

Q2 FY2021 EARNINGS PRESS RELEASE

HGS ANNOUNCES Q2 FY2021 RESULTS

Mumbai, India, November 9, 2020: Hinduja Global Solutions (HGS) (listed in BSE & NSE) today announced its unaudited Second Quarter Results for FY2021.

Speaking on the results, **Partha DeSarkar, Wholetime Executive Director and CEO of HGS** said: *“Led by robust healthcare volumes and strong performance in other verticals, HGS reported excellent results in Q2 FY2021. Overall revenues for Q2 stood at Rs. 13,326 million, an increase of 11.9% YoY on like-to-like basis. EBITDA grew by 19.8% YoY on like-to-like basis. EBITDA margins for Q2 FY2021 were at 14.0%, an expansion of 225 basis points over Q1 FY2021. PAT rose by 65.5% YoY to Rs. 813.2 million for the quarter, the highest-ever reported by the company. Profit was boosted by a one-time tax reversal charge.*

I am very proud of the way the HGS team continues to respond to the current scenario – be it in delivering services to clients without any disruption, expanding and winning new business, successfully shifting all functions including hiring, onboarding and training to the virtual mode, and engaging our people and community.

Despite the current market environment, we continue to see big demand from clients, showcasing our ability to be a true growth partner. We won new business or expanded contracts across verticals in Q2, including signing of one of HGS’ largest engagements in the UK public sector to be delivered in a Work@Home model.

Our sales pipeline for H2 looks strong, and with Open Enrollment and the Holiday Season coming up, we are confident of a good FY2021 performance.”

Financial Highlights for Q2 FY2021

- Q2 FY2021 revenues stood at Rs. 13,326 million. Revenue growth of 11.9% YoY on like-to-like basis (excluding pass-through revenues and India Domestic CRM business revenues included in Q2 FY2020)
- EBITDA was Rs. 1,871 million, a growth of 19.8% YoY on like-to-like basis (excluding India Domestic CRM business included in Q2 FY2020)
- EBITDA margins improved to 14.0% in Q2 FY2021, from 13.3% in Q2 of last year
- Net profit was Rs. 813.2 million, a growth of 65.5% YoY; Net margins stood at 6.1%
- Capital expenditure for the quarter was Rs. 226 million.
- Reduction in gross debt of Rs. 323 million in Q2 FY2021; As on 30th September, 2020, Net Cash stood at Rs. 624 million.
- Second Interim Dividend of Rs. 6/share

Q2 FY2021 EARNINGS PRESS RELEASE

Financial Highlights for H1 FY2021

- Net Sales increased to Rs. 25,685 million, a YoY growth of 10.3% YoY on like-to-like basis (excluding pass-through revenues and India Domestic CRM business revenues included in H1 FY2020)
- EBITDA stood at Rs. 3,329 million; EBITDA margin was 13.0%
- Net profit was Rs. 1,305 million; Net margins stood at 5.1%

Business Highlights for Q2 FY2021

- **Client wins:**
 - Added 12 new logos across verticals for core BPM services and eight for HRO/ Payroll Processing
 - Signed 49 opportunities for expansion of business with existing clients
 - Signed engagements with 17 clients (new and existing) for HGS Digital services (RPA, digital, analytics and Social Care services)
- **Clientele:** As of 30th September, 2020, HGS had 235 core BPM clients and 699 HRO/Payroll processing clients.
- **New Services:** HGS' subsidiary, HGS Colibrium LLC, released its EDE Pathway solution, which enables health insurance plans to deploy the Enhanced Direct Enrollment (EDE) pathway to their prospective and current individual subscribers.
- **Employee Headcount:** 39,578 as of 30th September, 2020, up from 37,165 reported for the June quarter.
- **Delivery Centers:** Overall, HGS had 60 global delivery centers across seven countries as on 30th September, 2020.
- **Awards & Recognition in Q1 FY2021:**
 - Leader: Digital Operations and AI & Analytics Contact Center CX Services Global 2020, ISG
 - Major Contender: Revenue Cycle Management (RCM) Operations Services PEAK Matrix Assessment 2020, Everest Group
 - Leader: CX Improvement & Revenue Generation CX Services in Telecom & Media 2020 NEAT, Nelsonhall
 - Included In "Everest Group BPS Top 50 2020", Everest Group
 - Booming 15 – Service & Technology Provider Standouts – EMEA, ISG outsourcing Index Q2 2020
 - Recognized as Automation Anywhere's Innovation Partner of the Year 2020 for Payer Segment in India
 - Global Impact Sourcing Award 2020, IAOP

About Hinduja Global Solutions (HGS):

A global leader in business process management (BPM) and optimizing the customer experience lifecycle, HGS is helping make its clients more competitive every day. HGS combines technology-powered services in automation, analytics and digital with domain expertise focusing on back office processing, contact centers and HRO solutions to deliver transformational impact to clients. Part of the multi-billion dollar conglomerate Hinduja Group, HGS takes a true "globally local" approach, with over 39,578 employees across 60 delivery centers in seven countries making a difference to some of the world's leading brands across nine key verticals. For the year ended 31st March 2020, HGS had revenues of Rs. 52,354 million (US\$ 737 million).

Visit www.teamhgs.com to learn how HGS can help make your business more competitive.

Q2 FY2021 EARNINGS PRESS RELEASE

Safe Harbour

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

For more information, visit us at www.teamhgs.com or contact:

Srinivas Palakodeti

Hinduja Global Solutions Limited

Tel: +91 80 4643 1000

Email: pala@teamhgs.com

R. Ravi

Hinduja Global Solutions Limited

Tel: +91 22 2496 0707

Email: ravi.r@teamhgs.com