meticulously documented and the impact on relevant indicators and metrics has been quantified. The revised values are presented alongside the original figures for clear comparison. Narrative explanations accompany the restatements to provide context and underscore the implications of these changes. We firmly believe that these restatements enhance the integrity and reliability of our Sustainability Report and we remain dedicated to delivering accurate and meaningful information to our stakeholders.

3. **Date of most recent report:** August 2023.
www.hcltech.com/sustainability

4. **Reporting cycle:** Annual

5. **Reporting Boundary:** Unless otherwise mentioned, the scope of this report includes the operations of HCLTech across all locations.

6. **Assurance:** Our sustainability disclosures are reviewed and verified internally by cross functional teams. The report is also assured by an independent external auditor, DNV Business Assurance India Pvt. Ltd.

Material Topics

We embraced a holistic approach to assess the material topics. Our 12 material topics were identified considering ESG perspectives alongside financial implications. This approach ensured that the process adhered to the principle of double materiality, considering significance of these topics from multiple perspectives, both internal and external while ensuring comprehensive coverage of financial aspects.. Looking at material topics through a risk, opportunity and responsibility lens has enabled HCLTech to focus on areas where we can create impact, understand growth opportunities in certain areas, while also identifying areas which may present risk. This allows us to prioritize our actions and allocate resources accordingly.

ESG material topic

Mapping of SDGs

Environment

Eco efficiency: At HCLTech, we focus on resource optimization and efficiency while reducing the negative environmental impacts of our operations.



Climate change: Addressing, mitigating and adapting to climate-related risks while capitalizing on opportunities presented by climate action.



Social

Human capital: Employees are our most valuable asset. Rapid change is a constant in the technology sector and we need to upskill and reskill our employees to deliver cutting edge solutions to our clients.



Local hiring: It is our responsibility to be part of the communities in which we operate. To address this, we invest in local talent and work with local academic partners.



Diversity, equity and inclusion (DEI): Our DEI strategy has been designed to ensure that every employee feels included and valued. By fostering a climate free of bias, where equity and mutual respect are intrinsic, we are a result-oriented and caring organization that nurtures intellectual strength and produces innovative solutions from the synergy of our people.



Talent acquisition and retention: Our talent management plans don't just focus on attracting and retaining our skilled workforce, they develop the workforce, manage performance, transition talent to new leadership roles and make our workplace culture a competitive advantage.



Work environment: We ensure that our employees have the best-in-class facilities. We have also created robust systems to make sure that our employees work in a safe and healthy environment.



Corporate citizenship: We engage our employees in integrated community development projects, which creates transformative change among different communities and stakeholders.



Governance

Sustainable procurement: To drive sustainability across our value chain, we have developed a procurement strategy that evaluates suppliers on specific ESG dimensions and conducts programs that improve suppliers' knowledge of sustainability.



Sustainable impact on clients: As there is a growing recognition of the interdependence of digitalization and sustainability, we are ready to help our clients through our sustainable solutions.



Governance and ethics: We have established policies, mechanisms and processes that follow the highest standard of ethics. This has played a pivotal role in the credibility that the organization has generated over many years.



Cybersecurity, data protection and system availability: As cyber threats and security breaches become more advanced it is critical for us to have superior security systems and management plans.



The materiality assessment is conducted on annual basis. We retained the same 12 material topics for FY23–24 that we had identified in the previous year. This decision was made after a comprehensive review of our sustainability strategy, stakeholder feedback and the impact of external trends and developments. We believe that the current list of material topics is still relevant and aligned with our business priorities and sustainability goals. By maintaining consistency in our material topics, we can track our progress and demonstrate our ongoing commitment to these key sustainability issues in a more profound manner.

Our 12 material topics have been categorized based on the risks and opportunities they present to the company. Looking at material topics through a risk and opportunity lens has enabled HCLTech to understand our growth opportunities in certain areas, while also identifying areas which may present risk. This allows us to prioritize our actions and allocate resources accordingly.

S. No.	Material issue identified	Indicate whether risk or opportunity	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	Climate change	Risk and opportunity	Climate change poses both a physical and a transition risk to HCLTech's business operations. There is a growing requirement from clients, partners and investors to disclose, commit and work towards reduced emissions. The potential carbon taxes in the future either directly or indirectly are also considered as a risk. However, there is a clear opportunity for HCLTech through climate action. Although the initial investment required to transition to a low carbon economy is high, the transition guarantees a return on investment in many geographies. HCLTech's IT services that can help clients reduce their carbon footprint, represent another opportunity. HCLTech treats any opportunity lost as a risk.	As a part of our net- zero strategy, HCLTech is committed to limiting greenhouse gas emissions aligned to the 1.5°C pathway by 2030 and to achieving net zero by 2040. A clear road map is planned towards this commitment. HCLTech is also investing and developing services that help clients and partners meet their commitments on climate change. HCLTech has also identified projects to work with communities to move towards a climate resilient future.	The financial implication of this risk and opportunity can be classified as increased operation cost due to climate change and lost opportunity cost from a business environment. This is detailed in the TCFD disclosures.

2	Eco - efficiency	Risk and opportunity	Eco-efficiency is an opportunity for HCLTech to improve process efficiency while minimizing environmental damage. HCLTech has implemented various energy efficiency initiatives to reduce energy consumption, water consumption and waste minimization. Water and waste can also be linked to social license to operate in the communities we operate.	HCLTech has defined monitoring and governance systems covering all eco-efficiency parameters. These are reviewed and budgets are allocated for performance improvement.	The financial opportunity is the cost saved for operations. The financial risk is any disruption to operations.
3	Human capital	Risk and opportunity	HCLTech defines human capital as skills, knowledge and experience possessed by an employee or a team, that can be valuable to the organization. We require constant upskilling and reskilling of our employees to ensure we deliver top services to our clients. As the digital technology space is expanding there is a war for talent and improving our existing human capital will be critical.	HCLTech has a clear institutional mechanism to map future skillset requirements and has programs for upskilling and reskilling employees. There are measurements used to gauge the performance of the initiative, which are reviewed periodically.	The financial implication is the risk related to quality of deliverables and loss of opportunity.
4	Local hiring	Opportunity	Hiring local talent is not just the right thing to do, but an effective strategy to improve talent retention. It also signals to the community that we are invested in that location.	As a strategy HCLTech has expanded its offices to smaller cities (New Vistas) and provided a hybrid workspace to further enable people prospects. Across the globe, in the countries where we operate, we are investing in local talent.	Financially, the opportunity can be seen as a result of improved talent retention and better relations with the community and clients.

5	Diversity, equity and inclusion (DEI)	Risk and opportunity	<p>The risk is that without strong policies around DEI we may struggle to attract talented individuals. To maintain our innovative culture, we recognize the importance of diversity in thought, ideas and perspectives. There is ample evidence to showcase that DEI creates stronger bonds among individuals and has a positive impact on creativity, problem-solving and overall organizational success and hence forming a stronger organization.</p>	<p>HCLTech has clear policies, processes and governance structures to monitor the performance of our DEI strategy. We have a DEI and ESG Committee set up in our Board to ensure a strategic focus. Goals and targets are identified and integrated into the performance evaluation of leaders. A separate team works on various initiatives to further our commitment.</p>	<p>The opportunity can be evaluated in terms of the outcomes of a more diverse and inclusive workplace. It can be in terms of productivity, innovation or retention of talent.</p>
6	Talent attraction and retention	Risk and opportunity	<p>Meeting the increasing demand for new talent poses a significant risk and a unique opportunity. The increasing shifts globally towards the adoption of digital solutions have further increased the skilled labor imbalance. However, we view it as an opportunity to align our work culture with global trends, thereby enhancing employee loyalty while also increasing their efficiency.</p>	<p>HCLTech's strategy is to focus on building the workplace of tomorrow—one which promotes equality, a collaborative and transparent culture and deploys a robust training strategy designed to meet the development needs of employees at all levels. The company provides employees with progressive career paths through internal opportunities.</p>	<p>Failing to effectively attract and retain talented individuals can result in missed opportunities for growth and innovation, leading to decreased productivity and competitiveness. Additionally, the costs associated with recruiting, onboarding and training new employees are significant.</p>

7	Work environment	Risk and opportunity	<p>HCLTech identified the work environment as a material topic considering both the emotional and physical aspects of our employees.</p> <p>Good work spaces, wellness spaces, creches, gyms, etc., are integral parts of our offices. It is also important to create an environment that is safe where employees have the confidence and trust to report on any kind of discrimination or harassment.</p>	<p>We ensure that our offices are designed and planned to ensure the comfort of our employees.</p> <p>We have clear policies and processes to prevent any discrimination and harassment in our workplaces. These are communicated regularly and employees are encouraged to report on any incidences.</p> <p>We have tracking mechanisms to ensure we take preventive steps. Independent investigation of incidents is also ensured.</p>	<p>The comfort and trust of the employee in a good work environment result in dedicated employees.</p> <p>Hence the financial impact is a result of a healthy and safe employee performing to their potential. An incident can also result in a reputation loss of the organization and this can result in potential loss of opportunities.</p>
8	Citizenship	Opportunity	<p>Corporate citizenship is not just an opportunity for HCLTech but rather it is the backbone of the organization. It is our responsibility to the community in which we operate.</p>	<p>The HCLFoundation in India and the various employee councils around the world highlight our focus. Apart from the positive impact on the beneficiaries, our initiatives demonstrate that we are a credible organization with which to be associated.</p>	<p>Outcomes resulting from improved trust and credibility in the community can be a potential financial implication for HCLTech.</p>
9	Sustainable impact on clients	Opportunity	<p>As a leader in IT services, HCLTech is uniquely positioned to assist its clients to innovate through advanced technology and digitalization while being responsible and respectful in its usage. HCLTech already works with clients on several sustainable solutions.</p>	<p>HCLTech believes that any opportunity not capitalized is a risk. Therefore, we created a dedicated team which works with various sector heads to identify opportunities related to sustainability and create the appropriate sustainability-related solution for our clients.</p>	<p>The direct financial implication will stem from the number of new projects with clients.</p> <p>Indirectly, the impact can be the benefit of environmental and social capital.</p>

10	Cyber security, data protection and system availability	Risk and opportunity	<p>Security and privacy: Remote working coupled with an expansion of the company's operations increases the risk of data breaches and non-compliance with data privacy, protection and regulations. Clients will be looking for enhanced privacy and security, something that we can provide based on our solution-oriented business model.</p> <p>Business continuity: Given the complex and expanding network of services offered and spread of operations, there is a potential that our business may be affected due to disruptions materializing in our environment which could impact the availability or continuity of operations.</p> <p>System availability: This has a direct correlation with our productivity and impact on services offered to our clients.</p>	<p>HCLTech ensures a globally interconnected oversight framework involving governance, policies, procedures, training and awareness programs, global privacy impact assessments, privacy by design, data mapping, third-party contractual oversight, incident management and a mechanism for monitoring regulatory compliance for every geography. Our Crisis & Resilience program showcases our focus on integrating resilience as an intrinsic part of our business operating model and seeks to embed "resilience by design" across the dimensions of work, workforce, workplace, business operations, technology, supply chain and leadership.</p> <p>Our Information and cybersecurity program ensures a strong security posture for HCLTech and our clients. Our security posture has been validated by independent, industry recognized certifications and attestation standards, including quarterly oversight by the Board. We also have cyber insurance that covers different types of breaches and cyber events.</p>	<p>Any incident has a direct impact on that specific project with the client or on HCLTech as an organization. It may lead to regulatory implications, reputational challenges and financial implications.</p>
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11	Sustainable procurement	Risk and opportunity	Sustainable procurement helps us understand and evaluate our ESG footprint across our value chain. Through sustainable procurement, HCLTech capitalizes on value creating opportunities like responsible sourcing, collaboration with upstream and downstream partners and improving supply chain governance. A sustainable supply chain also helps de-risk the supply chain because some of the ESG-related risks can create business continuity issues.	HCLTech has integrated sustainability into its procurement process. The Supplier Code of Conduct is integrated with sustainability requirements. We have incorporated an ESG due-diligence process for onboarding new vendors. HCLTech has also conducted an ESG risk evaluation of the supply chain and identified categories and vendors who will be audited. The audit requirements are integrated into the Vendor Risk Management program.	The financial implications can be a result of any business continuity issues of ESG non-compliance in the supply chain or reputation challenges resulting in such a scenario.
12	Governance and ethics	Risk and opportunity	Governance and Ethics are the foundations of HCLTech culture. We structure our governance to permeate ethical conduct throughout the organization. Our strong governance and ethical culture help our viability over the long term. The regulation around governance is tightening as more requirements around accountability, transparency and fairness are becoming commonplace. We are focused on both current and future regulation to ensure we are fully prepared for any change.	HCLTech has stipulated policies, processes and systems to ensure ethical conduct and strong governance. The Code of Business Ethics and Conduct (COBEC) is our principal document that outlines the way HCLTech employees should conduct business. The whistle-blowing policy and various other reporting channels help to identify any challenges that need to be corrected. The Board also reviews this periodically through the Audit Committee.	Non-compliance with corporate governance regulations can have several financial implications and reputational consequences. Regulatory actions taken against the company can lead to penalties, fines and legal expenses, negatively impacting its financial performance. Moreover, there is a risk associated with incidents that may not be regulatory in nature but still raise questions about the ethical conduct of the business.

We will continue to monitor and evaluate our material topics on an ongoing basis and make changes as necessary to ensure they remain aligned with our sustainability strategy and stakeholder expectations. Stakeholder engagement is the main way we identify our material issues and the process helps us gather relevant feedback, data and opinions. Our stakeholder interactions enable us to choose the most pertinent material issues and identify measures to optimize our ESG strategies. We continue to re-examine stakeholders' feedback received through surveys, engagement sessions and other channels to identify emerging trends, business issues, or risks that could impact our organization.

Stakeholders

Table: Communicating with our stakeholders

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
Investors/ Shareholders	No	Online surveys, focus group discussions, one-on-one interviews, non-deal roadshows, investor events (one-on-one and in groups) and reverse roadshows. Geo-based management-level meetings post quarterly results. Webinars (one-on-one and in groups).	Quarterly	<p>Purpose To maximize shareholder value, attract investment and provide transparent communication.</p> <p>Scope: Regular financial reporting, investor conferences, analyst interactions and timely updates on business performance, strategy and corporate governance.</p> <p>Aspects discussed: Clarification on ESG parameters, 3-to-5-year ESG Roadmap, delivery model, hybrid work environment, supply-side pressures like attrition rate and hiring rate, sustainability of demand.</p>
Employees	No	Surveys, Focus Group Discussions and Online Modes of Communication. Emailers, Newsletters, Volunteering calendars, Rewards & Recognitions. Employee Passion clubs. Festivals and other celebrations. Wellness sessions. Family sessions. Employee Resource Groups like Women connect. Employee connect portal 360-feedback. Client and HCLtech leader sessions.	Monthly	<p>Purpose To nurture a talented workforce, enhance employee satisfaction and foster a positive work environment.</p> <p>Scope:</p> <ul style="list-style-type: none"> • Skill development programs, employee engagement activities, recognition and rewards, health and wellness initiatives, career growth opportunities and open communication channels • Feedback and grievance redressal • Employee engagement (fun at work/motivation/ happiness/passion/wellbeing) • Engagement for self-performance improvement and team productivity improvement • DEI • Career support programs • Employee assistance program • Employee feedback on policies • Training programs and learning nuggets – functional and cultural (E.g., Inclusion lab) • Maternity/paternity support <p>Aspects discussed: Work environment, opportunities for growth, wellbeing, mentorship programs and accessing idea-sharing platforms.</p>

Clients	No	Client experience engagement	Annually	<p>Purpose</p> <p>To deliver exceptional client experiences, build long-term relationships and meet client expectations.</p> <p>Scope: Quality products and services, personalized solutions, prompt client support, feedback mechanisms, client satisfaction surveys and continuous improvement based on client insights.</p> <ul style="list-style-type: none"> • Resolution of any delivery challenges. • Feedback on technology and services being implemented. • Discovery of adjacent net new opportunities. • Grow footprint and upsell. • ABM marketing plans. • QBR process. <p>Aspects discussed:</p> <ul style="list-style-type: none"> • Contract compliance. • Resource management. • Payment queries. • Delivery challenges or delays
Communities in which we operate	Yes	Survey, Focus Group Discussions, Capacity Building, Regular Interactions & Discussions	Monthly	<p>Purpose</p> <p>To actively support local development in the identified slums/intervention sites, enhance social wellbeing and promote sustainable practices within communities through CSR Initiatives.</p> <p>Scope: Community development initiatives, early childhood care and development, education and skill-building programs, healthcare support, water sanitation and hygiene (WASH) and volunteering activities.</p> <p>Assessment undertaken for Corporate Social Responsibility (CSR) projects and grievance redressal.</p> <p>Aspects discussed: Education, water, sanitation and hygiene (WASH), malnutrition, environmental sustainability, skill development and employability</p>

Vendors & Suppliers	No	Supplier escalation mailbox system, online surveys and a dedicated vendor helpdesk.	Quarterly (depends on engagement). Internal surveys for supplier performance assessment quarterly. Due-diligence during onboarding the vendor.	<p>Purpose</p> <p>To establish mutually beneficial relationships, ensure the supply chain efficiency and drive business growth.</p> <p>Scope: Supplier diversity programs, fair and transparent procurement processes, collaboration on innovation, timely payments and building long-term partnerships based on trust and shared value.</p> <ul style="list-style-type: none"> • Query resolution and grievance redressal. • Supplier performance assessment. • Vendor due diligence. • Risk assessment for high-risk vendors. • Addressing non-compliance issues. • Breach of contract. <p>Aspects discussed: Inquiries pertaining to sales, the point of contact and payment-related queries.</p>
Industry Associations (FICCI, CII, NASSCOM, WEF etc.)	No	Conferences, convergence meetings, focus group discussions and one-on-one interviews.	Bi-annually and dependent on the requirement.	<p>Purpose</p> <p>To collaborate with industry peers, discuss industry trends and contribute to the growth and development of the sector.</p> <p>Scope: Policy advocacy, thought leadership and discussion of collective initiatives to address industry challenges and drive innovation.</p> <p>Aspects discussed: Technology development, regulatory landscape, ESG Trends and emerging best practices.</p>
Academia	No	Based on requirements.	Monthly, quarterly,	<p>Purpose</p> <p>To bridge the gap between industry requirements and academic education, foster research and innovation and attract top talent.</p> <p>Scope: Collaborative research projects, industry academia partnerships, guest lectures, internships, campus recruitment and skill development programs.</p> <ul style="list-style-type: none"> • Strengthen leadership and governance of academic engagement with business schools. • Developing future leaders for HCLTech and clients with specific leadership programs. • Research and development. <p>Aspects discussed: Future skill trends, new skill development, Industry ready coaching.</p>

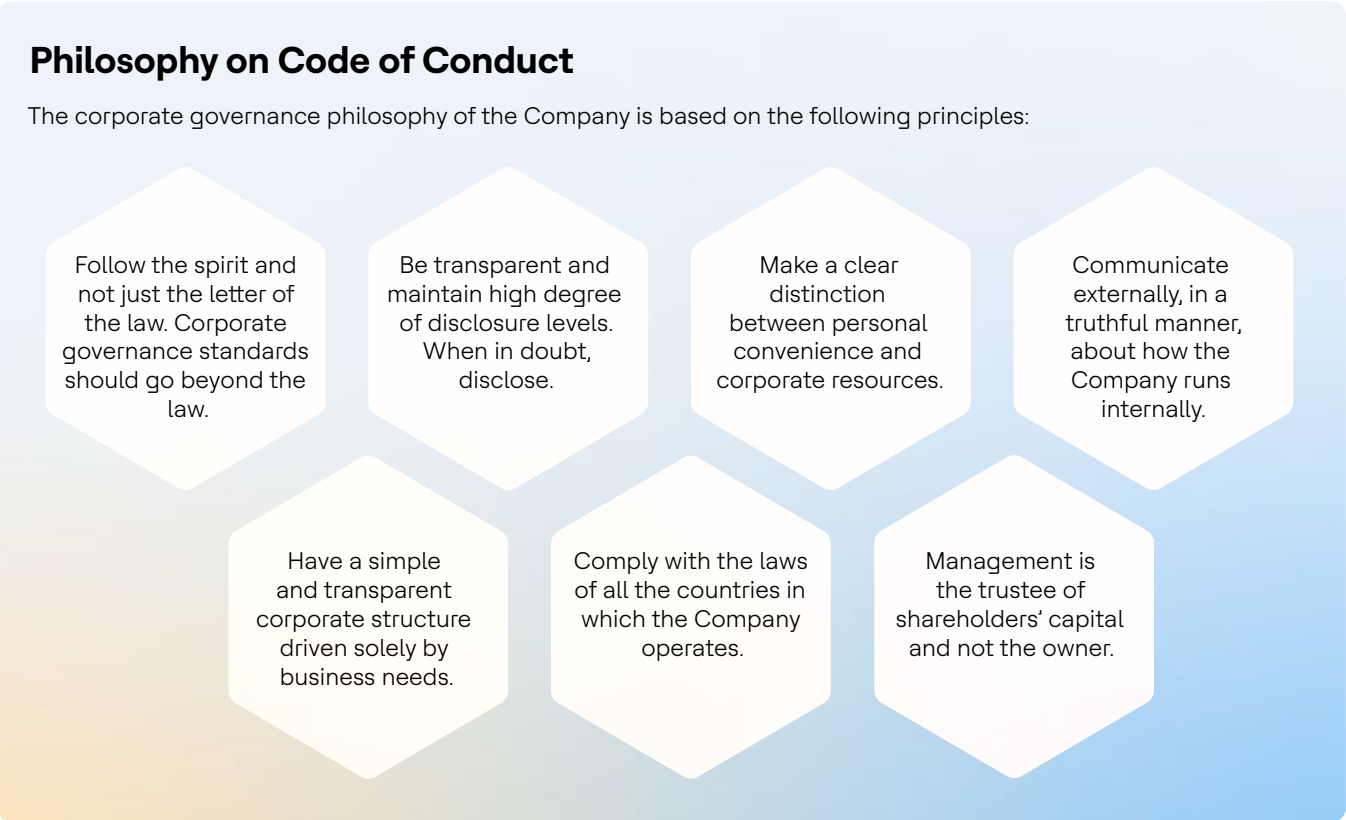


Corporate Governance

We believe that good governance facilitates efficient, effective and entrepreneurial management and can deliver stakeholder value over long term. It is about commitment to values and ethical business conduct. It is a set of laws, regulations, processes and customs affecting the way a company is directed, administrated, controlled or managed. Good corporate governance forms the foundation for successful and integral organizations, institutions and markets. It is based on the principles of integrity, fairness, equity, transparency, accountability and commitment to values. These practices stem from an organization's culture and mindset and their effectiveness depends on regular review, preferably by independent parties.

HCLTech has therefore developed a corporate governance framework to ensure effective board governance procedures, strong internal control systems, accountability and transparency. Various codes and policies ensure best corporate governance practices at all levels. We seek opportunities for improvements on an ongoing basis.

A commitment to good governance is a key component of our corporate strategy and is essential to achieving our goals of sustainable progress, operational excellence and long-term value for stakeholders.



Our Board

As on March 31, 2024, the Board of Directors of the Company consists of fourteen directors of which one is a Managing Director (designated as Chief Executive Officer ("CEO") & Managing Director), two are Non-Executive Non-Independent Directors and eleven are Independent Directors. In line with the Board's Diversity policy, there is a representation of five women directors.

A brief profile of Board Members is available on the website of the Company at <https://www.hcltech.com/leadership>

Board size and composition

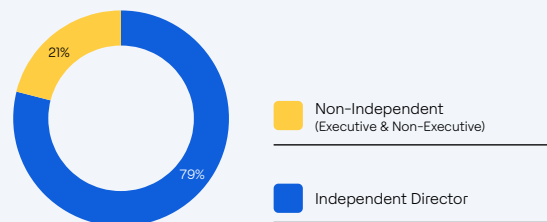
The board has an optimum combination of Executive Directors, Non-Executive Non-Independent Directors, Independent Directors and Women Directors who have an in-depth knowledge of business, in addition to expertise in their areas of specialization.

Independent Directors play a critical role in imparting balance to the board processes by bringing independent judgement to issues of strategy, performance, resources, conduct etc. We endeavour to have an optimum combination of Executive, Non- Executive and Independent Directors. Although, the requirement under the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 is to have at least half of the Board of Directors as Independent Directors. Currently, more than 75% of the directors on the company's board comprise of independent directors. The average tenure of directors on the company's board is eight years.

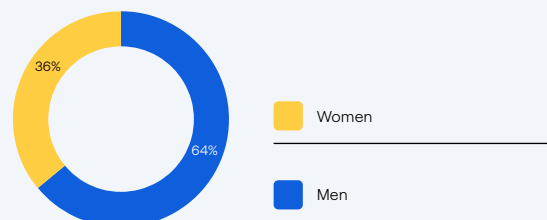
They contribute to the equilibrium of board processes through their impartial assessments of strategic matters, performance evaluations, resource allocations and ethical conduct.

This optimal mix ensures comprehensive oversight and governance, enhancing the board's effectiveness in steering the company towards its strategic objectives.

Board independence



Gender Diversity (Board)



GRI disclosure 2-9 (c-v)

Board Committees and due diligence

Adhering to the requirements of the Companies Act, 2013 ("Act") as well as the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 ("Listing Regulations") the Board has approved the terms of reference of the various committees which set forth the purposes, goals and responsibilities of the Committees.

HCLTech's board committees encompass a diverse range of strategic and operational functions, each tasked with specific responsibilities aimed at promoting transparency, effectiveness and sustainability across the organization:



Audit committee



Risk management committee



Stakeholders' relationship committee



Nomination and remuneration committee



Corporate social responsibility committee



Finance committee



ESG and DEI committee

Frequency of board meetings

The Board convenes quarterly to discuss agenda items and to assess the final outcomes. Additional sessions are arranged if needed. Resolutions are passed through circulation when there are urgent business needs or issues. The actual average attendance rate for the Board meeting for FY 2023-24 was 100%..

The attendance of the Board members for attending the Board and Committee meetings held in the financial year is published in the Corporate Governance Report forming part of the Annual Report.

Board evaluation

- The Board, pursuant to the provision of the Act and Listing Regulations, carried out Annual Evaluation of its own performance, performance of the Board of Directors and of the Individual Directors (including Independent Directors).
- The criteria for the evaluation of the performance of the Board, the committee, individual directors including the Chairperson of the Board is approved by the Nomination and Remuneration Committee (NRC).
- The Independent Directors of the Company reviewed the performance of Non-Independent Directors & the Board as a whole and the performance of the Chairperson of the Company, taking into account the views of the Executive Directors and Non-Executive Directors.
- The Board evaluated the performance of the Board as a whole after seeking inputs from all the directors on the basis of criteria such as Board composition and structure, effectiveness of board processes, information and functioning, etc.

- The performance of the individual directors (including the Independent Directors) was reviewed by the Board on the basis of criteria such as contribution of individual Director to the Board and Committee meetings, preparedness on the issue to be discussed, meaningful and constructive contribution and inputs in the meetings etc.
- The performance of the Board Committees was evaluated by the Board after seeking inputs from the Committee members on the basis of the criteria such as the criteria such as composition of Committees, effectiveness of Committees, etc. In addition, the Chairperson of the Board was also evaluated on the key aspects of her role.

Conflict of Interest

- A Code of Business Ethics and Conduct mandates that directors refrain from activities or affiliations conflicting with the company's interests. Procedures are in place at HCLTech to prevent or address conflicts of interest among board members:
- At the start of each financial year, the company receives a list from board members detailing their interests in any entities.
- Updates to this list are provided when changes occur.
- Before transactions with these entities, necessary approvals are obtained in accordance with legal requirements and company policies.
- No complaints were received regarding conflicts of interest involving directors and KMPs.

Avoiding conflict of interest

The roles of Chairperson and CEO are held by different people. By having different individuals in these roles, the Company ensures a more effective system of checks and balances, reducing the risk of unchecked power and decision-making. It promotes greater accountability, independent oversight and transparency, enabling the Board to better serve the interests of shareholders and stakeholders.

Non-Executive Directors are expected not to serve on the boards of competing companies. Other than this, there is no limitation on the directorships except those imposed by law and good corporate governance practices. It is possible for Executive Directors to serve on other corporate boards or government bodies whose interest is germane to the future of software business or on the board of key economic institutions or those organizations whose primary objective is benefiting the society.

Risk Management Processes

The Risk Management Committee is instrumental in addressing organizational risks, offering valuable advice to the Board. It assists in formulating, implementing and evaluating the effectiveness of the Enterprise Risk Management (ERM) policy. The committee serves as a forum for discussing and managing key risks, conducting annual reviews of policies and procedures. Responsibilities encompass the oversight of significant risks spanning operational, market, reputation, technology and business continuity domains, along with Environmental, Social and Governance (ESG) considerations. This holistic approach ensures that all aspects of risk management are addressed comprehensively, aligning with the company's commitment to sustainable and ethical business practices. It supervises HCLTech's ERM framework, including policies, procedures, governance committee charters and risk appetite. The committee aids in framing, executing and monitoring the company's ERM strategic plan and periodically reviews the ERM policy for relevance and effectiveness.

HCLTech implements robust governance mechanisms to assess client expectations and risks on continued basis.

AI Risk Management Framework: HCLTech has established an AI Risk Management framework, representing a comprehensive enterprise-wide strategy that adheres to global standards and guidelines, including the EU AI Act Mar'24 and ISO/IEC 42001. In addition, the company has formed the AI Governance Committee at the leadership level to oversee alignment with regulations and ensure compliance across all initiatives. This proactive approach underscores HCLTech's commitment to responsible and ethical use of artificial intelligence technologies, fostering transparency and trust among stakeholders.



Risk and Compliance Apex Committee:

Sound risk management practice is best achieved by firmly embedding it within the company's operations. Thus, to have better focus on ERM governance and implementation, HCLTech has constituted the Risk and Compliance Apex Committee (RCAC) which reports to the Risk Management Committee. The RCAC has the primary responsibility of implementing the ERM policy of the company and achieving its stated objectives.

Roles and responsibilities of RCAC include:

- Leading the risk management initiative within the company
- Reviewing and analyzing risk exposure related to key risks, reviewing progress of ERM plan and process and ensuring that risk assessment and implementation are carried out as per the defined policies, procedures and plans
- Furnishing reports to the Board and Risk Management Committee on effective working of risk management
- Setting standards for risk documentation and monitoring
- Ensuring key risk exposures are brought down to acceptable levels and suggesting newer approaches and methodologies for managing risks
- Reviewing and approving the risk assessment report, including selection of critical risks to be presented to the Board and the Risk Management Committee

Business continuity plans

Technological, geopolitical, societal, economic and environmental risks are all coming together to create an intrinsically complex and fast-changing global risk landscape. The Company's reputation as a 21st Century Enterprise is often measured by its resilience to threats and how efficiently The Company respond & manage business disruptions. HCLTech is committed to its employees, clients and interested parties to ensure that necessary efforts are made to safeguard life and safety of personnel, protect property and resume critical services at predefined levels in the event of any untoward incident. To meet the organizational continuity objective, The Company have made significant efforts towards Crisis Management and Resilience planning to ensure effective response, prioritized recovery of its time-sensitive operations and mitigation of potential business continuity risks.

Crisis and Resilience (C&R) Program falls under the purview of Risk and Compliance function headed by the Chief Risk Officer of HCLTech. The C&R Program is guided by the board, led by subject matter experts and is based on ISO 22301 standard and global best practices. We undertake active engagement with ecosystem partners for real-time horizon scanning of risks and early warning signals. We have embedded Resilience-by Design philosophy in the firm across different dimensions of the "new-normal" including resilience in work, workforce, workplace, technology, supply chain and leadership. We have started integrating climate change risks into



each of these dimensions and their business continuity / contingency planning solutions.

Being an IT/ITeS provider, there is a potential that our operations may be affected due to core-technical risks materializing in our environment like technology failures, programming errors, cyberattacks etc. In order to mitigate these risks, we have embedded 'Resilience-by-Design' across our organization through:

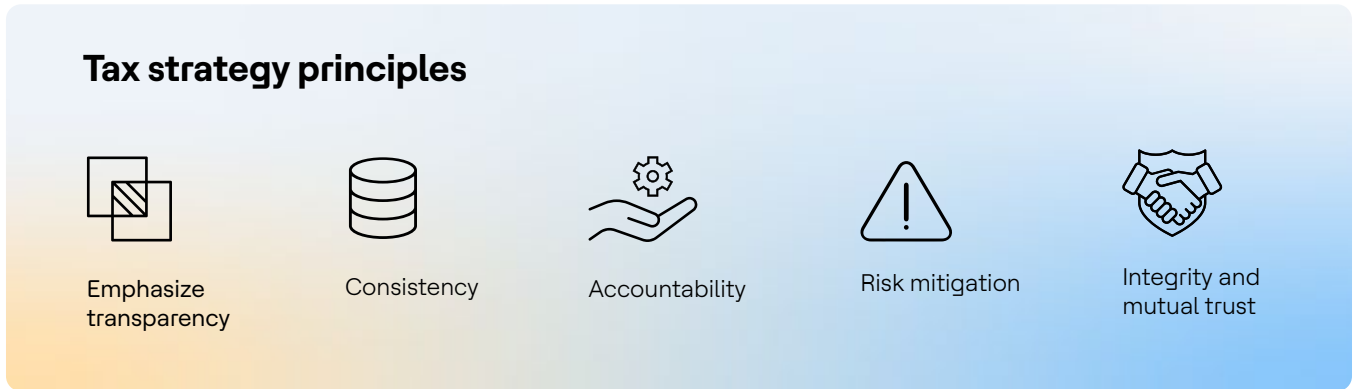
- Battle hardened Business Continuity & Disaster Recovery Plans including Cyber Incident readiness
- Geographically dispersed Data Centers
- Robust multi-vendor MPLS & Internet Network
- Scalable Work from Home (WFH) Computing capability with stringent security controls

HCLTech's Exercising and Testing Framework provides a comprehensive approach to validate effectiveness of the business continuity strategies implemented across the organization. We conduct exercises at facility, city, country level(s) based on nature, scale and complexity of operations. Types of business continuity exercises include [1] Call Tree, [2] Tabletop and [3] Simulation.

Furthermore, our Crisis Management Framework provides an agile response, timely communication with internal and external stakeholders and recovery & restoration based on the rapidly evolving global threat landscape, which includes climate threats.

Tax Strategy

HCLTech has a robust and up-to-date Tax Strategy which sets out the company’s approach to tax and defines the principles governing tax management. The strategy is applicable to all of HCLTech’s entities. The strategy reflects our commitment towards maintaining high standards of corporate governance and supplements the company’s internal Anti-Bribery and Anti-Corruption Policy and Code of Business Conduct policy. The policy is further aligned to our value system and the enterprise risk management framework.



Objective of HCL Tax Strategy is to ensure:



Approach to Tax

HCLTech approach to Tax is based on the principle that spirit of the law should be the guiding force and interpretation of the law which serves the policy intent should inform the decision. HCLTech conducts tax affairs and tax planning in alignment with substantive commercial needs and business activities. HCLTech does not undertake aggressive or contrived tax planning, does not tolerate tax evasion, nor does it tolerate the facilitation of tax evasion by any person(s) acting on behalf of the company.

Tax Governance, Control and Risk Management

HCL Tax Governance framework comprises of the Board of directors ('Board') and the Audit and Risk management Committees of the Board at the highest level which performs the overall oversight and supervisory functions. The Audit and Risk management committees report regularly to the Board with respect to the committee's activities, including significant issues that arise with respect to the company's compliance with legal or regulatory requirements. The board and its committees continuously monitor and seek inputs for identification, evaluation and mitigation of strategic, operational, legal and compliance risks. The Board and its committees are

regularly updated on a periodic basis with all significant tax developments including tax audits and litigations. A quarterly compliance certificate is presented to the Board and relevant committees to certify the tax compliance of the group. These certificates are audited by HCLTech's internal teams as well as external consultants. The Chief Financial Officer is responsible for the formulation and implementation of Tax Strategy, the supporting governance framework and management of tax risk. The CFO is supported by a qualified in-house tax team. The in-house Tax Team takes the lead role in identifying, managing and monitoring tax risks within the business with regular review. All material business decisions are vetted by Tax Team. The Tax team undertakes tax filings, engages with tax authorities and external consultants and assists with various forms of tax and financial reporting. Wherever there is significant uncertainty or complexity in relation to a risk, external advice is sought to get certainty. This is supplemented by Internal Audit teams. Internal controls and escalation procedures are put in place with the aim of identifying, quantifying and managing key risks.

Stakeholder engagement and management of concern related to tax

HCLTech engages with tax authorities on a regular basis in a transparent and collaborative manner. HCLTech intends to resolve differences of opinion as to facts and law with tax authorities in a transparent, collaborative and timely manner. HCLTech is committed to prompt discussion, disclosure and transparency in all tax matters. As a policy, to achieve greater certainty, the company engages with tax authorities in a proactive manner to resolve issues, risks and uncertain tax positions by obtaining tax rulings, Advance pricing agreements to ensure collaborative approach with all our trading partner countries. HCLTech does not engage in public policy advocacy regarding tax matters except through industry & trade forums limited to common industry issues.

Country by Country Reporting

HCLTech operates in several tax jurisdictions. HCLTech publishes a statement containing salient features of the financial statement of all its subsidiaries companies in Form AOC -I. HCLTech publishes standalone audited financials of its subsidiaries companies on its website.

HCLTech has received no financial assistance from any government during the reporting period FY24.



Business Ethics

We are committed to the prevention, deterrence and detection of fraud, bribery and all other corrupt business practices. It is the policy of HCLTech to conduct all of its business activities with honesty, integrity and the highest possible ethical standards and vigorously enforce its business practice, wherever it operates throughout the world, of not engaging in bribery or corruption. We have dedicated policies, procedures and guidance for ensuring anti-bribery or anti-corruption. These include Code of Business Ethics and Conduct ("COBEC"), Anti-Bribery and Anti-Corruption policy ("ABAC"), Anti-Bribery and Anti-Corruption Note from our CEO, Anti-Money Laundering Policy, Conflict of Interest Policy, Business Gift and Entertainment Policy, Grievance Redressal Protocol and Whistleblower Policy. We have robust policies and zero tolerance culture towards bribery and corruption. Our ABAC leverages 3 major bribery laws namely UK Bribery Act ("UKBA"), US Foreign Corrupt Practices Act ("US FCPA") and Indian Prevention of Corruption Act.

Our Code of Business Ethics and Conduct ("COBEC") articulates a zero-tolerance culture towards bribery in any form (including kickbacks), maintaining a solid reputation with its Third Parties spread across multiple industries and geographies. Aligned with COBEC, HCLTech may support local charities or provide sponsorship, for example, to sporting or cultural events, as part of its corporate citizenship activities. We only make charitable donations that are legal and ethical under local laws and practices and also within the corporate governance framework of the organization.

We are apolitical, advocate government policies on sustainability and don't contribute financial or in-kind to political parties, politicians and related institutions in any of the countries.

We have appropriate mechanisms in place to assure effective implementation of company's ethics policies. The Chief Executive Officer has overall responsibility for ensuring COBEC policy complies with our legal and ethical obligations and that all those under our control comply with it. Managers at all levels are responsible for ensuring those reporting to them are made aware of and understand COBEC policy, undertake training on how to implement and adhere to it and also monitor compliance of it.



100%

of BoD and KMPs completed COBEC training on conducting business ethically.

94%

of the employees completed COBEC training on conducting business ethically.

Other than annual mandatory COBEC training, communication mailers regarding ABAC, COBEC is circulated through generic email id - COBEC.Compliance@hcltech.com. These monthly communication helps to drive ethical culture across HCLTech.

Other modes of education are mailers to People Managers on a monthly basis to percolate to their team members; dedicated space in landing page of HCLTech's intranet site which supports to discuss Ethics topics; upload ethics topics as screensavers, in Empower App, Yammer posts, Newsletter etc. to name a few.

In case of any grievance, complainant can report promptly to his/her Manager and can raise concerns by submitting grievance in the Global Ethics Helpline as set out in "How to Raise a Concern. Path: MyHCLTech >>Top Ribbon (Main Menu)>> Ethics Helpline. Issues pertaining to inappropriate recruitment practice, employee remuneration, performance appraisal systems etc. may be reported to Global Ethics Helpline. Employees based in Germany and The Netherlands should direct concerns to whistleblower@hcltech.com.

The company conducts ABMS Quarterly Compliance Certification ("ABMS QCC") to obtain sign-off from all functional stakeholders that respective processes and procedures are implemented & adhered; disclosure of non-compliances, if any and plan to mitigate those non-compliances in the relevant quarter. The company undergoes yearly internal and external audits conducted by external organizations to assess compliance with anti-bribery and anti-corruption measures.

Client satisfaction and client engagement

To enhance our client interactions, our dedicated Client Advocacy Group(CAG) team monitors, establishes and improves client relationships throughout their association with HCLTech. They oversee a multi-layered architecture for client feedback, capturing valuable insights and enabling actionable steps via various surveys. These range from scheduled and periodic surveys focusing on specific client segments to event-based surveys targeting end-users. Under the umbrella of CAG, we have multiple programs that run in parallel to accumulate the survey results and help accounts draw a correct understanding with regards to their client relationship.

Our Annual CSAT program continuously gauges client satisfaction across various areas of base delivery. An impartial third-party conducts CSAT annually, benchmarking our performance against industry rivals. We communicate with over 4000 clients across 600+ global accounts, allowing us to obtain insightful feedback. Clients have the option to provide honest opinions while remaining anonymous, ensuring transparency and trust. Key highlight for this year was the Healthy response rate of 74% which is almost on par with the highest ever response rate for HCLTech. Next, these heterogeneous conversations / feedback need to be converted into meaningful actions where CRISP comes into picture. CRISP is an acronym for Client Relationship Improvement and Solutioning Partnership. This program provides the necessary framework to better understand client's needs and act on their feedback. Actions are created via the captured feedback from the CSAT Survey. Playing back these action points to clients along with important updates & roadmap on a regular interval via client cadences are essential for building trust through open communication. This bridge between clients and HCLTech is taken care by our governance system, CREST, that standardizes client cadences across all HCLTech engagements. This also intern increases leadership visibility and ensures stakeholder participation. The Value Creation Initiative, a grassroots innovation program, encourages staff members to deeply understand clients' businesses and provide both incremental and transformative ideas to further strengthen the relationship.

In FY24 HCLTech has seen the total client experience index reach the top 90% quartile and maintain a strong position.

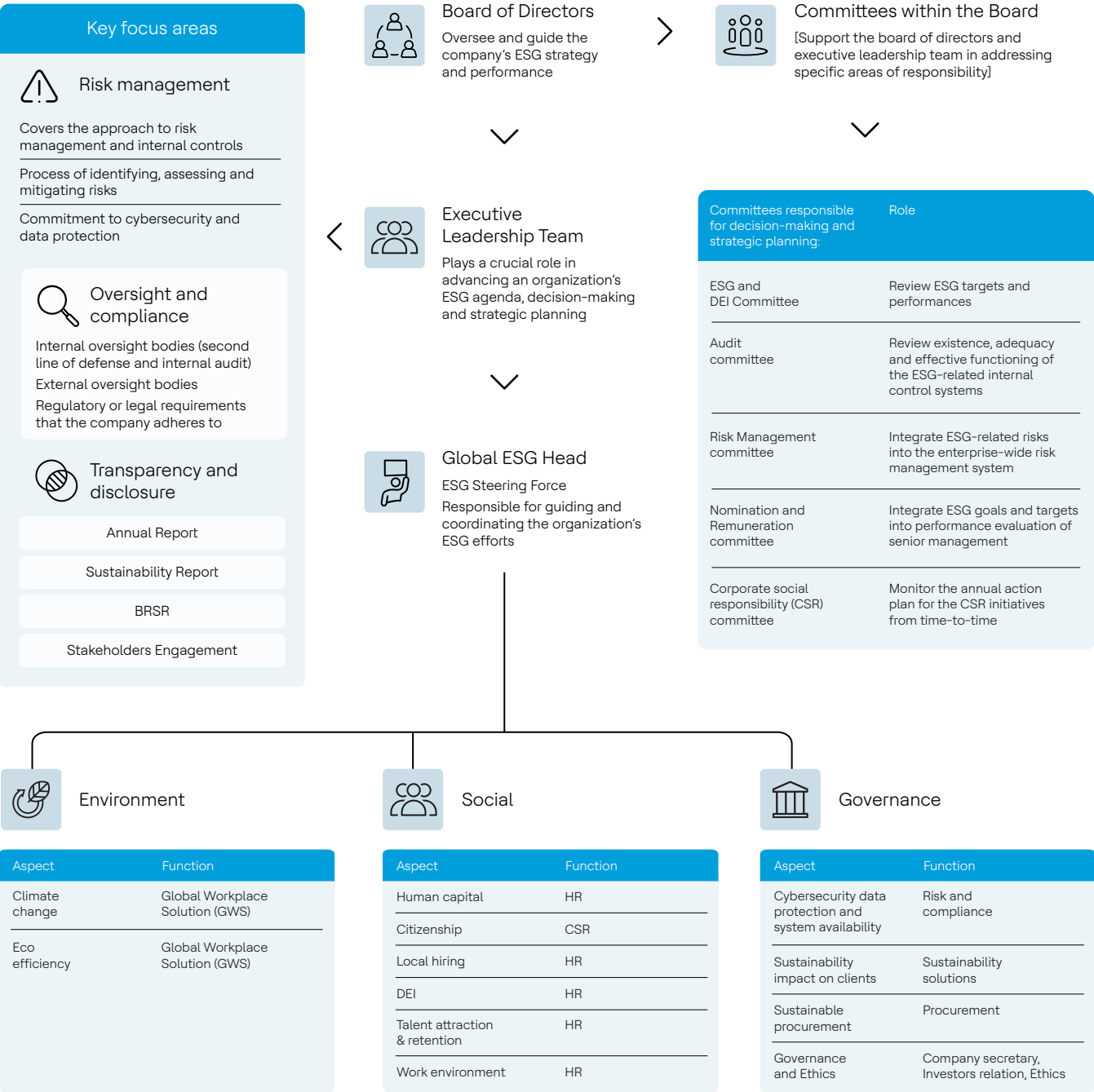
No disciplinary action taken by any law enforcement agency for the charges of bribery/ corruption against any Director, KMP or employees.

Policy positions and guidelines

Policy framework	Principles and values covered that guide our approach to public policy
Code of Business Ethics and Conduct	HCLTech's Code of Business Ethics and Conduct (COBEC) enables the organization to be transparent and accountable by clarifying the rules and regulations of interactions with our stakeholders along with methods to ensure honesty and feedback. These values form the core of COBEC and further elaborate upon the concept of zero-tolerance towards issues like bribery, corruption and dishonesty. All our full-time employees, contractual employees, third-party workers and other employees are covered under COBEC.
Anti-bribery and Anti-corruption policy	Our commitment to avoiding corruption, fraud, bribery and all other corrupt business practices is highlighted in our Anti-bribery and Anti-corruption policy (ABAC). This policy elaborates on how HCLTech conducts its operations with integrity and transparency. We enforce this policy across all our facilities and across all geographies and have a zero-tolerance policy pertaining to bribery and corruption. We maintain deep relationships with our third parties across all business verticals because of our reputation. Additionally, we hold certification for our Anti-Bribery Management Systems.
Human Rights Policy	<p>HCLTech respects diversity and upholds a long-standing commitment to promoting equality of opportunity. We are committed to upholding a work environment that is free from harassment and discrimination based on race, religion, sex (including pregnancy, childbirth and conditions related to those events), color, age, nation of origin, sexual orientation, medical condition, disability, etc. Our organization and all our employees continue to respect, support and promote human rights. We conduct business in a manner that is legal and respects the dignity of all involved, including stakeholders. We respect and follow internationally recognized human rights and our human rights policy is linked with the UN Declaration of Human Rights, ILO's Declaration of Fundamental Principles and Rights at Work and the UN's Guiding Principles on Business and Human Rights and Global Compact. The following human rights are granted to each employee to ensure a safe and secure work environment:</p> <ul style="list-style-type: none"> • The right to safety • The right to be heard • The right to be informed • The right to be redressed <p>We further ensure that we are not using any child labor in our supply chain and that our employees and contractors have the freedom of association and the right to organize and collective bargaining.</p>
Related Party Transaction Policy	This policy deals with potential or actual conflicts of interest and protects against any such eventuality and ensures that the Related Party Transactions, if any, are consistent with the Company's and its shareholders' best interests. This policy has been recommended by the Audit Committee and adopted by the Company's Board of Directors.
Anti-Money Laundering Policy	This policy emphasis the Company's zero-tolerance approach to money laundering and provides guidance/framework to understand the obligations under anti-money laundering & counter-terrorist financing laws and ensures transparency in all financial transactions.
Remuneration Policy	This policy provides a transparent, fair and reasonable process for determining the appropriate remuneration at all career levels and roles as prevalent in the Company and motivate the Directors, Key Managerial Personnel and other employees to perform to their maximum potential and ensures that the Shareholders remain informed and confident in the management of the Company.

ESG governance

At HCLTech, we have established a robust ESG governance structure that integrates ESG considerations into the decision-making process and operations of the organization, ensuring accountability and transparency in addressing ESG risks and opportunities. We firmly believe in upholding the highest standards of ethical conduct and governance. Central to our commitment is the Code of Business Conduct and Ethics (COBEC), which serves as a guiding compass for our actions and decisions.



To ensure the effective implementation and enforcement of our ESG strategy, we have established a specialized ESG core team within the CEO & Managing Director's office. This dedicated team diligently integrates ESG principles into our overall strategy and operations. They proactively monitor and assess our policies, processes and mechanisms to ensure their alignment with ethical standards and industry best practices. The ESG core team also tracks the performance of ESG metrics and regularly reports to the ESG Committee and the CEO & Managing Director, fostering transparency and accountability.

ACT, PACT & IMPACT philosophy

HCLTech's core principles of ACT, PACT and IMPACT drive its commitment to ESG governance.

Under ACT, the company emphasizes responsible resource utilization to maximize value. PACT symbolizes collaborative efforts with stakeholders for sustainability, while IMPACT underscores the creation of sustainable outcomes through all endeavors.

In accordance with the PACT principle, HCLTech actively engages with stakeholders and partners with industry coalitions to amplify its ESG impact. The company remains steadfast in its commitment to global initiatives such as the UN Global Compact and has recently become a member of the Water Resilience Coalition (WRC) to tackle issues related to water stress and climate change. Through collaborative efforts and proactive engagement, HCLTech demonstrates its dedication to addressing pressing environmental and social challenges on a global scale.

Under the guidance of the ESG & Diversity Equity Inclusion Committee, HCLTech has strengthened its ESG governance framework. This framework incorporates efficient controls to effectively manage identified risks and opportunities across 12 material topics. Through proactive measures and strategic oversight, HCLTech demonstrates its commitment to environmental, social and governance responsibilities, fostering sustainable growth and inclusive practices.

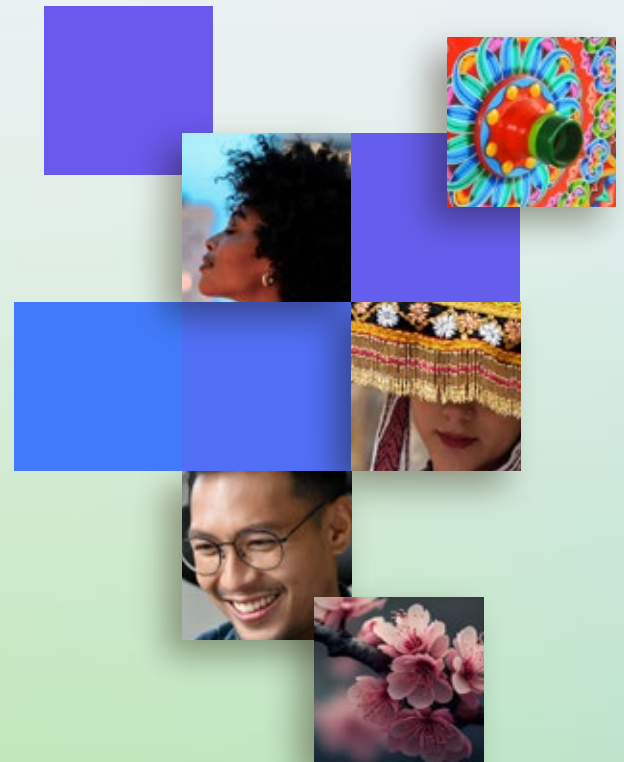
Throughout the reviewed period, HCLTech has demonstrated significant progress in ESG governance:

- Recognized by leading ESG ratings such as MSCI, Sustainalytics and S&P for its dedication to ESG commitments.
- Employees have completed over 15740 hours of training through the Company's Sustainability School.
- In FY23-24, scope 1 and 2 emissions reduced by 25% (against the FY20 baseline). And scope 3 emission by 29% (both ahead of FY30 target).
- The company's flagship sustainability solution, Net-Zero Intelligent Operations (NIO), received the 2023 IOT Evolution, Industrial IOT Product of the Year award.
- Through the HCLFoundation, HCLTech has positively impacted over 6.5 million lives and supported more than 13,500+ Persons with Disability.

ESG and DEI Committee

HCLTech has formed the ESG & Diversity Equity Inclusion Committee to reinforce its dedication to ESG principles and gender diversity. This committee plays a pivotal role in guiding the company's initiatives aimed at promoting environmental sustainability, social responsibility and fostering an inclusive workplace culture. Topics ESG & DEI Committee covers (but not limited to): Gender diversity, Culture & ethnicity, Disability inclusion, Reviewing risk and opportunities (E, S, & G), Strategy implementation for ESG and public disclosures guidance.

The ESG committee comprises of 2 independent directors, Ms. Robin Abrams and Simon England and the chairperson of the board Ms. Roshni Nadar Malhotra. Ms. Robin Abrams is the chair of this committee and the CEO is an invitee to the committee meetings.



1- Reviewing risks and opportunities

The Committee assesses various risks and opportunities associated with ESG issues which have the potential to impact the business performance of HCLTech. The risks and opportunities include the following parameters, among many others:



Environment:

Nature of core business and influence of business on environment, emissions/ waste disposals/ effluents discharge, climate change, the energy transition, emissions, including Greenhouse Gases and emissions reductions technology.



Social:

Impact of the company's products and services on society, maintaining employee satisfaction, assessing social impacts such as human rights etc.



Governance:

Track record towards minority stakeholders, capital allocation, Board performance and other metrics, auditor related metrics, disclosures, regulator compliances, policy proposals, etc.

2- Diversity and Inclusion matters

Gender Diversity:

- Support women's advancement into senior roles.
- Ensure fair representation of women in hiring, promotion, compensation and leadership development.
- Foster a balanced gender ratio across all leadership levels.
- Manage bias in talent review and succession planning.

• Culture and Ethnicity:

- Measure culture through cultural indicators.
- Promote inter-cultural competence.
- Facilitate high-impact leadership transitions.
- Cultivate a culturally balanced and diverse workforce.
- Empower individuals from diverse ethnic and cultural backgrounds.

• Individuals with Disabilities:

- Ensure non-discrimination and recognition of diversity among people with disabilities.
- Emphasize hiring for individuals with disabilities in job announcements and identify suitable roles.
- Implement inclusive global policies and provide specialized training for accessibility.
- Monitor employment of individuals with disabilities quarterly.

ESG matters

- Review emerging risks and opportunities related to sustainability/ESG issues affecting reputation and business performance, including environmental, social and governance aspects.
- Approve immediate and long-term sustainability/ESG plans and strategies, ensuring integration into the company's strategic plan.
- Approve annual sustainability/ESG goals, metrics and targets and assess performance periodically.
- Guide management on public disclosures regarding ESG matters for inclusion in the Company's Annual Report, Website and other public documents.
- Retain outside counsel, experts and advisors as deemed necessary.
- Periodically review and recommend changes to the committee's terms for board approval.

Inclusion of ESG in Internal Audits

- HCLTech's governance objectives revolve around integrating ESG principles into its risk management and internal audit processes. This strategic approach underscores the company's commitment to embedding environmental, social and governance considerations into its core business practices.
- Among its governance goals, HCLTech strives to achieve several key objectives. These include reinforcing its sustainable supply chain, integrating ESG considerations into risk management and internal audit procedures and establishing itself as a frontrunner in information security and data privacy. This multifaceted approach aligns with the company's commitment to sustainable and responsible business practices.
- HCLTech has established an internal audit system that comprehensively addresses all ESG disclosures. The outcomes of these audits undergo thorough examination by the Audit Committee of the board. This rigorous review process ensures transparency and accountability in addressing ESG-related matters, further reinforcing the company's commitment to sustainable business practices.



Unlocking People Potential

At HCLTech, we are committed to making a positive difference in the world for all our stakeholders by focusing on our most valuable resource – our people. We are constantly exploring new ways to enhance our operations, minimize our environmental footprint and prioritize employee wellbeing. At the core of our operations is the belief that our people are the driving force behind our success and the delivery of innovative solutions to our clients. Their dedication, expertise and creativity are the pillars of our achievements, propelling us forward on our path to sustainability.

As a technology company operating in a rapidly evolving industry, we recognize the critical importance of upskilling and reskilling our people to ensure that they remain at the forefront of technological advancements, enabling them to drive innovation and deliver exceptional solutions to our clients.

HCLTech focuses on Talent Attraction, Talent Development and Talent Retention internally and strengthens the economic, social and financial future of communities externally.



60
countries



159
nationalities

Talent Attraction

Our Talent Attraction strategy focuses on creating a compelling employer brand building a robust talent pipeline, enhancing the candidate experience, offering competitive compensation and supporting the development of our people.

The vision is to be the employer of choice by fostering an inclusive and innovative workplace, offering competitive rewards and providing exceptional growth opportunities, attracting top talent who share our values and drive our mission forward.

Local hiring

A fundamental aspect of our sustainable corporate growth strategy involves a firm commitment to hiring local talent. Over the past three years, we have doubled our nearshore headcount. Not only does this benefit the communities in which we operate by providing opportunities for local talent but also reduces our dependence on work visas. The result is one of the industry's highest ratios of local hires – a strategy aimed at diversifying revenue streams and service delivery while minimizing dependencies so we can scale up operations globally.

We have filled one-third of new positions in Romania by partnering with local universities and tapping into local talent pools in India and other emerging markets through initiatives like New Vistas and nearshore programs.

In total, 15% of our India workforce contributes to these programs. Across our nearshore facilities spanning 20 countries, including Romania, Sri Lanka, the Philippines, Canada, Guatemala, Poland Mexico and Brazil, we employ over 24,000 people while in our major operating regions, four out of every five employees are recruited locally.

Nearly 80% of employees in our nearshore locations are local hires and we have ambitious targets to double this local headcount within the next three years. Our recent expansion in Hungary, Costa Rica and Morocco showcases our commitment to harnessing local expertise.



Talent Development

The focus is on nurturing and maximizing the potential of our people to drive individual and organizational growth. This will help build a resilient and high-performing workforce that drives sustained success and competitive advantage.

The vision is to cultivate a dynamic and skilled workforce by providing continuous learning opportunities, clear career advancement paths and a supportive environment that empowers our people to benefit from supercharging progress and unleash their full potential, driving innovation and sustained organizational success.

We place great emphasis on learning and development with specialized training programs, mentorship programs and access to state-of-the-art resources.

Creating a vibrant learning atmosphere that motivates people to push limits and realize their greatest potential and fosters organizational flexibility, resilience and agility—all of which put us at the forefront of advances in our sector.

We've moved from role-based to skill-based learning and our learning and development program offers our people opportunities across the spectrum of digital, engineering, cloud and AI specialisms.



FY23-24 Initiatives

We introduced several new initiatives to enhance our learning and development ecosystem:

Skills@Scale program enhancement:

Building on previous years, we integrated Career Link, Leap and Learning and Development platforms into a comprehensive mega-platform, enabling employees to map their careers, identify growth opportunities and plan their future paths through learning and mentorship.

iLead NextGen leadership program:

This initiative was launched to support and prepare high-performing leaders for future leadership roles within HCLTech. Through personalized developmental plans and partnerships with reputed business schools, we aim to prepare our next generation of leaders.

Sustainability School expansion:

Our commitment to sustainability led to the expansion of the Sustainability School in 2023, offering more people courses on climate action, net-zero emissions, biodiversity and green software. These initiatives aim to educate and empower our employees to contribute to environmental conservation efforts.

Our ongoing L&D initiatives include:

Partnerships with academia:

Collaborations with leading universities such as Harvard Business School, MIT and Wharton continue to provide our employees with access to world-class leadership and business skill development programs.

Leadership acceleration program:

Through partnerships with renowned learning partners like the Ken Blanchard Company and Skillsoft, we continue to develop high-potential managers for leadership roles by focusing on core competencies in self-management, people management and business acumen.

TalentXChange platform:

Our internal talent mobility platform, TalentXChange, facilitates career transitions within the organization by matching employees with suitable roles based on their skills, experiences and career aspirations.

STEM talent pipeline:

Apprenticeship programs and partnerships with educational institutions like Purdue Global and Southern New Hampshire University enable us to create a pipeline of STEM talent, providing opportunities for high school graduates to acquire technical skills and higher education degrees simultaneously.

TalentXchange

The TalentXchange program is an AI-powered internal talent marketplace that supports employees available for deployment and those due for rotation. It combines technology and people to enhance organizational agility and client-centricity. It empowers HCLTech employees to manage their careers effectively, enhancing engagement and retention by providing a transparent, efficient and supportive platform

Key features

Integrated Platform: One-stop portal for all internal job opportunities within HCTech streamlining internal recruitment through Internal Job Postings (IJPs).	AI-Powered recommendations: Offers personalized job recommendations based on employee preferences, aspirations and profiles.	Transparency and accessibility: Centralizes information to eliminate bias, enhance transparency and allow independent employee use.	Process automation: Includes auto-validation of applications, monitoring and email notifications at each stage.	Continuous communication: Provides automated updates on application progress and escalation emails if necessary.
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Upskilling programs – five million hours of training

Upskilling our workforce is a priority to maintain competitiveness and agility in today's workplace. We have adopted a virtual-first approach and reinforced our hybrid training model and in FY23-24, we are doubling down on our comprehensive approach to professional development with tailored opportunities for skill enhancement, career advancement and personal growth. Overall, total hours invested in training this year exceeded five million with 93% of employees participated in various skills programs.

Number of employees involved in upskilling programs

Category	Total	Skills upgrade	
		No.	%
Male	160,982	148,524	92.3%
Female	66,268	62,610	94.5%
Others	231	78	33.8%
Total	227,481	211,212	92.8%

Note: Permanent employees have been considered for the table above

Our learning frameworks embrace the latest technological advancements, from GenAI to ESG-driven technology solutions and 5G/6G applications. The L&D team has been working to gamify the learning process that will start with employee self-enrolment based on their interests, giving choice and control to the employees.

Upskilling fulfils more than 20% of our demand for skills of the future, including critical areas such as VR/AR/MR/metaverse, Web 3, AI, blockchain, edge computing, semiconductor and 5G/6G applications.

Our talent development centers of excellence have been recognized with several awards, including:

- The Innovator Hall of Fame Gold Award at the Hacker Rank Innovator Awards 2023 for "Newer ways of using assessments."
- The Skillsoft Perspectives award for Innovation in Developing Tech Talent for our 'Aspire' Program.

Performance evaluation

At HCLTech, we conduct regular performance evaluations and career development reviews for all our employees. In fact, 100% of eligible employees underwent performance and career development reviews.

Performance reviews offer employees essential feedback on their work, highlighting both their strengths and areas for improvement.

These efforts have not gone unnoticed. We were awarded Gold at the O'Reilly Awards 2023 for "Best in Skill Transformation", recognizing our success in transforming and developing talent, especially in the realm of digital transformation.

Talent Retention

The focus is on cultivating a workplace culture where all our HCLTechies feels valued, supported and empowered to thrive. Through continuous investment in professional growth, personalized development opportunities and a commitment to work-life harmony, we aim to foster a community of passionate and dedicated individuals who choose to grow and succeed with us for the long term.

Our Initiatives are highlighted as:

Value Creation Portal

At HCLTech, every team member has the power to contribute, execute and enhance value-creating initiatives. Our strategy is simple: to spark passion and initiative to foster entrepreneurial leadership and decisive actions that culminate in the successful implementation of innovative ideas and solutions.

To further this environment of innovation, the Value Creation Portal acts as a catalyst, drawing on the varied insights and expertise of our employees. The innovation platform encourages employees to share their client-focused ideas and in FY23-24 the portal saw participation from over 43,000 employees who contributed to generating, assessing and executing thousands of ideas.

Value Creation is an attempt to deliver best services to our clients with quality, within timeline and available budget. It is a streamlined process to provide value add to the client.

Value Creation Portal by numbers:

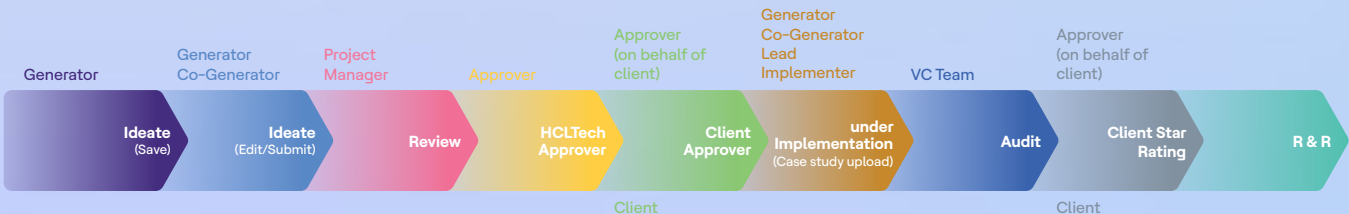
7,800+
ideas implemented

43,000+
contributors

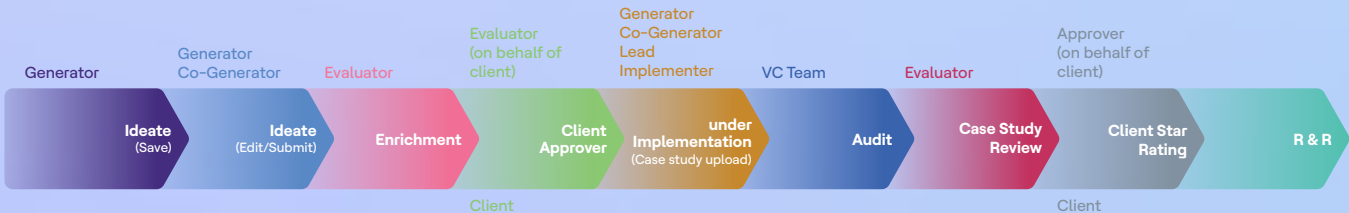
500+
Ideas for 500+ clients

\$1.4 bn
value delivered to clients

Project / Select Project Ideation Workflow



Account Ideation Workflow



myHCL >Search: Policies Hub >Search: Ideapreneurship Rewards and Recognition Policy - Global

Employee turnover

We strive to create a top-rated workplace where all employees are treated fairly and equally and can contribute to a sustainable future to the best of their capabilities.

By actively soliciting feedback, addressing concerns and recognizing the contributions of our people we have nurtured a sense of belonging and loyalty which is reflected in reduced turnover rates.

Permanent Employees	FY 2021-22 (Turnover rate in the year prior to the previous FY)				FY 2022-23 (Turnover rate in previous FY)				FY 2023-24 (Turnover rate in current FY)			
	Male	Female	Others	Total	Male	Female	Others	Total	Male	Female	Others	Total
	21.87%	22.05%	31.67%	21.92%	19.83%	18.60%	15.67%	19.50%	12.32%	12.72%	7.71%	12.42%

Note: Attrition data provided by HCLTech is voluntary attrition % (LTM – IT Services)

Employee engagement

Employee engagement at HCLTech spans an array of communication channels including surveys, focus group discussions and digital platforms like emailers, newsletters and our dedicated volunteering calendar. We also bolster engagement through various programs like rewards and recognitions, passion clubs, festivals, celebrations, wellness and family sessions.

Our Employee Resource Groups, such as Women Connect, are vital in this communication strategy, which is supported by the Employee Connect portal and comprehensive 360-degree feedback mechanisms. Client and HCLTech leader sessions further contribute to this engagement, occurring monthly to ensure a steady exchange of feedback.

Engagement covers a spectrum of employee-related topics, including feedback and grievance handling, motivation and well-being, personal and team productivity, diversity and inclusion, career support and training that encompasses functional and cultural learning. Concerns typically involve the work environment, growth opportunities, well-being, mentorship and maintaining an effective hybrid workplace experience with a diverse and growing headcount.

People Experience Survey (Perspective Survey)

HCLTech's annual employee engagement survey, Perspective, delivers valuable insights into factors that influence employees' engagement levels so that we can identify areas for improvement, implement meaningful changes and take actions to nurture our culture, foster employee development and drive productivity. All employees who have been with the organization for at least six months are covered in this survey.

Our employee engagement survey results show significant improvements year-on-year; from 2019 to 2023, we can see a 9% improvement in employer benchmarking. This progress highlights our commitment to fostering a positive work environment and continuously enhancing our employee engagement strategies.

1

360-degree and EPIC survey

HCLTech's 360-degree feedback is based on C-DEX competency model which maps each employee in the organization to a particular role.

2

Dipstick survey

Conducted for new joiners to create a better onboarding experience and understand expectations.

Captures employee feedback.

3

Perspective survey

Based on engagement drivers, deep dive into issues and suggest focused solutions and action plans.

4

Trigger-based survey

Trigger-based feedback aims to capture the employees' engagement at important milestones and changes in the employee life cycle.



Employees are thanked for participation



Feedback is shared with leadership



Survey outputs are discussed



Team reports are made available to managers



Managers communicate feedback to employees

Perspective Survey is HCLTech's Annual Employee Engagement Survey, which help us gain valuable insights into employees' perspectives and experiences.

Its purpose is to gather feedback from employees to understand the factors that influence employees' engagement levels and help us identify areas of improvement, implement meaningful changes and with this as an outcome, we can take strategic actions to nurture our culture, foster employee development and drive productivity. All employees who have been with the organization for at least six months are covered in this survey.

DEI

Spanning 60 countries, our diverse workforce is instrumental in our organizational growth and consequently, we have integrated diversity into every aspect of our operations.

Our diversity framework is built on four pillars: Gender Inclusion, LGBTQIA+ Inclusion, Disability Inclusion and Cultural Inclusion. We bring this framework to life through initiatives such as Pride@HCLTech, Ability Connect Network, Women Connect Network, Single Parent Network and the Multicultural Employee Resource Group (MERG), as part of our Employee Resource Groups (ERGs). These initiatives play a pivotal role in nurturing Diversity, Equity and Inclusion within our organization.

Global employee numbers

- The Americas saw a rise in the workforce from 27,704 in FY22-23 to 27,853.
- Employee numbers in Europe increased from 13,746 to 16,052.
- The Asia-Pacific (APAC) and Rest of World (ROW) regions collectively employed 10,930 of individuals in FY23-24.

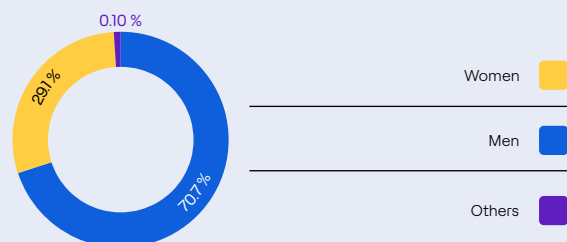
Global employee numbers



DEI FY23-24

- Overall gender diversity maintained at 29.1% in FY23-24
- 33% increase in our employee headcount of differently-abled employees
- 44% of total fresher hires are women

Gender diversity (permanent employee)



Workforce breakdown by gender

S. No.	Particulars	Total	Male		Female		Others	
			No.	%	No.	%	No.	%
1.	Permanent (D)	227,481	160,982	70.77%	66,268	29.13%	231	0.10%
2.	Other than permanent (E)	9,767	7,437	76.14%	2,238	22.91%	92	0.94%
3.	Total employees (D + E)	237,248	168,419	70.99%	68,506	28.88%	323	0.14%

Gender pay parity

HCLTech is committed to keeping remuneration structures fair and equitable. We routinely monitor parities in pay across different employee bands and have initiatives to reduce the differences. The difference is primarily because of lesser women representation at senior positions.

Our initiatives to improve the gender representation across all levels will help the course. We further aim to maintain this fairness in remuneration through our well-structured remuneration policy.

The three talent management practices; Talent Attraction, Talent Development and Talent Retention work in tandem

to ensure a unified experience in promoting gender, cultural, disability and LGBTQIA+ Inclusion across the enterprise and Supplier diversity, community inclusion contribute positively to the overall well-being.

We are committed to enhancing gender diversity among our employees, aiming for 40% women in our workforce by 2030. In FY23-24, women represent 29.1% of overall employees.

To become a sustainably diverse, equitable and inclusive global organization, our gender diversity strategy focuses on leveraging Behavioural & Structural inclusion which is about promoting all programs that establish inclusive mindsets, skill sets and relationships.

Remuneration by gender (median)

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category (INR Lakhs per annum)	Number	Median remuneration/ salary/ wages of respective category (INR Lakhs per annum)
Board of Directors (BoD)	9	116	5	94
Key Managerial Personnel (KMP)	3	636	0	0
Employees other than BoD and KMP	168,416	15.29	68,506	7.62

NB: One lakh = 100,000. A conversion ratio of INR 82.83 = 1 USD (average conversion rate across 12 months) in the median calculation.

Gross wages paid to women as % of total wages year-on-year

	FY 2022-23	FY 2023-24
Gross wages paid to females as % of total wage	20.16%	20.41%

Enhancing Gender Diversity

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Talent attraction

1. We have curated specialized programs to initiate focused hiring for women employees by activating an alternate talent pool:
 - Alumni Network to create a powerful tool for fostering a supportive, inclusive and thriving professional environment by re-hiring women who have been part of the HCLTech family in the past.
 - Returnship programs to provide opportunities to all women who want to restart their career after a break.
2. Women representation:

Making sure that there is better women representation in interview panels to foster inclusivity and bias free recruitments is another area of focus.
3. Introduced a mandate to replace all women exits by a woman candidate only to support our goal of 2030.

Talent Development

1. Learning Programs:

We have tailored women career acceleration programs that looks at holistic development of women to increase career fulfilment & leadership development. This includes:

- Early Career Program- SkillHERUp – aims to provide networking platform with women leaders, seek mentorship and learn fundamentals of professional career growth and enable a futuristic vision creation mindset.

- Mid-Career Program- LeadHERship- aims to provide professional opportunities that can help women employees upskill and become specialists in their field of work. This will help them develop people manager skills, change management risk mitigation capabilities and avenues for cross-functional exposure as well.
- Senior Career Program- Ascend- aims to develop expertise and leadership skills to become a successor for their desired roles. This provides a platform for strategized networking and mentoring other women employees to inspire and advocate more opportunities for women.
- Leadership Career Program- Next Generation Leaders (NGL)- aims to provide opportunities for leading change, DEI Advocacy, successors to leadership roles and mentoring others.

2. Mentorship:

HCLTech's core belief is to enhance people experience through meaningful learning, developmental & professional programs for our diverse workforce. We have expanded learning journey for women from early career to leadership level which builds management capabilities with the help of formal mentoring sessions under our MentorMe program and ASPIRE learnings. HCLTech foresees the need of Mentors who will play a crucial role in supporting women at the workplace by providing guidance, encouragement and networking opportunities. These mentors will help navigate challenges, develop skills and overcome barriers to advancement, ultimately fostering a more inclusive and supportive work environment. Our advocacy and networking programs empower our workforce to be the torchbearers of the brand and turn a one-way discussion forum into meaningful conversations.

3. Fast Track Career Progression:

Fast track Progression is another space for enabling and improving gender ratio at leadership level where we encourage fastrack promotion of high performer women at different levels. The 'Why Not Promotion List' helps identify HiPo women employees and initiate succession planning process. Promoting more women at influential roles to make a difference and create role models to inspire an advocate more women in STEM is a key target initiative.

Talent Retention

1. Insightful Conversations:

An initiative where we identify the factors that make our women employees want to stay in the organization. These conversations with their managers reveal the 'trigger' points that might cause potential attrition and fosters better retention of women by identifying the right intent to help our women employees retain a career at HCLTech. Together the manager and program team curate a purposeful retention plan for better performance management and growth.

2. Diversity Maturity Index:

HCLTech takes pride in being a company that focuses on building bridges that leads humanity into a sustainable and equitable future. This ideology reflects in our efforts to be diverse, equal and inclusive with their entire workforce. We have developed a Diversity Maturity Index (DMI) that acts as a method for continuous evaluation of our internal people practices that support the establishment and maintenance of an inclusive organization. We strongly feel that DMI will help us to drive our mission of talent attraction, retention and growth through these identified levers.

Differently-abled employees and workers

We are dedicated to creating an environment that embraces individuals of all abilities, anchored in the principles of Employ, Enable, Engage and Empower (4Es). We ensure alignment with the Rights of Persons with Disabilities Act, 2016. This involves making our premises accessible and inclusive through measures such as ramps, voice-enabled lifts, PWD-friendly washrooms, reserved parking and emergency systems equipped with audio-visual alarms. Regular third-party inspections validate our adherence to these standards and our digital platforms are designed to comply with Web Content Accessibility Guidelines (WCAG) to ensure inclusivity online.

Employ:

To promote hiring people with disabilities, we have identified suitable roles, partnered with vendors, NGOs and NPOs to access skilled talent pools and participate in job fairs to reach out to a large audience.

Enable:

A majority of our premises are equipped with ramps, voice enabled lifts, PwD friendly washrooms, reserved parking spaces, emergency warning systems with both audio and visual alarms etc. We have also undertaken a detailed assessment by a third party to look at the effectiveness of our accessible features. We are working towards making all our applications and portals accessible.

Engage:

The Ability Connect Network employee resource group was formed for employees with disabilities and their allies to connect, network and raise awareness on disability inclusion. There is a focus on promoting awareness and advocating positive change through sensitization and accessibility training sessions and workshops for managers, peers, HR, recruiters, hiring managers, admin and support staff on disability inclusion and promoting inclusive behavior in the workplace.

Empower:

Through various programs and initiatives, HCLTech empowers people with disabilities to contribute to our creativity and innovation. An overview of the programs for people with disabilities at HCLTech can be found below.

Differently-abled employees by gender

S. No	Particulars	Total (A)	Male		Female		Others	
			No. (B)	% (B/A)	No. (C)	% (C/A)	No. (C)	% (C/A)
1.	Permanent (D)	736	541	73%	191	26%	4	1%
2.	Other than permanent (E)	5	3	60%	2	40%	0	0%
3.	Total differently abled employees (D + E)	741	544	73%	193	26%	4	1%

Empowering female leaders

Gender inclusion is driven from the top down across the organisation and is evident in the 36% female representation on our Board of Directors. We have mandated that each area of our business has a woman in a senior leadership or strategic decision-making position and the performance-linked bonus of business heads is linked to achieving gender leadership targets.

We empower women in leadership through initiatives such as the Women Lead Network (WLN), which aims to drive social change within and beyond our organization using the diverse talents of our workforce and is led by female employees. The WLN is dedicated to empowering women and fostering a culture of diversity, inclusion and success through motivational seminars and our Engage, Elevate, Endorse strategy.

HCLTech reflected “One Size Does Not Fit All” approach while creating ‘Fostering Inclusion’ program as it was conscious of the fact that organization constitute of diverse workforce, different business units with different needs and career landscapes. We have 4 industry best inclusion programs that have been recognized at multiple forums, addressing inclusion from a ‘Top – Down & Bottom – Up’ approach and catering to the agenda of encouraging inclusive habits amongst HCLTech employees around the globe:

Inclusion@Scale:

This program focuses on providing ongoing education, raising awareness and promoting the adoption of inclusive practices through bite-sized training modules. The learning series consists of brief video modules aimed at enhancing inclusive skills among our workforces.

Inclusion Lab:

The Inclusion Lab initiative is a strategic effort aimed at ingraining inclusive behaviours and mindsets within our leadership cadre. By leveraging the diverse talent pool, this initiative seeks to fully integrate inclusion into the organization's ethos. It encourages senior leaders to exemplify inclusive leadership, thereby influencing managers and teams. Additionally, it establishes mechanisms for holding individuals accountable for non-inclusive conduct and integrates inclusive leadership skills into the organization's core values.

Allyship – Inclusion in Action:

The Allyship module, conducted as a Virtual Instructor Led Training (VILT) session, aims to advance the diversity, equity and inclusion (DEI) agenda by cultivating DEI Champions. These Allies are tasked with promoting inclusive practices internally and addressing non-inclusive behaviours. Furthermore, they support people managers in fulfilling the “Hire & Promote” commitment, contributing to a more inclusive workplace culture.

Communities of Practice

This is a virtual connect platform that encourages employees to engage in meaningful inclusive conversations for the purpose of sharing knowledge and learning resources around DEI and trends.



Employee wellbeing

Well-being programs and progress

Our commitment to employee health is exemplified by the BE WELL wellness program at our Noida campus. This holistic initiative, spanning three days, includes a diverse array of activities designed to promote well-being, such as musical concerts, fitness challenges, therapy sessions, meditation and a selection of healthy food options. Dedicated sessions are conducted on ergonomics to ensure employees’ safety, performance and well-being by optimizing the relationship between employees and their work environment

Conducted by certified wellness professionals, these sessions are part of our efforts to enhance the overall wellness of our workforce. We are currently developing plans to roll out the BE WELL program to additional campuses, extending these benefits company-wide.

We offer our employees flexible working hours, work-from-home arrangements and part-time working options. Along with this we make sure that onsite, proximity and network childcare support options are available for our employees in India, based on their preference, as we commit to fostering healthy and thriving work environment.

Healthcare provision

In FY23-24, we made significant strides in safeguarding our workforce’s wellbeing through:

- Comprehensive health insurance and accident insurance coverage to 100% of employees.
- Maternity benefits have been made fully accessible to 100% female permanent employees. However, it’s important to note that no paternity benefits or day-care facilities were available for permanent employees during this period. For employees categorized as “Others,” while specific health insurance coverage details are not provided, we guaranteed full accident insurance coverage to ensure the safety and protection of all individuals within this group while in the workplace.

In FY23-24, HCLTech spent 1.93% of total revenue on employee well-being measures, an increase on the 1.62% spent in FY22-23.



Maternity benefits, return to work and retention:

At HCLTech, offering comprehensive benefits, including return-to-work programs, retention incentives and maternity/paternity leave, is crucial for fostering a supportive and productive work environment. Return-to-work programs help employees reintegrate smoothly after extended absences, ensuring they feel valued and capable of resuming their roles effectively. Retention incentives, such as competitive salaries, career development opportunities and wellness programs, are vital for maintaining a motivated and committed workforce, reducing turnover and retaining top talent. Maternity leave is particularly important, as it supports new parents during a critical life transition, promoting gender equality and helping companies attract and retain talented women. Together, these benefits contribute to a positive company culture, enhance employee satisfaction and loyalty and ultimately drive organizational success.

Return to work and retention rates of permanent employees who took parental leave

Gender	Permanent employees (FY 2023-24)	
	Return to work rate (%)	Retention rate (%)
Male	99.97	77.64
Female	99.67	65.65
Total	99.80	73.97

Momtastic 2.0

On International Women's Day 2023, HCLTech CEO and MD announced new policies to support new mothers, providing enhanced flexibility and a smoother return to work. Eligible employees can use a primarily work-at-home arrangement for up to 18-months after their baby's arrival.

The policy includes four phases:

Care:

Launch of the 'Parent Pro' app, buddy and manager periodic connects, 'Stay in Touch' days and buddy allocation.

Acclimatize:

'Bright Beginnings' welcome back celebration, parent connect program, access to 'MentorMe' and business-specific trainings and enrolment in a mom care plan.

Reaffirm:

Initiate 'Mindful Conversations', launch the 'Parenthood Curve' survey, ensure no impact on employee ratings and allow employees to move to the bench for one year if not ready to return.

Ease

Work-from-home arrangements, optional telecommuting for six months for night shift women employees and exploration of shared parental leave options.

Mitigating the impact of redundancies

We aim to ensure that we can anticipate and reduce layoffs, however, in instances where this is necessary, we strive to minimize any negative impact and support employee career growth - as well as organizational stability.

Internal job posting policy

We encourage employees to seek career advancement within the company through our internal career opportunity system. This policy helps high-performing employees achieve their professional goals by allowing 'cross-pollination' across functions, engagements and projects. Eligibility criteria and guidelines are defined to support this process.

Rotation policy

HCLTech's rotation policy facilitates the movement of employees across different clients, domains and levels of work. This strategy enhances skill development and career growth by rotating employees through various projects and clients, promoting continuous learning and growth. Rotation helps reduce delivery costs, minimize dependency on external hires and keep employees up-to-date with industry trends.

Employees are categorized as 'Available for Deployment' or 'Due for Rotation' if they remain on the same client for extended periods. Different stages are defined for planning and managing rotations to ensure timely movement and skill enhancement.

Internal and external fulfilment process

We use AI-enabled tools for both internal and external fulfilment of job openings.

- Internal workflow optimization (IWO): An auto search and match tool that reads demand and supply inputs, integrated with various internal tools. It helps hiring managers and TPG/TAG managers manage internal resources efficiently.
- EDGE TA: An external fulfilment tool that analyzes structured and unstructured data from demand and supply attributes. It screens and matches profiles to meet hiring needs effectively.



Occupational health and safety practices (OH&S)

Ensuring the safety and well-being of all our employees at HCLTech's corporate headquarters is paramount to us. We have established stringent health and safety protocols in line with regional laws and international standards to foster a secure work environment. This includes providing personal protective equipment, implementing social distancing measures and conducting routine sanitization procedures. Additionally, we prioritize employee health by conducting regular health exams and promoting wellness programs to support their physical and emotional well-being.

We have implemented structured procedures and systems to effectively manage, identify and mitigate workplace hazards. Utilizing tools like Failure Mode Effect Analysis (FMEA), we routinely assess health and safety risks to proactively address potential hazards. Our commitment to employee health and safety is further demonstrated through the implementation of Occupational Health and Safety (OH&S) policies and procedures across all levels of our organization, ensuring compliance with health and safety laws in every nation where we operate. 70% of our facilities have received certification against the rigorous ISO 45001 standards. ISO 45001 standards. Additionally, adequate procedures and protocols are followed to safeguard employees against health and safety injuries, ill health, diseases and incidents. All employees of our company across the globe have access to report health, safety and environment related incidents and accident including near-misses through the 'incident management tool' hosted on the company's intranet portal for self and on behalf of third party workers. This portal has a closed loop from reporting to closure of the incident to the satisfaction of the victim.

Employees are also encouraged to participate in the periodical emergency mock drills conducted at their worksites and report or identify learnings which need to

be addressed. They are also encouraged to participate in the process of reviewing risks in their respective areas of operation from time to time and develop and share strategies to completely eliminate, mitigate or reduce the identified risks.

To support our OH&S management practices, we ensure that all employees have easy access to personal protective equipment (PPE) as needed, complemented by HCLTech Healthcare services offering affordable healthcare options such as lab testing and online consultations with specialists. Our medical facilities meet the diverse healthcare needs of employees and their families while adhering to global standards. We encourage open communication among employees to report any health issues or hazards at work and safety committees convene regularly to address safety-related concerns. Furthermore, a robust system for reporting and managing accidents ensures prompt and efficient handling of workplace incidents, fostering a culture of safety and well-being throughout the organization.

Safety incident/ number	FY 2022-23	FY 2023-24
Lost Time Injury Frequency Rate (LTIFR) (per one-million-person hour worked)	Not Reported	0.008639
Total recordable work-related injuries	5	27
No. of fatalities	0	0
High consequence work-related injury or ill-health (excluding fatalities)	0	0



Zero tolerance

HCLTech upholds a zero-tolerance policy towards any form of violence, harassment, or intimidation, solidifying our dedication to a secure and respectful workplace. Our safeguarding protocols are stringent, designed to preserve employee privacy and rights.

Violations of our conduct policies are addressed with the utmost seriousness. Depending on the severity and in accordance with applicable laws, disciplinary actions—including termination—may be taken. We've put in place transparent reporting mechanisms, ensuring employees have clear avenues to report concerns, whether through their managers, HR department, or directly to the whistleblower committee via email.

When employees raise complaints, we encourage them to provide written statements and any supporting evidence. Throughout the investigative process, we prioritize maintaining confidentiality and anonymity to ensure a safe environment for all.

Moreover, we conduct regular training and awareness programs to educate employees about their rights and reinforce their understanding of anti-discrimination policies. These sessions equip everyone with the knowledge and tools needed to promote a culture of respect and equality within our organization.

At HCLTech, we acknowledge the importance of privacy as a fundamental right. Our comprehensive global privacy policy and accompanying procedures are designed to safeguard the privacy of our employees. We make sure to be transparent with our employees, providing them with information about the collection and processing of their personal data by HCLTech. We foster a culture that values privacy by restricting the collection, use, retention and disclosure of personal information to what is clearly necessary and proportional for the organization's objectives. Additionally, we have implemented a centrally managed data subject rights management portal, allowing all employees to exercise their privacy rights in accordance with relevant data protection laws.

Global Ethics helpline

We have established the Global Ethics Helpline, providing employees with a confidential reporting mechanism to address any instances of harassment. This helpline operates within our official channels, aligning with our robust workplace sexual harassment policy.

Prevention and redressal of sexual harassment

In our commitment to fostering a safe workplace environment free from sexual harassment, we have implemented the "SECURE" initiative. This initiative serves as a cornerstone in upholding our 'Prevention and Redressal of Sexual Harassment' policy throughout our organization. Our practices strictly adhere to relevant laws, including "The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013" in India, as well as corresponding regulations in other

countries where we operate. In cases of sexual harassment, employees are encouraged to promptly report incidents to secure@hcltech.com.

Internal Complaints Committee (ICC):

An Internal Complaints Committee (ICC) is responsible for conducting thorough investigations into these complaints, ensuring objectivity and confidentiality while adhering to standard SLAs mandated by law.

In instances of false allegations, appropriate actions are taken by the employer based on the ICC's recommendations, which may include issuing apologies, warnings, reprimands, or termination of employment, depending on the specifics of each case. Individuals dissatisfied with the ICC's resolution maintain the right to appeal to the relevant court or tribunal within stipulated time frames and procedures.

Human Rights

At HCLTech, we are deeply committed to upholding and promoting human rights across all our operations and interactions. Our comprehensive global Human Rights Policy reflects this commitment, covering not only our permanent and contractual employees but also trainees, visitors, vendors, supply chain partners and clients. This policy is available for review [here](#).

To ensure the effectiveness of our Human Rights Policy, we engaged Bureau Veritas to conduct an independent assessment of our practices. This assessment covered 73% of our offices and no significant risks or concerns were identified. Furthermore, we are proud to report that 95.39% of our total employees have completed training on human rights.

We have robust internal mechanisms in place to address any grievances related to human rights issues. Employees and affected individuals can raise concerns through various accessible, equitable and transparent channels. Concerns can be reported in writing or orally to reporting managers or Human Resources (HR). Additionally, employees can submit their grievances through the Global Ethics Helpline (MyHCLTech >> Top Ribbon (Main Menu) >> Ethics Helpline), or contact the Whistleblower Committee via whistleblower@hcltech.com. Complaints should include a detailed narrative of the events and any supporting evidence and they can be submitted confidentially or anonymously. We are committed to maintaining the confidentiality of the reporting individual's identity as much as legally possible, while still fulfilling our obligation to investigate reported violations.

Moreover, we have integrated human rights considerations into our due diligence process for onboarding new vendors. Human rights requirements are embedded in all our business agreements and contracts, ensuring that our commitment to human rights is upheld throughout our supply chain and business relationships.

Grievance redressal

Our principles of integrity and transparency are paramount in our grievance redressal process, nurturing trust and ensuring continuous improvement and the 24/7 Global Ethics Helpline is fundamental to our corporate governance framework. Managed by OneTrust and supporting over 50 languages with voice assistance, it offers a streamlined process for reporting misconduct or violations of our code of conduct. Reports can be made via phone or text description, with stringent confidentiality maintained throughout the process.

The #DoTheRightThingsRight campaign reflects our commitment to ethical conduct, encouraging the translation of principled intentions into actionable practices and enhancing awareness of policies.

In FY23-24 we doubled down on our dedication to address and resolve workplace issues promptly and effectively.

- 30 whistleblower complaints have been filed by employees. 50 anonymous complaints were also received.
- 9 grievances related to working conditions were reported and resolved by year-end.
- 9 health and safety grievances in FY23-24, with 2 pending at year-end.
- 87 sexual harassment complaints were reported; 76 are resolved.



Appendix

Table: Breakdown of Employees by Geography

	FY20	FY21	FY22	FY 23	FY24
Global Total	150,423	168,977	208,877	225,944	227,481
Males	110,027	122,990	150,281	159,842	160,982
Females	40,318	45,931	58,525	65,907	66,268
Other	78	56	71	195	231
Geography 1 – India, Sri Lanka, Vietnam	108,804	126,700	161,703	174,941	172,646
Males	80,010	92,275	116,281	122,944	121,049
Females	28,794	34,425	45,422	51,997	51,597
Other	0	0	0	0	
Geography 2 – APAC & ROW (Total)	7,082	7,976	8,219	9,553	10,930
Males	5,012	5,599	5,646	6,539	7,503
Females	2,070	2,377	2,573	3,011	3,424
Other	0	0	0	3	3
Geography 3 – Europe (Total)	12,441	12,088	13,015	13,746	16,052
Males	9,161	8,795	9,437	9,880	11,662
Females	3,277	3,291	3,577	3,754	4,245
Other	3	2	1	112	145
Geography 4 – Americas (Total)	22,096	22,213	25,940	27,704	27,853
Males	15,844	16,321	18,917	20,479	20,768
Females	6,177	5,838	6,953	7,145	7,002
Other	75	54	70	80	83

Table: Breakdown of Employees by Age

Employees by age	FY20	FY21	FY22	FY 23	FY24
Under 30 years old					
Males	37,307	38,658	50,103	55,717	52,455
Females	22,071	24,849	32,239	36,951	35,534
Other	9	4	12	18	12
30–50 years old	FY20	FY21	FY22	FY 23	FY24
Males	65,648	76,820	91,375	93,972	95,802
Females	15,877	19,020	23,910	26,433	27,533
Other	34	26	36	38	40
Over 50 years old	FY20	FY21	FY22	FY 23	FY24
Males	5,651	6,433	7,703	8,995	10,469
Females	1,826	1,716	2,002	2,126	2,446
Other	34	25	23	22	31
Data not available	FY20	FY21	FY22	FY 23	FY24
Males	1,421	1,079	1,100	1,158	2,256
Females	544	346	374	397	755
Other	1	1	0	117	148

DEI recognitions and awards



Global Top Employer for 2023 in 25 countries by the Top Employers Institute, with a #1 ranking in 18 countries and top honours in Europe, Asia Pacific and North America.



Recognized in the Top Regional Companies 2023 Index by DiversityInc's Specialty Lists for our dedication to workplace fairness and equity.



Achieved a 'Jury Special Mention' in NASSCOM'S DEI Champions award.



Honoured with a silver ranking in India Workplace Equality Index



Winner of multiple Brandon Hall Group HCM Excellence Awards, including for programs aimed at unconscious bias awareness, leadership development for women, diversity and inclusion strategies, benefits, wellness, employee recognition and engagement.



Most Inclusive Companies Index (MICI) 2023 by Avtar and Seramount for fostering an inclusive work environment.



Commitment to employee empowerment and career development highlighted by Chief People Officer Ramachandran Sundararajan.



CEO of Top Employers Institute, David Plink, praises HCLTech's global commitment to its employees.



Silver Employer under the India Workplace Equality Index (IWEL)



Received Synchrony Financials' title for 'Most Innovative Diversity Practices'



Included in Seramount's Global Inclusion Index across 14 countries, recognizing our commitment to transparency, recruitment, retention and corporate culture.



Named among the 2023 Avtar and Seramount's 100 Best Companies for Women in India.



Gold in Brandon Hall Group-Excellence in HCM Practices for Best Advance in Leadership Development for Women.



Silver in Best Advance in Leadership Development for Best Learning Program in Unconscious Bias Awareness.



Certified as Top Employer in 26 countries, including receiving regional certifications in North America, Asia Pacific and Europe.



Acknowledged among 17 Global Top Employers for exceptional HR policies and practices.



HR Best Practices Survey evaluates organizations in six domains and 20 topics, including people strategy, talent acquisition, diversity and wellbeing.



Progress for a better planet



At HCLTech, we recognize the impact that a global IT company can have on the environment and we therefore strive to establish a new benchmark for environmental stewardship within our industry. Through tangible initiatives and strategic partnerships, we actively collaborate with local stakeholders to drive positive change at the grassroots level.

To address the pressing global environmental challenges, we have implemented robust measures to minimize our environmental footprint locally by prioritizing sustainability initiatives across our offices worldwide. From embracing energy-efficient practices in our buildings to implementing waste reduction and recycling programs, as well as promoting green transportation options like electric vehicles for our employees, we actively contribute to fostering a more sustainable future for all.

Our environmental initiatives are not isolated acts but rather part of a company-wide, strategic framework that aligns with international standards to maximize our contribution to the United Nations Sustainable Development Goals (SDGs). We are certified to ISO 14001:2015 (Environmental Management System) and ISO 45001:2018 (Occupational Health & Safety Management System). We also hold ISO 50001 certification for our energy management system as well as ISO 14064 for our GHG emissions.

Our comprehensive approach to environmental challenges focuses on critical areas such as renewable energy adoption, waste management, emissions reduction and sustainable supply chain practices.

We hold ourselves accountable for reducing our environmental impact and promoting environmental stewardship through transparent reporting and measurable goals.

Environmental targets

Net Zero roadmap

We have developed a comprehensive Net Zero roadmap to steer us towards significantly reducing greenhouse gas emissions. This roadmap outlines ambitious objectives that have been validated by the Science Based Targets initiative (SBTi) as aligned with the 1.5°C pathway, including:

- A **50% reduction in absolute Scope 1 and 2 emissions** by FY30, measured against a baseline year of FY20. This target reflects our commitment to minimizing direct emissions from sources that we own or control, such as onsite fuel combustion and purchased electricity.
- Sourcing **80% of our electricity from renewable energy sources** by the year 2030. By prioritizing renewable energy procurement, we aim to significantly decrease our reliance on electricity generated through fossil fuels, thus reducing our carbon footprint.
- A **42% reduction in absolute Scope 3 emissions by FY30**. Our Scope 3 emissions encompass indirect emissions that occur in our value chain, including emissions

from purchased goods and services, business travel and employee commuting and even work from home emissions. We plan to reduce through our impactful engagement with various stakeholders in our value chain.

- **Eliminating waste to landfill at all owned facilities by FY25**. Recognizing the importance of waste management in achieving sustainability goals, we are committed to implementing measures to minimize waste generation and maximize recycling and reuse.

We plan to start our offset program from 2025 and apply these offsets only to residual emissions where we do not have any control or lack influence.

We've made significant strides in reducing our environmental footprint in FY24, outlined in this chapter.

Climate change measures and progress

Through a series of targeted initiatives and strategic actions, we have minimized our impact on the environment.

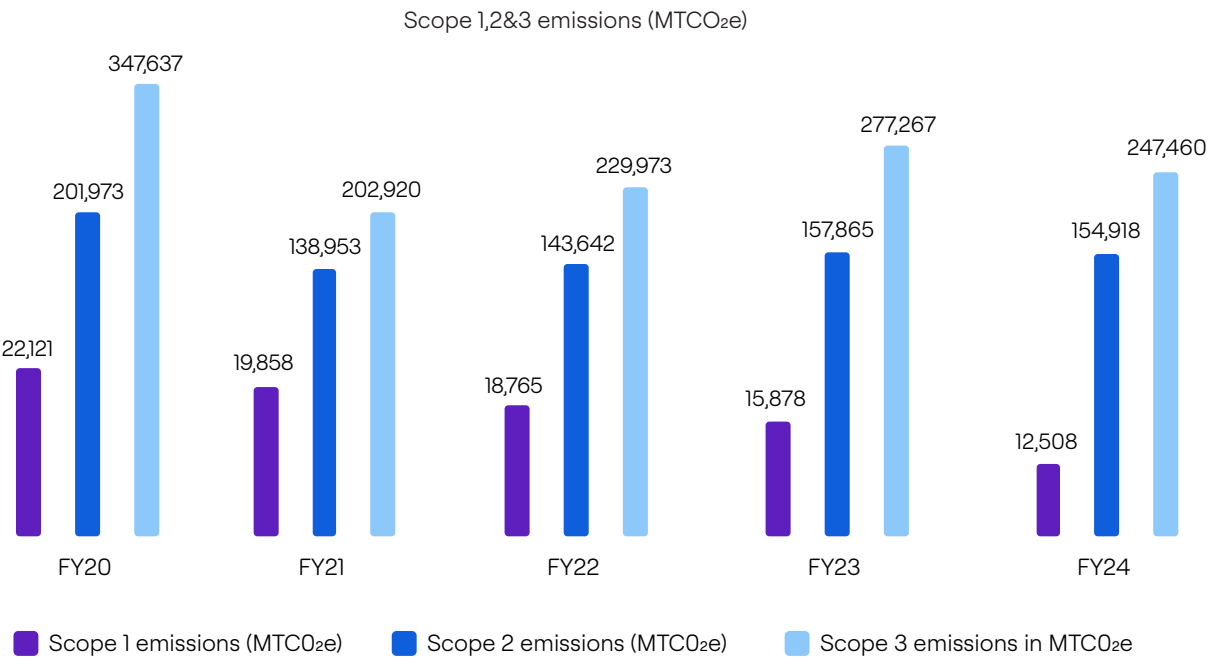
1. Integration of environmental factors into all aspects of our business operations, considering our organizational capacity, evaluating environmental risk and designate responsibilities.
2. Adherence to all relevant environmental regulations and standards, reflecting our commitment to compliance as a core value of our operational ethos.
3. Minimized our ecological footprint by prudently managing natural resources such as land and water, with a focus on enhancing energy efficiency and transitioning to renewable energy sources.
4. Adoption of sustainable and environmentally friendly procurement practices, driving sustainability throughout our supply chain.
5. Pollution prevention and waste reduction, including e-waste, through adherence to the principles of reduce, reuse, recycle and recovery.
6. A structured framework for defining and reviewing environmental objectives and targets, serving as a cornerstone of our sustainability strategy.
7. Continuous improvement and learning in our pursuit of environmental sustainability, ensuring adaptability to evolving challenges and opportunities.
8. Monitoring and transparent reporting of our environmental performance to stakeholders, reinforcing our commitment to accountability and transparency.
9. Promotion of widespread awareness of our environmental policy among all personnel and stakeholders, fostering a culture of environmental responsibility across the organization.
10. Regular review and adaptation of our environmental policies to align with evolving stakeholder expectations and changing environmental landscapes.

Environmental achievements FY24

Our achievements to date reflect our commitment to operating a sustainable business and progressing for a better planet:

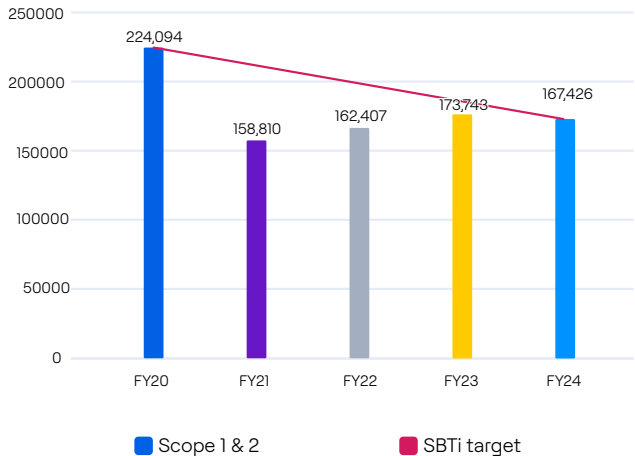
GHG Emissions

Through strategic initiatives and proactive measures, are ahead of our planned emission reduction goals. We selected FY2020 as our baseline for various metrics, ensuring data integrity and alignment with our Net Zero target for 2040. This approach, rooted in industry best practices and stakeholder engagement, drives continuous improvement in energy management and sustainability performance. Our GHG emissions calculations include a comprehensive range of all sources aligned to international standards, allowing us to accurately assess our environmental impact and develop targeted reduction strategies.



Since our baseline year of FY20, we have achieved a 25% reduction in our combined Scope 1 and 2 emissions. In FY24, we surpassed expectations with a 29% decrease in Scope 3 emissions. Our SBTi-approved target for 2030 required a linear reduction of 20% for Scope 1 and 2 emissions and 16.8% for Scope 3 emissions compared to our FY20 baseline. We have exceeded these targets, achieving a 5% greater reduction in Scope 1 and 2 emissions and nearly 12% greater reduction in Scope 3 emissions.

Scope 1 & 2 emissions (mtCO₂)



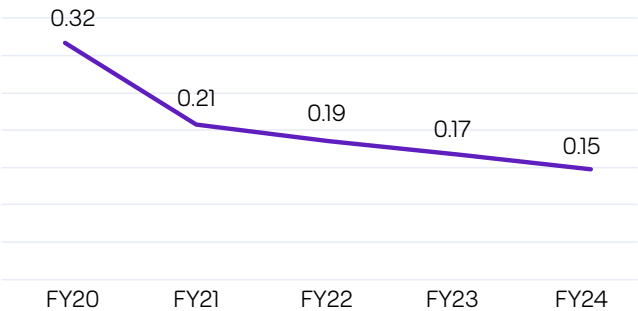
Scope 3 emissions (mtCO₂)



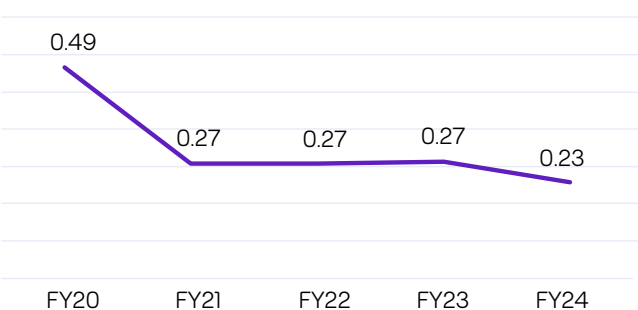
Sl.No.	Scope-3 Category	tCO ₂
1	Purchased and Capital Goods	26,660
2	Purchased Services	5,949
3	T&D Loss	33,015
4	Waste Generated	23
5	Business Travel	66,290
6	Employee Commute	27,426
7	Downstream T&D	110
8	WFH	87,988
9	Investments	0
10	Total Scope-3	247,460

Comparing our emission intensity in relation to the turnover, our efforts have led to a significant decrease. Scope 1 and 2 emission intensity have reduced by 52%, while Scope 3 emission intensity has reduced by 54% as compared to FY 20

Scope 1 & 2 emissions intensity (MTCO₂e/Million INR)



Scope 3 emissions intensity (MTCO₂e/Million INR)



Water management

Our dedication to responsible water stewardship drives us to implement strategies aimed at reducing water consumption, enhancing water efficiency and preserving water quality. Recognizing the global challenge of water scarcity, particularly in regions prone to drought, we have taken decisive actions to promote sustainable water management practices.

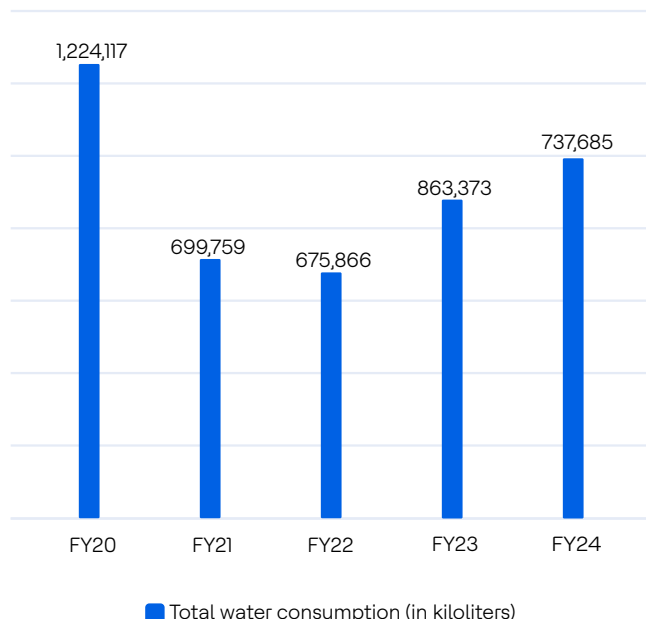
Through initiatives such as water recycling, rainwater harvesting and community water management projects, we are actively working to minimize our water footprint and ensure equitable access to clean water resources for all.

Since 2020, we have achieved a 40% reduction in water usage in India, where we have our majority of operations. From a sustainability context, water is a resource at risk in India and hence we have a specific focus around water.

Water withdrawal

	FY22	FY23	FY22
Groundwater	311,277	286,101.20	311,277
Third party water (municipal water supplies)	231,972	342,432.63	231,972
Others (recycled)	156,070	244,154.00	156,070
Total volume of water withdrawal (in kiloliters)	699,319	872,688	699,319

Water consumption (In Kiloliters)



We are the first company headquartered in India to join the Water Resilience Coalition and we endorse the CEO Water Mandate, a collaboration between the UN Global Compact (UNGC) and the Pacific Institute, aimed at promoting corporate water stewardship globally. Through continued collaboration and innovation, we aim to further enhance our water conservation efforts and drive positive change for future generations.

Reducing water consumption

We have implemented technical interventions like water recycling plants, reusing AHU condensate and rainwater and adopting water-efficient measures have helped us reduce our water consumption. We have water aerator in all wash basin taps. Automated irrigation system consisting of sprinkler and drip irrigation system has resulted in reduction in water consumption.

We have taken a target to of 5% reduction in YoY water consumption reduction for all our owned facilities. Recycling water utilization has been fixed at 45% for all our owned facilities.

Wastewater treatment

We have implemented water recycling practices in our facilities by utilising a Sewage Treatment Plant (STP). The treated output water is again treated by Ultra Violet rays or antiinfection dosing system and is then repurposed for flushing in washrooms and for watering plants and horticulture. STP treatment plant with combination of advanced MBR / MBBR has contributed towards improvement of the wastewater quality. We monitor STP outlet water quality on periodic basis and the reports are submitted to state PCB as per regulatory norms. We not only monitor waster inlet and outlet using flow meter directly but also in IOT based platform. Online STP treated water monitoring has been implemented as per SPCB norms.

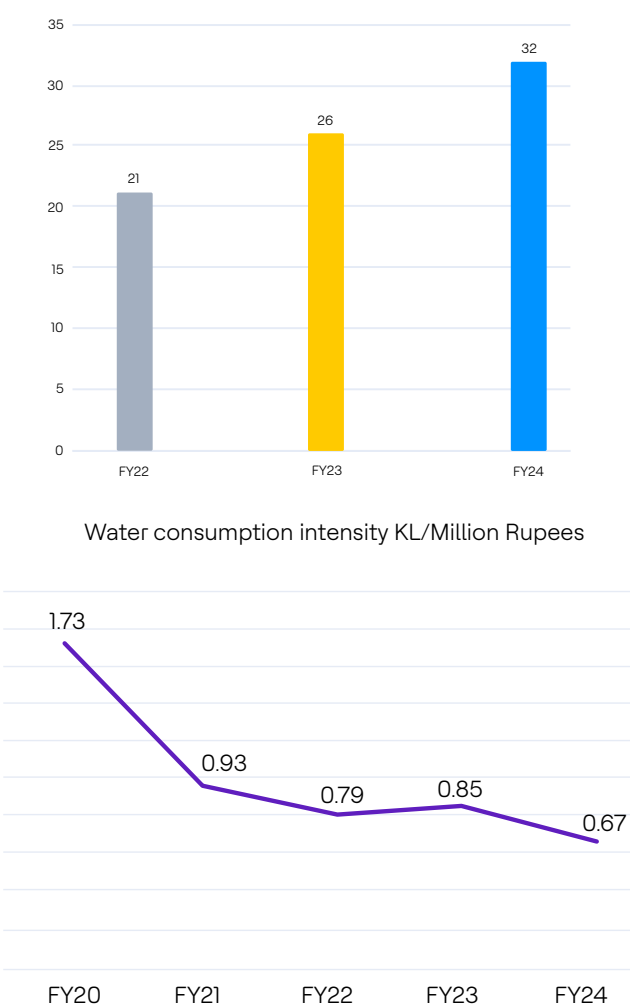
In FY24, our comprehensive water conservation initiatives made a significant impact:

- In line with our green building principles, sensor taps have been installed in 98% of our company buildings, reinforcing our dedication to water conservation and efficiency.
- Our implementation of irrigation systems and rainwater harvesting pits has enhanced groundwater recharge and reduced reliance on freshwater sources. Notably, we have installed 26 rainwater harvesting pits at the HCLTech SEZ Noida Campus.
- The deployment of neem-based liquid with anti-scaling properties in our cooling towers significantly reduced the need for chemicals and water, further contributing to our water conservation efforts.
- We successfully harvested 81 billion litres of water and constructed over 243 water structures. These efforts are in line with the Jal Shakti Abhiyan, a government-led campaign for water conservation and contribute to the achievement of the United Nations Sustainable Development Goals.
- Through our commitment to replenishing water sources, we have revitalized 150 water bodies, replenishing 32 times the water we consume.

- We have extended our support to local communities by implementing rainwater harvesting techniques. For instance, in the Hardoi district of Uttar Pradesh, we have enabled farmers to transform wastelands into fertile land through rainwater harvesting. Additionally, we have installed rooftop rainwater harvesting structures in schools in Madurai and Noida, empowering them to reduce their dependence on freshwater consumption.

Through the HCLFoundation, some of the above initiatives have helped recharge more ground water in India. We have managed to recharge 32 times more water than we consume through our efforts. This gives us a better understanding of the scale of our initiatives.

Water recharge ratio compared to consumption



Case study

Harnessing greywater for sustainable water management

We embarked on an innovative initiative to implement a greywater reuse system across our facilities. Greywater, generated from activities like bathing, laundry and dishwashing, presents a valuable resource that can be recycled and reused for non-potable purposes and can reduce our reliance on freshwater sources.

Through collaborative efforts between our supply chain partners, we designed and implemented greywater reuse systems across our India locations to:

- 1. Collect:** Greywater is collected from sinks, showers and washing machines using dedicated plumbing systems.
- 2. Treat:** Greywater is filtered, disinfected and pH adjusted, to remove impurities and ensure safe reuse.
- 3. Store:** Treated greywater is stored in onsite tanks or reservoirs, ready for distribution.
- 4. Distribute:** Utilizing separate distribution networks, treated greywater is supplied for non-potable purposes such as irrigation, toilet flushing and outdoor cleaning.

By recycling greywater, we reduce our demand for freshwater resources. This has led to significant savings on water bills and wastewater treatment expenses. Furthermore, by diverting greywater from sewage systems or natural water bodies, we mitigate pollution and protect ecosystems, which aligns with our commitment to responsible environmental stewardship and sustainable development goals.

Water risk assessment (India)

As part of our commitment to sustainable water management, we conducted a comprehensive risk assessment for the India region using the AQUEDUCT Water Risk Atlas, an online open-source tool supported by the World Resources Institute (WRI). This tool is highly reliable and is one of the two tools recommended by CDP under the 'Water Security' Disclosure for assessing water withdrawals from areas with water stress.

Key findings

Current Water Withdrawals: In FY 2022-23, 53% of our total water withdrawals were from areas with ‘Extremely High’ water stress. By 2030, under the ‘Optimistic’ Scenario (SSP2 RCP4.5), this percentage is expected to rise to 86%.

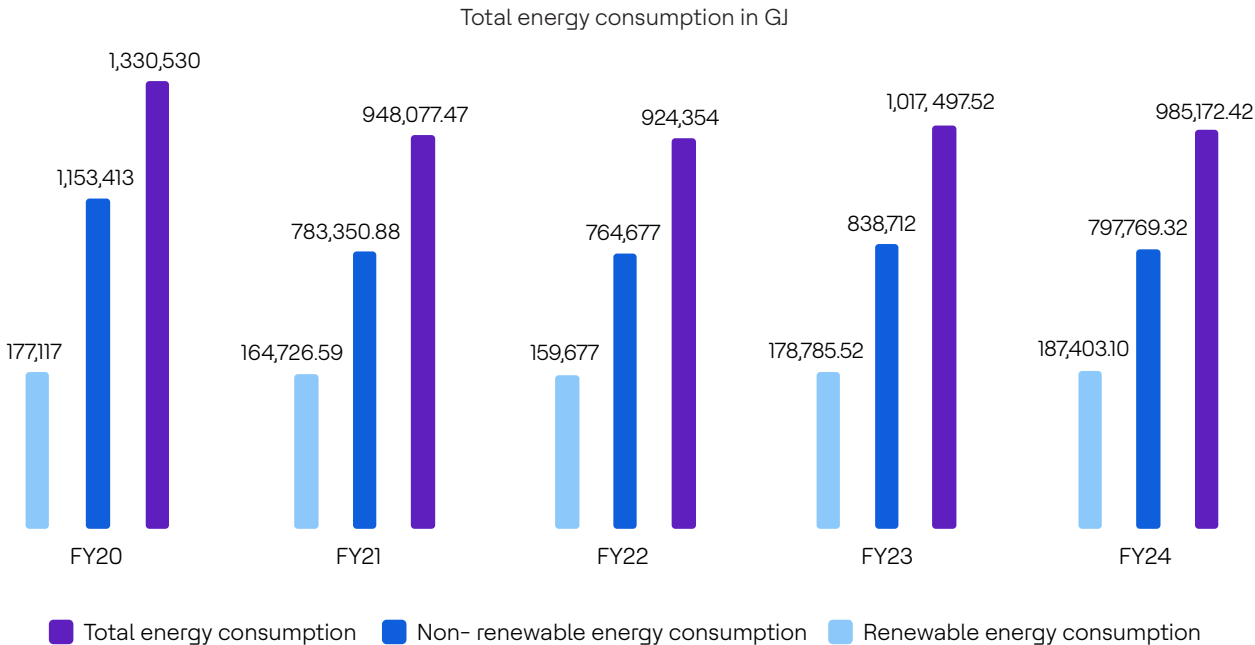
Water risk assessment results

Water stress labels	FY22-23 Total Water Withdrawals (Million Liters)	FY22-23 %age Withdrawals from Water Stress areas	Locations	2030 Water Withdrawals Projection	2030 %age Withdrawals from Water Stress areas	Locations
Extremely High (>80%)	444	53%	CHN, LKO, MDU, BLR, HYD, GGN, Pune & NGP	722	86%	NOIDA, CHN, LKO, MDU, BLR, VJW, HYD, GGN & Pune
High (40-80%)	94	11%		38	5%	
Medium - High (20-40%)	41	5%	NOIDA, VJW, Mumbai, Coimbatore & Kolkata	75	9%	Nagpur, Mumbai, Coimbatore & Kolkata
Low - Medium (10-20%)	1	0%		1	0%	
Low (<10%)	256	31%		0	0%	
Overall	835.75			835.75		

Our initiatives on water management and resilience are now being designed keeping the water risk assessment as the key input. We have new initiatives planned to mitigate the risk.

Energy management

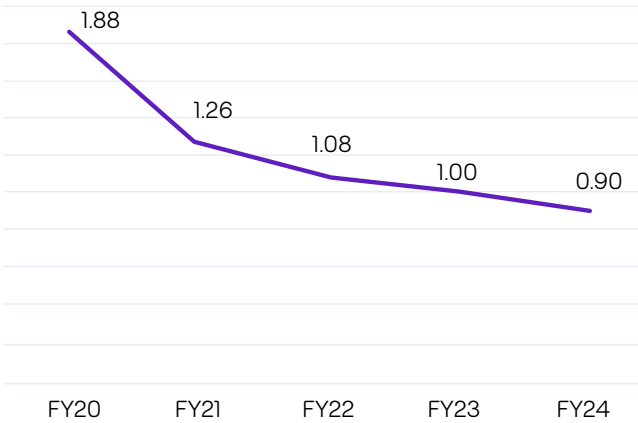
Our strategy on energy management is two-pronged, first to reduce our energy consumption through energy efficiency initiatives and then to source the energy from renewable sources.



Our energy consumption has decreased by 26% in comparison to our baseline year of FY 20 with a notable 31% reduction in non-renewable energy usage, signalling a strategic shift towards more sustainable energy sources. Our utilization of renewable energy during the same period has increased by 6% and we will see a faster rate of adoption in the coming years.

We engaged third party to identify the energy saving opportunities and associated investment requirements, to optimize energy use in all three scenarios near-term, medium-term and long term. The study was carried against various standards including IEEE (Institute of Electrical and Electronics Engineers standards association and BEE (Bureau of Energy Efficiency) standards.

Total energy consumption intensity GJ/Million INR



We prioritize building green infrastructure and 98% of our owned buildings hold ‘Platinum’ certification from Green Building Councils and over 13 million square feet of our space is recognized as green by bodies like the US Green Building Council (USGBC) and the Indian Green Building Council (IGBC).

All HCLTech campuses are LEED “Platinum” certified by USGBC or IGBC. In addition to this, Chennai, Bangalore, Madurai and Noida campuses are also certified under ISO 50001: 2018 Energy Management System

Our commitment to energy efficiency encompasses a wide array of initiatives and the widespread adoption of energy-efficient technologies aimed at conserving energy and reducing emissions across our global operations.

- 1. Technology optimization:** We have implemented daylight sensors and energy-efficient lighting solutions throughout our facilities, complemented by the integration of smart energy meters. This concerted effort has resulted in a noticeable reduction in overall emissions, contributing to our sustainability goals.
- 2. Chiller performance:** Significant enhancements in our chiller systems at key facilities have led to the conservation of 58 megawatt-hours (MWh) of energy and a reduction of 48 metric tons of carbon dioxide equivalent (tCO2e) in emissions.
- 3. HVAC enhancements:** Our major facilities have undergone energy-efficient upgrades and operational improvements in HVAC systems, resulting in substantial energy savings of 615 MWh and a reduction of 506 tCO2e in emissions.
- 4. LED lighting:** The transition to LED lighting across workspaces, cafeterias, pathways and outdoor areas, coupled with the integration of motion sensors and daylight harvesting techniques, has yielded remarkable energy savings of 1,757 MWh and a reduction of 1,446 tCO2e in emissions.
- 5. UPS system optimization:** Through strategic adjustments to the capacity of our UPS systems based on load demand and the activation of passive filters, we have achieved energy savings of 406 MWh and a decrease in emissions by 335 tCO2e.
- 6. Building management systems:** A comprehensive overhaul of our Building Management Systems (BMS) in phases 1 and 2, focusing on AHU control, has resulted in the conservation of 148 MWh of energy and a reduction of 121 tCO2e in emissions.



Case study

Sustainable water management, Noida SEZ campus

The Noida SEZ campus relies on water extracted from borewells and supplied by the Noida Jal Board. With the increasing impact of climate change, it is essential to identify sustainable alternatives to these conventional water sources, so we came up with a low-cost investment idea to utilize Air Handling Units (AHU) and condensate water.

How it works

Higher temperatures and monsoons often bring increased humidity. Air conditioners make the air more comfortable by removing some of this moisture, thus lowering humidity levels. Air conditioners cool air through refrigeration, involving two sets of coils connected by a condenser—one hot and the other cold. Chemicals inside the coils evaporate and condense repeatedly, cooling the coils and the air blowing over them. This process also forces moisture out of the air, which condenses on the coils, wringing out water. This condensate water can be further used for industrial applications.

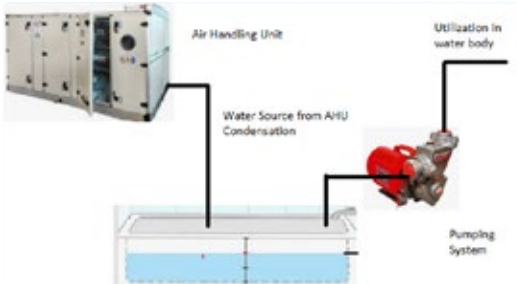
Highlights

- Pilot project: Implemented at Noida Tower 6, utilizing one AHU riser.
- Infrastructure: Installation of a new drainpipe to channel AHU condensate water to a collection tank.
- Pumping system: Discharging collected water to a water body in the horticulture area.

This initiative substitutes the need for water from conventional sources (borewells and Jal Board), contributing to the preservation of natural resources. Although the impact is relatively small, it is a step towards sustainable water management. NB: water generation is higher in summer and humid seasons and lesser in winter.

AHU condensate water savings calculation

Particulars	Saving units(KL)	Remarks	
		Water Generation -Before (KL/ per day)	Water Generation -After (KL/ per day)
		0	1.15
Yearly Generation	420		



Data center energy efficiency

Energy efficiency is paramount in managing our data centers sustainably and with the increasing demand for IT infrastructure, we have implemented various energy- saving measures in recent years.

Power Usage Efficiency (PUE) and cooling

Optimizing the power usage efficiency (PUE) and integrating renewable energy sources into our data centers helps us to support our sustainability goals.

We have actively worked on the PUE of our data centers and managed to keep the PUE at 1.6 in FY 2023-24, as in FY 2022-23 even when the utilization increased. This improvement is a result of several initiatives:

- Virtualization and cloud migration: Transitioning from single-box single-service setups to single-box multiple- services via virtual platforms and migrating services to cloud platforms has optimized power usage.
- Co-location strategy: By moving our in-house data centers to co-located facilities, we share power and cooling resources with other organizations, enhancing power utilization efficiency.

- Cooling efficiency: Cold aisle containment for racks, partitioning below raised floors and sealing air leakages have significantly improved cooling efficiency and ensure minimal mixing of warm and cold air.
- Temperature adjustments: In December 2019, with GIT leadership approval, we raised the inside temperature of our data centers and server rooms by one degree celsius. This adjustment, along with high-efficiency air filters and the replacement of old precision air conditioners (PACs), contributes to our energy conservation efforts.

As a result, 68% of the energy we consume within our major data centers was from renewable sources in FY23-24.

Technological advancements

We have integrated several advanced technologies to monitor and optimize our data center environments:

- IoT monitoring: An IoT-based temperature monitoring system helps in real-time optimization of cooling power.
- Smart Power Distribution Units (PDU): These units, equipped with temperature and humidity sensors, continuously monitor data rack level power utilization and environmental conditions. This real-time data collection maintains optimal data center environments and prepares us for future device deployment.

Ongoing projects and future plans

Currently, two proof-of-concept projects are underway to improve our energy usage:

- Noida SEZ tower one: In collaboration with VERTIV, we are optimizing precision air-conditioning usage.
- Chennai SEZ campus: Our M&E team is experimenting with raising data center temperatures and evaluating the resultant energy savings.

In addition to these projects, we continue to install vertical blanking panels and cold aisle containment, air purification units and restructured network cables. Our continuous participation in ISO 50001 (EnMS – Energy Management System) keeps our focus on energy optimization and we continue to integrate renewable energy sources to power our data centers.

Waste management

At HCLTech, we prioritize the 3R's—Reduce, Recycle, Reuse— in our waste management program, meticulously measuring and categorizing all waste produced. We ensure that hazardous materials are disposed of responsibly, paper waste is recycled and bio-medical waste is handled safely. Organic matter, such as food leftovers and garden debris, is converted into compost, closing the loop on our internal waste cycle.

In our efforts to manage waste effectively across our corporate footprint in FY24, we have implemented several key initiatives.

Organic waste

Organic waste management has been a focal point, particularly in recycling biodegradable waste like food scraps and garden debris. Through processes like Sewage Treatment Plants (STP) and Organic Waste Composters (OWC), we're converting organic waste into compost that enriches soil and supports plant growth. Additionally, leaf mould composting has been integrated into our practices, ensuring that organic waste contributes positively to the environment.

Plastic reduction

Addressing plastic reduction has been a priority and we have taken decisive steps to minimize single-use plastic within our operations. Transitioning from plastic to glass bottles for water in our offices has significantly reduced our plastic footprint. Similarly, in our cafeterias, we have eliminated single-use plastics, opting for alternatives like cans for aerated beverages and glass jars instead of cling film-covered snack plates in meeting rooms. These actions underscore our commitment to sustainable practices and environmental stewardship.

E-waste management

HCLTech prioritizes responsible and environmentally conscious waste management, including e-waste, in compliance with evolving environmental regulations. Through comprehensive recycling, responsible disposal and stakeholder engagement, we strive to minimize our environmental footprint and contribute to a circular economy.

In FY23-24, we transitioned to LED lighting across our facilities. This switch not only reduces our energy consumption but also minimizes our mercury footprint, contributing to more responsible e-waste management practices.

Furthermore, we partner with recyclers authorized by the pollution control board and conduct thorough due diligence on all vendors to ensure proper handling and disposal of each waste stream.

We implement source separation of all waste types, storing them in designated yards and strictly adhere to national environmental regulations to reintroduce waste materials back into the manufacturing cycle. Additionally, we actively source from suppliers who use sustainable and eco-friendly packaging materials, eliminating single-use plastics and thermocol.

Finally, we meticulously track the generation, storage and disposal of e-waste and other hazardous waste like batteries, lube oil and oil-contaminated materials. This data informs our waste reduction strategies and best practices. We conduct regular training sessions for staff involved in waste management, focusing on health and safety protocols and emergency preparedness.

Paper reduction

We have made significant strides in reducing paper consumption by promoting a paperless office environment. Strategic measures such as printer pin deployment, centralized printing stations and advocating for double-sided printing and smaller font sizes have been instrumental in reducing our reliance on paper. These efforts align with our commitment to sustainability and demonstrate our dedication to minimizing environmental impact.



Types of waste generated

Waste generated in operations (MT)	FY20	FY21	FY22	FY 23	FY24
Plastic waste	9	18.23	14.72	28.44	9.606
E-waste	2	219.30	127.00	383.55	334.90
Bio-medical waste	-	2.40	3.90	3.97	4
Construction and demolition waste	-	-	-	29.10	64
Battery waste	9	130.61	392.08	67.60	222
Used Oil DG	25	12.23	13.16	8.51	10.41
Other hazardous waste	101	163.79	2.08	2.69	6
Other non-hazardous waste	752	519.87	521.65	1,468.30	1,759
Total	898.22	1,066.43	1,074.59	1,992.16	2,410

We engaged an independent third party (Zecomy) to conduct a detailed gap assessment study of our existing waste management process. This would establish and define a structured waste management framework which would help us in timely disposal of waste, responsible disposal, waste recycling and meet the compliance requirements.

External waste management

Expanding our environmental stewardship beyond our walls, we have established a strategic partnership with the Greater Noida Industrial Development Authority. Through a Memorandum of Understanding (MoU), we are actively involved in the My Clean City program, dedicated to fostering a circular economy. This initiative aims to empower informal waste collectors, improve waste segregation and enhance recycling processes. Collaborating with the local authority, our shared vision is to realize a litter-free Greater Noida, epitomizing our joint commitment to a cleaner and greener urban environment. In managing our waste effectively, we meticulously track the total weight of waste diverted from disposal in metric tons. This includes a breakdown of waste composition, with a specific focus on hazardous waste. We closely monitor the total weight of hazardous waste diverted from disposal, categorizing it based on recovery operations such as preparation for reuse, recycling and incineration, among others.

Case study

Award-winning sustainable garden

HCLTech won first prize for Best Garden under the Sustainability category at the 36th annual Flower Show 2024 organized by the Floriculture Society of Noida, in collaboration with the Noida Authority. The event featured participants from across the NCR region, including prominent institutions like ONGC, Northern Railway, Adobe and Bennet University.

A panel of five horticulturists and landscape experts, including Ms. Manju Grover, Chairperson of the Society, visited our campus and evaluated the landscape, tree diversity and sustainable practices. Our sustainability measures include the use of native plants, efficient irrigation, organic fertilizers and composting garden waste. The award ceremony, hosted by Ms. Vandna Tripathi, ACEO of the Noida Authority, recognized our commitment to sustainability in garden maintenance. This achievement was made possible by the guidance and support of our leadership and the hard work of our ground staff.

For more information, visit noidafloriculturesociety.in.

KPIs and global alignments

Our data-driven approach to reporting not only allows us to accurately measure our progress but also helps us to identify areas for improvement and foster transparent engagement with stakeholders.

We consistently disclose our environmental performance data, goals and progress through comprehensive sustainability reports and communication channels. Through these actions, we demonstrate our dedication to responsible corporate citizenship and actively engage stakeholders in our sustainability journey.

Our commitments and pledges are verified and aligned with recognized global standards.

- As proud signatories to the **UN Global Compact** and the **Climate Pledge**, we uphold our commitment to sustainability on a global scale.
- Our targets related to GhG emission reduction are validated by the **Science Based Targets initiative (SBTi)** to be aligned with a 1.5°C Pathway. For Scope 1 and Scope 2 emissions, our target entails a 5% linear reduction each year. For Scope 3 emissions, our target is a linear reduction of annually, in line with the SBTi- aligned pathway.
- Our support to the **Task Force on Climate-Related Financial Disclosures (TCFD)**, enhancing our transparency regarding climate-related disclosures. The TCFD process has enabled us to identify the risks and impacts of climate change on our business, empowering us to develop robust risk assessment, mitigation measures and targets for a sustainable future.

Aligning with TCFD

After the International Sustainability Standard Board (ISSB) published its inaugural disclosure standards in June 2023, the disbandment of the Task Force on Climate-related Financial Disclosures (TCFD) was confirmed by the Financial Stability Board (FSB) in October 2023. This move signifies the full integration of the TCFD's four content pillars (Governance, Risk Management, Strategy, Metrics and Targets) and 11 recommendations into the ISSB's climate disclosure standard, known as IFRS S2 Climate-related disclosure (S2).

With the S2 disclosure standard coming into effect on January 1, 2024, HCLTech remains committed to aligning its 2024 climate-related disclosure with the comprehensive requirements of S2. HCLTech has conducted a thorough review of its disclosure approach, considering the incremental S2 requirements that surpass those outlined by the TCFD, to ensure robust climate-related disclosures in the future. The data used in this report is as of 31st March 2024, unless otherwise stated. HCLTech has identified climate change as one of its material issues and we strive to increase our transparency regarding climate

related disclosures. The climate-related disclosures have helped us identify the risks and impacts of climate change on our business and plan accordingly for our future. We have further strengthened our risk assessment, mitigation measures and targets.

Governance

At HCLTech, we have a robust structure in place for the governance of climate-related matters. Being a business that prioritizes our responsibility towards sustainability, climate has been integrated into our overall business and accountability has been determined, across different levels. Our governance structure ensures that directors, senior management and employees are all included and participate in our efforts towards climate. We launched our Sustainability School in November 2022 and the first course was a series of trainings on Climate Change. We have integrated a climate strategy into our decision-making framework.

The Board's oversight of climate-related issues is through the ESG and Diversity Equity Inclusion Committee. The ESG and Diversity Equity Inclusion Committee is chaired by Robin Ann Abrams and members include Roshni Nadar Malhotra and Simon John England who oversee the ESG strategy, policies and programs.

A central ESG team, within the office of the CEO, with a specialization in climate change has been created and is lead by Santhosh Jayaram (Global Head – Sustainability). Goals such as improving energy efficiency, increasing renewable energy in the energy mix, reducing emission related to employee commutes and business travel, reducing emissions from purchased goods and services are included in the KPIs of the respective leaders.

The course on climate change launched as part of our Sustainability School has a three-step learning process. The first set of modules explains the science and the impact of climate change. The second include understanding of carbon footprint, ways of mitigating and adapting to prepare a roadmap towards net-zero. In the third module, we launched a role-based learning, which helps our employees understand how to integrate the steps of mitigating and adapting to climate change in their professional role. There are separate modules for employees who work in IT, Finance, Risk, Marketing, Procurement etc. There is also a separate module on climate risk assessment. The complete climate change training has almost 12 hours of content and is open to all employees and Board Members of HCL Tech.

The ESG Committee evaluated the climate strategy in FY2022 and established the baseline year as 2020. HCLTech has committed to net zero by 2040 and on this path the immediate targets of 2030 were validated by the Science Based Targets initiative (SBTi) to align with the 1.5°C pathway.

Risk management

Our Enterprise Risk Management (ERM) framework uses a top-down approach to classify risks. This is integrated into our organizational strategy and helps shape our key business objectives. The framework also relies on active dialogue between the board and the management team. This enables judicious oversight by the Board. We conducted a climate risk assessment and the outcome of this forms part of the ERM framework.

We have started integrating climate change risks into each of these dimensions and business continuity planning solutions:



Risk identification

Our risk identification process involves:

- Direct stakeholder engagement, which includes our management, employees, clients and suppliers
- Secondary research through industry reports, global standards and trends



Risk assessment and impact analysis

- We assess each risk identified through our climate scenario analysis. Determining the intensity and time horizon of effect of the identified risks allow us to prioritize the critical risks that need immediate action
- We analyze the impact of each risk and opportunity on our business. We have further developed our impact analysis to include the financial impacts of the risks on our business



Risk mitigation

- We draft appropriate measures to be implemented for each identified risk, using quantifiable metrics to create accountability
- We also set targets in relevant subjects such as energy efficiency, emissions reduction etc. as long- term goals to address the risks
- We devise business solutions that help us capitalize on opportunities identified and would give us an edge over our competitors. We have set up processes to continuously review key metrics to measure and manage our climate- related risks and opportunities

Strategy

Our strategy for addressing climate-related risks and opportunities is through a detailed climate risk modelling exercise, which was carried out through a scenario analysis resulting in outcomes of physical and transition risks associated with our business.

We use ex-post measure where carbon price is estimated based on the cost associated with emissions reduction achieved by implemented initiatives. The implicit carbon price for last four years is given below:

Year	FY21	FY22	FY23	FY24
Implicit carbon price*	1,024	1,396	989	818

*INR per tCO₂ emission reduction

Our climate risk assessment process

We conducted a comprehensive climate change risk assessment covering our major operational locations – India (15 cities) and the US (42 cities). As outlined by the TCFD, risks have been categorized into:

- Transition risks linked to the transition to a low carbon economy
- Physical risks linked to climate change

The scenario selection was completed based on data sources from the Intergovernmental Panel on Climate Change (IPCC), the International Energy Agency's standard scenarios and a thorough internal stakeholder engagement. We have selected one scenario each for physical and transition risk assessment. The selected scenarios represent the most probable baseline for the future.

To determine the risks, we have defined short term as less than 5 years, medium term as between 5 to 15 years and long term as beyond 15 years. The selected scenarios are as given below:

Risk	Scenario	Description
Transition risk	IEA ETP 2 Degree Scenario	The focus of Energy Transformation Pathways (ETP) is the 2°C Scenario (2DS), which describes an energy system consistent with an emissions trajectory that recent climate science research indicates would give an 80% chance of limiting global temperature increase to 2°C. The global power sector can reach net zero CO2 emissions by 2060 under this scenario.
Physical risk	RCP 4.5	RCP 4.5 is described by the IPCC as an intermediate scenario. Emissions in RCP 4.5 peak around the year 2040, then decline. According to the IPCC, this is the most probable baseline scenario, considering the finite availability of non-renewable fuels. Global surface temperature change for the end of the 21st century (2081-2100) is projected to exceed 1.5°C in this scenario.

Scope and boundary selection

As our headquarters are in India and the US is our next largest geographical presence, we have considered both countries with a view of material significance. The majority of HCLTech's offices are located in India and the US,

making these materially significant locations to conduct our analytical study on the potential implications of climate change, both transitional and physical.

The assessment included evaluating the intensity of physical climate risks with different criteria such as:

- Criteria 1: Assets that are owned by the organization
- Criteria 2: Community assets (infrastructure and services)
- Criteria 3: Protect and enhance the local economy
- Criteria 4: Environmental assets
- Criteria 5: Ensuring business continuity

The results of the scenario analysis included a higher incidence of tropical cyclones, saltwater intrusion, coastal flooding, water stress and heat waves across cities. We reviewed our sensitivity to these hazards and adaptive capacity to mitigate these risks and identified vulnerable hotspots.

Risk assessment process

As elaborated in earlier sections we studied our existing documented risks, scenario data and external or publicly available data. To assess the vulnerability rating of HCLTech's assets we considered the sensitivity and adaptive capacity of our assets.

The process was as follows:

- Systems/ areas assets as risks (exposure)
- Past or existing risk
- Projected future change of climate variables related to this risk
- Impact of the projected changes on the risk
- Consequences of the possible impact
- Sensitivity of HCLTech's system to future risk
- Rate the sensitivity
- Adaptive capacity
- Rate the adaptive capacity
- Vulnerability rating

Physical risk – Indian locations

The top 3 locations that are potential hotspots in terms of being impacted by climate risks in India are:

- Chennai
- Lucknow
- Noida

While the risks related to heat waves is common across all 3 locations for short-, medium- and long-term frame, the risk related to water intrusion, coastal flooding and extreme weather events were identified to be more prevalent in Chennai for the medium to long timeframe.

The potential risks identified due to heatwaves include increased electricity demand from grid, as well as health and wellbeing of our employees. The operational challenges due to inundation is the identified risk for Chennai due to water intrusion and coastal flooding.

Physical risk – USA locations

The top 4 locations that are potential hotspots in terms of being impacted by climate risks like heatwaves and wildfires in USA are:

- California
- Kansas
- Texas
- Florida

Heatwaves and wildfires are the significant risks identified in these locations. Since none of the HCLTech facilities are close to wildfire potential locations the risk is reduce to insignificant.

Summary of impact of physical risks on business and mitigation measures:

The following table aims to elaborate the management approach and mitigation measures adopted to manage the physical risks in USA and India.



Physical risks

Risk	Impact to business	Time horizon	Management approach
Heatwaves and wildfires	<ul style="list-style-type: none"> Employee health and wellbeing impacting productivity Higher reliance on public power grids which can be prone to frequent failures Increase in cooling loads increasing the operational costs Limited impact to assets HVAC and chilled water- cooling systems design limitations will require more capital investment Increased wildfires can result in employee health issues 	Short to mid term	<ul style="list-style-type: none"> Our Crisis and Resilience Program has been implemented to manage, respond and recover from disruptive events including climate-related risks There are ongoing efforts with the latest and advanced monitoring systems to avoid potential server downtime Started monitoring the Power Usage Effectiveness (PUE) of our data centers and have initiated action to improve the efficiency 12.84 million sq ft of green buildings are 'Platinum' LEED (Leadership in Energy and Environment Design) certified by the US Green Building Council (USGBC)/ Indian Green Building Council (IGBC) Efforts in place to increase sourcing of renewable energy Launched an exhaustive employee health care program Invested in collaborative tools to facilitate a hybrid work environment
Saltwater intrusion, coastal flooding and water stress	<ul style="list-style-type: none"> Sea-level rise will cause salinization of land damage to building structures due to corrosion and water stress due to salinity intrusion into freshwater aquifers Damage to assets, lowering of asset prices 	Long term	<ul style="list-style-type: none"> New assets, asset maintenance, asset upgrades etc. will start factoring climate risk as part of planning process A monitoring system to be initiated to monitor the impact of climate change
Storms, hurricanes and tropical cyclones	<ul style="list-style-type: none"> Some of our facilities can be at risk because of extreme rainfall, storms and tropical cyclones Potential risk can be in terms of business continuity, employee safety and health 	Short to medium term	<ul style="list-style-type: none"> Our business continuity and crisis management program are upgraded to include climate related risks Launched an exhaustive employee health care program Invested in collaborative tools to facilitate a hybrid work environment

Transition risks

We identified the transitional risks for our global business. The surge of growing expectations from our clients and partners to help them chart their net zero journey is a risk as well as an opportunity. This stems out of the commitments they have related to reducing their Scope 3 emissions. The second is also identified as an opportunity for climate change related digital solutions, which is not capitalized, will result in an opportunity lost and a downside risk. The third risk is a reputational risk from other stakeholders such as investors, employees etc.

Transitional risks

Risk	Impact to business	Time horizon	Management approach
Market risk	<ul style="list-style-type: none"> • Clients' and partners increasing expectations for environmental/ social performance which include GHG emission reduction requirements 	Short term	<ul style="list-style-type: none"> • Started engaging with clients and partners to understand their expectation and communicating what we do on a continuous basis • Transparent communication of the ESG performance including performance in relation to GHG emissions • Collaborating with clients and partners to create better impact • Working in coalition towards the bigger goals • Align our net zero target and 2030 targets to 1.5°C pathway (validated by SBTi) • Training and skill development of employees on climate change • Investments planned to move our energy mix towards renewable energy • Investments for improved energy efficiency in our operations • Initiatives to reduce our Scope 3 emissions
Market risk	<ul style="list-style-type: none"> • Clients seeking digital solutions in the transition to a low-carbon future • Continued and growing demand for green IT 	Short term	<ul style="list-style-type: none"> • Continue to diversify our offerings in terms of emission reduction, climate resilience and Green IT services • Investment into research and development of new services. Examples of services already launched are featured in the sustainability solutions section of this report • Working collaboratively with partners to evolve next generation climate related solutions • Expanding the scope of the innovation centers with clients to include climate change mitigation pathways
Reputation risk	<ul style="list-style-type: none"> • The increasing scrutiny of consumers, business and institutional investors on a company's environmental performance, poses a reputational risk 	Short to mid term	<ul style="list-style-type: none"> • Ensuring effective transparency • Our commitment towards net zero, our goals and targets for 2030 as well as our performance against our targets • Regular engagement with all stakeholders to discuss our progress/ efforts in relation to climate change

Awards and recognition for environmental stewardship

Our commitment to water stewardship has been recognized with the National Water Award 2022 by India's Ministry of Jal Shakti. This award acknowledges our contributions to the United Nations Sustainable Development Goals, particularly SDG 6 (Clean Water and Sanitation) and SDG 15 (Life on Land).

- We have received an 'A-' rating from CDP in 2024 owing to our efforts and transparent disclosures.
- 5 of our campuses in India have been awarded for international safety by the prestigious British Safety Council.

Sustainability in action

15,700+ hours of sustainability training

The HCLTech Sustainability School has helped us to instil environmental and sustainability education throughout our organization. A large number of employees are engaged in this initiative, collectively accumulating over 15,700 hours of training. At the heart of this program lies the climate change learning series, which not only fosters awareness but also empowers our workforce to implement tangible measures for reducing their carbon footprint. From discussions on biodiversity conservation to responsible resource extraction, the curriculum delves into crucial topics, exploring both individual and collective actions that can have a positive impact on the health of our planet.

Climate action grant USA

This is a first of its kind program that directs financial support to non-governmental organizations (NGOs) leading the charge in combating climate change, preserving ecosystems and promoting biodiversity. With an annual allocation of US \$1 million, we distribute \$500,000 to one NGO and \$250,000 each to two others, amplifying their efforts and impact.

Our grant program is open to NGOs from various countries across the Americas, including the US, Canada, Mexico, Guatemala, Costa Rica, Brazil, Panama, Peru, Argentina and Colombia. Beyond financial support, we offer strategic guidance through regional virtual discussions and partnerships with consultancy firms. This collaborative approach ensures that the grants are effectively utilized and drive meaningful, long-term impacts in the fight against climate change and environmental degradation.

The journey continues

Sustainability champions program

In FY24-25 we will launch the Sustainability Champions Program, aimed at engaging and empowering employees to champion sustainable practices throughout the organization. This initiative will create a network of passionate individuals dedicated to promoting and implementing sustainability in their daily work and local areas.

Our goal is to foster a culture of sustainability, reduce our environmental footprint and positively impact the communities we serve. Over 160 employees from 18 countries have already been shortlisted through a rigorous selection process, with more to be onboarded in phases.

Participants will receive training, tools and resources to lead sustainability efforts. They will advocate for sustainable practices like reducing waste, conserving energy and promoting recycling within their departments. Champions will also develop and execute projects addressing environmental and social issues, share ideas and successes and track the impact of their initiatives to ensure transparency and accountability.

As we advance towards our environmental goals, our forthcoming initiatives include:

- Expanding renewable energy will be the top priority. This means further investment in renewable energy projects to reduce our reliance on non-renewable sources and lower our carbon footprint.
- We will strive further to bring in best in class technologies to further improve our efficiencies in energy and water. We regularly scan for new technologies and do pilot projects to test those in our operating environments.
- We are confident to achieve our goal of zero waste to landfill by end of 2025. We would undertake independent studies this year to gauge the effectiveness of our goal.
- We are committed to enhancing supplier sustainability by integrating sustainability principles deeper into our supply chain. This involves expanding our sustainable sourcing programs, collaborating closely with suppliers to uphold environmental standards and fostering responsible business practices across our network.
- Broadening stakeholder engagement is essential for amplifying our collective impact on sustainability. We are dedicated to strengthening engagement with all stakeholders, including employees, clients and community partners. By fostering open dialogue and collaboration, we aim to garner diverse perspectives and drive meaningful change towards sustainability.

A futuristic, blue and white autonomous tractor is shown from a top-down perspective, driving along a dirt path that runs between rows of grapevines in a vineyard. The scene is illuminated by the warm, golden light of a setting or rising sun, creating a long shadow of the tractor on the path ahead. The tractor has a sleek, modern design with a white upper body and blue lower body. A small digital display on the front of the tractor shows a battery level icon and some text. The overall atmosphere is one of advanced technology integrated into a traditional agricultural setting.

Integrating digital technology and sustainability

The future of digital technology and sustainability are inextricably linked; digitalization holds the key to unlocking sustainable practices across all sectors, while sustainability is becoming central in the evolution of digital solutions. This convergence of digitalization and sustainability is evident within our portfolio of technology solutions and the services we offer our clients.

Our technology solutions and platforms assist clients in monitoring and reducing energy consumption and carbon emissions. We also support supply chain sustainability with technologies that help clients to make better sourcing decisions and proactively engage with suppliers. We provide clients with tools to optimize data management and operational efficiency and our emphasis on green technologies includes efficient coding practices that help decrease clients' energy usage and carbon footprint. Compliance and governance are integral to our approach and our tools can ensure clients adhere to global and local regulations and handle private data securely.

We are committed to driving sustainability within our operations and helping our clients achieve their own goals. Through our comprehensive suite of sustainability-focused solutions and services, combined with our own sustainability initiatives, we can make a positive difference in the world.

Flag, add, multiply

We adopt a three-tiered approach to enhance sustainability across client operations: flag, add and multiply.

Flag: We proactively "flag" potential sustainability impacts within client operations, suggesting areas where our existing solutions could be beneficial. Right from the design stage of a proposal, we introduce a sustainability quotient, enabling clients to make informed decisions about the potential environmental impact of their operations. This is part of our commitment to ensure that sustainability is a foundational element in every client engagement.

Add: To "add" sustainability impact, we implement additional layers of tooling or competence. This not only provides further sustainable benefits but also keeps our services at the cutting edge as technological advancements emerge. By continually enhancing our solutions with new tools and skills, we stay ahead in delivering comprehensive, future-proofed sustainability benefits to our clients.

Multiply: We "multiply" the sustainability impact by collaborating with clients and industry partners to tackle specific sustainability challenges. Through collective efforts and our expertise in ESG domains—including net-zero initiatives, supply chain sustainability and green technology—we strive to effect systemic change and foster a shared drive towards a more sustainable future.

Awards and recognition

Our commitment and innovation in sustainability have been acknowledged with several awards and recognitions in FY23-24.



Norfolk Southern award
HCLTech with Environmental
Stewardship Award for 2023



Cisco Sustainability
Award for NIO



2023 IoT Evolution Industrial
IoT Product of the Year
Award (NIO)



NASSCOM Spotlight
Award (NIO)



Leader in Avast Tech-
enabled Sustainability Services
RadarViewTM



Sustainable Finance 360
(SF360) won the AWS EMEA
Financial Services Innovation
Challenge for sustainability



Sustainability solutions: our areas of focus

We build our services and propositions around the following business areas:



Sustainable product engineering and design

- Create products and packaging with minimal environmental impact, leveraging circular economy principles and sustainable materials.
- Measure and minimize the environmental impact of the product lifecycle (PCF, LCA).
- Recycle, package and design for sustainability aided by sustainability digital twins in compliance with EPR (extended producer responsibility) and EPD (environmental product declarations).



Sustainable operations

- Help clients to streamline their operations with smart energy management systems and resource optimization strategies, leading to greater efficiency and minimized environmental impact.
- Measure, monitor, optimize, normalize, compare, intelligently predict and report on Scope 1, 2 and 3 emissions.
- Help clients adhere to global standards like GRI, CDP, SASB, CBAM and TCFD.



Sustainable finance

- Employ PCAF-aligned emission quantification for financing, investing and insurance.
- Use technology that facilitates precise target setting in accordance with standards such as SBTi, NZBA and NZIA.



Sustainable data centers and IT

- Enable green data centers via energy-efficient technologies that reduce energy consumption and adhere to standards like ISO14000 and ISO50001/2.
- Help clients migrate to a comprehensive cloud strategy and sustainable coding practices to reduce their digital footprint.
- Provide solutions that help measure and reduce the impact of carbon emissions and integrate renewable energy sources.



FY23-24 wins

During FY23-24, we have made remarkable progress in aligning digital transformation with sustainability across diverse sectors, encompassing a range of services and products. Some notable wins include:



Financial services

A European banking client partnered with HCLTech to implement a comprehensive sustainability strategy. This included an ISO 14001 compliant Environmental Management System (EMS), leveraging sustainability best practices and targeted initiatives aligned with the client's greenhouse gas reduction goals powered by NIO. HCLTech delivered a detailed sustainability roadmap, dedicated support from our environment and sustainability team along with tool-based reporting. During the engagement, we focused on data centre optimization, energy-efficient technology recommendations and reduced resource consumption. The client stands to benefit from tangible reductions, regional investment supporting their objectives and a clear path towards environmental leadership within the banking sector

HCLTech is helping a major UK-based retail and commercial bank to enhance its sustainable finance initiatives. Our SF360 solution will help the client analyse energy consumption data and the accuracy of EPC ratings. This will optimize the client's ability to accurately target clients for sustainable financing interventions

A European banking giant partners with HCLTech to embark on a sustainable IT journey. HCLTech will analyse the IT footprint of 3 critical business applications to identify areas for emission reduction. This will help the bank optimize their IT infrastructure for a greener future



Manufacturing

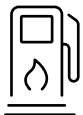
A European automotive manufacturer selected HCLTech as a technology partner of choice to implement NIO, its flagship sustainability solution for data centres. NIO will enable comprehensive sustainability monitoring across the client's global data centres to track energy consumption and carbon emissions for 500+ devices, providing insights to drive environmentally-conscious decision-making.



Life sciences and healthcare

HCLTech enables a Fortune 500 American tool manufacturer upgrade their environmental, health and safety (EHS) practices. As part of the engagement, HCLTech will replace the client's legacy system with a modern, integrated EHS platform thus ensuring a global process standardization and compliance with the latest sustainability standards

A global medical device company based in Asia partnered with HCLTech to address their sustainability aspirations around product design and regulatory compliance. HCLTech assessed their product portfolio to identify immediate concerns, investigating environmental regulations and drafting eco-design guidelines to address compliance with regulatory standards and conducting Life Cycle Assessments. With our sustainability engineering expertise, we enabled the client with Environmental Product Declarations, comprehensive eco-design guidelines & tools for their engineering teams and innovative design & material alternatives for identified product lines.



Oil & Gas

A European energy leader has chosen HCLTech as its strategic partner to transform its IT infrastructure towards greater sustainability. Beginning with a thorough emissions assessment of the company's application portfolio, HCLTech will identify key areas for reduction and provide actionable best practices. Further, HCLTech will help the client integrate critical ESG metrics into IT governance, ensuring long-term alignment with the company's environmental commitments. I am assuming work has started and progressed here. the company's environmental commitments.



Sustainability frameworks and solutions

We have developed a robust suite of technology solutions and platforms that enable clients to proactively act on sustainability initiatives across their entire value chain

EcoSustain™

A sustainability framework designed to assist clients through every phase of their environmental, social and governance (ESG) initiatives in a three-step process:

1. **Plan:** helps clients to identify their sustainability goals and develop strategic plans to achieve them. This involves assessing current operations, identifying key areas for improvement and setting clear, actionable objectives..
2. **Build and configure:** Assists clients to implement the planned sustainability strategies. This includes the deployment of specific tools and technologies that support sustainability goals, such as energy-efficient solutions and sustainable operations technology. The framework ensures that solutions are tailored to meet the unique needs and challenges of each client..
3. **Run and scale:** Focuses on managing and scaling the sustainability solutions to maximize their impact. This includes continuous monitoring and adjustment of strategies to ensure they are effective and meet the evolving needs of the organization. EcoSustain™ also supports the expansion of successful initiatives across other areas of the client's business to amplify the overall sustainability impact.

Net Zero Intelligent Operations (NIO)

NIO, our award-winning, enterprise-wide energy and GHG emission management solution, combines digital twin technology, IoT and AI to connect operations technology (OT) and information technology (IT) systems across enterprises. This integration helps businesses enhance sustainability, cost-effectiveness and energy efficiency, supporting their efforts to reduce carbon emissions and achieve net zero goals.

For example, a global chemical manufacturer utilized NIO to enable real-time integration of ESG data sources, creating an ESG dashboard for monitoring and enhancing ESG performance metrics. A global automotive leader adopted NIO to capture and normalize energy consumption data, facilitating improved comparisons across plants, processes and assets. Finally, a semiconductor giant leveraged NIO to green their data centers and provide dashboards that depict their ESG performance.

SESGA

Our Simplified ESG Analytics (SESGA) platform integrates data from external ESG providers, providing end-to-end analytical and reporting capabilities. Our solutions, such as the Track and Trace IoT for optimizing delivery routes and AR Remote Assist for facilitating remote site visits, further contribute to reducing fuel consumption, greenhouse gas emissions and operational costs.

Sustainable Finance 360 (SF360)

SF360 is a platform designed to aid financial institutions in managing financed emissions, facilitating the entire process from data collection to reporting. It supports institutions in aligning their strategies with the United Nations' Sustainable Development Goals (SDGs). SF360 functions by gathering, standardizing and analyzing emissions data across asset classes, thereby promoting transparency and accountability in financial sustainability practices.

Moreover, SF360 seamlessly integrates into existing risk frameworks, offering advanced capabilities such as scenario modeling and predictive analytics to assist in setting and refining decarbonization targets. Its highly configurable framework ensures effortless integration with both internal and external systems, fostering efficiency and adaptability in financial operations.

Partnerships

eSTiP (Ecosystem Innovation Program)

Acknowledging the importance of an open innovation ecosystem for collaboration, we've established a dedicated accelerator called eSTiP. This initiative aims to explore sustainability-focused start-ups, aiding organizations in collecting sustainability performance metrics and reaching their sustainability objectives.



Empowering communities



At HCLTech, we use technology and our collective expertise to drive responsible progress globally. We recognise the challenges facing our world and utilize our technology and skills of our people to create meaningful change, both environmental protection and societal.

Our Corporate Social Responsibility (CSR) Policy

Our CSR approach focusses on, promoting good governance, sustainability and impactful social with the intent to drive socioeconomic and environmental progress in alignment with the UN's Sustainable Development Goals (SDGs). Our purpose, 'Supercharging Progress, reflects our commitment to our clients, employees, communities and the planet. This includes focusing on environmental stewardship, health, educational opportunities and disaster response.

Globally, we are committed to broadening our CSR impact, establishing councils to support the SDGs through long-term programs. These councils operate in 26 countries, leading volunteer-driven initiatives that range from skill development to educational support. Before CSR became a regulatory requirement in India, HCLTech had already committed substantial resources to these causes, investing over US \$170 million in India in the last decade, impacting the lives of over 6.5 million people, greening 72,000+ acres of land conserving 81 billion liters of water and safeguarding over 91,000 animals (in India).

Further afield, we support nearly 250+ social initiatives worldwide. Highlights include partnerships with Salvati Copii Iasi, Little People and FEBA (European Food Bank) in Romania and the 'Innovate Reconciliation Action Pact', which supports Aboriginal and Torres Strait Islander people and communities in Australia. Our work in Brazil, Canada, Mexico and the U.S. have further expanded our reach, with initiatives like meal distribution and plantation drives.



HCLFoundation: leading change, staying ahead

Our HCLFoundation leads these efforts, aiming to create equitable and sustainable communities worldwide. This effort is supported by a dedicated team of 450 professionals who work tirelessly to improve local environments and reduce poverty. Our work spans various themes, including early childhood Care & Development, Education, Health, Water, Sanitation & Hygiene (WASH), Skill Development and livelihoods, environment, disaster risk reduction, response and management (DRRRM), gender and inclusion and child protection.

We empower our employees to create social impact and support the vulnerable by focusing on critical areas such as the environment, education and health.

HCLTech Grant India

The HCLTech Grant has been instrumental in catalyzing positive change, touching the lives of 2,010,316 individuals since its inception. Notably, through this initiative, we've facilitated the transition of 72,000+ of acres of common land into community governance, empowering local residents to actively participate in decision-making processes that affect their lives and surroundings.

Our CSR goals

Our CSR efforts are designed to:



Enhance corporate governance and sustainability.



Champion environmental protection and education for future generations.



Boost health and well-being.



Create inclusive communities with universal education access.



Leverage sports for youth empowerment and inclusion.

Awards and recognitions

Our commitment to impactful CSR has been recognized through various accolades including:



HCLTech awarded the Best Industry for CSR category of the National Water Awards, 2022, Ministry of Jal Shakti, Department of Water Resources, River Development and Ganga Rejuvenation, GoI by honorable Vice President of India Shri Jagdeep Dhankar.



HCLFoundation has been awarded a certificate of appreciation for its development of infrastructure facilities in Government schools of Gautam Buddha Nagar and HarDOI district under "Operation Kayakalp" programme launched by the State Government of Uttar Pradesh. The award was presented by the honorable Chief Minister of Uttar Pradesh Shri Yogi Adityanath at a ceremony held in Lucknow.



HCLFoundation awarded 'Best Communication in Sanitation: Traditional' award by ISC-FICCI Sanitation Awards 2023. The award is a testament to the creative and intense behaviour change communication campaigns rolled out under Samuday programme in HarDOI to foster open defecation free villages and adoption of a clean and hygienic lifestyle with efficient waste management locally.



HCLFoundation awarded the NATHEALTH Impact Awards 2024, at the 10th Annual Arogya Bharat Summit, they were the 1st Runner Up in the CSR category for our Adolescent Health Anaemia project. This initiative as part of Samuday programme aims to reduce anaemia among over 20,000 adolescent girls aged 10-19 years.

CSR projects within India

Each of our projects showcase a holistic and integrated approach to community development and environmental conservation, which is evident in their scale with the impact being felt by millions of people.

Table: Number of people to have benefitted from the following CSR projects:

HCLTech CSR Initiative	No. of people benefited
Uday	HCLTech Grant
1,032,478	2,010,316
Harit	Samuday
17,913	2,454,138
My Clean City	Disaster Risk and Reduction Management (DRR/M)
589,642	420,384

Rural development

Samuday: Samuday, the cornerstone of HCLFoundation's rural initiatives, demonstrates a commitment to creating sustainable, scalable and replicable models of rural transformation. Covering 1,953 villages in HarDOI and Thoothukudi, Samuday has touched the lives of over 2.45 million individuals since its inception.

Case study: Digital literacy, coding, computational thinking (DLCC) and AI

This pilot initiative, part of the Samuday program, has successfully integrated Coding & AI into the curriculum of Uttar Pradesh Basic Education schools. The program began with a robust Curriculum development and Training of Trainers (ToT) by the HCLFoundation Team. It has effectively trained 15,000 teachers who are now equipped to impart DLCC & AI education in their respective schools, enhancing digital literacy at a foundational level. The Government of Uttar Pradesh has recognized the success and scalability of this low-cost model by replicating it across other Upper Primary schools in the state.

Urban Development

Uday: Uday is designed to combat urban poverty within key HCLTech cities through a series of strategic, long-, mid- and short-term projects. This multi-year initiative has successfully connected over 94,000 individuals to various Social Security Schemes, enhancing the quality of life for over 1.03 million residents, including children, parents and professionals.

Case study: From home kitchen to financial freedom – Sunita's journey

Sunita Devi transformed her modest home kitchen into a springboard for financial independence. Under the guidance of HCLFoundation and the NGO partner Access, Sunita perfected her baking skills. Her entrepreneurial spirit was nurtured, allowing her to sell cookies and cakes, which not only provided her with an income but also empowered her to break free from societal constraints. This newfound financial stability enabled her to invest in her children's education, fostering a cycle of empowerment and opportunity. Sunita's journey from a small-scale home baker to a self-reliant entrepreneur exemplifies the transformative power of targeted community support programs.



Solid waste management

My Clean City: My Clean City focuses on enhancing waste management systems in Noida and Greater Noida, promoting sanitation and environmentally conscious behavior across 60 markets and 198 urban villages. It was recognized as a part of Noida's achievement as the Cleanest City in Uttar Pradesh during the Swachh Survekshan 2023.

Disaster risk and reduction and management (DRR/M)

The DRR/M initiative showcases our dedication to supporting India during disasters and humanitarian crises. The program includes a comprehensive strategy for mitigation, relief, response, rehabilitation and recovery, showcasing the HCLFoundation's readiness to assist in national emergencies and contribute to build- back- better efforts.

Special initiatives

'Power of One' program: The employee volunteering program for our workforce to contribute meaningfully to various CSR initiatives. So far 692,660 cumulative volunteering hours have been clocked by 83,876 volunteers who selflessly provided support towards disaster response efforts across Chennai (Michuang Cyclone), Lucknow and Noida (Cold Waves). Year over year our employee volunteering hours have increased steadily.

- FY21-22 665,000 hours
- FY22-23 679,354 hours
- FY23-24 692,660 hours



Sports for change

This initiative's objective is to transform outcomes through sport, by promoting excellence and holistic development through high-quality, inclusive sporting experience for marginalized children and youth. In FY 2023-24 alone the program reached 16,630 students of which 49% are girls. It is also supported 48 Para Athletes.



Case study: Sanjay's Journey

Four years ago, Sanjay was an ordinary child with modest aspirations. A chance encounter with skating transformed his life dramatically. Despite financial constraints, with the support of the Sports for Change program and the K.R. Speed Skating Academy, Chennai, Sanjay mastered the art of speed skating. Sanjay sets his sights on conquering the national games and skating from Chennai Central to Mahabalipuram in a record-breaking time of five hours. He says, "to me skating isn't just a sport—it's a testament of my own journey – but more importantly my mother's sacrifices – the woman who made this journey possible."

His dedication led to significant achievements including a top spot at the 5th MARS Skating Championship 2023 and setting two world records recognized by the International United Kalam Book of World Records. Sanjay's story is a testament to how structured sporting programs can revolutionize lives, pushing boundaries both personally and professionally.



Academy by HCLFoundation is a global digital platform offering quality training courses to development sector professionals. To date, the initiative has certified 681 learners.

My E-Haat is the artisan-to-consumer initiative that reaches out to over 3,000 artisans via a wide network of 60+ partner NGOs. The initiative has a dedicated website that lists 900+ products.

Planting drives

- **47,000** saplings planted to mark HCLTech Group's 47th-anniversary celebrations
- Planted over 2.12 million saplings, rejuvenated and developed 243 water structures, overall to date with help from HCLTech employees, their families, NGO partners, volunteers, students and women's groups



Harit: addressing environmental challenges

Our Harit programs demonstrate our proactive stance towards environmental and ecological stewardship. Through a range of initiatives, we aim to counterbalance our carbon footprint, engage with communities and protect and restore biodiversity. We have worked across India to expand green spaces, rejuvenate water bodies and restore native biodiversity.

Habitat restoration and water conservation

Our ongoing initiative to boost biodiversity along river Ganga's catchment involves planting Rudraksha and other native species in Uttarakhand. We also led projects including the rejuvenation of the Periyar Canal in Kerala, removing invasive species growing on the riverbed of Vaigai in Madurai.

Coastal clean-ups

We've organized community-driven coastal clean-ups across five states in partnership with conservation organizations, cumulatively raising 608,100 mangrove saplings for planting, collecting 115,487 kilograms of ghost nets, releasing 300,000 turtle hatchlings and rescuing over 200 endangered animals that had become entangled in the ghost-nets, including turtles, dolphins and whale sharks. Furthermore, we ran a community-led voluntary coastal cleanup across Andhra Pradesh, Tamil Nadu, Odisha, Kerala and Karnataka. We partnered with various organizations, including The Gulf of Mannar Biosphere Reserve Trust and ReefWatch Marine Conservation, they conducted a Plogathon, combining litter collection with jogging to engage citizens in coastal conservation.



Spotlight on biodiversity

Recognizing the critical importance of biodiversity for ecosystem health and resilience, we are actively engaged in conservation efforts both within our operations and in the communities where we operate. By preserving natural habitats, supporting reforestation initiatives and promoting biodiversity-friendly agricultural practices, we contribute to the preservation of biodiversity and the protection of endangered species.

International CSR projects

We work internationally to transform communities across our global footprint. We do this through partnerships with development agencies and charitable organizations as well as employee volunteering programs. To date, 256 HCLTech people have joined our global CSR Council across 26 locations to ensure employee volunteering is prioritized and opportunities are made available to all. The CSR Councils are chartered to identify key CSR causes/NGOs/Charities we can partner with and then plan campaigns.

HCLTech's Climate Action Grant in the Americas offers \$1 million annually to three NGOs combating climate change and biodiversity loss. Eligible NGOs from 10 countries can apply, with one receiving \$500,000 and two others \$250,000 each, supported by virtual roundtables and collaboration with a global consulting company.

The grant was announced on Earth Day 2024, recognizing three projects:

1. Brazil-based Argilando received \$500,000 for "Atitude Jovem," a project that fuels youth-led environmental activism across Brazil's varied biomes. Through mobilization, educational workshops and strategic tree planting, Argilando addresses climate challenges and raises awareness of sustainable development goals (SDGs).
2. Canada-based No. 9 Contemporary Art and the Environment was awarded \$250,000. Their project, "Imagining My Sustainable Community," uses art and design to heighten environmental awareness, focusing on sustainable solutions in Canadian schools.
3. The Longleaf Alliance in the United States received \$250,000 for "Restoring America's Great Southern Forest through Climate Action," aimed at revitalizing 8 million acres of longleaf pine forests in the US Southeast by empowering and enabling landowners.

Americas

On World Hunger Day, HCLTech employees from 14 cities across Brazil, Canada, Guatemala, Mexico and the U.S. distributed 32,000 meals and essential packages, supporting over 5,000 individuals and 700+ families.

Europe

In **Romania**, HCLTech donated 150 office chairs to schools and the Firefighters Quadrant in Iasi, enhancing educational and operational facilities. Partnerships include Salvati Copii Iasi for educational programs, Little People for oncology hospital support, FEBA for food collection and several environmental and educational initiatives with local organizations.

Italy saw the HCLTech team participate in 'Race for the Cure' in Rome, raising funds for breast cancer research. In the **Nordic** region, a partnership with HJK Helsinki supports the Finnish women's football team. In **France**, employees took part in the Virade de l'Espoir to combat cystic fibrosis and sponsored a "Class of Coders" program to teach Python coding. The **UK** celebrated a decade-long partnership with the Prince's Trust, enhancing technical skills among young adults.

In the **Netherlands**, as of June 2023, the HCLFoundation received ₹8 million (€89,431) from Aegon to support educational opportunities for underprivileged children in Chennai over five years. This grant enhances educational facilities by creating child-friendly spaces, establishing reading corners and implementing teacher training programs. HCLTech employees collaborate with Aegon on various activities, including teaching, mentoring, health camps and school maintenance.

Asia-Pacific

In Vietnam, 280 books were donated to children and 109 volunteers participated in a significant blood donation drive. **Sri Lanka** saw efforts to support the Ceylon School for Deaf and Blind and to enhance children's libraries with donated books.

Australia marked a significant milestone with the formal endorsement of the 'Innovate Reconciliation Action Plan,' focused on positive impacts for Aboriginal and Torres Strait Islander communities.

Singapore University of Technology and Design:

Aligned with HCLTech's commitment to ensuring sustainable water security and accessibility through IoT, cloud, data and blockchain technology and SUTD's specialization in sustainable solar power systems, the partnership successfully installed solar panels at Terban Village. This initiative has significantly reduced the energy and financial costs of the water pumps and waste management system, creating a more sustainable energy ecosystem for the residents..

Africa

In **South Africa**, a digital lab was launched in partnership with Amandla Ku Lutsha in Johannesburg, enhancing ICT skills among over 5,000 learners and 170 teachers, in collaboration with Anglo American.

Middle East

At COP 28 in **Dubai**, Dr. Nidhi Pundhir led the HCLFoundation team, engaging in discussions for global sustainable and resilient futures.

Monitoring and reporting our CSR progress

Meticulous monitoring and reporting processes help us to gauge the effectiveness of our CSR activities. To measure the long-term effects of our CSR initiatives, we commission thorough impact assessments and each initiative is subject to the following monitoring, evaluation and engagement steps:

Lifecycle monitoring

We integrate Monitoring & Evaluation (M&E) within each project lifecycle to ensure that the progress of our activities align with their proposed objectives. Evaluations are conducted by independent, external experts to maintain objectivity and accuracy.

SMART goals

For each CSR project we undertake, we establish SMART (Specific, Measurable, Achievable, Relevant, Time-bound) goals, which act as clear markers for tracking progress and measuring success.

Stakeholder engagement

We conduct regular consultations with stakeholders and organize annual partners' summits. These platforms are crucial for gathering valuable feedback and enable us to course correct our CSR strategies. We ensure that the progress and outcomes of our CSR initiatives are communicated transparently to all stakeholders through social media and our monthly newsletter 'Catalyst'.

Sustainability projects in aspirational districts* (identified by Indian government bodies)

* Aspirational Districts can be defined as those districts that are affected by poor Socio-Economic Indicators

S. No.	State	Aspirational district	Amount spent (In ₹)
1	Chhattisgarh	Bastar	16,767,575
2	Jammu and Kashmir	Baramulla	2,000,000
3	Jammu and Kashmir	Kupwara	2,000,000
4	Karnataka	Raichur	658,240
5	Karnataka	Yadgir	658,240
6	Madhya Pradesh	Guna	5,000,000
7	Tamil Nadu	Ramanathapuram	3,234,000

Sustainable supply chain



At HCLTech, we recognize that a sustainable supply chain is only as strong as its weakest link and our journey towards sustainability extends beyond our immediate operations to encompass our entire network of partners and suppliers. To reach Net Zero, our procurement practices need to be perfectly aligned.

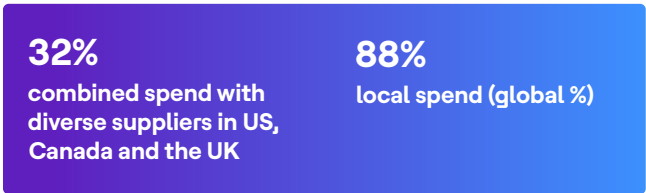
Our actions this year reflect our dedication to integrating Environment, Social and Governance (ESG) principles throughout our procurement processes, ensuring our supply chain operations align seamlessly with our sustainability vision.

The sustainability criteria have been integrated within HCLTech's Supplier Code of Conduct. This policy encapsulates the Company's ethical standards outlined in the Business Ethics Code (COBEC), regulations against bribery and corruption (ABAC) and as a signatory of the United Nations Global Compact (UNGC), HCLTech guarantees the integration of all ten principles into their engagement initiatives, covering areas such as human rights, labour practices, environmental concerns and anti-corruption measures.

Key goals

As a global IT company, our value chain extends far and wide and including sustainability in buying and planning decisions is an important aspect of how we supercharge progress. We are committed to sourcing from suppliers that not only meet but exceed our exceptional standards, so we can deliver unmatched services and products to our clients. Globally, we have committed to:

- **Improving** the sustainability performance of our suppliers
- **Increasing** our supplier base and present additional opportunities for businesses owned and operated by minorities, women, LGBTQIA+, veterans and service-disabled veterans and differently abled persons, etc..



% input material (inputs to total inputs by value) sourced from suppliers

	FY22-23	FY23-24
Directly sourced from MSMEs*	8.48%	11.58%
Directly from within India*	93%	93%

Note: This data pertains to procurement in India

Received the highest “A” rating from CDP for Supplier Engagement on Climate Change.

Sustainable supply chain achievements FY23-24

We have made significant progress in cementing our sustainable supply chain initiatives. Milestones include, integrating sustainability criteria into our Vendor Onboarding Assessment process and strengthening procurement policies, enhancing our supplier training programs and engagement and upskilling our own procurement teams. We have also bolstered our client-facing supply chain technologies and solutions.

Supplier diversity

Our Supplier Code of Conduct actively supports the development of and gives special consideration to, small, local and diverse businesses. The definition of diversity varies by country, but it typically includes local minority groups, gender, age, sexual orientation, disability, economically disadvantaged individuals and other underrepresented segments of the population.

Our mission is to integrate and enhance our supplier diversity program across all procurement practices and categories. We recognize that having a diverse supplier base is essential to our business. Our goal is to expand our supplier base and create more opportunities for businesses owned and operated by minorities, women, LGBTQ+ individuals, veterans, service-disabled veterans and persons with disabilities. Building and maintaining a community of diverse suppliers allows us to gain new perspectives and ideas, ultimately enabling us to better meet our clients' needs.

Additionally, our comprehensive Vendor Risk Management (VRM) Program identifies and manages any risks associated with in-scope vendors on an ongoing basis. The depth of periodic vendor risk assessments for qualified vendors is determined by the service category and the inherent risk associated with the service. All in-scope vendors providing services to HCLTech are subject to our VRM methodology, which evaluates risk across various domains to ensure effective risk management and compliance. No grievances regarding sustainability were reported.

By implementing sustainable procurement practices, HCLTech has achieved a reduction of 64.04% in scope 3 emissions linked to purchased and capital goods and services per million INR of revenue, compared to the FY19-20 baseline year.

	FY 20	FY 21	FY 22	FY 23	FY 24
Purchased Capital Goods and Services related emissions' intensity (mt CO2/ mn INR)	0.0826	0.0631	0.0862	0.0631	0.0297

Integrating sustainability in our supply chain process

We have followed an end-to-end approach in integrating sustainability in our supply chain. It starts with vendor screening to vendor onboarding and continues during vendor's engagement with us.

Vendor screening	Vendor onboarding	Vendor Contract	On-going engagement	
ESG consideration in RFPs and supplier selection	Performing Vendor Onboarding Assessment which follow a risk based approach in the form of Level-1 checks followed by a detailed questionnaire including evaluation on ESG criteria	Supplier Code of Conduct	Capacity building of vendors on ESG and providing access to Resources	Remediation plans shared with vendors and annual review of plans
			Vendor risk assessment on qualified existing vendors	
			On site assessments of select high risk vendors	

1. Integration into RFPs

Our commitment to sustainability is further reinforced through our Requests for Proposals (RFPs), where we've embedded sustainability criteria as a key determinant in some of the key categories of purchase. This ensures that from the very first step, only suppliers who are aligned with our expectations are considered, strengthening the integrity and sustainability of our entire supply chain.

2. Vendor onboarding assessment

Over the last 12 months we have made significant strides in embedding sustainability criteria into the supplier onboarding process, to emphasize the importance we place on sustainability right from the start of any relationship. Suppliers, post selection, go through a thorough Vendor Onboarding Assessment process that includes specific criteria related to ESG factors. We engage suppliers to ensure they understand and commit to our sustainability principles, fostering mutual understanding and commitment from the outset.

Assessment through third-party tools: New suppliers undergo evaluation for ESG compliance using advanced third-party tools. These tools allow us to conduct thorough scrutiny across multiple areas including sanctions, corruption, financial integrity and adherence to ESG standards. The suppliers are classified into high risk and low risk. High risk vendors again go through a detailed Level-2 assessment followed by a Financial Risk Assessment (FRA) along with mitigation of Level-1 findings.

Self-Reporting questionnaire: In addition to third-party evaluations, we've introduced comprehensive sustainability questionnaires as part of our Vendor Onboarding Assessment process. This questionnaire focuses on assessing suppliers' sustainability and diversity policies, ensuring alignment with our stringent standards and core principles. It provides valuable insights into each supplier's commitment and maturity in sustainability practices, establishing a strong basis for collaboration. Suppliers who may initially not meet our sustainability criteria are given an opportunity to realign with our expectations through this process, reflecting our dedication to fostering continuous improvement and sustainable practices across our supply chain.

3. Supplier code of conduct

Our Supplier Code of Conduct integrates sustainability standards that are consistent with our Code of Business Ethics and Conduct and Anti-Bribery and Anti-Corruption (ABAC) policies. Additionally, we have embedded principles from the United Nations Global Compact, focusing on human rights, labor standards, environmental stewardship and anti-corruption efforts. This comprehensive approach ensures transparency and sets clear expectations regarding ESG criteria throughout our operations and partnerships. By aligning with these global standards, we reinforce our commitment to ethical practices and sustainable business conduct across all facets of our procurement processes.



4. Capacity building

Through our learning management system, we intent to offer comprehensive training modules focused on compliance with sustainability standards and fostering development in this area. We distribute a manual to all our suppliers that clearly outlines our goals and expectations. This manual serves as a valuable guide for suppliers, demonstrating our commitment to continual learning and improvement in sustainability practices. It ensures that our suppliers understand our requirements and supports them in aligning with our sustainability goals for mutual benefit and progress. We also conducted 580 training sessions for suppliers.

5. Vendor risk assessment

Our commitment extends beyond onboarding and to our current suppliers.

We conduct an annual vendor risk assessment across various categories of purchases. Based on the risk identified and then applying a threshold of total business done with supply chain partners, we select a list of vendors to conduct an ESG assessment. We engage a third party to conduct these assessments. This is conducted in 4 steps.

Step 1: Selected supply chain partners are asked to fill in a self-assessment questionnaire and submit evidence to support some of the responses.

Step 2: The self-assessment questionnaires are evaluated and based on the outcome an online meeting is set up with the supply chain partner to clarify or seek more information.

Step 3: Based on all the details received in step 1 and 2, some of the supply chain partners are selected to conduct an on-site assessment. This focuses on the fairness of the data and information submitted as well as the robustness of the systems being followed.

Step 4: The final evaluation results are shared with all participated supply chain partners and their corrective actions sought. We also conduct sessions to share some of the common findings resulting from the assessment and share some good practices.

In FY23-24, we conducted a total of 1,158 vendor assessments. No significant adverse impacts were identified pertaining to the assessed vendors within the HS&E domain. In case findings are identified, they undergo a series of thorough follow-up procedures to ensure closure in accordance with established protocols.

6. Improvement plans for suppliers:

As part of our commitment to supplier excellence, we've instituted focused improvement plans. These plans aim to enhance transparency, accountability and compliance across our supply chain. Through rigorous assessments, clear remediation steps and open communication, we strengthen partnerships with suppliers aligned with our sustainability and ethical standards, ensuring mutual growth and positive outcomes.

7. Progress tracking

The VRM (Vendor Risk Management) team oversees the tracking and monitoring of remediation actions taken by vendors. This involves setting clear timelines for vendors to address any identified gaps or issues. Once vendors provide sufficient evidence to rectify these gaps, the VRM assessors review and verify the actions taken to ensure they meet our compliance standards. This process ensures that vendors promptly address and resolve any shortcomings, maintaining alignment with our expectations and fostering a robust vendor management framework.

Elevating our expertise in sustainability

Upskilling our procurement team has been a key focus for FY23-24 and we have organized training sessions to deepen the team's understanding of our broader sustainability vision and their role in driving our supply chain towards these goals.

By participating in various supply chain trainings on regular basis, the procurement team has become more adept at engaging suppliers and driving forward our sustainability objectives.

Setting tomorrow's supply chain standards today

Looking forward, our goal is clear: to cultivate a supply chain that's responsible not just for today's needs but for the future's as well. Our Supplier Code of Conduct, vendor onboarding and team training all aim to create a system that stands the test of time in sustainability.



Data with purpose

Our comprehensive data privacy and cybersecurity program positions us to respond to the constantly evolving regulatory and security landscape.

Cybersecurity practices are aligned with the Global NIST cybersecurity framework and industry standards such as ISO 27001. Our privacy program is supported by an enterprise-wide Privacy and Data Protection Framework that is tailored to accommodate the company's operations, the nature, scope and sensitivity of personal data, as well as legal, regulatory and contractual obligations, risks to data and defined privacy principles.

We have established minimum baseline control standards and a defense-in-depth approach to ensure privacy and cybersecurity controls are embedded throughout the asset, identity and data lifecycle. Continuous validation of controls such as vulnerability assessments, penetration testing, breach and attack simulation (e.g., phishing simulations), etc., covering all infrastructure and application assets, is performed to continually manage and improve our risk posture. A 24x7 Cyber Defense Center is established to identify and respond to any potential threats to the HCLTech environment.

The effectiveness of the privacy and cybersecurity controls at HCLTech are monitored and tested internally by an independent internal audit team, as well as by independent external third parties on a regular basis. We take pride in finding ways to enhance privacy and cybersecurity knowledge and awareness and embed a culture of privacy and data protection throughout the organization. Employees and third-party resources undergo mandatory enterprise-wide privacy and cybersecurity training covering key privacy and cybersecurity concepts, principles, laws, best practices and contractual obligations.

We have also created an extensive network of privacy and cybersecurity champions who play a critical role in embedding and reinforcing privacy and cybersecurity knowledge and best practices at an operational level. The Privacy and Cybersecurity programs are overseen by the Chief Privacy Officer (CPO) and Chief Information Security Officer (CISO) respectively. HCLTech has also appointed an external global Data Protection Officer to provide assurances, accountability and independence as necessary for complying with privacy laws.

The Risk Management Committee reviews risks related to privacy and cybersecurity. Robin Ann Abrams is a member of the committee, bringing extensive IT background to

this role. As part of the Executive Management team, Kevin McGee, our Head of Risk, oversees our company's privacy and cybersecurity strategy. Further, as a proactive measure and to ensure enhanced protection of personal data processed globally at HCLTech offices, we have documented our Binding Corporate Rules (BCRs) framework and are in the process of seeking approval for our BCR applications both as a data controller and processor from EU/EEA data protection authorities.

Our global privacy policy sets out the mandate for the organization with regard to personal data processing activities both as a controller and data processor. The policy requires all processing activities to be lawful and comply with a defined set of privacy principles outlined in the privacy policy, such as purpose limitation, necessity and proportionality, data minimization, security and storage limitation. We only process personal data for the purpose it was collected and in line with legal requirements; secondary use of data without an individual's permission is not recommended. HCLTech respects the rights of data subjects and has enabled an easy-to-use, external-facing Data Subject Rights Portal for data subjects to exercise their rights as per applicable laws and regulations.

HCLTech's data protection and privacy program protects the personal data that we process by respecting global privacy principles. This ensures we use data responsibly and manage global privacy risks while ensuring that HCLTech employees' and HCLTech's clients' trust is upheld. You can visit [HCLTech's Privacy Trust Center](#) to find out more about HCLTech's global data privacy program.

HCLTech maintains a well-established Information Security Management System (ISMS) which is certified against ISO 27001:2013. In addition, we are annually attested on SSAE-18/ ISAE-3402 SOC1 and SOC2 (including Privacy Trust Principles) by independent attestation bodies and certified for TRUSTe's Privacy and Data Governance Accountability Framework. HCLTech has well-defined Information Security Policy and other supporting policies, procedures and guidelines as part of ISMS and are aligned to security standards and best practices. The ISMS policies, procedures and guidelines provides the structured approach in protecting Confidentiality, Integrity and Availability of information assets. HCLTech has not been subject to requests for client data disclosures from any public authority and as an organizational measure, HCLTech has internal protocols in place to assess and respond to such requests as and when received. We have not encountered any substantial or material breaches that involved legal or regulatory actions.

About HCLTech



Powered by a global team of over 227,000 diverse and passionate people across 60 countries, we deliver smarter, better ways for all our stakeholders to benefit from technology.

210+

Delivery Centers

60+

Innovation Labs

10K

Clients using our software and products

2,000+

Patents driving innovation

17

Top employer in seventeen countries

6.5Mn

Lives impacted by HCLFoundation

Our Core Values

Integrity

We maintain the highest ethical standards and are committed to doing the right thing, all the time.

Inclusion

We create an environment where everyone can succeed and be encouraged to be their best and most authentic selves. We believe in providing equal access and opportunities to all.

Value Creation

We're obsessed with creating value for our clients and supercharging their progress. We always go the extra mile, day in and day out, to deliver on our commitments and identify new opportunities for growth.

People-centricity

We encourage our people to "find their spark" and shape their career journeys. We empower people to be entrepreneurs and creators and to surface ideas, big and small.

Social Responsibility

We give back to our communities and we are focused on doing the right things for our planet and the communities where we work and live.

A Year of Industry-Leading Growth

\$13.3B

Revenue (up 5.4% YoY)

₹109,913 Cr

(up 8.3% YoY)

₹20,027 Cr

Earnings before other income,
tax and finance cost
(8.4% increase YoY)

₹15,702 Cr

Profit after tax (PAT)
(attributable to owners of the company)
(5.7% increase YoY)

₹22,448 Cr

Operating cash flow
4-year CAGR: 13.9%

2.2x

Total increase in \$100M+
clients over five FYs

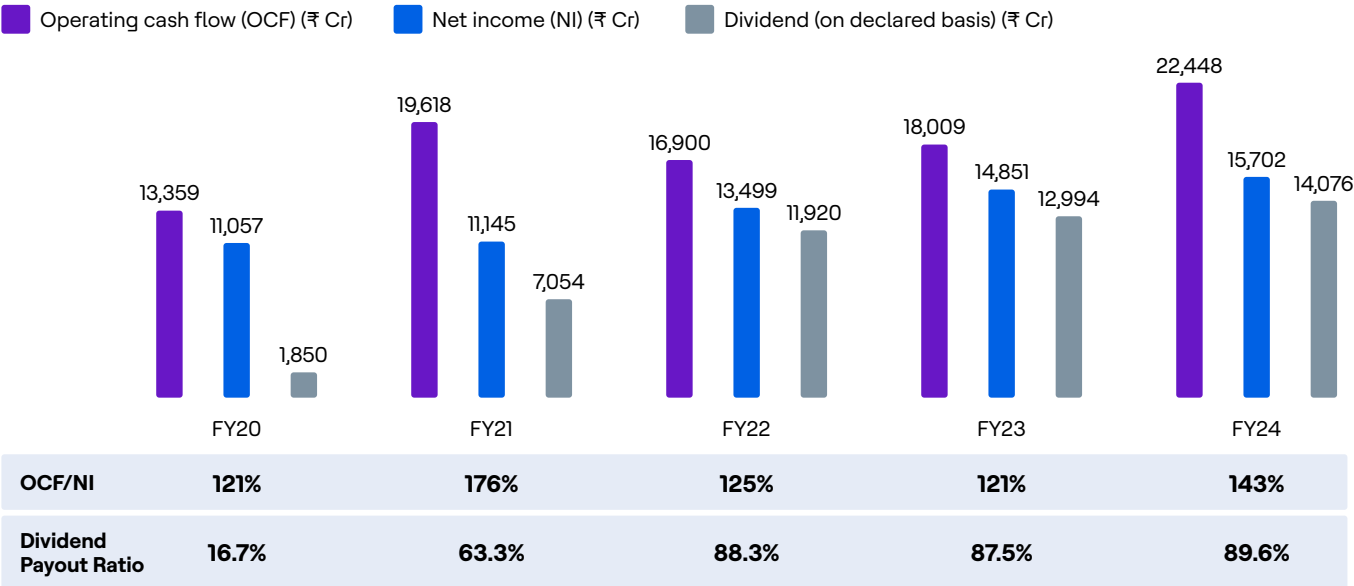
73

New large deals signed

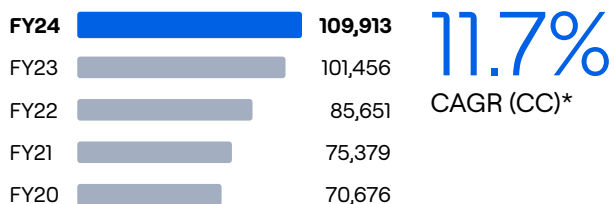
\$9.8B

New deal total contract value (TCV)
(up 10% YoY)

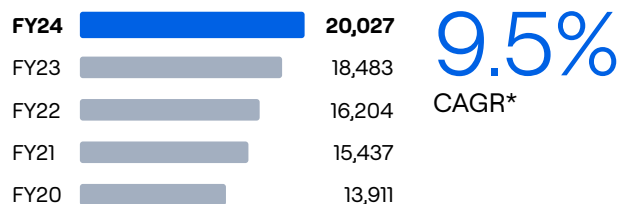
OCF/NI ratio and dividend payout ratio



Revenue from operations (₹ Cr)

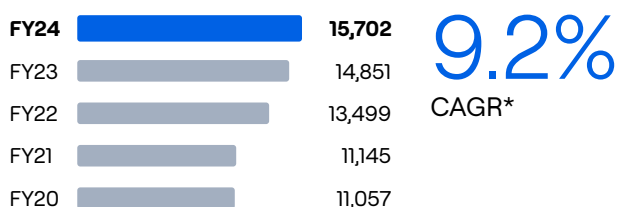


Earnings before other income, tax and finance cost (₹ Cr)

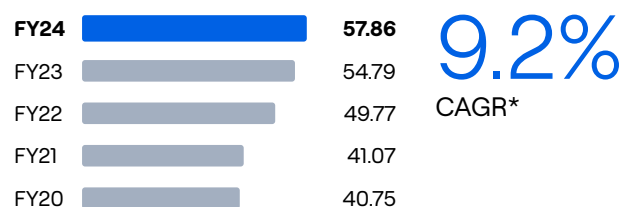


Profit after tax (PAT)

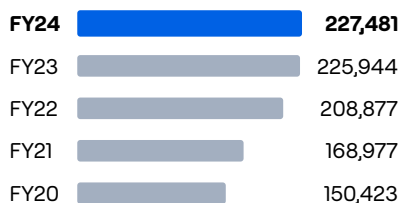
(attributable to owners of the company) (₹ Cr)



Diluted EPS (₹)



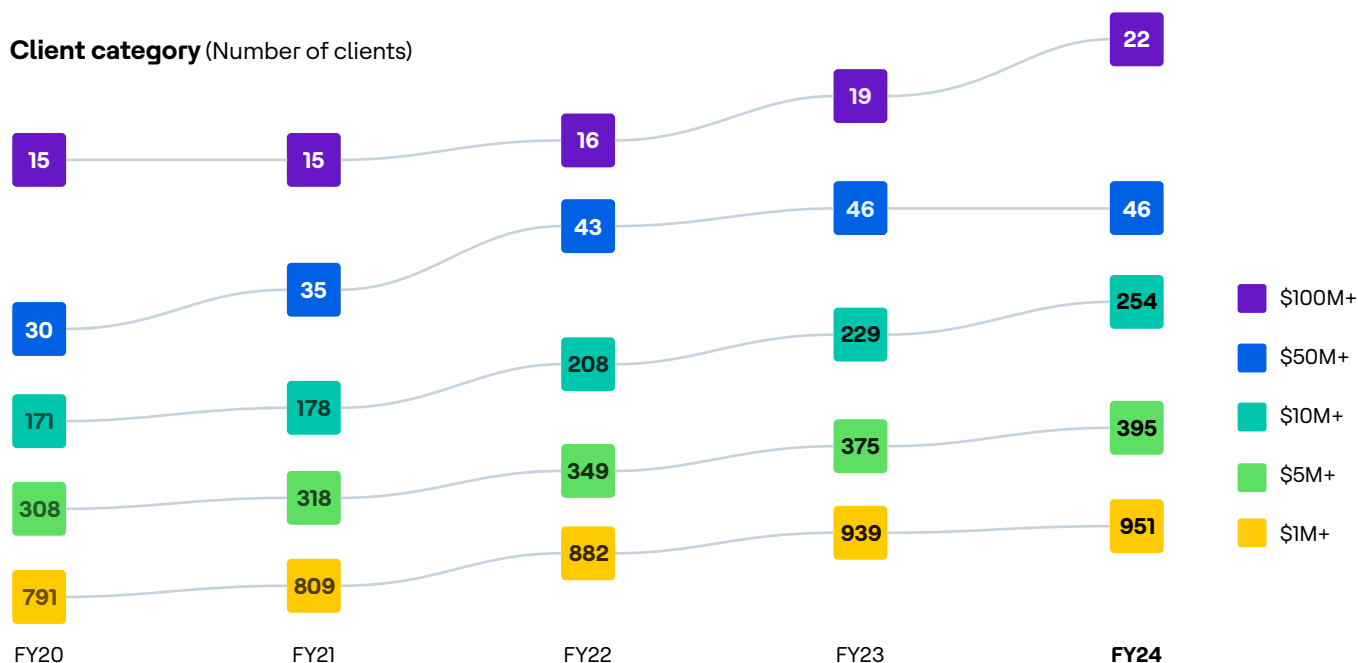
Employee metrics (Headcount)



Segment revenue** (₹ Cr)



Client category (Number of clients)



*4-year CAGR

**Includes inter-segment revenue of ₹508 crores

Our Areas of Expertise

HCLTech excels in several key areas, including digital business services, engineering, cloud strategy, AI and software. In digital, we enable organizations to integrate next-gen technologies with business strategies to create intelligent enterprises, modernize supply chains and adopt product-aligned business models. Our engineering and R&D services accelerate time-to-market and profitability with comprehensive solutions in product, platform, network engineering and manufacturing operations.

Our cloud strategy and consulting services help business and IT leaders define and deploy cloud strategies tailored to their goals. In AI, we identify opportunities, develop strategies and create roadmaps for implementing advanced AI solutions, ensuring secure and responsible deployment.

Additionally, HCLSoftware drives digital transformation with a focus on data, analytics, AI, automation and enterprise security



Digital

HCLTech's Digital Business Services enable organizations to merge the right next-gen technologies with business strategies to build an intelligent enterprise.

From supply chain modernization to product-aligned business model adoption, our team supports enterprises in challenging their existing ways of working, adopting new technology architectures and using data and analytics to achieve



Engineering

HCLTech's Engineering and R&D Services delivers accelerated time-to-market and increased profitability with comprehensive solutions in Product Engineering, Platform Engineering, Network Engineering and Manufacturing Operations.



Cloud

HCLTech's Cloud Strategy & Consulting offerings assist business and IT leaders in defining and deploying a clear path forward for their organization's cloud strategy.

HCLTech's consultants collaborate with your business and IT teams, analyzing your processes, policies, user behaviors and platforms. We then design and plan a cloud strategy around your business goals and enable your people to actively take part in the journey.



AI

HCLTech helps organizations identify AI opportunities, develop strategies and create roadmaps for implementing AI solutions. From GenAI to automation to quantum computing and 5G, we are ahead of technology cycles to ensure that our clients make the right business choices at the right time. HCLTech's full technology stack gives us the capability to unlock the best value out of GenAI for our clients. With our core engineering capabilities and decades of experience in AI, our approach to GenAI remains grounded in reality and what's practically possible while focusing on secure and responsible deployment.



Software

HCLTech's HCLSoftware division develops markets and supports software for digital transformation, data, analytics and insights, AI and automation and enterprise security transformation..

Awards and Recognitions



Kiran Nadar receiving Amrit Ratna Award on behalf of Shiv Nadar

Shiv Nadar, Chairman Emeritus and Strategic Advisor to the Board of HCLTech, was conferred the Amrit Ratna Award 2023 by News18 India for his contribution to business and philanthropy.

Shiv Nadar, Chairman Emeritus and Strategic Advisor to the Board of HCLTech, retained "India's most generous" title for the third time in five years in Edelgive Hurun India Philanthropy List 2023.

Executive Recognitions

HCLTech Chairperson Roshni Nadar Malhotra

- Named among The World's Most Powerful Women by Forbes
- Recognized as one of the Most Powerful Women in Business 2023 by Fortune India
- Won Business Today Most Powerful Women in Business Award 2023
- Included in India Today's "The She List", covering the top 100 women achievers of India
- Won the Legacy Entrepreneur Award at the Express Awards for Women Entrepreneurs 2024
- Won the Emerging Women Business Leader award at the Moneycontrol Indian Family Business Awards 2022

HCLTech CFO Prateek Aggarwal

received the Group CFO of the Year - Large Enterprise award at the ETCFO Awards 2024.

Corporate Recognitions



HCLTech recognized by Ethisphere as one of the World's Most Ethical Companies 2024



Rated A- by global environment non-profit CDP for climate change initiatives



Fastest-growing IT services brand among the top 10 IT companies globally, as per the 2024 Brand Finance Global 500 and IT Services Top 25 Report



Gold rating from EcoVadis, a globally renowned ESG rating platform

Gold at the 3rd ICAI International Sustainability Reporting Awards for Climate Action Reporting



Included in the S&P Global Sustainability Yearbook 2024 for the second year in a row

Ranked among the Top 10 Most Sustainable Companies in India in a study by Businessworld and Sustain Labs, Paris

INDEPENDENT ASSURANCE STATEMENT

Introduction

DNV Business Assurance India Private Limited ('DNV'), has been commissioned by HCL Technologies Ltd. (Corporate Identity Number L74140DL1991PLC046369, hereafter referred to as 'HCLTech' or 'the Company') to undertake an independent assurance of the Company's sustainability/non-financial disclosures in its Sustainability Report (hereafter referred as 'Report') for the period FY23-24.

The disclosures have been prepared by HCLTech:

- "in reference" to requirements of Global Reporting Initiative (GRI) sustainability reporting standards 2021
- United Nations Sustainable Development Goals (SDGs)
- BRSR Core - Framework for assurance and ESG disclosures for value chain as per SEBI (Securities and Exchange Board of India) Circular No. SEBI/HO/CFD/CFD-SEC-2/P/CIR/2023/122 dated July 12, 2023.
- BRSR reporting guidelines (Annexure II) as per SEBI Circular No. SEBI/HO/CFD/CMD-2/P/CIR/2021/562 dated May 10, 2021, and incorporated Master Circular No. SEBI/HO/CFD/PoD2/CIR/P/2023/120 dated July 11, 2023.
- Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard.
- ISO 14064-1:2018 - Specification with guidance at the organization level for quantification and reporting of greenhouse gas emissions and removals

DNV carried out the assurance engagement in accordance with DNV's VeriSustain™ protocol V6.0, which is based on our professional experience and international assurance practice, and the international standard in Assurance Engagements, ISAE 3000 (revised) - Assurance Engagements other than Audits. DNV's VeriSustain™ Protocol has been developed in accordance with the most widely accepted reporting and assurance standards. Apart from DNV's VeriSustain™ protocol, DNV team has also followed ISO 14064-3 - Specification with guidance for the verification and validation of greenhouse gas statements; ISO 14046 - Environmental management - Water footprint - Principles, requirements, and guidelines to evaluate indicators wrt. greenhouse gases and water disclosures respectively.

The intended user of this assurance statement is the Management of HCLTech ('the Management').

We have not performed any work and do not express any conclusion, on any other information that may be published outside of the Report and/or on Company's website for the current reporting period.

Responsibilities of the Management of HCLTech and of the Assurance Provider

The Management of HCLTech has the sole responsibility for the preparation of the Report and is responsible for all information disclosed in the Report. The company is responsible for maintaining processes and procedures for collecting, analyzing and reporting the information and also, ensuring the quality and consistency of the information presented in the Report. HCLTech is also responsible for ensuring the maintenance and integrity of its website and any referenced disclosures on their website.

In performing this assurance work, DNV's responsibility is to the Management of the Company; however, this statement represents our independent opinion and is intended to inform the outcome of the assurance to the stakeholders of the Company.

Scope, Boundary and Limitations

The agreed scope of work included information on the non-financial performance indicators which are disclosed in the Report prepared by HCLTech based on GRI Topic-specific Standards for the identified material topics for the activities undertaken by the Company during the reporting period 01/04/2023 to 31/03/2024. The reported topic boundaries of non-financial performance are based on the internal and external materiality assessment covering Company's operations as brought out in the section 'Reporting boundary and period' of the report.

While the scope of work as agreed for the assurance of the sustainability report is Limited assurance of the GRI disclosures indicators, a reasonable level of assurance was carried out for the indicators of GRI 302: Energy 2016 - 302-1, 302-3; GRI 303: Water and Effluents 2018 - 303-3, 303-4, 303-5; GRI 305: Emissions 2016 - 305-1, 305-2, 305-4; GRI 306: Waste 2020 - 306-3; 306-4; 306-5 disclosures as a part of the BRSR assessment as mentioned in Annexure I.

Boundary covers the performance of HCLTech all global operations that fall under the direct operational control of the Company's Legal structure unless otherwise specified below and 'Reporting boundary and period' of the report.

GRI disclosure	Boundary for Assurance
305-1 Direct (Scope 1) GHG emissions	India Locations
GRI 303: Water and Effluents 2018	India Locations
GRI 306: Waste 2020 (excluding E-Waste)	India Locations

Inherent Limitation(s):

DNV's assurance engagements are based on the assumption that the data and information provided by the Company to us as part of our review have been provided in good faith, are true, and is free from material misstatements.

The assurance scope has the following limitations:

DNV Headquarters, Veritasveien 1, P.O.Box 300, 1322 Høvik, Norway. Tel: +47 67 57 99 00. www.dnv.com

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- The assurance engagement considers an uncertainty of $\pm 5\%$ based on materiality threshold for estimation/measurement errors and omissions.
- DNV has not been involved in evaluation or assessment of any financial data/performance of the company. DNV opinion on financial disclosures relies on the third party audited financial reports of the Company. DNV does not take any responsibility of the financial data reported in the audited financial reports of the Company.
- The assessment is limited to data and information within the defined Reporting Period. Any data outside this period is not considered within the scope of assurance.
- Data outside the operations specified in the assurance boundary is excluded from the assurance, unless explicitly mentioned otherwise in this statement.
- The assurance does not cover the Company's statements that express opinions, claims, beliefs, aspirations, expectations, aims, or future intentions. Additionally, assertions related to Intellectual Property Rights and other competitive issues are beyond the scope of this assurance.
- The assessment does not include a review of the Company's strategy or other related linkages expressed in the Report. These aspects are not within the scope of the assurance engagement.
- The assurance does not extend to mapping the Report with reporting frameworks other than those specifically mentioned. Any assessments or comparisons with frameworks beyond the specified ones are not considered in this engagement.
- Aspects of the Report that fall outside the mentioned scope and boundary are not subject to assurance. The assessment is limited to the defined parameters.
- The assurance engagement does not include a review of legal compliances. Compliance with legal requirements is not within the scope of this assurance, and the Company is responsible for ensuring adherence to relevant laws.

DNV expressly disclaims any liability or co-responsibility for any decision a person or an entity may make based on this Independent Assurance Statement.

Assurance process

As part of the assurance process, a multi-disciplinary team of assurance specialists performed assurance work for selected sites of HCLTech. We adopted a risk-based approach, that is, we concentrated our assurance efforts on the issues of high material relevance to the Company's business and its key stakeholders. We carried out the following activities:

1. Reviewed the disclosures in the report. Our focus included general disclosures, management processes, principle wise performance (essential indicators, and leadership indicators) and any other key metrics specified under the reporting framework.
2. Understanding the key systems, processes and controls for collecting, managing and reporting the non-financial disclosures in report.
3. Walk-through of key data sets. Understand and test, on a sample basis, the processes used to adhere to and evaluate adherence to the reporting principles.
4. Collect and evaluate documentary evidence and management representations supporting adherence to the reporting principles.
5. Interviews with the senior managers responsible for management of disclosures. We were free to choose interviewees and interviewed those with overall responsibility of monitoring, data collation and reporting the selected GRI disclosures.
6. DNV audit team conducted on-site audits for corporate offices and sites (mentioned in Annexure II). Sample based assessment of site-specific data disclosures was carried out. We were free to choose sites for conducting our assessment.
7. Reviewed the process of reporting as defined in the assessment criteria.

Conclusion

Limited Level of Assurance

On the basis of the assessment undertaken, for GRI disclosures as mentioned in Annexure I, nothing has come to our attention to suggest that the disclosures are not fairly stated and are not prepared, in all material aspects, in accordance with the reporting criteria.

1. Materiality

The process of determining the issues that are most relevant to an organization and its stakeholders.

The Report explains out the materiality assessment process carried out by the Company which has considered concerns of internal and external stakeholders, and inputs from peers and the industry, as well as issues of relevance in terms of impact for HCLTech's business. The list of topics has been prioritized, reviewed and validated, and the Company has indicated that there is no significant change in material topics from the previous reporting period.

Nothing has come to our attention to suggest that the Report does not meet the requirements related to the Principle of Materiality.

2. Responsiveness

The extent to which an organization responds to stakeholder issues.

The Report adequately brings out the Company's policies, strategies, management systems and governance mechanisms in place to respond to topics identified as material and significant concerns of key stakeholder groups. Nothing has come to our attention to suggest that the Report does not meet the requirements related to the Principle of Responsiveness.

Nothing has come to our attention to believe that the Report does not meet the requirements related to the Principle of Responsiveness.

3. Reliability/Accuracy

The accuracy and comparability of information presented in the report, as well as the quality of underlying data management systems.

The Report brings out the systems and processes that the Company has set in place to capture and report its performance related to identified material topics across its reporting boundary. The majority of information mapped with data verified through our

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assessments with HCLTech's management teams and process owners at the Corporate Office and sampled sites within the boundary of the Report were found to be fairly accurate and reliable. Some of the data inaccuracies identified in the report during the verification process were found to be attributable to transcription, interpretation, and aggregation errors. These data inaccuracies have been communicated for correction and the related disclosures were reviewed post correction.

Nothing has come to our attention to believe that the Report does not meet the principle of Reliability and Accuracy.

4. Completeness

How much of all the information that has been identified as material to the organization and its stakeholders is reported?

The Report brings out the Company's performance, strategies and approaches related to the environmental, social and governance issues that it has identified as material for its operational locations coming under the boundary of the report, for the chosen reporting period while applying and considering the requirements of Principle of Completeness.

Nothing has come to our attention to suggest that the Report does not meet the Principle of Completeness with respect to scope, boundary and time.

5. Neutrality/Balance

The extent to which a report provides a balanced account of an organization's performance, delivered in a neutral tone.

The Report brings out the disclosures related to HCLTech's performance during the reporting period in a neutral tone in terms of content and presentation, while considering the overall macroeconomic and industry environment.

Nothing has come to our attention to suggest that the Report does not meet the requirements related to the Principle of Neutrality.

Statement of Competence and Independence

DNV applies its own management standards and compliance policies for quality control, which are based on the principles enclosed within ISO IEC 17029:2019 - *Conformity assessment - General principles are requirements for validation and verification bodies*, and accordingly maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards, and applicable legal and regulatory requirements.

We have complied with the DNV Code of Conduct¹ during the assurance engagement. DNV's established policies and procedures are designed to ensure that DNV, its personnel and, where applicable, others are subject to independence requirements (including personnel of other entities of DNV) and maintain independence where required by relevant ethical requirements. This engagement work was carried out by an independent team of sustainability assurance professionals. DNV was not involved in the preparation of any statements or data included in the Report except for this Assurance Statement for internal use of HCLTech.

Purpose and Restriction on Distribution and Use

This assurance statement, including our conclusion has been prepared solely for the Company in accordance with the agreement between us. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than the Management of the Company for our work or this report.

For DNV Business Assurance India Private Limited

<p>Sarkar, Chandan</p> <p>Digitally signed by Sarkar, Chandan Date: 2024.07.16 16:23:46 +05'30'</p>	<p>Kakaraparthi Venkata Raman</p> <p>Digitally signed by Kakaraparthi Venkata Raman Date: 2024.07.16 17:11:38 +05'30'</p>
<p>Chandan Sarkar Lead Verifier, Sustainability Services, DNV Business Assurance India Private Limited, India.</p>	<p>Kakaraparthi Venkata Raman Assurance Reviewer, Sustainability Services, DNV Business Assurance India Private Limited, India.</p>
<p>Assurance Team: Karthik Ramaswamy, Roshni Sarage, Anamika Kumari</p>	

16/07/2024, Bengaluru, India.

DNV Business Assurance India Private Limited is part of DNV - Business Assurance, a global provider of certification, verification, assessment and training services, helping customers to build sustainable business performance. www.dnv.com

¹ DNV Corporate Governance & Code of Conduct - <https://www.dnv.com/about/in-brief/corporate-governance.html>

Annex I

GRI disclosures assured for Reasonable level of assurance as a part of the BRSR assessment:

- GRI 302: Energy 2016 – 302-1, 302-3;
- GRI 303: Water and Effluents 2018 – 303-3, 303-4, 303-5;
- GRI 305: Emissions 2016* – 305-1, 305-2;
- GRI 306: Waste 2020 – 306-3, 306-4, 306-5;

GRI disclosures assured for Limited level of assurance:

- GRI 201: Economic performance 2016 – 201-1; 201-2, 201-3;
- GRI 202: Market Presence 2016 – 202-1, 202-2;
- GRI 203: Indirect Economic Impacts 2016 – 203 – 1, 203 – 2;
- GRI 204: Procurement Practices 2016 – 204-1;
- GRI 205: Anti-corruption 2016 – 205-1, 205-2, 205-3;
- GRI 206: Anti-competitive behavior 2016 – 206-1;
- GRI 207: Tax 2019 – 207-1, 207-2, 207-3;
- GRI 301: Materials 2016 – 301-1, 301-2, 301-3;
- GRI 302: Energy 2016 – 302-4;
- GRI 303: Water and Effluents 2018 – 303-1;
- GRI 304: Biodiversity 2016 – 304-1, 304-2, 304-3, 304-4;
- GRI 305: Emissions 2016 – 305-3**, 305-4, 305-5, 305-7;
- GRI 306: Waste 2020 – 306-1, 306-2;
- GRI 308: Supplier Environmental Assessment 2016 – 308-1, 308-2;
- GRI 401: Employment 2016 – 401-1, 401-2, 401-3;
- GRI 403: Occupational Health and Safety 2018 – 403-1, 403-2, 403-3, 403-4, 403-5, 403-6, 403-7, 403-8, 403-9, 403-10;
- GRI 404: Training and Education 2016 – 404-1, 404-2, 404-3;
- GRI 405: Diversity and Equal Opportunity 2016 – 405-1, 405-2;
- GRI 406: Non-discrimination 2016 – 406-1;
- GRI 407: Freedom of Association and Collective Bargaining 2016 – 407-1;
- GRI 408: Child Labor 2016 – 408-1;
- GRI 409: Forced or Compulsory Labor 2016 – 409-1;
- GRI 410: Security Practices 2016 – 410-1;
- GRI 411: Rights of Indigenous Peoples 2016 – 411-1;
- GRI 413: Local Communities 2016 – 413-1;
- GRI 414: Supplier Social Assessment 2016 – 414-1, 414-2;
- GRI 416: Customer Health and Safety 2016 – 416-1, 416-2;
- GRI 417: Marketing and Labeling 2016 – 417-1, 417-2, 417-3;
- GRI 418: Customer Privacy 2016 – 418-1.

* HCLTech has prepared its GHG data in bespoke spreadsheets based on the Greenhouse Gas Protocol: A Corporate Accounting and Reporting Standard and ISO 14064-1:2018 standard - Specification with guidance at the organization level for quantification and reporting of greenhouse gas emissions with the emission factors sourced from the Intergovernmental Panel on Climate Change's (IPCC) Sixth Assessment Report, The UK Department for Environment, Food and Rural Affairs (Defra), Central Electricity Authority of India (CEA), US Environmental Protection Agency (EPA), Institute for Global Environmental Strategies (IGES).

** In Scope 3 GHG emissions are calculated for Category 1, 2, 3, 5, 6, 7, and 9 as per as per the Greenhouse Gas Protocol's Corporate Value Chain (Scope 3) Accounting.

Annex II

Sites selected for assessment

S.no	Site	Location
1.	Corporate office (onsite)	Noida
2.	India Offices (onsite)	Chennai, Bangalore, Madurai, Pune, Lucknow
3.	International Offices (Remote audit)	Canada-Mississauga, ON-7125 Mississauga Rd Canada-Vancouver, BC-580 Granville Street Mexico-Guadalajara-Minerva-Av Vallara Mexico-Guadalajara-Vista-Av Acueducto USA-Cary, NC-Cary2-200 Regency Woods Lane USA-Jersey City, NJ-8F, 1 Evertrust Plaza USA-Frisco, TX-2401 Internet Boulevard UK-London-3F & 6F, 70 Gracechurch Street UK-Watford-1F-2F, 45 Clarendon Road Philippines- TaguigCity- Campus AvT3 Philippines- TaguigCity- Campus AvT4

GRI Index

Module	Sub-Module	Data Disclosure	Annual Report (AR)/ Sustainability report (SR)	Page number
GRI 2: General Disclosures 2021	2-1 Organizational details	About HCLTech	SR	92-96
	2-2 Entities included in the organization's sustainability reporting	Introduction to Report > Reporting Boundary	SR	8
	2-3 Reporting period, frequency and contact point	Introduction to Report > Reporting Content	SR	8
	2-4 Restatements of information	Introduction to Report > Reporting Content	SR	8
	2-5 External assurance	Independent Assurance Statement	SR	98
	2-6 Activities, value chain and other business relationships	Annual Report> BRSR > Section A	AR	179
	2-7 Employees	Unlocking People Potential > Workforce breakdown by gender	SR	40
	2-8 Workers who are not employees	Annual Report > BRSR > Section A > Question 20 (The entire workforce of HCLTech is categorized as 'Employees' and none as 'Workers'. Therefore, the information required in all sections in the 'Workers' category is not applicable to HCLTech.)	AR	180
	2-9: Governance structure & composition	Governance > Our Board > Board size and composition, Board committees and due diligence	SR	20
	2-10 Nomination and selection of the highest governance body	Governance > Our Board > Board size and composition	SR	21
	2-11 Chair of the highest governance body	Corporate Governance > Board Size and Composition	SR	21
	2-12 Role of the highest governance body in overseeing the management of impacts	Corporate Governance > ESG Governance > ESG and DEI Committee	SR	31
	2-13 Delegation of responsibility for managing impacts	Corporate Governance > ESG Governance	SR	30-31
	2-14 Role of the highest governance body in sustainability reporting	Corporate Governance > ESG Governance	SR	30-31

	2-15 Conflicts of interest	Corporate Governance > Conflict of Interest	SR	22-23
	2-16 Communication of critical concerns	Annual Report>Director's Responsibilities	AR	149
	2-17 Collective knowledge of the highest governance body	Corporate Governance > Summary of Director's skills and expertise	AR	147
	2-18 Evaluation of the performance of the highest governance body	Corporate Governance > Board Evaluation	SR	22
	2-19 Remuneration policies	Business Ethics > Policy positions and guidelines	SR	29
	2-20 Process to determine remuneration	Corporate governance > Policy positions and guidelines	SR	29
	2-21 Annual total compensation ratio	Annual Report > BRSR > Section C > Principle 5 > Essential Indicator 3 (a)	SR	195
	2-22 Statement on sustainable development strategy	CEO & MD's Message	SR	3
	2-23 Policy commitments	Corporate governance > Policy positions and guidelines	SR	29
	2-24 Embedding policy commitments	Human Rights	SR	47
	2-25 Processes to remediate negative impacts	Annual Report> BRSR > Transparency and Disclosure Compliance	AR	181
	2-26 Mechanisms for seeking advice and raising concerns	Annual Report> BRSR > Transparency and Disclosure Compliance	AR	181
	2-27 Compliance with laws and regulations	Annual Report > BRSR > Section C > Principle 1 > Essential Indicator 2	AR	187
	2-28 Membership associations	Annual Report> BRSR > Principle 7 > Essential Indicators 1 (b)	AR	202
	2-29 Approach to stakeholder engagement	Stakeholders Section	SR	16
	2-30 Collective bargaining agreements	Annual Report> BRSR > Principle 3 > Essential Indicators 7	AR	191
GRI 3: Material Topics 2021	3-1 Process to determine material topics	Material Topics	SR	10
	3-2 List of material topics	Material Topics	SR	9
	3-3 Management of material topics	Material Topics	SR	10

GRI 101: Biodiversity 2024	101-1 Policies to halt and reverse biodiversity loss	Empowering Communities > Harit: addressing environmental challenges	SR	83
	101-2 Management of biodiversity impacts	Empowering Communities > Spotlight on biodiversity	SR	83
GRI 201: Economic Performance 2016	201-1 Direct economic value generated and distributed	Annual Report > Consolidated Results	AR	103
	201-2 Financial implications and other risks and opportunities due to climate change	Introduction to Report> Prioritization of HCLTech's Material Issues	SR	10
	201-3 Defined benefit plan obligations and other retirement plans	Annual Report> BRSR > Principle 3 > Essential Indicator 2	AR	190
	202-1 Ratios of standard entry level wage by gender compared to local minimum wage	Annual Report> BRSR > Principle 5 > Essential Indicator 2	AR	195
GRI 202: Market Presence 2016	202-2 Proportion of senior management hired from the local community	Talent Attraction > Local Hiring	SR	34
GRI 203: Indirect Economic Impacts 2016	203-1 Infrastructure investments and services supported	Annual Report > BRSR > Section C > Principle 8 > Leadership Indicator 6 Annual Report > BRSR > Section C > Principle 2 > Essential Indicator 1	AR	204, 188
	203-2 Significant indirect economic impacts	Empowering communities > CSR initiatives: HCLFoundation	AR	80
GRI 204: Procurement Practices 2016	204-1 Proportion of spending on local suppliers	Sustainable Supply Chain > Key Goals	SR	87
GRI 205: Anti-corruption 2016	205-1 Operations assessed for risks related to corruption	Business Ethics	SR	27
	205-2 Communication and training about anti-corruption policies and procedures	Annual Report > BRSR > Principle 1 > Essential Indicator 4	AR	187
	205-3 Confirmed incidents of corruption and actions taken	Annual Report > BRSR > Section C > Principle 1 > Essential Indicator 5	AR	187
GRI 206: Anti-competitive Behavior 2016	206-1 Legal actions for anti-competitive behavior, anti-trust, and monopoly practices	Annual Report> BRSR > Principle 7 > Essential Indicator 2	AR	202

GRI 207: Tax 2019	207-1 Approach to tax	Corporate Governance > Tax Strategy > Approach to tax	SR	25
	207-2 Tax governance, control, and risk management	Corporate Governance > Tax Strategy > Tax governance, control, and risk management	SR	25
	207-3 Stakeholder engagement and management of concerns related to tax	Corporate Governance > Tax Strategy > Stakeholder engagement and management of concerns related to tax	SR	25
GRI 301: Materials 2016	301-1 Materials used by weight or volume	Annual Report > BRSR > Section C > Principle 6 > Essential Indicator 9	AR	200
	301-2 Recycled input materials used	Annual Report > BRSR > Section C > Principle 2 > Leadership Indicator 3	AR	189
	301-3 Reclaimed products and their packaging materials	Annual Report > BRSR > Section C > Principle 2 > Leadership Indicator 3	AR	189
GRI 302: Energy 2016	302-1 Energy consumption within the organization	Annual Report > BRSR > Section C > Principle 6 > Essential Indicator 1	AR	197
	302-3 Energy intensity	Annual Report > BRSR > Section C > Principle 6 > Essential Indicator 1	AR	197
	302-4 Reduction of energy consumption	Annual Report > BRSR > Section C > Principle 6 > Essential Indicator 1	AR	197
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	Progress for a better planet > Environmental Achievements FY24 > Water management	SR	56
	303-3 Water withdrawal	Progress for a better planet > Water Withdrawal	SR	57
	303-4 Water discharge	Annual Report > BRSR > Section C > Principle 6 > Essential Indicator 4	AR	198
	303-5 Water consumption	Progress for a better planet > Water consumption	SR	57

GRI 304: Biodiversity 2016	304-1 Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	Empowering Communities > Spotlight on biodiversity	SR	83
	304-2 Significant impacts of activities, products and services on biodiversity	Empowering Communities > Spotlight on biodiversity	SR	83
	304-3 Habitats protected or restored	Annual Report > BRSR > Principle 8 > Leadership Indicator 6	AR	204
	304-4 IUCN Red List species and national conservation list species with habitats in areas affected by operations	Annual Report > BRSR > Section B > Question 7	AR	185
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	Progress for a better planet > Environmental achievements FY24 > GHG Emissions	SR	55
	305-2 Energy indirect (Scope 2) GHG emissions	Progress for a better planet > Environmental achievements FY24 > GHG Emissions	SR	55
	305-3 Other indirect (Scope 3) GHG emissions	Progress for a better planet > Environmental achievements FY24 > GHG Emissions	SR	55
	305-4 GHG emissions intensity	Progress for a better planet > Environmental achievements FY24 > GHG Emissions	SR	56
	305-5 Reduction of GHG emissions	Progress for a better planet > Environmental achievements FY24 > GHG Emissions	SR	56
	305-7 Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	Cross referenced with Annual Report > BRSR > Section C > Principle 6 > Essential Indicator 6	AR	199

GRI 306: Waste 2020	306-1 Waste generation and significant waste-related impacts	Progress for a better planet > Types of waste generated	SR	64
	306-2 Management of significant waste-related impacts	Progress for a better planet > Waste Management	SR	62
	306-3 Waste generated	Annual Report > BRSR > Section C > Principle 6 > Essential Indicator 9	AR	200
	306-4 Waste diverted from disposal	Annual Report > BRSR > Section C > Principle 6 > Essential Indicator 9	AR	200
	306-5 Waste directed to disposal	Annual Report > BRSR > Section C > Principle 6 > Essential Indicator 9	AR	200
GRI 308: Supplier Environmental Assessment 2016	308-1 New suppliers that were screened using environmental criteria	Sustainable supply chain > Integrating sustainability in our supply chain process > Assessment through third-party tools	SR	88
	308-2 Negative environmental impacts in the supply chain and actions taken	Annual Report > BRSR > Principle 2 > Essential Indicator 1	AR	188
GRI 401: Employment 2016	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Annual Report > BRSR > Section C > Principle 3 > Essential Indicator 1, 2	AR	190
	401-3 Parental leave	Unlocking people potential > Employee engagement and well-being > Well-being programs and progress	SR	44

GRI 403: Occupational Health and Safety 2018	403-1 Occupational health and safety management system	Employee well-being > Occupational health and safety practices (OH&S)	SR	46
	403-2 Hazard identification, risk assessment, and incident investigation	Annual Report > BRSR > Principle 3 > Essential Indicator 10b.	AR	192
	403-3 Occupational health services	Annual Report > BRSR > Principle 3 > Essential Indicator 10b.	AR	192
	403-7 Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Annual Report > BRSR > Principle 3 > Essential Indicator 10	AR	192
	403-9 Work-related injuries	Annual Report > BRSR > Section C > Principle 3 > Essential Indicator 11	AR	192
	403-10 Work-related ill health	Annual Report > BRSR > Section C > Principle 3 > Essential Indicator 11	AR	192
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	Unlocking People Potential > Talent Development > Upskilling programs – five million hours of training	SR	36
	404-2 Programs for upgrading employee skills and transition assistance programs	Unlocking People Potential > Talent Development > FY23-24 Initiatives	SR	35
	404-3 Percentage of employees receiving regular performance and career development reviews	Unlocking People Potential > Performance evaluation	SR	36
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	Corporate Governance > Gender Diversity (Board) Unlocking People Potential > DEI FY 2023-24	SR	21, 39
	405-2 Ratio of basic salary and remuneration of women to men	Unlocking People Potential > Gender Pay Parity	SR	40
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	Annual Report > BRSR > Section C > Principle 5 > Essential Indicator 6	AR	196
GRI 407: Freedom of Association and Collective Bargaining 2016	407-1 Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	Annual Report > BRSR > Principle 3 > Essential Indicator 7	AR	191
GRI 408: Child Labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor	Annual Report > BRSR > Section C > Principle 5 > Leadership Indicator 4	AR	197

GRI 409: Forced or Compulsory Labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	Annual Report > BRSR > Section C > Principle 5 > Leadership Indicator 4	AR	197
GRI 411: Rights of Indigenous Peoples 2016	411-1 Incidents of violations involving rights of indigenous peoples	Corporate Governance > Human Rights	SR	47
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	Empowering communities > Monitoring and reporting our CSR progress	SR	84
GRI 414: Supplier Social Assessment 2016	414-1 New suppliers that were screened using social criteria	Sustainable supply chain > Integrating sustainability in our supply chain process > Assessment through third-party tools	SR	88
	414-2 Negative social impacts in the supply chain and actions taken	Annual Report > BRSR > Principle 2 > Essential Indicator 2 (b)	AR	189
GRI 416: Customer Health and Safety 2016	416-1 Assessment of the health and safety impacts of product and service categories	Corporate Governance > Business Ethics	SR	28
	416-2 Incidents of non-compliance concerning the health and safety impacts of products and services	Corporate Governance > Business Ethics	SR	28
GRI 417: Marketing and Labeling 2016	417-1 Requirements for product and service information and labeling	Annual Report > BRSR > Principle 9 > Leadership Indicator 1	AR	206
	417-2 Incidents of non-compliance concerning product and service information and labeling	Annual Report > BRSR > Principle 9 > Leadership Indicator 4	AR	206
	417-3 Incidents of non-compliance concerning marketing communications	Annual Report > BRSR > Principle 9 > Leadership Indicator 4	AR	206
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Annual Report > BRSR > Section C > Principle 9 > Essential Indicator 7 (a), (b), & c.	AR	206

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Pillar and Theme	Description	Reference	Annual Report (AR)/ Sustainability Report (SR)	Page No.
Principles of Governance / Stakeholder engagement	Material Issues Impacting Stakeholders	Introduction to Report>Material Topics	SR	10
Principles of Governance / Ethical behavior	Anti-Corruption	Corporate Governance>Business ethics	SR	27
Principles of Governance / Ethical behavior	Protected ethics advice and Reporting mechanism	Unlocking People Potential> Employee Engagement and Wellbeing> Zero Tolerance	SR	47
Principles of Governance / Governing purpose	Setting purpose	Sustainability Report	SR	30
Principles of Governance / Quality of governing body	Governance body composition	Corporate Governance > Board Size & Composition Corporate Governance > Board Committees and Due Dilligence	SR	21, 22
Planet / Freshwater availability	Water Consumption and Withdrawal in Water Stressed Areas	Annual Report > BRSR > Principle 6 > Leadership Indicator 1	AR	201
Planet / Climate Change	Greenhouse Gas Emissions	Progress for a better planet > Environmental Achievements FY24 > GHG Emissions	SR	55
Planet / Climate Change	TCFD implementation	Progress for a better planet > Aligning with TCFD	SR	65
People / Dignity and Equality	Pay Equality	Unlocking People Potential> Gender pay Parity	SR	40
People / Dignity and Equality	Wage Level	Unlocking People Potential> Gender Diversity Achievements	SR	40
People / Dignity and Equality	Risk for incidents of child, forced or compulsory labor	Annual Report > BRSR > Principle 5 > Essential Indicator 6	AR	196

People / Health and Well-being	The number and rate of fatalities as a result of work-related injury; high-consequence work-related injuries (excluding fatalities); recordable work-related injuries; main types of work-related injury; and the number of hours worked.	Annual Report > BRSR > Principle 3 > Essential Indicator 11	AR	192
People / Skills for the Future	Training Provided	Unlocking People Potential > Talent Development > Learning programs	SR	41
People / Dignity and Equality	Diversity and inclusion (%)	Unlocking People Potential > Enhancing Gender Diversity > Empowering Female Leaders	SR	43
Prosperity / Employment and wealth generation	Economic Contribution	Annual Report > Financial Performance	AR	103
Prosperity / Innovation of better products and services	Total R&D Expenses	Annual Report > Financial Performance	AR	105
Prosperity / Community and social vitality	Total Tax Paid	Annual Report > Financial Performance	AR	108

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