



February 27, 2021

BSE Limited
Corporate Relation Dept.
P. J. Towers, Dalal Street
Mumbai 400 001.
Scrip Code : 532859

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

Dear Sirs,

Sub: CEO’s letter to Shareholders - Interim Dividend

We are enclosing a copy of CEO’s letter sent to the Shareholders of the Company in respect of payment of 3rd Interim Dividend for the Financial Year 2020-21.

Thanking you,

Yours truly,
For **Hinduja Global Solutions Limited**

Narendra Singh
Company Secretary

Encl : a/a.

HINDUJA GLOBAL SOLUTIONS LIMITED

Regd. Office: Hinduja House, No. 171, Dr. Annie Besant Road, Worli, Mumbai - 400 018. India. Telephone: 91-022-2496 0707, Fax: 91-22-2497 4208, Website: www.teamhgs.com
Corporate Office: Gold Hill Square Software Park, No. 690, 1st Floor, Hosur Road, Bommanahalli, Bengaluru - 560 068. India. Telephone: 91-80-4643 1000 / 4643 1222

Corporate Identity Number:L92199MH1995PLC084610



HINDUJA GROUP

DIVIDEND INTIMATION

February 26, 2021

Dear Shareholder,

I am pleased to share with you this business update on HGS' performance and unaudited financial results of the third quarter (Q3) of FY2021.

HGS posted a strong financial performance in Q3 FY2021 despite being amid a pandemic. I am very happy with how we have quickly realigned our operating model to the new normal, and our results showcase TeamHGS' resilience and agility.

The strong growth in Q3 has been driven by revenues from the healthcare vertical as well as our UK business. Another key driver for growth has been the number of new logo signings this year and the strong pipeline conversion. We have won several deals originating from the healthcare and public sector verticals in the last few months, and the sales pipeline is strong and promising.

Highlights from Q3 FY2021

- Q3 FY2021 revenues stood at Rs. 14,568 million, a YoY growth of 9.1% as reported
 - On a like-to-like basis, revenue growth was 15.2% YoY (excluding India Domestic CRM business revenues included in Q3 FY2020)
- Overall EBIDTA was Rs. 2,063 million; EBITDA margin was 14.2%
- PAT was Rs. 752 million; PAT margin was 5.2%
- Capital expenditure for the quarter was Rs. 591 million.

Highlights from Nine months FY2021

- Nine months FY2021 revenues increased to Rs. 40,253 million, a YoY growth of 2.8% as reported
 - On a like-to-like basis, in Rs. terms, revenue growth was 11.3% (excluding pass-through revenues and India Domestic CRM business revenues included in Nine months FY2020)
- EBIDTA stood at Rs. 5,392 million; EBITDA margin was 13.4%
- PAT was Rs. 2,057 million; PAT margin was 5.1%

The global demand environment for BPM services has greatly improved since the beginning of the pandemic. From our regular interactions with our clients across geographies, we are reasonably confident that this trend will continue for the foreseeable future.

The Board of Directors of HGS, at its meeting held on February 8, 2021, declared an interim dividend of Rs.6/- per equity share of Rs.10/- each for FY2021. The Record Date for interim dividend entitlement is February 19, 2021 and the dividend payment date by February 26, 2021.

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

Yours Sincerely,



Partha DeSarkar

Chief Executive Officer

[PTO]

CIN: L92199MH1995PLC084610

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Business Highlights from the Third Quarter

- **Client wins:**
 - Added 14 new logos across verticals for core BPM services and five for HRO/ Payroll Processing
 - Signed 45 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 31st December, 2020, HGS had 244 core BPM clients and 704 HRO/Payroll processing clients.
- **M&A:** Between November 2020 and January 2021, Hinduja Global Solutions UK Limited, a subsidiary of HGS, has acquired the balance equity interest in HGS Digital LLC, USA, making it a wholly-owned subsidiary.
- **Employee Headcount:** 41,110 as of 31st December, 2020, up from 39,578 reported for the September quarter.
- **Delivery Centers:** HGS had 59 global delivery centers across seven countries as on 31st December, 2020.
- **Awards & Recognition in Q3 FY2021:**
 - ✓ Named in HFS Top 10 Healthcare Sector Service Providers' report, HFS
 - ✓ Included in Booming 15 - Service & Technology Provider Standouts - Global, ISG Index 3Q 2020 - Managed Services and As-a service Market Insights, ISG
 - ✓ Awarded:
 - 2020 Customer Experience Innovation Award – TMC
 - Innovative in the 'Business Products' category - Golden Bridge Business and Innovation Awards®
 - The Cloud Computing Excellence Award by TMC Cloud Computing Magazine
 - 2021 Training Top 100 – Training Magazine
 - Best BPO In Jamaica & 7th Best Employer in Jamaica – Glassdoor
 - Recognized at the Learning and Organization Development Roundtable (LNOD) awards in four categories: Inclusion of People with Disabilities, Best D&I Company of the Year, Best D&I Initiative and Best D&I Award for Gender Diversity and Empowerment
 - Finalist at ECCCSA 2020 in the Responding in a Crisis & Best Large Customer Service Team categories
 - Finalist at the NHRD HR Showcase 2020 in the Best HR Practice category