

HCL

REBALANCE

Creating possibilities through small
acts, everyday

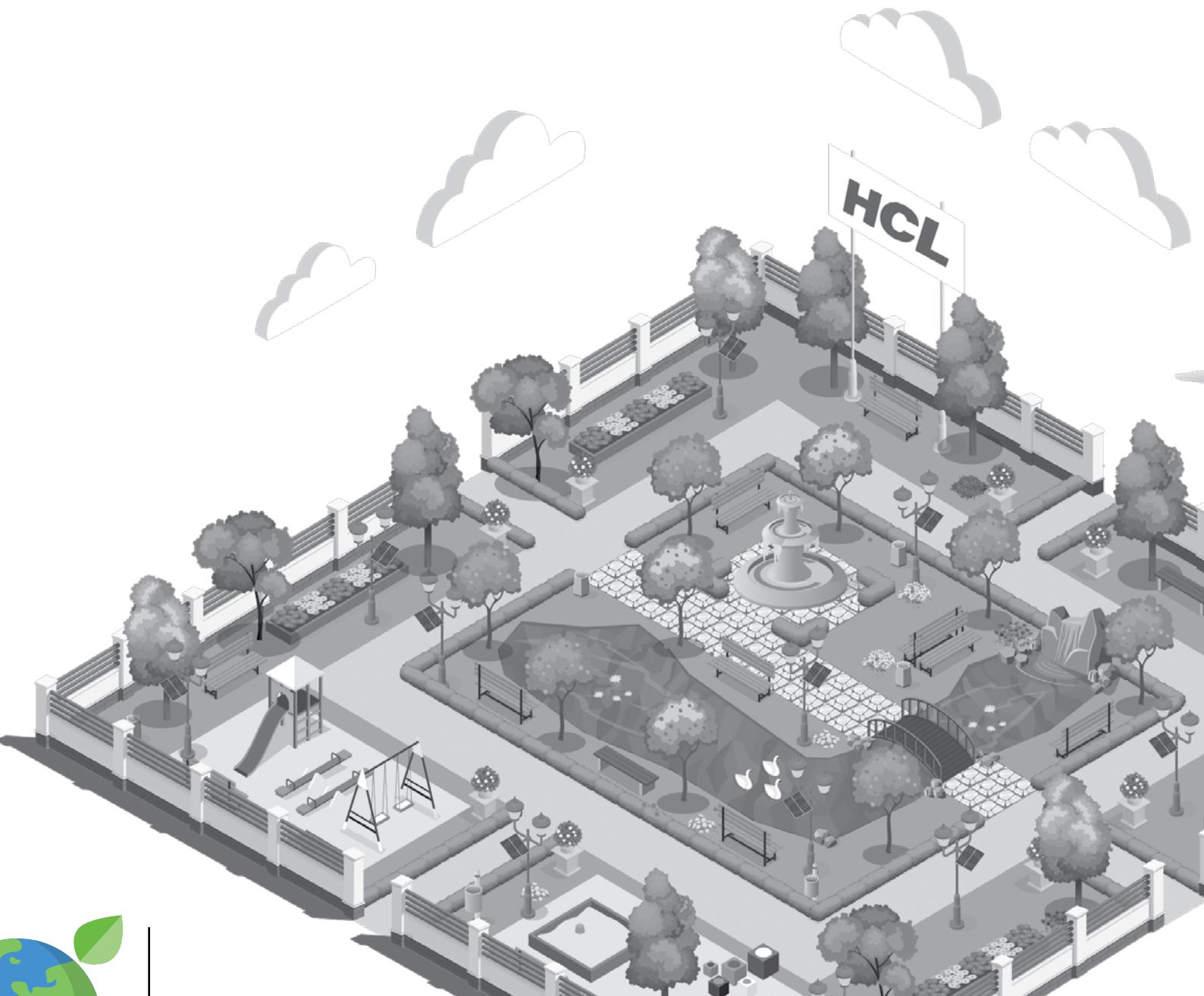


SUSTAINABILITY REPORT

2016

The power for creating a better future is contained in the present moment: You create a good future by creating a good present.

Eckhart Tolle



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OUR CEO's VIEW ON SUSTAINABILITY

Before I delve into what makes this year unique in our sustainability efforts, I'd like to begin with what makes our company unique. If you are familiar with the story of HCL Technologies, you would've probably heard about our philosophies of Employee First and Relationship Beyond the Contract. The first inverts the organizational pyramid, to fuel innovation and growth bottom up. The second carves our commitments in spirit, rather than the letters of contractual agreements. Together, these support the most powerful pillar of our organization – the Power of One, in which each and every individual embraces a responsibility towards our business, our workplace, our ecosystem and our society.

With this as a backdrop, you will appreciate that sustainability at HCL Technologies is not a compliance-driven endeavour. Nor is this report a faceless "corporate" report card. It is "our" report; a look back at the cumulative impact of each individual effort. I have no doubt that I speak on behalf of over 100,000 HCLites across the world when I write this. And I am so glad to report that it reflects the spirit of our determination, to drive positive change in our world.

This note does not – and cannot – cover the expanse of our sustainability initiatives that are detailed in the following pages. As you will note, we have a fairly methodical approach, with a clear matrix, measurable goals, disciplined processes and transparent results, in order to paint a comprehensive and true picture. But by



highlighting some key points here, I'd like to emphasize the underlying force that drives our endeavours and the resultant impact.

Our Ecosystem

Global warming and climate change have been on the world radar for several years now. In fact, this year was marked by a unanimous agreement among world leaders, both at Paris and Davos, that the urgent threat of climate change was the most severe economic risk we're faced with today. And yet, at an individual level, it all seems so distant. Like it is someone else's problem.

At HCL Technologies, we believe it is our problem. We are focused on Green solutions, Green energy, Green Data Centers, Green guidelines and environmental standards – not just within the company, but throughout our supply chain including our vendors, our unified value chain including our partners, all the way to our customers. And I am delighted to share that HCL has made significant progress. When we started out, we set a target to reduce our per capita carbon footprint by 20% by 2020. I am proud to note that in FY2016, we have already exceeded our projected target to report a 27.37% reduction over the base year. That does not make us complacent. In fact, it motivates us to strive harder and go further. As a result, we have revised our target to 33% by 2020 over the base year and I am confident that we will deliver on that as well! Besides this, we set a target to meet world class Green

Standards for at least 50% of our owned office sites by 2020. I am proud to state that we have already achieved this target.

Our Business

We see sustainability as a business imperative, and have developed in house Green IT solutions and Green Data Centers that focus on increased efficiency, green compliance and energy management for our clients. In doing so, we believe it is also our responsibility to walk the talk. I am glad to report that we have reduced our own per capita energy consumption by 22.05% over base year so far and we have increased the use of Green Energy by 31.93% over last year. In most of our Global Development Centers outside India, we already use 100% green electricity. To further reduce our energy consumption, we have consolidated 8 office buildings this year and moved them into existing campuses, and consolidated four critical data centers into existing premises to reduce multiple carbon footprints.

Our Society

The commitment to be a positive contributor of our society is a responsibility that each one of us owns. The Power of One platform gives us the freedom to choose our CSR initiatives based on our personal interests. It empowers us to participate in community giving, advocacy and capacity building including mentorship for NGOs and students. In FY2016, 20,000 volunteers participated in community development programs and more than 37,500 employees contributed to the Power of One programs through payroll giving. That is Force HCL. One of the key goals in our Sustainability 2020 plan is creating avenues for sustainable livelihood for 100,000+ beneficiaries. Under the HCL Gurukul initiative, after-school coaching centers in urban slums and in Government-aided schools have been established to enhance the quality of learning and development through support. As of March 2016, 35,360 children had benefited through this program of a targeted 60,000 by FY2020. HCL Yuvakendras promote employability training, skills development and create sustainable livelihood for youth from less privileged communities, who are then either absorbed into our workforce or facilitated with jobs through special recruitment drives. We have already crossed the mid-way point of the targeted 10,000, with

5080+ youngsters enrolled since 2013, with as many as 90% profitably employed.

In addition, one of our goals for 2020 is to empower 30,000 girls and women through our digital literacy, health and sanitation program. Till date, 19,550 girls and women have been enrolled into various women empowerment programs, and more than 60,058 have been covered under the Break the Silence program in FY2016.

Our Workplace

Yes, we make sure we look after ourselves too. Under a new Assisting HCLites Anytime (AHA), a first of its kind integrated program of life continuity services and offerings, we get to choose the benefits we want implemented in our regions and facilities every quarter. AHA benefits – categorized into work, health, family and lifestyle – include compressed work hours, medical emergency support, health check-ups, life coach, virtual blood bank, parenting workshop, homecare services, discount portals, financial workshops etc.

There's so much more we've done this year, and so much more to do. A journey well begun, yet one with miles to go. As we look ahead to Goals 2020 in this multi-year, multi-dimensional sustainability plan, we hope to make a great leap forward. More importantly, we realize that this is a very small part of a very large movement, and hope that together with you, our partners in an interconnected global ecosystem, we can make a positive impact to change "our" world.



Anant Gupta

President & CEO, HCL Technologies





From the Sustainability Desk

We all believe in a better tomorrow. But to make this a reality, companies and individuals must work together to be responsible and respectful of the earth's resources. At HCL, we believe in building a better tomorrow without compromising the wellbeing of our employees, the society and the environment. Six years ago we began our sustainability efforts through an integrated approach covering economic, environmental and social aspects to achieve "**Sustainability 10 by 2020**".

We are happy to present our 6th report for the FY 2016 (April 2015 – March 2016).

The report covers the performance of all the business units directly under HCL Technologies (HCL); and the reporting principles and methodologies are in accordance with the principles of GRI 4.0 and Business Responsibility Report (BRR) that is mandated by the Securities Exchange Board of India (SEBI). In addition, the verification has been done using assurance standard as per 'International Federation



of Accountants' (IFAC) International Standard for Assurance Engagements ISAE 3000, Emission-related calculations are based on the GHG protocol - a corporate accounting and reporting standard, which is further explained in the 'Renew Ecosystem' section of this report.

The relevant indicators and technical protocols have been followed for reporting on the various factors. We have sought external assurance for our Sustainability Report from KPMG. This report reflects material issues, which have significant economic, environmental and social impact that can substantially influence the assessments or decisions of our stakeholders.

The economic performance section is based on our Annual Report. S.R. Baltiboi & Co, our independent external auditors of our Annual Report covering HCL Technologies Limited, its subsidiaries and joint ventures together as a 'Group'. The Annual Report is available at www.hcltech.com

The sustainability priorities have been drafted based on our engagements with stakeholders and the material issues, impacts and our sustainability responses are discussed in detail under the 4Rs – Responsible Business, Redefine Workplace, Renew Ecosystem and Repay Society.

The scope for the environment section and specific details of locations and sites covered are available in the GRI Content Index of the report. The workplace-related details cover our Global Operations; the community-outreach programs under the 'Repay Society' section include all our activities in India and significant Global Development Centers (GDC).

There are no changes from the previous report in the scope, boundary or measurement methods. However, details of restatements of information provided in last year's report and the corresponding reasons are available in this GRI content index of every section. We support the women empowerment principles of the United Nations

Global Compact (UNGC) and also advocate and implement the principles of UNGC in our actions.

Over the years we have been able to reduce our eco footprint both by investing in sustainable technologies as well as through responsible operations. Consumption of water and paper has reduced significantly in our operations. On technology front, we have moved away from traditional data servers to cloud computing thereby reducing absolute energy consumption when delivering solutions to customers.

While we identify sites that have minimal impact on biodiversity or environment, we believe we need to strengthen our supplier vendor policies from procurement perspective. For example, we still have not enforced environmental responsibilities in our vendor partners while they deliver services/products to us. However we have been able to guide them in all policies related to governance and human rights.

Community remains our major focus for sustainable development. Through HCL Foundation, we have created different opportunities to engage locally and make a positive impact. Apart from education and creating livelihood opportunities, empowering women and girls has emerged as a key priority area for community action. Standing testimony to this commitment is the Confident Girls program which was rolled out in FY16 and aims to cover over 23,000 girls across five cities in India.

We are constantly looking for more ideas towards sustainable development. We welcome your comments and suggestions for improvement. Please share your thoughts by writing to us at sustainability@hcl.com

Thank you,

Srimathi Shivashankar

Sustainability Office



About HCL

GRI G4 PARAMETERS

Profile Disclosure	Description	Reported (C/P/NA)	Page Number SR / AR	Geography Scope
G4-3	Name of the organization.	C	2	G
G4-4	Primary brands, products, and/or services.	C	2	G
G4-17	Entities included in the organization's consolidated financial statements or equivalent documents	C	2	G
G4-5	Location of organization's headquarters.	C	2	G
G4-6	Number of countries where the organization operates	C	3	G
G4-8	Markets served (including geographic breakdown, Sectors served, and types of customers/beneficiaries).	C	2	G
G4-9	Scale of the reporting organization.	C	2	G
G4-10	Total workforce by employment type, employment contract, and region broken down by gender		Redefine Workplace – 9,10	
G4-11	Percentage of employees covered by collective bargaining agreements		Redefine Workplace – 17	
G4-13	Significant changes during the reporting period regarding size, structure, or ownership.		2	G

In Accordance Level: Core; NA - Not Applicable • G - Global • I - India



About HCL Technologies

HCL Technologies is a leading global IT services company, working with clients in the areas that impact and redefine the core of their businesses. Since its inception into the global landscape after its IPO in 1999, HCL focuses on 'transformational outsourcing', underlined by innovation and value creation, and offers integrated portfolio of services including software-led IT solutions, remote infrastructure management, engineering and R&D services and BPO. HCL leverages its extensive global offshore infrastructure and network of offices in 41 countries to provide holistic, multi-service delivery in key industry verticals including Financial Services, Manufacturing, Consumer Services, Public Services and Healthcare. HCL takes pride in its philosophy of Ideapreneurship which empowers our 1, 03,394 transformers to create a real value for the customers. HCL Technologies, along with its subsidiaries, has reported consolidated revenues of US \$7 Billion, as on year ended March 31 2016. Corporate Identity number (CIN) of the company is L74140DL1991PLC046369.

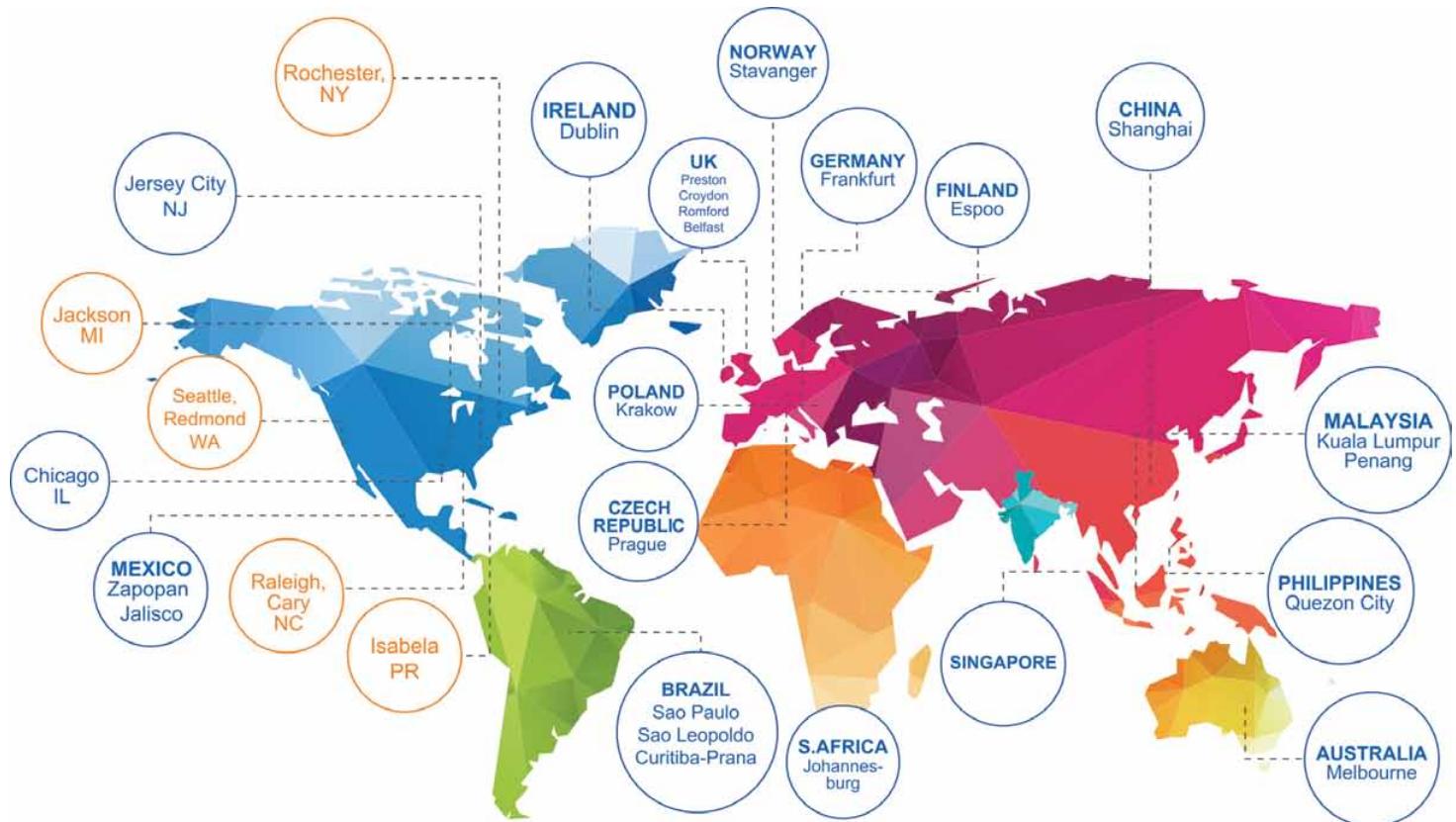
While the revenues and employees turnover have grown there have been no significant changes during the reporting period regarding structure, or ownership.

For more information, please visit www.hcltech.com.

Corporate Headquarters: HCL Technologies, A-9, Sec.3, Noida, U.P. India. For details regarding Sustainability, please write to Sustainability@hcl.com



Our Global Operations



APAC & RoW	EUROPE	USA & LATAM
India Thailand Turkey United Arab Emirates Saudi Arabia Philippines Indonesia Australia China Hong Kong Japan Malaysia New Zealand Singapore South Africa	Luxembourg Spain Austria Norway Belgium Czech Republic Denmark Finland France Germany Great Britain Hungary Ireland Israel Italy Netherlands Poland Portugal Russia Sweden Switzerland	Argentina Brazil Canada Mexico USA

COMMUNITY SERVICE



Won CMO Asia Award in Best CSR Practices for its initiatives of Gurukul, Yuvakendra & Surabhi which are aimed at Developing Urban Slums for a Sustainable Tomorrow

RECRUITMENT

People matters

Won the award for the Practice of Onboarding - a key metric in early candidate experience.

LEARNING



Won Gold and Silver for PM Step, a unique project management program, Silver in Best Certification under Certified HCL Leader Program and Bronze in Best Advanced Leadership Development Program for Career Live, the Industry's only blended leadership development program



Won Gold in Best Social Media-based learning for its Career Navigation Framework, Career Connect Program

CAREER GROWTH



Won Bronze in Best Advance in Social Talent Management Technology for Career Connect Program

People matters

Won People Matters "Are You in the List Award 2015" among the Top 16 Emerging HR

Awards & Recognition



EMPLOYER RECOGNITIONS



Won Top Employer in UK Award for the 10th consecutive year for its distinctive culture and employment practices among which Ideapreneurship plays major role.



Recognized as India's Most Admired Knowledge Enterprise (MAKE) Winner for the year 2015 for KM program

EMPLOYEE EXPERIENCE



Research Paper published by OIDA International Journal of Sustainable Development, paper titled "DIGITALIZATION: A STEP TOWARDS SUSTAINABLE DEVELOPMENT"

NCWorks Connecting Talent to Jobs

Won Outstanding Employer 2015 award in NC Works for improved workforce development opportunities, contributions to the economy and improved workforce development opportunities in the Triangle business community.



Recognized as India's Most Admired Knowledge Enterprise (MAKE) Winner for the year 2015 for KM program



Ranked 17th among the top 500 companies to work in India in 2015 for its Best Practice in Career Prospectus, Performance Improvement, Team management & Leadership and CSR & Employee Welfare.



Scope and Stakeholder Management

GRI G4 PARAMETERS

Profile Disclosure	Description	Page Number	Geography Scope	UNGC
G4-28	Reporting period (e.g., fiscal/calendar year) For information provided	7	G	
G4-29	Date of most recent previous report (if any).	7	G	
G4-30	Reporting cycle (annual, biennial, etc.)	7	G	
G4-31	Contact point for questions regarding the Report or its contents.	7	G	
G4-18	Defining Report Content.	7	G	
G4-19	Material Aspects identified in the process for defining report content	7		
G4-20	Boundary of the report (e.g., countries, divisions, subsidiaries, leased facilities, joint ventures, suppliers) State any specific limitations on the Scope or boundary of the report.	7	G	
G4-21	Basis for reporting on joint ventures, subsidiaries, leased facilities, outsourced operations, and other entities that can significantly affect comparability from period to period and/or between organizations	7	G	
G4-32	Table identifying the location of the Standard Disclosures in the report.	Indices across sections		
G4-33	Policy and current practice with regard to seeking external assurance for the report	7	G	

NA - Not Applicable • G - Global • I - India



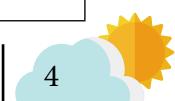
Governance, Commitment and Engagement

Profile Disclosure	Description	Page Number	Geography Scope	UNGC
G4-34, G4-38	Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight	8, 9, Annexure IV – G4 34, G4 38	G	
G4-39	Indicate whether the Chair of the highest governance body is also an executive Officer	8, 9, Annexure IV – G4 39	G	
G4-38	For organizations that have a unitary board structure, state the number and genders of the highest governance body that are independent and or non- executive Members	Annexure IV – G4 38	G	
G4-37; G4-49; G4-53	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body	9, Annexure IV - G4 37, G4 49, G4 53	G	
G4-51	Linkage between compensation for members of the highest governance body, senior managers, and executives (including departure arrangements), and the organization's performance (including social and environmental performance)	7, 8, 9, Annexure IV - G4 51	G	
G4-41	Processes in place for the highest governance body to ensure conflicts of interest are avoided	Annexure IV - G4 41	G	
G4-40	Process for determining the composition, qualifications, and expertise of the members of the highest governance body and its committees, including any considerations of gender and other indicators of diversity	Annexure IV, G4 40	G	



Profile Disclosure	Description	Page Number	Geography Scope	UNGC
G4-56	Internally developed statements of mission or values, codes of conduct, and principles relevant to economic, environmental and social performance and the status of their Implementation	Annexure	G	
G4-45; G4-47	Procedures of the highest governance body for overseeing the organisation's identification and management of economic, environmental, and social performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed standards, codes of conduct, and Principles	7, 8, 9, Annexure IV - G4 45 G4 47	G	
G4-44	Processes for evaluating the highest governance body's own performance particularly with respect to economic, environmental, and social performance	Annexure IV, G4 44	G	7
G4-45	Report the highest governance body's role in the identification and management of economic, environmental and social impacts, risks, and opportunities. Include the highest governance body's role in the implementation of due diligence processes. Report whether stakeholder consultation is used to support the highest governance body's identification and management of economic, environmental and social impacts, risks, and opportunities.	8, 9, AR – Corporate Governance Page numbers -67 to 92	G	NA
G4-46	The highest governance body's role in reviewing the effectiveness of the organization's risk management processes for economic, environmental and social topics.	AR – Corporate Governance Page numbers -67 to 92	G	NA
G4-47	The frequency of the highest governance body's review of economic, environmental and social impacts, risks, and opportunities.	9 AR – Corporate Governance Page numbers -67 to 92	G	NA

Profile Disclosure	Description	Page Number	Geography Scope	UNGC
G4-48	Report the highest committee or position that formally reviews and approves the organization's sustainability report and ensures that all material Aspects are covered.	8, 9, AR – Corporate Governance Page numbers -67 to 92	G	NA
G4-49	Report the process for communicating critical concerns to the highest governance body.	8, 9, AR – Corporate Governance Page numbers -67 to 92	G	NA
G4-50	Report the nature and total number of critical concerns that were communicated to the highest governance body and the mechanism(s) used to address and resolve them.	9, AR – Corporate Governance Page numbers -67 to 92	G	NA
G4-51	Report the remuneration policies for the highest governance body and senior executives	9, AR – Corporate Governance Page numbers -67 to 92	G	NA
G4-52	Report the process for determining remuneration. Report whether remuneration consultants are involved in determining remuneration and whether they are independent of management. Report any other relationships which the remuneration consultants have with the organization.	AR – Corporate Governance Page numbers -67 to 92	G	NA
G4-53	Report how stakeholders' views are sought and taken into account regarding remuneration, including the results of votes on remuneration policies and proposals, if applicable.	AR – Corporate Governance Page numbers -67 to 92	G	NA



Profile Disclosure	Description	Page Number	Geography Scope	UNGC
G4-54	Report the ratio of the annual total compensation for the organization's highest-paid individual in each country of significant operations to the median annual total compensation for all employees (excluding the highest-paid individual) in the same country.	AR – Corporate Governance Page numbers -67 to 92	G	NA
G4-55	Report the ratio of percentage increase in annual total compensation for the organization's highest-paid individual in each country of significant operations to the median percentage increase in annual total compensation for all employees (excluding the highest-paid individual) in the same country.	AR – Corporate Governance Page numbers -67 to 92	G	NA
G4-14	Explanation of whether and how the precautionary approach or principle is addressed by the organization	7	G	NA
G4-15	Externally developed economic, environmental, and social charters, principles, or other initiatives to which the organization subscribes or endorses	7, Annexure	G	NA
G4-16	Memberships in associations (such as industry associations) and/or national/international advocacy organizations in which the organization: * Has positions in governance bodies; * Participates in projects or committees; * Provides substantive funding beyond routine membership dues; or * Views membership as strategic.	Annexure	G	NA
G4-24	List of stakeholder groups engaged by the organization.	9	G	NA
G4-25 G4-26	Basis for identification and selection of stakeholders with whom to engage. Approaches to stakeholder engagement, including frequency of engagement by type and by stakeholder group	9	G	NA

Profile Disclosure	Description	Page Number	Geography Scope	UNGC
G4-27	Key topics and concerns that have been raised through stakeholder engagement and how the organization has responded to those key topics and concerns, including through its reporting; Report the stakeholder groups that raised each of the key topics and concerns.	8-15	G	NA
G4-56	The organization's values, principles, standards and norms of behavior such as codes of conduct and codes of ethics.	Annexure	G	NA
G4-57	Report the internal and external mechanisms for seeking advice on ethical and lawful behavior, and matters related to organizational integrity, such as helplines or advice lines.	Annexure	G	NA
G4-58	Report the internal and external mechanisms for reporting concerns about unethical or unlawful behavior, and matters related to organizational integrity, such as escalation through line management, whistleblowing mechanisms or hotlines.	Annexure; Redefine Workplace – 23	G	NA

• NA - Not Applicable • G - Global • I - India • AR - Annual Report



Scope of our Report

Sustainability Report 2016 is the sixth annual sustainability report of HCL Technologies (HCLT).

We have assessed our current state on all sustainability parameters using the Global Reporting Initiatives' framework version 4. In addition, the verification has been done using assurance standard as per 'International Federation of Accountants' (IFAC) International Standard for Assurance Engagements [ISAE 3000, Emission-related calculations are based on the GHG protocol - a corporate accounting and reporting standard, which is further explained in the 'Renew Ecosystem' section of this report.

The report covers the performance of all the business units directly under HCL Technologies (HCLT) and the reporting principles and methodologies are in accordance with the principles of GRI G4 and Business Responsibility Report (BRR) that is mandated by the Securities Exchange Board of India (SEBI). The relevant indicators and technical protocols have been followed for reporting on the various factors. We have sought external assurance for our Sustainability Report from KPMG. This report reflects material issues, which have significant economic, environmental and social impact that can substantially influence the assessments or decisions of our stakeholders.

The economic performance section is based on our Annual Report. S.R. Baltiboi & Co, our independent external auditors of our Annual Report have audited the attached consolidated balance sheet of HCL Technologies Limited, its subsidiaries and joint ventures together as a 'Group'.

The Annual Report is available at the following link: <http://www.hcltech.com/investors/results-reports>

The sustainability priorities have been drafted based on our engagements with stakeholders and the material issues, impacts and our sustainability responses are discussed in detail under the 4Rs – Responsible Business, Redefine Workplace, Renew Ecosystem and Repay Society.

The scope for the environment section and specific details

of locations and sites covered are available in the GRI Content Index of the report. The workplace-related details cover our Global Operations; the community-outreach programmes under the 'Repay Society' section include all our activities in India and significant Global Development Centers (GDC).

There is a change from the previous report in the scope in terms of the financial cycle of reporting. Till FY15, HCL followed June-July reporting period. In FY16, the company has made a transition to the April-March reporting period. There are no changes in the boundary or measurement methods. However, details of restatements of information provided in last year's report and the corresponding reasons are available in this GRI content index of every section. We support the women empowerment principles of the United Nations Global Compact (UNGCG) and also advocate and implement the principles of UNGC in our actions. Our community development principle are well aligned with the Sustainability Development Goals (SDG)

For suggestions or feedback please continue to write at sustainability@hcl.com



Stakeholder Engagements for Identifying Sustainability Opportunities and Materiality issues



Our engagement approach is multi-dimensional. It encompasses identifying sustainability opportunities and implementing related activities through varying types, levels and frequency of interactions, span of control in the engagement and accountability.

Based on this approach, we collaborate with employees, customers and investors; consult academia, suppliers, vendors, immediate community and NGOs; monitor our competitors, business analysts, media and social networks; participate in forums organized by the government, trade bodies and civil societies for sustainability actions. The sustainability office partners with nominated members from the Business, Employee First Councils, Infrastructure

and Administration, Human Resources, Customer Advocacy Group, and Marketing for implementing actions.

Each of the focus areas mentioned in 'Sustainability 10' and the corresponding material issues are discussed in detail under the 4 pillars of sustainability in this report. The stakeholder channels for identifying, strategizing and implementing the material issues for every aspect (business, people, environment, and society and) are provided in detail under the same sections.

Our CEO is the chief custodian of the corporate governance mandate and his perspectives on sustainable governance are available at <http://www.hcltech.com>. We ensure that our governance policies are in line with the ever changing

Engagement Level	Stakeholder	Channels/ Communication Tools*
Collaborate	Employees and Customers	Runway, Town Hall, Employee First Council, Employee Resource Groups, Smart Survey on Employee Engagement, Employee Experience Surveys, Customer Satisfaction Surveys
Consult	Investors, Suppliers, Communities, NGOs, Students and Academia	Analyst meets, supplier audits and meetings, community and NGO interactions, students joining as interns for CSR programs
Monitor	Competitors, Global Advocacy Organizations, Media Affinity Networks	Public reports, benchmark data and social platforms
Participate	Sustainability Forums, Government -led Task Forces, Trade Associations	Memberships; Events/campaigns/best practices sessions

global corporate governance scenario. We continue to conduct various trainings and awareness campaigns to ensure that the changes are imbibed by our employees in their day-to-day activities. The corresponding changes are reflected in the vendor and supplier contracts in form of addendums.

The sustainability progress is regularly reviewed by Ms Robin Abrams. Her DIN no. is 00030840. The Sustainability Committee includes members from key functional departments including HR, Facilities, Health & Safety, Environment, Procurement, Finance, Risk & Compliance and HCL Foundation. The CSR arm of HCL is the HCL Foundation, and the activities are strategized and reviewed by the Corporate Social Responsibility (CSR) Committee whose members also serve on the HCLT Board. The corporate risk, internal audits and Business continuity management teams proactively assess all risks related to business operations, and associated stakeholders. The actions and progress are reviewed every quarter by the HCL

Audit committee which has members drawn from HCLT Board. The Governance, Audits and Compliance programs are available at <http://www.hcltech.com/it-infrastructure-management/governance-risk-and-compliance-consulting> for reference. More details on Corporate Governance is available in our Annual Report available at www.hcltech.com

Our stakeholder engagements have helped us to rethink our priorities which are mentioned under "Sustainability 2020" section. The management approach, and sustainability governance and policies and guidelines relating to sustainability are outlined in the Annexure of this report.

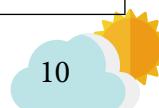
Stakeholder Engagement and Sustainability Priorities

When we embarked on the Sustainability Reporting journey in FY 2011, we identified key materiality issues and actions that need to be considered for Enterprise-wide Risk Management. In the last two years, we have been able to embed these risks in various functional departments of HCL and specific actions have been carried out by the respective departments. Therefore at the beginning of FY 16, the Sustainability Council decided not to continue reporting these risks independently—the progress of

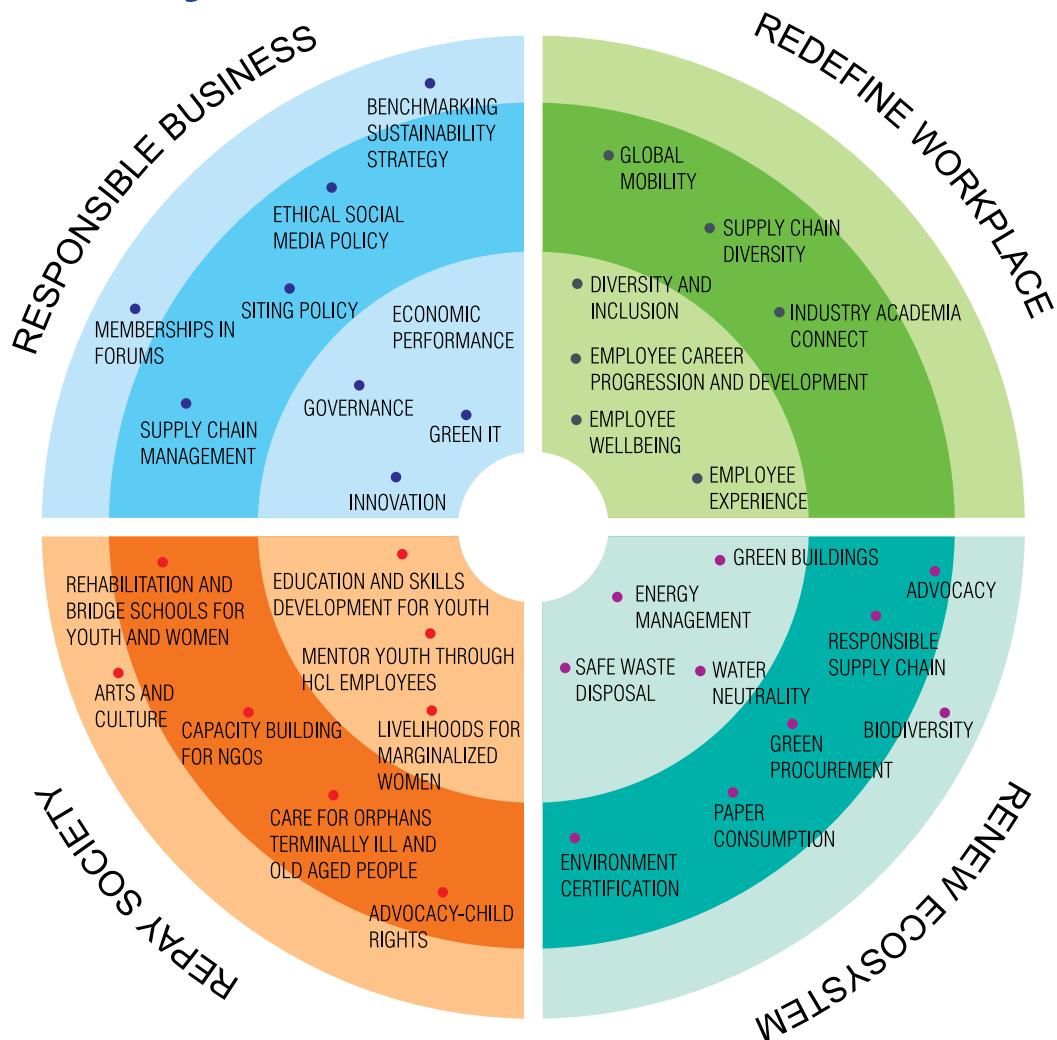
the desired actions would rather be reviewed with the function heads.

This decision helped us to advance our engagement with key internal and external stakeholders, and re-prioritize some of the materiality issues and sustainability actions which were already being carried out. Details of the stakeholder engagement and outcomes are provided below:

Stakeholder	Key Sustainability Priority	Sections in which priorities are addressed
Employees	Wellness and wellbeing, career development, learning forums, grievance channels, and hobby clubs	Redefine Workplace, Repay Society
Customers	Innovative IT solutions, Green IT	Responsible Business
Vendors and Suppliers	Adherence to quality norms, and ethical procurement	Responsible Business, Redefine Workplace
Immediate communities in which we operate	Education, employability trainings, women empowerment and health/sanitation	Repay Society
Investors and Shareholders	Transparency and maintenance of high degree of disclosure levels and focus on good corporate governance	Responsible Business
NGOs, and Advocacy Groups	Community development, capacity development, advocacy on human rights issues such as diversity, safety, advocacy on environment and climate change	Renew Ecosystem, Repay Society



Materiality Matrix



The stakeholder engagement during FY16 helped us to reconfirm our materiality matrix against our four pillars of sustainability—Responsible Business, Redefine Workplace, Renew Ecosystem and Repay

Society. The priorities, whether high, medium or low, are based on what the stakeholders and HCL value collectively on a mutual sustainable journey. The issues that are mentioned toward the core of this matrix are of high significance to HCL and also to stakeholders.

The significance of material issues is determined by the measure of two parameters: (1) Importance to stakeholders (2) Importance to HCL's business

During FY16, the top priorities that emerged from our stakeholder engagements include:

Responsible Business: A comprehensive risk management framework and business continuity processes, and

innovation-based solutions for customers and supply chain management

Redefine Workplace: Employee career development programs, gender diversity at the work place, and safety and security of women employees in India

Renew Ecosystem: Certifications, energy management and water conservation

Repay Society: Understanding CSR bill in India and drafting a strategy to align with the requirement, building the capacity of NGOs to support us in the long term, enabling skills development for youths in urban slums as well as in key geographies where we operate (USA and UK), empowering women and identifying sectors for rural development in India.

Sustainability 10 by 2020

— Our Goals and Milestones



Sustainability 10	Goal by 2020	Achieved till FY16	Goal by 2017
RESPONSIBLE BUSINESS			
Advocacy	To participate and contribute ideas to shape public policies that are science-based and impact social and environmental issues positively.	HCL is a member of Leadership Group - UN women, UN Global Compact and Diversity Forum-NASSCOM. In collaboration with UNGC, and NASSCOM Foundation we hosted three webinars to motivate and inspire organizations to embrace gender inclusion. 100 organisations participated in these webinars, apart from employees from HCL.	To connect and collaborate with other organisations in the industry, including leveraging our existing partnerships to inspire organizations to embrace gender inclusion

Continued



Sustainability 10	Goal by 2020	Achieved till FY16	Goal by 2017
Green Data Centres	To reduce absolute energy consumption in our data centres by 40% over the base FY11.	The reduction was 22.05% till FY15. During FY16, we migrated to public cloud and hence we did not monitor energy consumption.	Not applicable
Supply Chain Responsibility	Partnering with our supply chain on good governance and achievement of mutual goals of sustainability performance.	Our procurement policy includes aspects of equal opportunities, human rights, green guidelines and ethics. HCL conducted audits and also provided suggestions to key vendors (including transport operators) on human rights aspects.	HCL plan for a vendor summit during FY17 to provide insights on responsible operations and procurement.

REDEFINE WORKPLACE

Promote Inclusive Growth - Employee and Supply Chain	To integrate diversity into our service lifecycle and inclusion in employee lifecycle programmes.	Ascend and Stepping Stones for career development are two gender focussed programs through which formal mentoring takes place. In FY16 over 700 women have been enrolled in these two programs, collectively. Local suppliers constitute 70% of total procurement	To establish programs/ processes dealing with unconscious bias learning/ training. To reinforce our formal mentoring programs for women. Local suppliers to constitute 72% of total procurement.
Nurture Employee Wellbeing and Safety	Employee benefits to include sustainable lifestyle and workplace safety programmes	Assisting HCLites Anytime (AHA) - an integrated new life continuity services available for all employees. 19,290 employees were benefited in the wellness and wellbeing programs.	20,000 employees and support staff to be covered under health, wellness and safety programs.



Sustainability 10	Goal by 2020	Achieved till FY16	Goal by 2017
RENEW ECOSYSTEM			
Reduce Carbon Footprint in Operations.	<p>Original Goal: To reduce per capita carbon footprint by 20% over the base FY11.</p> <p>Revised Goal: To reduce per capita carbon footprint by 33% over the base year 2011</p>	Reduced per capita carbon footprint by 27.37% over the base year (2011)	We shall reduce the carbon footprint through various initiatives like reduction of per capita energy consumption, increasing of using Solar Energy, etc... For detailed targets, refer to Renew Ecosystem.
Invest in Renewable Energy	20% of power purchased and / or generated through captive source will be substituted by renewable energy.	5.59 % of total energy consumption is generated through solar, hydro and wind energy source.	To achieve minimum 7% of power purchased / generated through captive source will be substituted by renewable energy
Improve Water Efficiency	Reduce per capita consumption of water by 30% over the base year 2013	Per capita consumption of water has reduced by 10% over the base year 2013.	Per capita reduction target is cumulative 12% over the base year 2013.
Meet World Class Green Standards for our Buildings	50% of company owned office sites will comply with LEED or similar standards.	50% of company owned campuses comply with LEED or similar standards for green.	NIL



Sustainability 10	Goal by 2020	Achieved till FY16	Goal by 2017
REPAY SOCIETY			
Sustainable livelihood for 10,0000+ beneficiaries	Enrolment		
	Education – <p>60,000 children to be enrolled in our education programme.</p> <p>60% eligible candidates enrolled for higher secondary education.</p> <p>90% pass percentage among Gurukul students.</p>	<p>35,360 children are covered through education programme.</p>	<p>To enrol additional 13,750 children in education programme (HCL Gurukul).</p>
	<p>Skill Development – 10,000 youth to be enrolled in skills development and digital literacy programmes.</p> <p>25% increase in enrolment (YoY).</p> <p>90% of eligible candidates placed in Jobs</p>	<p>5080 youth enrolled in Yuvakendra since 2013 of which 90 per cent youth are placed in jobs.</p> <p>Achieved</p> <p>In FY16, 85% candidates have been placed and the remaining 20% under placement training.</p>	<p>To enrol 3,500 youth in skills development and digital literacy programmes (HCL Yuvakendra).</p> <p>Same target as FY15</p> <p>Same target as FY15</p>
	<p>Women empowerment – 30,000 girls and women to be covered under digital literacy, health and sanitation program.</p>	<p>19,550 girls and women were covered across 65 urban centres in India</p> <p>More than 60,058 covered under Break the Silence campaign which focus on prevention of child abuse.</p>	<p>To empower 10,000 girls through Confident Girls program.</p>
Power of 1 - Enable employees volunteer for community work	To achieve 50,000 unique employees volunteer by FY20	21,000 cumulative unique volunteers and 37,500 employees donate for community cause	5,000 new volunteers across the globe



Responsible business is a vision realised through absolute synergy with every stakeholder engagement and endeavour, nurtured with innovation and guided by principles, delivering value to enriching and enduring relationships and creating a “green” bright future.

RESPONSIBLE BUSINESS

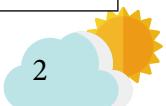
RESPONSIBLE BUSINESS

GRI G4 PARAMETERS

G3DMA	Description	Reported (C/P/NA)	Page Number of the Section / Annual Report (AR) Page number	GEO Scope	UNGC
DMA EC	Disclosure on Management Approach EC	C	Annual Report	G	C
Aspects	Economic performance				
	Market presence				
	Indirect economic impacts				
DMA SO	Disclosure on Management Approach SO	C	9-21	G	
Aspects	Local communities		Repay Society		
	Corruption				
	Public policy				
	Anti-'competitive behavior				
	Compliance				
DMA PR	Disclosure on Management Approach PR	C		G	
Aspects	Customer health and safety				
	Product and service labeling				
	Marketing communications				
	Customer privacy				
	Compliance				
	Economic				



Performance Indicator	Description	Reported (C/P/NA)	Page Number	Geography Scope	UNGC
Economic Performance					
G4-EC1	Direct economic value generated and distributed ,including revenues, operating costs, employee compensation, donations and other community investments, retained earnings, and payments to capital providers and governments	P	10-12	G	
G4-EC2	Financial implications and other risks and opportunities for the organization's activities due to climate change	C	Renew Ecosystem	G	7
G4-EC3	Coverage of the organization's defined benefit plan Obligations	C	AR 15	G	
G4-EC4	Significant financial assistance received from government	C	AR 92,141	G	
G4-EC5	Range of ratios of standard entry level wage by gender compared to local minimum wage at significant locations of operation	C	Redefine Workplace Annexure	G	
G4-EC9	Policy, practices and proportion of spending on locally-based suppliers at significant locations of operation	C	20, Annexure	G	
Indirect Economic Impacts					
Guidance	Understanding and describing significant indirect economic impacts, including the extent of the impacts	P	20	G	



Performance Indicator	Description	Reported (C/P/NA)	Page Number	Geography Scope	UNGC
Local Communities					
G4-SO1	Prevention and mitigation measures implemented in operations with significant potential or actual negative impacts on local communities	C	20	G	
Corruption					
G4-SO3	Percentage and total number of business units analyzed for risks related to corruption	C	10	G	10
G4-SO4	Percentage of employees trained in organization's anti-corruption policies and procedures	C	10	G	10
G4-SO5	Actions taken in response to incidents of corruption	C	10	G	10
Public Policy					
S05 – Guidance	Public policy positions and participation in public policy development and lobbying	C	Annexure	G	
G4-SO6	Total value of financial and in-kind contributions to political parties, politicians, and related institutions by country	C	10	G	
Anti-competitive Behavior					
G4-SO7	Total number of legal actions for anti-competitive	C	Annexure	G	
Compliance					
G4-SO8	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with laws and regulations	C	10	G	



Performance Indicator	Description	Reported (C/P/NA)	Page Number	Geography Scope	UNGC
SO10 – Guidance	Prevention and mitigation measures implemented in operations with significant potential or actual negative impacts on local communities	C	19, Annexure	G	
G4-SO10	Significant actual and potential negative environmental impacts in the supply chain and actions taken		19-21		
G4-SO11	Number of grievances about environmental impacts filed, addressed, and resolved through formal grievance mechanisms		10		
Human Rights					
G4-HR1	Percentage and total number of significant investment agreements and contracts that include clauses incorporating human rights concerns	C	20, 21, Annexure	G	1-6
G4-HR10	Percentage of significant suppliers, contractors and other business partners that have undergone human rights screening, and actions taken RB siting	C	20, 21, Annexure	G	1-6
G4-HR3	Total number of incidents of discrimination and corrective actions taken; Whistleblower policy	C	10, Annexure	G	1-6
G4-HR4	Operations and significant suppliers identified, in which the right to exercise freedom of association and collective bargaining may be violated or at significant risk, and actions taken to support these rights	C	20, 21, Annexure	G	



Performance Indicator	Description	Reported (C/P/NA)	Page Number	Geography Scope	UNGC
Child Labor					
G4-HR4	Operations and significant suppliers identified as having significant risk for incidents of child labor, and measures taken to contribute to the effective abolition of child labor	C	20	G	1,2,5
Forced and Compulsory Labor					
G4-HR6	Operations and significant suppliers identified as having significant risk for incidents of child labor, and measures taken to contribute to the effective abolition of child labor risk for incidents of forced or compulsory labor, and measures to contribute to the elimination of all forms of forced or compulsory labor	C	20,21	G	1,2,4
Anti-competitive Behavior					
G4-EN11	Location and size of land owned, leased, managed in or adjacent to, protected areas and areas of high bio diversity value outside protected areas	C	19	I	
G4-EN12	Description of significant impacts of activities, products, and services on biodiversity in protected areas and areas of high biodiversity value outside protected areas	C	19		
G4-EN29	Monetary value of significant fines and total number of non-monetary sanctions for non-compliance with environmental laws and regulations	C	10	G	
G4-EN31	Total environmental protection expenditures and investments by type	C	19		8



Performance Indicator	Description	Reported (C/P/NA)	Page Number	Geography Scope	UNGC
Social : Product Responsibility					
Customer Health and Safety					
Guidance	Life cycle stages in which health and safety impacts of products and services are assessed for improvement, and percentage of significant products and services categories subject to such procedures.	NA			
G4-PR1	% of significant product & service categories for which health & Safety impacts are assessed for improvements	NA			
G4-PR2	Total number of incidents of non-compliance with regulations and voluntary codes concerning health and safety impacts of products and services during their life cycle, by type of outcomes.	NA			
Product and Service Labelling					
G4-PR3	Type of product and service information required by procedures, and percentage of significant products and services subject to such information requirements.	NA			
G4-PR4	Total number of incidents of non-compliance with regulations and voluntary codes concerning product and service information and labeling, by type of outcomes.	NA			
PR5	Practices related to customer satisfaction, including results of surveys measuring customer satisfaction.	C	9,10	G	

• C - Core Applicable • G - Global • I - India • RS - Repay Society • RW - Redefine Workplace
 • P - Partial • NA - Not Applicable • AR- Annual Report



Performance Indicator	Description	Reported (C/P/NA)	Page Number	Geography Scope	UNGC
Marketing Communications					
G4-PR6	Programs for adherence to laws, standards, and voluntary codes related to marketing communications, including advertising, promotion, and sponsorship	C	21	G	
G4-PR7	Total number of incidents of non-compliance with Regulations and voluntary codes concerning marketing communications, including advertising, promotion, and sponsorship by type of outcomes.	C	10	G	
Customer Privacy					
G4-PR8	Total number of substantiated complaints regarding breaches of customer privacy and losses of customer data.	C	10	G	10
Compliance					
G4-PR9	Monetary value of significant fines for non-compliance with laws and regulations concerning the provision and use of products and services	C	10	G	

• C - Core • P - Partial • NA - Not Applicable • G - Global • I - India • RS – Repay Society • RW - Redefine Workplace



Business Responsibility Report Indicators

Core Principle	Indicators	Section
Ethics, transparency and accountability	<ul style="list-style-type: none"> Independent Director responsible for overseeing BR performance Ethics Code/ Code of Conduct Code of Conduct for Suppliers/ Business Core principle aspect Indicative KPIs Partners Stakeholder complaint resolution mechanism 	<ul style="list-style-type: none"> Responsible Business Annexure 1 – Management Approach and Policies (COBEC & ABAC policy, Procurement policy)
Product life cycle Sustainability	<ul style="list-style-type: none"> Sustainable/ Green procurement policy Buildings and infrastructure solutions for socially marginalized sections Investment products and solutions to promote green Technologies Initiatives to promote paperless transactions for customers Office Green Policy to promote reduction in paper usage 	<ul style="list-style-type: none"> Annexure 1 – Management Approach and Policies Repay Society Responsible Business/ Renew Ecosystem Responsible Business Responsible Business



"Happiness is when what you think, what you say, and what you do are in harmony."

-Mahatma Gandhi



RESPONSIBLE BUSINESS

HCL places huge focus on the way we run the business, handle customer interactions and deliver services. To be successful at what we do, we believe that it is extremely important to have a deep understanding of our customers' business drivers and the markets they operate in and from. Our Customer Advisory Council convenes bi-annually to provide feedback and recommendations on our key strategic issues and solutions identified by us. This Council has been honored with the Forrester Groundswell Award in the 'Business-to-Business Embracing' category.

In FY16, the participation rate was 72% for the annual survey on customer satisfaction carried out by our 3rd party agency. This survey spans across all business lines of HCL typically covering 3,500 customer client individuals. We were able to sustain high levels of satisfaction of customers against industry benchmark as reported by the agency. This is also evidenced in the facts that HCL has been continuously achieving high levels of response rate for past 5 years and 80% of our top accounts have been classified under customer delight category.

The HCL Governance Framework driving our business and customer service is based on the principles of integrity, fairness, equity, transparency, accountability

and commitment to values. Demonstration of sound corporate governance practices helps us to accelerate economic growth and related value creation for all our stakeholders.

While we focus on economic growth and creating value for our stakeholders, we follow the responsible business principles outlined below:

- (1) Upholding integrity and transparency in all our activities by adhering to our code of conduct principles
- (2) Investing in innovation and ideapreneurs who add value to our innovation and client sustainability efforts
- (3) Improvising expertise through knowledge management
- (4) Delivering ICT solutions in a sustainable manner through green data centres, inclusive procurement and supply chain management.

Our day-to-day operations and decisions are guided by a set of rules under the Code of Business Ethics and Conduct principles and policies (COBEC). We have also institutionalized an external ombudsman to look into all complaints on the related subject. Any stakeholder can report any violation of ethics at whistleblower.hcl@tari.co.in

We continue to help our employees understand and manage ethical dilemmas/situations by sharing the organization's perspectives through the ethicsdialog@hcl.com channel. Our CEO is the chief

custodian of the corporate governance mandate and his perspectives on sustainable governance are available at <http://www.hcltech.com..> We continue to conduct various trainings and awareness campaigns to ensure that the changes are imbibed by our employees in their day-to-day activities.

We were not subjected to any significant legal actions for anti-competitive behaviour, anti-trust, monopoly practices or non-compliance with laws and regulations in the FY16. The internal risks and audits team provides key management leaders with risk insights and the various departments proactively implement actions to comply with COBEC or local regulations. We did not have any significant corruption or bribery cases registered during FY16. We did not receive any grievances related to environment through Ombudsman channel in FY 16. We continue to address grievances pertaining to harassment or discrimination through SECURE channel and we investigated 6 significant cases during FY16.

We are an apolitical advocate of government policies on sustainability, and had not contributed financially or in kind to political parties, politicians or related institutions during FY16.

During .FY16, our global employee count stands at 103,394 employees. All the details on our economic growth, as well as the business-related risks and opportunities are available in the Annual Financial Report published in <http://www.hcltech.com/investors/results-reports>

Component		2015-16	2014-15	2013-14
Direct economic value generated				
a) Revenues	Net sales plus revenues from financial investments and sales of assets	31,676.24	37,840.68	32,821.06
b) Operating costs	Payments to suppliers, non-strategic investments, royalties, and financial payments	9,554.25	10,957.22	9,938.41



Component		2015-16	2014-15	2013-14
c) Employee wages and benefits	Total monetary outflows for employees (current payments, not future commitments*)	15,093.18	17,726.43	14,906.36
d) Payments to providers of capital	Dividend	2,251.74	2,385.59	700.27
	Interest	7.63	17.57	54.33
e) Payments to government (by country)	Gross taxes			
	India	1,469.93	1,764.31	1,510.57
	Others	339.81	490.06	12.40
f) Community investments	Voluntary contributions and investments of funds in the broader community (includes donations)	14.26	7.28	2.88
Geo wise break down of revenue	USA	17,925.02	20,139.99	16,858.55
	Europe	8,212.21	10,065.24	9,257.97
	RoW including India	4,643.57	6,495.99	6,027.14
	Total	30,780.80	36,701.22	32,143.66
	Employee cost/ total revenue (%)	47.65	46.84	45.42
	Operating profit/ total revenue (%)	22.14	24.18	24.29
	Return on average invested capital (%)	16.58	28.75	43.45
	ROCE (PBIT) average capital employed (%)	27.05	41.66	48.42
	Basic EPS Growth (before exceptional Items %)	NA	NA	NA
	Price/ earnings at the end of the year	20.31	17.68	8.03
	Tax/ PBT (%)	NA	NA	NA

Scope: HCLT, Global operations

NOTE: The data for 2015-2016 covers the period June 2015 to March 2016, while the reporting period is July to June for the previous two years.



Tax Benefit: MAT credit recognized by company in books of accounts as on 30th June 2015 and 31st March 2016 is INR 772.46 crores and INR 954.49 crores respectively. Hence, the net MAT Credit increased in current year is INR 182.01. R&D expenditure in 2015-16 is INR 102.62 Cr. Our total spending on Corporate Social Responsibility (CSR) for FY 16 has been INR 16.54 crores

We are zero tolerant to any information security violations. We have made information security training mandatory for all our employees. We organize information security awareness programs throughout the year through mailers, posters, screensavers, advisories and e-learning programs. The related policies are available in COBEC guidelines.

We provide regular trainings on information security policies, procedures and practices. This training is conducted during the induction of the employees and thereafter at regular intervals centrally and by respective functions/department. Information security training is a mandate for all employees and covers aspects including password sharing, data disclosure, business continuity management and IPR infringement. 100% of all our new employees were covered under this training during FY 16, as in the earlier years we had covered 100% of existing employees.

HCL Technologies is committed to its employees, customers and interested parties to ensure that applicable requirements are met, critical client services are resumed at predefined levels in the event of any untoward incident and necessary efforts are made to safeguard the life and safety of personnel. HCL Technologies has developed a robust enterprise wide Business Continuity Management System (BCMS), Policy and framework to manage disruptions and contingency scenarios. This management framework is based on ISO 22301 Standard and also comprises of a well-defined Crisis Management Plan which ensures that the organization is prepared to appropriately respond to emergency situations.

Objectives of the BCMS Program is to ensure resilience across organization to mitigate business continuity risks and minimize impact due to incidents, ensure a streamlined and unified crisis response and communication process during the event of disruption, provide confidence across key stakeholders by ensuring resumption of critical business processes during contingency, and minimize impact to the organization's reputation and public image. The complete program is effectively monitored and governed by the BCMS organization to demonstrate commitment to satisfy applicable requirements and continually improve the BCMS.

Our Sustainability Products and Services

Sustainability is a business imperative today. At HCL, we go beyond traditional service offerings by providing our customers with solutions that not only influence their profits and people but also make a positive impact on their communities, the environment and the planet. HCL's business transformational solutions are available in our publication CIO Straight Talk, which is available online for all stakeholders at

<http://www.hcltech.com/i-have-an-idea/straighttalk>

Our infrastructure management business offers a number of sustainability services, especially in the area of remote information management to customers meeting their green, governance and growth requirements. Details of our offerings are available at www.hcltech.com.

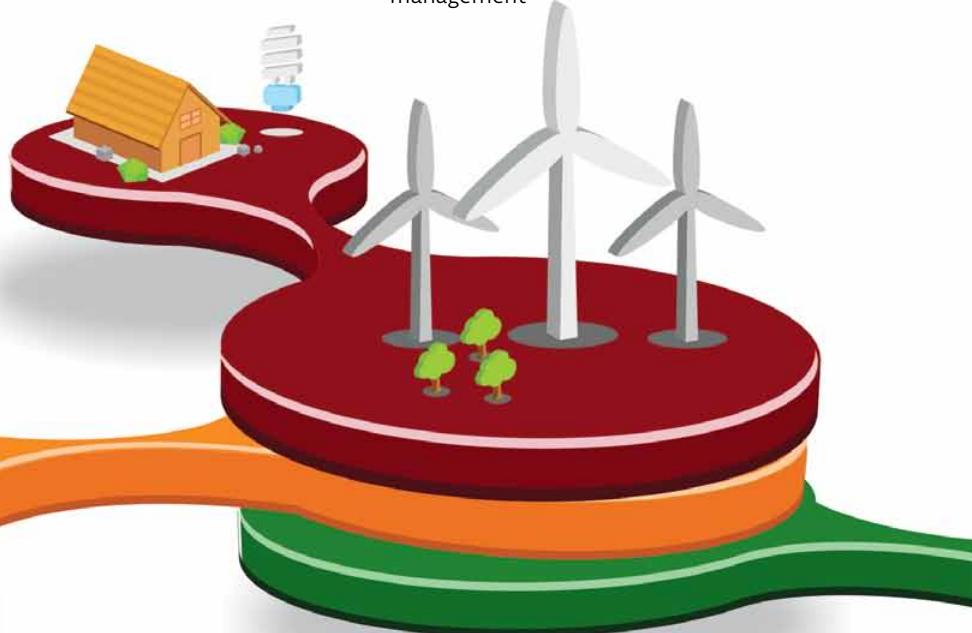
HCL Green Edge

GreenEdge is our Automated address the complete life cycle to achieve green and sustainable business in manufacturing. GreenEdge enables industries to consume minimum energy in their processes and leave minimal carbon footprints through the use of renewable and recyclable materials in everyday processes.



HCL AEGIS

AEGIS is connected Home Platform providing device control and management, security and surveillance for energy management solutions.



HCL Green Logistics Terminal

Green Logistics Terminal is a web-based tool that helps organizations set goals on emissions control and measure progress on the same.



Integrated Smart Energy Analytics Dashboard

Integrated Smart Energy Analytics Dashboard offers a real-time, intelligent analytics solution that focuses on energy efficiency at the demand side of energy business spectrum.

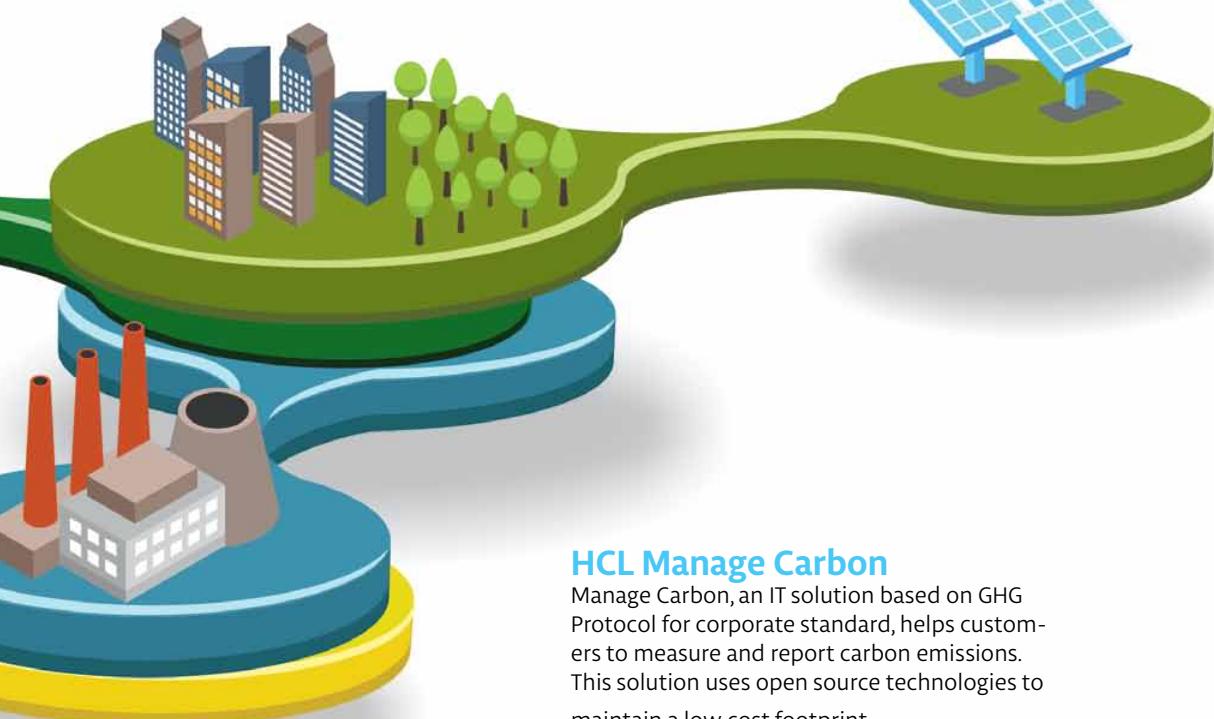
Our Green IT Solutions

HCL Green Data Centre Services

HCL's Green Datacentre Services help Enterprise IT organizations reduce their company's environmental impact by assessing, planning, and implementing initiatives around their Datacentre environment. A key highlight f our Datacentre Green Quotient framework that offers assessment of the 'green' state of an Enterprise Datacenter

SP DAIS (Solar Plant Data Analysis)

Interference/Intervention/ Improvement system) HCL's SP DAIS is a web-based monitoring grid that analyses performance from an intervention and improvement standpoint. This solution is flexible and customized as per the requirements for solar, wind and biomass energy management.



HCL Manage Carbon

Manage Carbon, an IT solution based on GHG Protocol for corporate standard, helps customers to measure and report carbon emissions. This solution uses open source technologies to maintain a low cost footprint

Institutionalizing Innovation through the Ideapreneur Culture

At HCL, innovation is not just another word, it's part of our organizational DNA—a journey that began in 1976 and continues to power us ahead even today. Our ideapreneurship culture allows employees to innovate as per the unique needs of each customer. We encourage employees to ask themselves three questions before they begin work: Why am I doing it? What results will I achieve? Will I be successful? We also empower them to implement actions emerging out of these questions by providing them with multiple opportunities to help them innovate and collaborate efficiently to increase stakeholder value and transform HCL's way of working while servicing customers.

Various platforms including the CEO Connect are available for HCLites to share ideas, ask questions and debate on key decisions including policies. Employees also submit their ideas for service and business improvement on white spaces.

Implementable ideas are further refined by business priorities and through collaboration with partners where necessary and have great impact on our service lines and partnerships. MAD JAM is a centralized platform for celebrating business-centric ideas that have been implemented. Ideas for business improvement are recognized and rewarded at our Good Practices Conference.

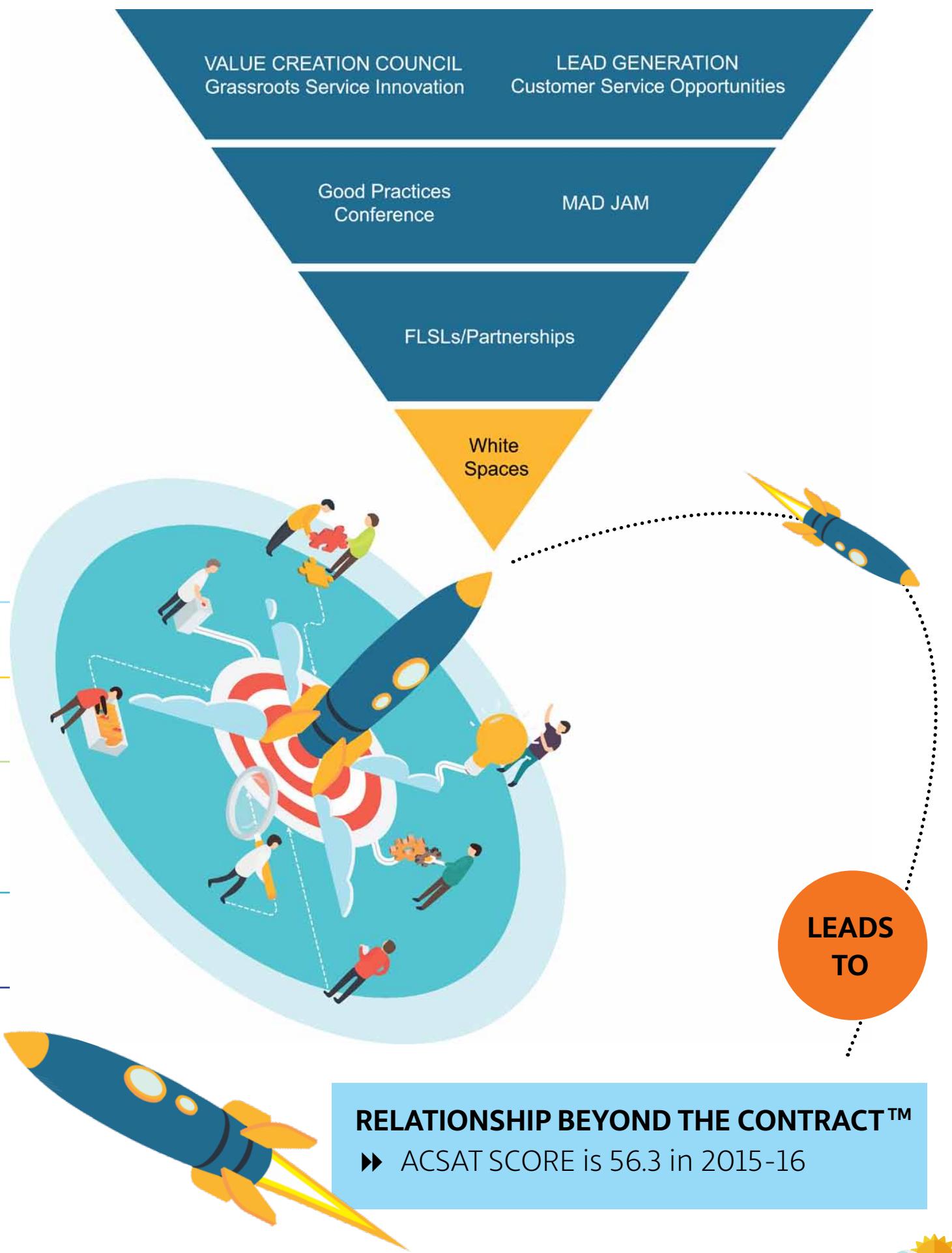
VALUE DELIVERED

- **51,000+** IDEAS GENERATED IN VALUE PORTAL
- **16,000+** IDEAS IMPLEMENTED IN VALUE PORTAL
- **1,280+MN** VALUE DELIVERED THROUGH VALUE PORTAL
- FASTER DEMAND FULFILLMENT ON **4,000+** OPPORTUNITIES IDENTIFIED BY **3000+** IDEAPRENEURS THE ROUGH LEADGEN
- **1,900+** IDEA ENTERED IN MAD JAM WITH OVER 5000+ PARTICIPANTS

Value Portal enables our employees to innovate and render superior value to our customers. LeadGen offers a unique platform for employees to proactively identify customer needs and requirements and map it to a HCL solution.

This culture of ideapreneurship in HCL is creating a vibrant entrepreneurial atmosphere where employees are taking the lead in finding solutions and ideas and then leading them to fruition.

Ideapreneur Culture



Delivering our Services in a Responsible Way

We believe that in addition to our stringent corporate governance and sustained innovation, we need to deliver our solutions and customer services in a way that is considerate of our ecological footprint.

Our Approach to Green IT-based Business Services

In our continued endeavour to maintain a balanced ecosystem, our key initiatives are designed to conserve the environment and also grow our ongoing green initiatives to sustain the move towards green IT across the world.

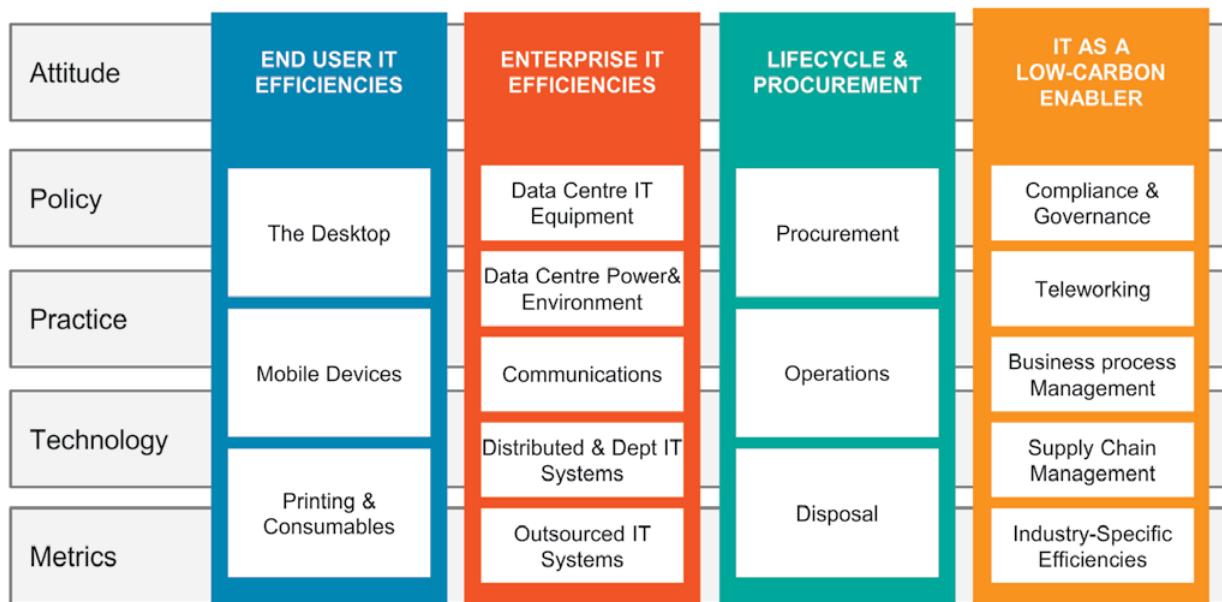
Over the years, we have continuously invested our efforts in creating world-class IT infrastructure that improves HCL's agility to build solutions for its customers. These efforts include investing in technologies that reduce carbon footprint both for HCL and our customers. For example, we have adapted our IT services to the demand of the virtual world—Cloud, Geographic Information system (GIS), Virtual

Desktop Infrastructure (VDI), secure infrastructure such as Office 365, and Data Leakage Prevention.

Our internal department that manages the IT needs of the various businesses strengthened its approach during FY15 to provide energy-efficient solutions for our day-to-day operations. This was done by recycling electronic products, managing e-waste disposal responsibly and focusing on server virtualization and consolidation to reduce energy consumption and reduce carbon footprint.

We have adopted a unified power management tool called System Centre Configuration Manager (SCCM), and messaging tools such as Lync and Remote Management Services that initiate VDI deployment. We have also launched Cloud computing services. In addition, a Unified Threat Messaging System was introduced to reduce the need for multiple power consuming boxes to manage threats, leading to increased energy efficiency.

Our Green IT Framework



Activities focused on reducing carbon footprint

In line with building a sustainable environment, managing and reducing our overall carbon footprint is an important action item for us. We have leveraged every opportunity to make an effort to responsibly manage our existing infrastructure—be it technology upgrade and refresh for more than 6,500 machines (desktops/laptops) to PBX or server consolidations via SIP recording for multiple locations.

To further reduce our energy consumption, we have consolidated 14 office buildings this year and moved them into existing campuses. We have consolidated four of our critical data centres into existing premises to reduce multiple carbon footprints.

Accumulating and disposing e-waste is an important greenhouse effect and we are setting up processes for the same. We have organization-wide policy and processes in place for responsibly managing and disposing our e-Waste. We work with licensed vendors who are certified by the Pollution Control Board in India for removal of e-Waste. We also audit the vendor process on a periodic basis.

To further reduce our energy consumption, we have consolidated 8 office buildings this year and moved them into existing campuses. We have consolidated four of our critical data centres into existing premises to reduce multiple carbon footprints.

Accumulating and disposing e-waste is an important greenhouse effect and we are setting up processes for the same. In FY16, we have disposed more than 9,000 assets



under e-waste and vacated approximately 350 square feet worth of area for reuse. We have taken some key steps to uphold our efforts in this direction at the design stage.

Harnessing Collaboration Technologies

We continue to use collaborative tools like MS Lync,



which serves as a unified collaboration tool, functioning across several touch points—Conference, Technology, Tools and Infrastructure—to make this ‘virtual town hall’ a big reality.

Our Telepresence facility creates an exclusive meeting space for engagements and interaction connecting peers and clients and enabling virtual face-to-face interactions without the hassles of travel. Telepresence (state-of-the-art facilities are available at all main HCL campuses) is steadily making waves as the preferred choice of collaboration in HCL due to its ease of use, efforts saved in costs and travel and the fact that it helps reduce the carbon footprint.

Infrastructure Development, Supplier and Siting Approach:

The location for both leased and owned infrastructure/office operations are identified based on multiple parameters—our business model, access to human resources including supply chain, well-developed communication, network by road, rail and air—and provide ample opportunity to enable us to contribute towards the development of society. We prefer locations identified as industrial zones by the local Government for any infrastructure development. We comply with local laws for infrastructure development and did not record any significant fines or non-monetary sanctions for non-compliance with environmental laws and regulations. During any mergers and acquisitions, we apply a due-diligence process which covers verification of policies and practices on issues related to employees, human rights and environment apart from legal compliance checks. We take care to ensure that there is no negative impact on

the biodiversity, and our operations do not have significant water discharge or spills that can negatively impact on receiving waters.

Direct and indirect employment opportunities created

The Company provides indirect employment opportunities to local semi-skilled and skilled labor for support staff such as security, facility maintenance, transportation and travel desk.

Investments made to develop the ecosystem

The Company is committed to Go Green in all spheres. Special programs are run to create awareness among employees and involve them in countering the negative impact of climate change. In our work area and campuses, we focus on investing in green buildings, rainwater harvesting, new generation lighting and renewable energy. All our systems are energy efficient including IT hardware, and we are achieving internal certifications for Environment and Safety from reputed firms.

The priorities of this focus are available in the ‘Renew Ecosystem’ section of the report. For FY16, we have not tracked the total environmental protection expenditures



by type as they are embedded in the larger facilities and infrastructure budgets of the Company.

Supplier-Vendor Engagements

Our procurement approach is guided by the Purchase Manual, which is based on our equal opportunity policy. We do not discriminate any vendor based on gender, nationality, ethnicity, religion, disability etc. Vendors that are committed to upholding human rights and operate keeping environmental issues in mind are given preference, while all other factors relating to quality and the competitive aspects of the quotes remain the same as others.

Vendors that are identified to have unethical practices are removed from the supplier-vendor list. We carried out an audit of vendor practices and did not identify any vendor who had violated the procurement contractual requirements. We audit their operations at the time of renewing the contract including aspects of right to exercise freedom of expression and collective bargaining as well as benefits that need to be passed on to their staff.

Vendors go through an appraisal process where they are appraised on the following parameters like cost,

quality, delivery and sustainability/ environment / compliance.

We procure our IT equipment and software from vendors committed to sustainability. For non IT resources, we strictly monitor the vendors for statutory compliance. However we will strengthen our policies on sustainable procurement for Infrastructure development projects.

In FY16, there were no significant actual and potential negative



impacts for labor practices in the supply chain and no grievances about labor practices were filed, addressed, and resolved through formal grievance mechanisms.

The Administration team monitors the vendors for child labor compliance and there were no violations this year.

We ensure that preference is given to local vendors for outsourcing jobs pertaining to facilities management, procurement of materials for infrastructure development and other operations.

Our local procurement by percentage volume stands at 70% for FY 2016 and more than 95% of our vendors are local, creating employment and economic opportunities in the locations where we operate.

Human rights reviews or impact assessments: We monitor our HR compliances through Quarterly Compliance Checklists. This is a self- certification activity conducted on quarterly basis for all entities of HCL to assess and evaluate the Company's compliance to various identified statutory requirements at each country, mitigate non-compliance risks and improve employee experience through fair HR practices. Through QCC we measure our compliance towards local law of the land and legislation such as: Ensuring compliance of hourly work provinces, all types of leaves, statutory benefits, over time regulation, night shift related compliance for all Geos; compliance on minimum



wages, compensation, discrimination, prevention of sexual harassment; background checks; termination process adherence; payroll related compliance; adherence to OSHA guidelines; tracking transfer of personally identifiable information under data privacy activity; Filing of Forms I9 and 5500 forms towards compliance on Employee Retirement Income Security; Incident reporting of violations related to labour law and harassment; Compliance on immigration rules and regulations when work permits/residence permits are filed, completion of on-arrival formalities, maintaining/ storing copies of immigration related documents, ensuring valid work authorization for employees and completion of immigration formalities.

The company's HR policies also extend to our suppliers, vendors and NGO partners.

Enterprise Risk Management: This helps us to identify emerging risk in a timely manner & implementation of the effective processes. Risk pertaining to Business Continuity, Staffing, Hiring and Immigration are checked and mitigation plans are being put in place with respective stakeholders.

Responsible Digital Marketing

HCL adheres to a responsible marketing model where digital is at the forefront of our marketing efforts. Digital media's enhanced reach and effective content consumption makes it an optimum platform to increase awareness about HCL Technologies' socially responsible initiatives.

Our internal systems and controls have been established to ensure compliance to applicable laws and regulations. To conduct our business ethically, our marketing programs adhere to the legal regulations of the countries we operate in. We did not record any significant complaints regarding breach of customer privacy, loss of customer data and non-compliance with laws and regulations concerning the usage of our products and services.

FY15-16 was replete with social awareness campaigns on the digital front. We have a dedicated section in our newly revamped website highlighting our Socially Responsible Business Model. HCL Technologies has a very active presence on digital platforms (Facebook, Twitter, YouTube, Google+, websites) with over a million users. Organic digital media campaigns are regularly featured on these digital platforms.

Social Media

HCL is governed by a Social Media Practice (SMP). We have created an SMP video, which encapsulated a structure and standardized approach to social media participation, both for an individual employee and the business. We rolled out key campaigns through social media and received recognition and awards. Details available at www.hcltech.com





The vision is powered and augmented by a harmony of ideas and thoughts flowing across the barriers of age, position, gender, nationality, etc., in unison! A productive and creative atmosphere like this is enabled by breaking down of stereotypes and ensuring an environment of stability and security for every employee, to contribute their best.

REDEFINE WORKPLACE

REDEFINE WORKPLACE

GRI G4 PARAMETERS

G3DMA	Description	Reported (C/P/NA)	Page Number of the Section / Annual Report (AR) Page number	GEO Scope	UNGC
DMA LA	Disclosure on Management Approach LA		6-27		
Aspects	Employment	C		G	
	Labor/management relations				
	Occupational health and safety				
	Training and education				
	Diversity and equal opportunity				
	Equal remuneration for women and men				
DMA HR	Disclosure on Management Approach HR	C	1 -27	G	
	Investment and procurement practices				
	Non-discrimination				
	Freedom of association and collective bargaining				
	Child labor				
	Prevention of forced and compulsory labor				
	Security practices				
	Indigenous rights				
	Assessment				
	Remediation				
	Social: Labour practices and decent work				



Performance Indicator	Description	Reported (C/P/NA)	Page Number	Geography Scope	UNGC
Employment					
G4-EC6	Procedures for local hiring and proportion of senior management hired from the local community at significant locations of operation	C	9, Annexure	G	6
G410	Total workforce by employment type, employment contract, and region broken down by gender	C	9,10	G	
G4-EC3	Coverage of the organization's defined benefit plan Obligations	P	9	G	6
G4-EC4	Significant financial assistance received from government		RB-10,11,12	G	
Labour Management Relations					
G4-11	Percentage of employees covered by collective bargaining agreements	C	6,11-17	G	
G4-LA4	Minimum notice period(s) regarding significant operational changes, including whether it is specified in collective agreements		Annexure		
Occupational Health and Safety					
G4-LA5	Percentage of total workforce represented in formal joint management, worker health and safety committees that help monitor and advise on occupational health and safety programs	C	11-17, Renew Ecosystem	G	1
G4-LA6	Rates of injury, occupational diseases, lost days, and absenteeism, and number of work-related fatalities by region and by gender	C	27	G	1



Performance Indicator	Description	Reported (C/P/NA)	Page Number	Geography Scope	UNGC
G4-LA7-Guidance	Education, training, counseling, prevention, and risk-control programs in place to assist work force members, their families, or community members regarding serious diseases	C	23-25	G	G
G4-LA8	Health and safety topics covered in formal agreements with trade unions; Training and education	NA	NA		
GR-LA9	Average hours of training per year per employee by gender, and by employee category	C	19	G	
G4-LA10	Programs for skills management and lifelong learning that support the continued employability of employees and assist them in managing career endings	C	19, 20	G	
G4-LA11	Percentage of employees receiving regular performance and career development reviews, by gender	C	19	G	
Diversity and Equal Opportunity					
G4-LA12	Composition of governance bodies and breakdown of employees per employee category according to gender, age group, minority membership, and other indicators of diversity	C	9, 10	G	6
G4-LA13	Ratio of basic salary and remuneration of women to men by employee category, by significant locations of operation	P	9	G	6

Performance Indicator	Description	Reported (C/P/NA)	Page Number	Geography Scope	UNGC
	Social: human Rights				
G4-HR2	Total hours of employee training on policies and procedures concerning aspects of human rights that are relevant to operations, including the percentage of employees trained	C	25, 26, 27	G	
Non Discrimination and Freedom of Association and Collective Bargaining					
Security Practices					1,2
G4-HR7	Percentage of security personnel trained in the organization's policies or procedures concerning the aspects of human rights that are relevant to operations	C	25	G	
Indigenous Rights					
G4-HR8	Total number of incidents of violations involving rights of indigenous people and actions taken	NA	NA	G	
Assessment					
G4-HR8	Percentage and total number of operations that have been subject to human rights review and/or impact assessments	C	Responsible business 10	G	
Remediation					
G4-HR12	Number of grievances related to human rights filed, addressed and resolved through formal grievances mechanisms	C	23	G	

• C - Core • P - Partial • NA - Not Applicable • G - Global • I - India • RB – Responsible Business



Business Responsibility Report Indicators

Core Principle	Indicators	Section
Employee wellbeing	<ul style="list-style-type: none"> No. of employees No. of women employees and employees who are differently-abled Non-discrimination/ Anti-sexual harassment policy Employee grievances/ complaints on sexual harassment/ discrimination Safety policy and performance No. of employees provided with skill up gradation and office safety training 	Redefine Workplace Annexure 1: Management Approach and Policies Redefine Workplace Redefine Workplace
Human Rights	<ul style="list-style-type: none"> Human rights policy Human rights policy for suppliers/ business partners No. of stakeholder complaints on human rights issues No. of stakeholder complaints on human rights issues Resolved 	Annexure I: Management Approach and Policies Redefine Workplace Redefine Workplace
Policy Advocacy	<ul style="list-style-type: none"> Trade/ industry association memberships Issues advocated through these memberships (e.g., Healthcare reforms, Research and Development etc.,) 	Annexure I: Management Approach and Policies, Key Membership Forums & Engagements



REDEFINE WORKPLACE

Ideapreneurs First

HCL is a progressive company whose policies and strategies are constantly shaped by our employees whom we call as ideapreneurs. We have empowered our employees to participate in our growth, strategy and vision, by providing various platforms that allow them share, interact and exchange ideas and experiences. By inverting the pyramid, we have enabled our employees to play an intrinsic role in influencing our actions through FY16 and setting goals for FY17.



MEME

This first-of-a-kind social networking platform leverages the collective power of the organization through micro-blogging, social networking, content and knowledge sharing and open forums. The purpose of MEME is to socialize the business, enable single point access for employees, and improve productivity and collaboration. Some of MEME's key features include content viralling; its ability to integrate seamlessly with other knowledge repositories making it a sustainable social learning platform; Anant's MEME page—a dedicated page to raise queries/ suggestions to the CEO with a quick-turnaround time; dedicated pages for HR-related responses, employee clubs and programs. MEME by Anant (CEO) and Leaders Scrapbook allow leaders to establish direct connect with all HCLites. In FY16, MEME recorded over 174,880 registered users with 13,450 connections, 51 affinity groups and 891 new posts.

Smart Survey

Smart Survey is a platform for collating effective, constructive and integrated feedback from the employees. This is crucial to the ongoing development and growth of the individual, managers and the organization at large. Through our self-assessment tool, Smart Survey, we identify our employees' passion indicators and the individual factors that drive them to excel at work.





BlogHer

A unique practice at HCL is our “BlogHer” forum on our internal platform called MEME where many aspects on gender neutral policies are discussed. These discussions are constructive, non-hierarchical and help both HCL and employees to demystify work place myths and stereotypes on gender, culture, and other issues. While many companies invest in diversity training, we have this blogging forum.

Other Channels

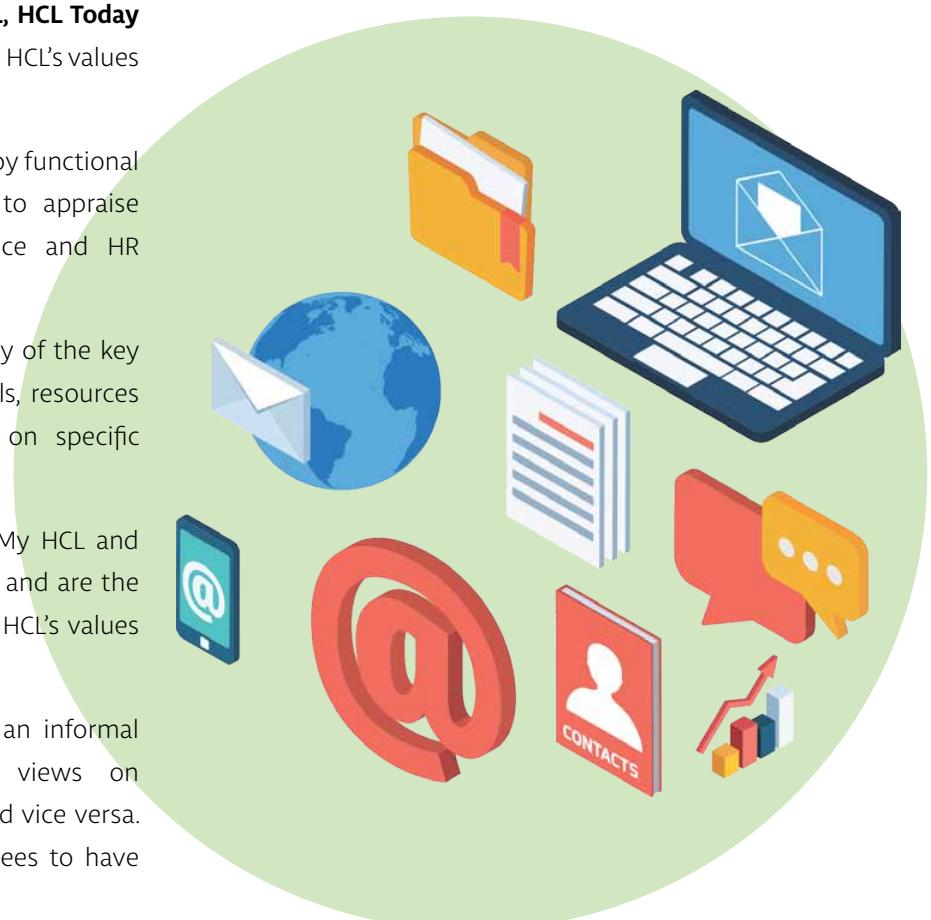
Mailers are an important form of communication to reach out to employees and these are sent through defined channels such as **HR Speak**, **Experience HCL**, **HCL Today** and **Policy Hub**. These channels help us share HCL's values in easy-to-understand formats.

Dialogue Sessions/Town Halls are adopted by functional leaders as a channel of communication to appraise employees on HCL's business performance and HR updates for the quarter.

Ideapreneur Newsletter provides a summary of the key changes, upcoming milestones, events, tools, resources and more. There are in-depth analyses on specific processes to enhance understanding.

Digital Communication Platforms such as My HCL and MEME are standpoints. They form the basis and are the primary tools deployed for communicating HCL's values and mission.

Coffee Chat with Senior Leaders presents an informal setting where employees share their views on organization matters with senior leaders and vice versa. Live Connect Chat Sessions enable employees to have direct dialog with the CEO/ CHRO



Enabling Employees through the Ideapreneur Culture

HCL's Ideapreneurship™ is a distinctive business practice that empowers employees to take charge of presenting innovative solutions to customer problems. Shifting this responsibility from the top management

to our employees, we have been creating significant value for our customers by tapping into the talent and ideas of

our employees in the value zone—those who work closely with the customer organization.

This unique culture of grassroots innovation stems from our Employee First philosophy, providing employees the opportunity to ideate and drive them to fruition.

The Ideapreneurship Framework is based on the following

BELIEFS

a. Value Centricity – In an industry dominated by volume, we consciously chose a value-centric nonlinear business model, which is recognized by clients and analysts globally. We believe in delivering value by developing Relationship Beyond The Contract™ with our clients.

1



b. Trust, Transparency, and Flexibility

We believe that we are among the most transparent enterprises in the world, today. To us, transparency is vision, confidence, collaboration, flexibility, and trust.

BEHAVIOURS

Behaviors that seed, nurture and harvest ideas with intrapreneurial energy

2



PROGRAMS

Both management and employees led initiatives to impact customers, company and the intrapreneur



3



OUTCOMES

Successful business outcomes further strengthen our culture tenets
We believe that maximum value is created at the employee-customer interface as they interact with client on a regular basis and understand their needs better. It is about the individual taking charge—being self-driven by creating space for growth, expansion and enrichment.

4



Diversity among Ideapreneurs Fosters Innovation

A positive workplace is one where diversity goes beyond differences that stem from gender, nationality, culture, ethnicity, age, or the differing abilities of individuals. We operate in 41 countries with 103,394 full time employees. We believe that it is about recognizing the differences that exist within our employees, harnessing and synergizing them, and creating an environment that is conducive to bringing out the best in our employees. HCL ensures salary parity for both women and men who are joining as entry level engineers. Thereafter the salary revisions are based purely on meritocracy and not gender based.

62% of senior management (general manager & above) hires in LATAM and USA are local hires, while in Europe it stands at 29% and in rest of the world it is 9%.

Our CHRO is the primary custodian of our Equal Employment Opportunity initiative and the Head of Diversity, Inclusion and Employee Engagement. He is responsible for coordinating the company's efforts to implement and disseminate the diversity plan.

Our recruitment and promotion policy is based on meritocracy and ability to learn, adapt, and assimilate to change. As we add more employees from diverse backgrounds, we create an inclusive workplace that promotes new ideas and does not exclude any individual from participating or contributing to the growth of our organization. The Diversity Office at HCL has been established to further strengthen and reinforce this commitment. We provide numerous avenues of self-empowerment to our employees as a first step towards creating an engaged workforce.

As a part of our efforts, we have launched a Diversity Portal. In FY16, 2,647 employees enrolled into the Employee Resource Groups (ERGs) through the Diversity Portal. Initiatives such as the ERGs are led and driven by



the employees themselves. These groups use a multi-dimensional approach and act as platforms for employees to anchor organizational change and development. Every employee has the opportunity to join the ERG and share their views on any aspect of the Company. Besides the CEO page on MEME portal is available for employees to voice their views.

Such efforts have not only helped us to acquire the best talent but also to retain employees.

HCL voluntary attrition rate is 17.3%.

HCL employees have access to many benefits which are gender neutral. One such benefit is parental leave. While 100% of male employees who availed paternity leave returned to Work, 98% of women returned and retained in HCL post maternity leave during FY16.

Full Time Employee Count by Gender/ Region

Country	Female	Male
INDIA	24%	76%
USA_LATAM	16%	84%
EUROPE	25%	75%
APAC_ROW	26%	74%
Overall Result	23%	77%

Scope: HCLT, Global Operations



Full Time Employee Count by Gender/ Region

Country	Below 30		30-50		Above 50		Overall	
	Female	Male	Female	Male	Female	Male	Female	Male
INDIA	33%	67%	14%	86%	8%	92%	24%	76%
USA_LATAM	23%	77%	13%	87%	20%	80%	16%	84%
EUROPE	37%	63%	20%	80%	24%	76%	25%	75%
APAC_ROW	37%	63%	20%	80%	20%	80%	26%	74%
Overall Result	32%	68%	15%	85%	20%	80%	23%	77%

Scope: HCLT, Global Operations

Total Workforce data across regions

Workforce by region	FY'16
Total Workforce	
India	79,352
USA & LATAM	12,532
Europe	6150
APAC &RoW	5360
TOTAL WORKFORCE	103,394

Scope: HCLT, Global Operations



OUR EMPLOYEE RESOURCE GROUPS

In our commitment to engage employees from diverse backgrounds meaningfully, HCL actively supports and fosters a number of employee Resource Groups. These groups are a recognized component of an inclusive organization. These ERGs are led and driven by employees themselves and use a multi-dimensional approach and act as platforms for employees to anchor organizational change and development.

ADEC (African Diaspora Employee Council)

The African Diaspora Employee Council (ADEC) assists in building and retaining a highly-qualified, diverse workforce by promoting professional and personal development opportunities for its members.

It also strengthens linkages to and within our diverse communities and African American-based organizations and markets.

During FY16, the group organized a networking event and celebrated the Black History Month to engage employees in our Cary GDC.



Ability Connect

This employee network facilitates an environment that helps advance differently-abled employees by suggesting policies and programs to support inclusion and growth. Today we have 156 PwDs who have voluntarily declared their status, of which 34 have been hired in the last 9 months. Through the network we plan to hire 50 differently-abled employees in FY17



Chargers

The Chargers Program aims to engage with employees and provide them with opportunities to pursue their interests in sports, health and wellness, photography, dance and music, knowledge and problem solving, and specific hobbies with like-minded employees.

The Hobby Clubs anchored by the Chargers have over 30,000 HCLites as members globally. Clubs like Foodies, Bikers, Photographers, Quizzers, Polyglots and Toastmasters are famous networks in HCL. Hobby classes are organized within the office premises to help employees learn more about their interests. In addition to these passion clubs, we have a number of employee engagement events at our various work sites. All employees are members of this association but the charter runs with select representatives who form 1% of the total workforce.



Our Employee Engagement Programs include:



Polyglots' Corner

HCL employees not only get a chance to live their passion but also get opportunities to hone their skills through developmental clubs such as the Polyglots' Corner (for those who wish to learn a foreign language) and the Toastmasters' Club (for those who want to develop their communication and leadership skills). We have completed 8 batches of foreign classes in which close to 200 employees participated and learnt a new language. We have been successfully running 3 Toastmasters' Clubs with over 100 members. These clubs have conducted over 80 meetings till date.

HCL Inquisitive Minds

HCL has a number of quiz lovers and we wanted to give them a platform where they could pursue this interest and test their grey cells. Given this, we announced the launch of HCL Inquisitive Minds Corporate Quiz which is organized across all offshore regions in three rounds – prelims, regional finals and the grand finale. The third season of the quiz was organized in 2015 and 444 teams from across India participated in the event.



Arc lights

is the biggest talent fest @ HCL which allows employees to showcase their talent in front of a larger audience. The performances range from dancing, singing, fashion show to painting, sketching and theatre. It brings out the wealth of talent HCL has. Over 600 performances were witnessed by around 18000 employees across all regions when the show was held in October 2015.



Appreciation Month

Appreciation Month at HCL was organized in April, 2015 with various reward programs like XtraMiles and Spot Awards being rolled out. Special 'Thank You, Team' and 'Thank You, Boss' cards were introduced, and an Appreciation Wall was created on Meme for employees to share their appreciation messages. A special R&R for support staff, including housekeeping and security guards was organized across HCL India. Over to 43,172 employees participated in the program.



Employee Reward and Recognition

As an organization, we have always tried to come up with various initiatives to create a work environment where employees feel empowered to deliver their best and where their efforts do not go unrecognized. Towards this, we have several platforms to applaud individuals for the hard work and spirit of excellence. Some of these initiatives are:

O Infinity: The O Infinity League is an exclusive league formed for super achievers in HCL who have received the topmost ratings for two or more consecutive years. The O Infinity recognition ceremony is a salute to these employees for their commitment to excellence as well as their families for being a constant source of support to them. It is one of the most awaited events in the HCL calendar. These crème-de-la-crème employees are recognized and applauded in the presence of their colleagues and family members. In 2015-16, 8,586 employees have qualified to be a part of the super-achievers league at HCL.



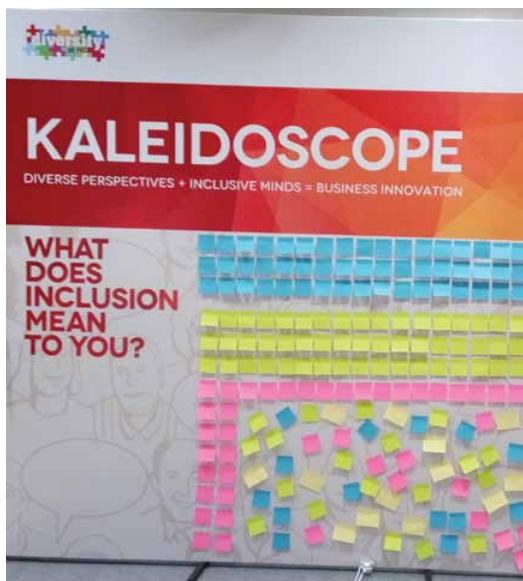
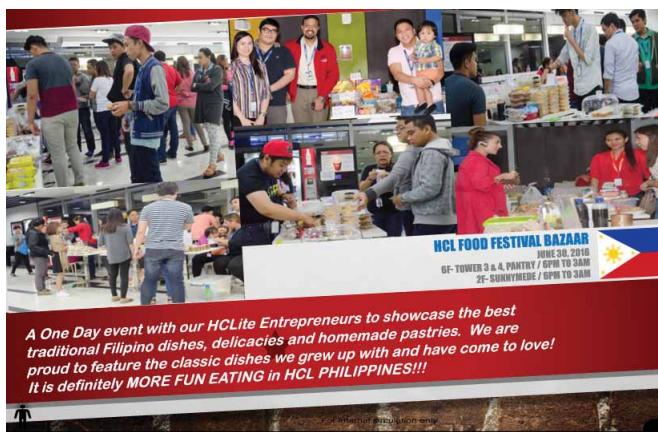
Spot R&R: There had been a long felt need at HCL to reward employees on an impromptu basis for the special efforts which they have put in while delivering and supporting their respective projects. Hence the HCL SPOT Award was launched. The aim of this initiative is to reward employees 'on the spot' for contributions that are regarded as noteworthy by their managers. 12 categories have been identified for the HCL Spot Award program.

XtraMiles: is a unique appreciation forum created for employees. It was launched to inculcate a culture of expressing gratitude for a job well done by an individual. The online XtraMiles portal empowers employees to appreciate and recognize their peers/ reportees/ colleagues/ managers across the organization at the click of a button. Based on a point-reward system, they can earn "miles" of different kinds. On accumulation of a certain number of miles, they attain the membership of the prestigious XtraMiles Clubs: Blue Club, Silver Club, Gold Club and Platinum Club! All club members are felicitated and recognized with customized club kits. In FY16, 24,504 employees have been part of this group.









"A strong woman understands that the gifts such as logic, decisiveness, and strength are just as feminine as intuition and emotional connection. She values and uses all of her gifts." — Nancy Rathburn

iBelieve - The HCL Women Connect

HCL's Women Connect aims to engage and advance women through development programs, advocate gender neutral work environment by suggesting appropriate policies and position HCL as an employer of choice by women across the globe. This group also coaches and counsels aspiring young women professionals, and shares experiences on work-life priorities. There were "Feminispiration" events organized by Women Connect this year, in which women achievers were invited to speak. In FY 16, 7,417 women employees were covered through 226 sessions

In addition to Women Connect, HCL offers a number of support systems to help women manage work and life priorities. These include life coach support, day care in office premises, concierge services through AHA, and policies such as extended maternity leave, work from home, flexi careers and flexi work hours.

All these have helped young women, especially those who take maternity breaks to pursue or resume their careers.

In FY16, around 8,023 employees were covered through Women Connect sessions, Heritage and ADEC forums.

Community Champions

This employee network is the largest and continues to grow every day. Community Champions are a group of community service volunteers, who lead the HCL Foundation activities. Approximately 12,000 new volunteers joined the network in FY16.

More details of their work are available under 'Repay Society' section of this report.





Our Career Development Programs

We launched 'Program First' during FY13 which proved to be a significant investment in people practices across HCL. This has enabled us to refresh and integrate our learning, performance, reward and talent management practices. We have also boosted the impact of our workforce operations on business growth, by hiring, developing and deploying individuals within a career architecture that reflects in the roles we perform to engage with our clients.

As a part of Program First, we launched iSuccess during FY15. This is an integrated platform for all the employees, providing a common space where we can listen to each other through meaningful conversations (goal setting process), collaborate with each other (through linking/cascading goals), build future-ready skills and become ideapreneurs to create value for our clients.

iSuccess is a people practices platform that aims at integrating career, goals performance, rewards, talent and learning management as well as on boarding processes and corresponding applications.

During FY16, all eligible employees completed their appraisals, and received feedback on their performance and career growth.

In Fy16, 93.63% of our FTEs have received two levels of feedback. 29.80% of women and 30.33% men are pursuing an Aspiration in Career Connect; 22.57% of women and 22.80% of men are discussing their career aspirations for the coming year. The remaining employees will log on to iSuccess to give and receive feedback in the coming months when their appraisal cycles are initiated.



Training Data

In FY16, 56,594 employees received training through various programs.

Band Categorization	Female	Male	Total
Executives	9727	21296	31023
Managers	2938	14091	17029
Senior Managers	922	6858	7780
Leadership	57	705	762
Total	13,644	42,950	56,594

Scope: HCLT, Global Operations

Soft Skills through Learning and Development

We believe there is no set formula for success and motivate HCLites to be on a constant journey of self-discovery. Learning and Development programs give platforms to not only ideate but to learn with a focus on sustainable growth for all employees.

Domain Skills Training through Our Academies

At HCL, employees irrespective of gender, job levels and experience have opportunities to develop their skills and discover their potential through the various training programs. Our employees across BSERV and Infra availed various trainings though our academies.

Our Leadership Development Programs

Certified HCL Leaders: The program objective is to facilitate the transition of first-time leaders for early effectiveness, targeting newly promoted middle – senior managers. The new leaders go through a Harvard-certified leadership transition program, which equips them to effectively perform in their new role.

HCL Advanced Business Leadership Program: This global mini-MBA pilot program is offered to identified leaders at senior management levels for building the pool of resources for future business leadership roles. This 6-7 month high-touch hybrid program is designed with global business school partnerships to strengthen business acumen through cross-functional integration and business management in the global business context.

Leadership Crucible: The program aims at addressing the learning needs of the tenured and experienced functional and business leaders, on a sustainable basis. It is designed with the primary objective of developing the right competencies, at the desired proficiency levels, required for leaders within HCL to be more successful in conducting their day-to-day business. An easy-paced construct allows for self-learning and application.

Women Leadership Development Program(ASCEND):

This intervention is part of the Diversity initiative of HCL, which mandates increase in the representation of women in our senior management by multiple ways—including

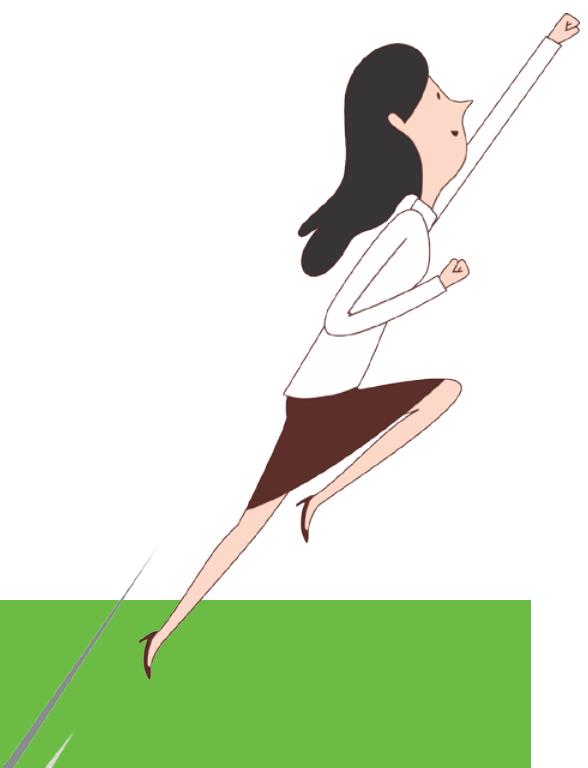


support programs, peer mentoring and coaching (all levels), and providing platforms to enable women leaders to learn and exhibit transformational leadership.

Stepping Stones: Stepping Stones is a focused career development program to enable our middle level women employees to realize their career aspirations and potential and help them in their developmental journey.

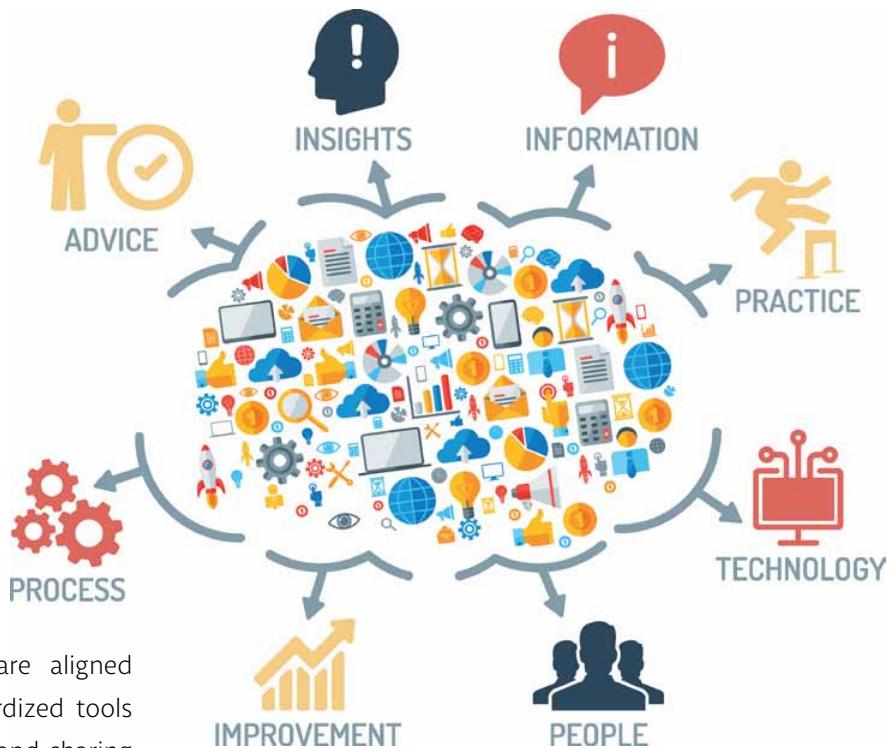
It focuses on coaching women who are new mothers and require help to manage the new expectations at work and home. 677 women benefitted from this program during FY16.

Feminspiration: This platform is facilitated by HCL Women Connect Affinity Network, where successful women leaders are invited to address HCLites. This forum has been launched to help HCLites gain insight into successful leadership as well as understand perspectives on gender matters.



ASCEND | FEMINSPiration | STEPPING STONES

Knowledge Management



Knowledge Management (KM) initiatives are aligned to assessing KM needs and offering standardized tools and approaches that simplify the discovery and sharing of business knowledge and practices. The innovative initiatives were instrumental in HCL being honored at the Confederation of Indian Industry's "Knowledge Summit 2016" in Varanasi with the Indian MAKE (Most Admired Knowledge Enterprise) Award for the year 2015.

The Good Practices Conference — Connecting Practitioners and Practices

The Good Practices Conference has once again reiterated the fact that it is one of HCL's premium channels for seeding and nurturing Ideapreneurship. The current edition—Good Practices Conference-9 (GPC-9), has rewritten all the existing records — an eye popping 89% increase in participation vis-à-vis GPC-8. Here are some hard numbers:

- 2,119 practices and 22 ideas submitted.
- 17,474 unique GPC site users
- 2,238 unique authors

Ark Medes — The Building Block Of Organization Excellence/Memories

Ark Medes is HCL's systematic integrated knowledge collaboration platform. It facilitates the creation, application and the discovery of knowledge and expertise. The overarching intent of ark Medes is to capture explicit and tacit knowledge and enlarge it by imbuing it with social interactions. It hosts case studies, whitepapers, project information reports, video sessions, demos, training documents, user manuals and much more. The structured

and contextualized spaces within ark Medes fosters communities of practice and facilitates collaboration by enabling ideapreneurs to share tools and documents. This is exemplified by the fact that in FY16, ark Medes hosted 59,859 unique users.

Edna — Connecting Practitioners with Experts in Near Real-Time

HCL's very own expertise exchange platform Edna—Experts Discovery, Nurture and Actualize Program is a Microsoft Lync-enabled instant messaging service. It offers ideapreneurs 24x7 access to the right information at the right time. In FY16, the expert base stands at a robust 11,502 and the number of conversations at 78,259.

The Onboarding Studio — Simplifying Induction and Enriching the Experience

At the macro level, the Onboarding Studio standardizes the key elements of the onboarding process and at the micro level, it presents onboarding requirements such as forms and manuals as a clear and self-explanatory task-driven workflow. In FY16, the Onboarding Studio has helped 7,223 employees to transition to new roles and assignments — a remarkable 55.24% from last year. 5306 reusable were created in FY16, i.e., 71.5% increase from last year. The other significant development was the filing of the first patent for the Onboarding Studio.

Employee Welfare Programs

Employee Welfare Programs AHA (Assisting HCLites Anytime):

AHA is a first-of-its-kind initiative that features a range of offerings and services AHA (Assisting HCLites Anytime) that HCL employees are entitled to. Employees choose the programs/benefits that they wish to have implemented in their regions/facilities. AHA offerings are categorized under 4 main categories: work, health, family and lifestyle. The portal is open each quarter for employees to make their selection.

Some of the AHA benefits include compressed work hours, medical emergency support, health check-ups, life coach, virtual blood bank, parenting workshop, homecare services, discount portals, financial workshops etc.



Employee Helpdesk and Grievance Channels

We have a number of channels in HCL that employees can use by to share their feedback on practices, provide solutions, and ask for solutions to issues that prevent them from being productive on the job and report grievances and any workplace harassment.

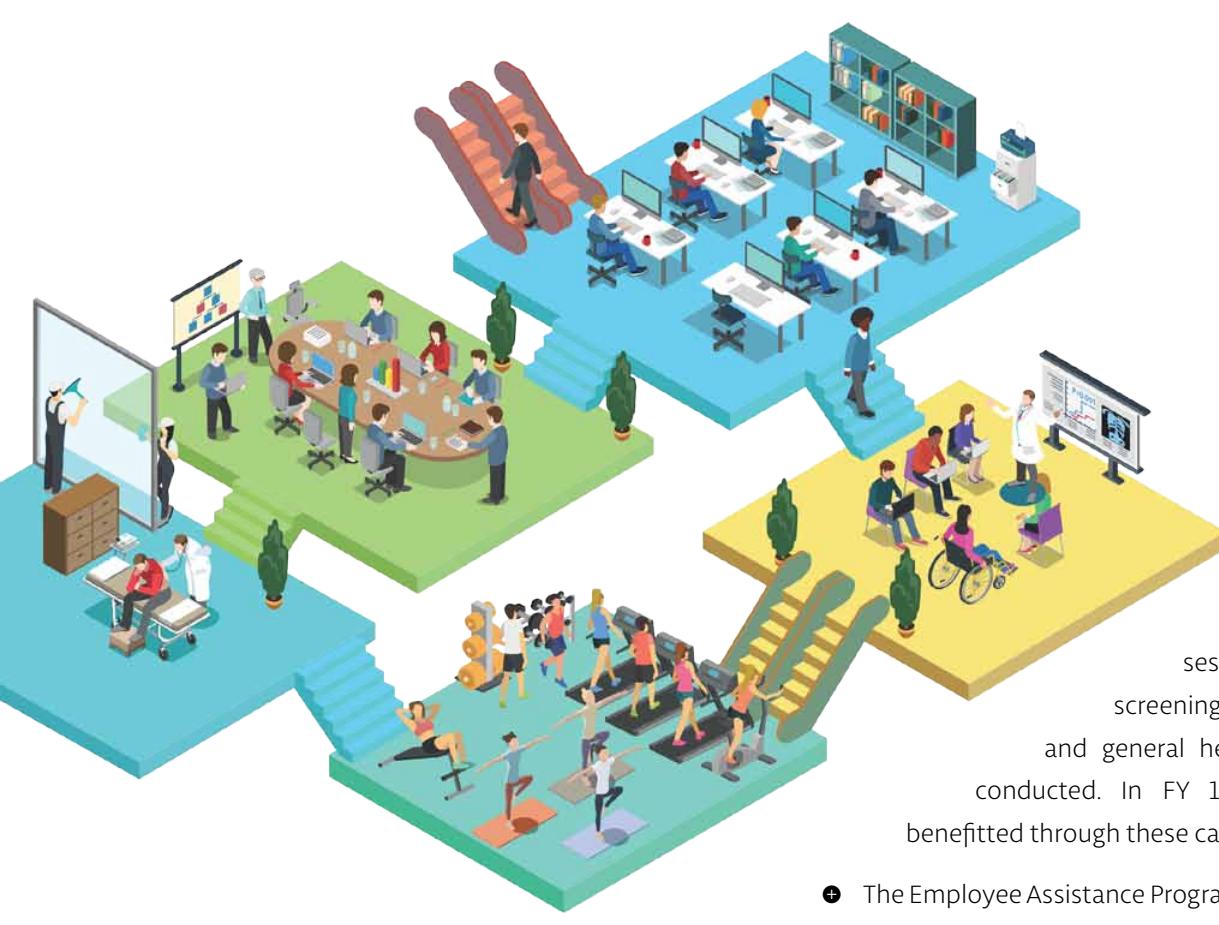
Informal discussions: Any employee can meet the respective manager or HR, share the concerns and get actions initiated.

Smart Services Desk (SSD): Employees can submit queries related to policy and support programs to enabling

functions for immediate action. A total of 110,807 SSD tickets were raised under the umbrella of Smart Service Desk in FY16.

Secure: Employees and contractual staff can report workplace harassment-related grievances and receive confidential support. In FY16, there were 6 significant cases all of which were resolved.

. In FY16, a total of 6,073 employees have undergone the online module for Prevention and Redressal of Sexual Harassment at Workplace. This is an on-going program.



and diagnostics centers. Eye camps, breast cancer awareness sessions, Diabetes screening test, thyroid screening

and general health check-ups were conducted. In FY 16, 16,429 employees benefitted through these camps.

Employee Wellness and Wellbeing

Mobius is the wellness and wellbeing initiative at HCL. The objectives of this portal are:

- ⊕ To ensure that all employees have access to healthcare in medical emergencies
- ⊕ To improve employee awareness on health and occupational hazards
- ⊕ To provide employees and their families a central resource that helps them make healthier lifestyle choices
- ⊕ To create and promote a culture of maintaining healthy lifestyles

This is our journey reflective of instilling a sense of holistic wellness and greater wellbeing. In the direction of our effort towards building a comprehensive healthcare program, As far as quantifying the impact is concerned, 21,429 employees were benefited in the wellness and wellbeing programs in FY16. The key Initiatives that helped revolutionize Mobius in FY16 were:

- ⊕ Launch of Vidal Health Care, our wellness partner
- ⊕ Team Mobius organized various health camps across our offices in India in partnership with various hospitals

- ⊕ The Employee Assistance Program (EAP) at HCL, known as Life Coach Service, is intended to help employees deal with personal and professional problems that might adversely impact their wellness and performance. Employees and their family members can approach a Life Counselor with whom they talk about various challenges, difficulties, dilemmas, events or situations that he /she might be facing in life.
- ⊕ In FY16, 4,292 employees participated in life coach floor walks in our office premises in India and 708 face-to-face sessions were conducted.
- ⊕ **Mobius Stations:** In addition to the wellness and wellbeing services, Mobius Stations are designed with the intent that the employee get a break physically and mentally and return to work energized. Simple wellness and fitness equipment for every day exercises are available in these stations along with posters on health, wellbeing, nutrition, exercise and health tips
- ⊕ In line with the organization's Occupational and Safety policy, we have trained our employees in Ergonomics to avoid posture related illness. In FY16, 36,348 employees took the test online on Occupational Health & Safety Module and also 39,890 employees took the test online on Ergonomics Module, totaling up to 2,28,714 man hours of training. This was possible due to rigorous follow up methodology and control mechanisms.

● **Day Care Centers:** Employees with children have access to a number of referral as well as in-office day care centers. In FY16, 607 employees had availed the onsite day care centers in India.

● **Emergency Response:** Emergency numbers are printed on Employee ID cards pan India. The hospitals list is available at security desks at all office locations for emergencies. Emergency Response Teams (ERT) are formed at all office locations. Situations like nationwide strikes or natural disasters will also be managed by ERT. Specific trainings like First Aid/Self-defense are rolled out across facilities. A virtual blood bank with donor details is available on MEME. 2,545 HCLites have donated blood in FY16. Through HCL Foundation we access support from Red Cross, Organ Foundations, Cancer Care, HIV- AIDS agencies etc. to support our employees and their families during medical crisis. We also have a doctor on the call and nurses available in all our office locations that have a significant number of employees.

● We have also made an emergency helpline 1800 number available to our employees in India to help them avail medical emergency services.

6.46% of full time employee's availed medical leave during FY 16 .The Notice Period for employees is defined for each country as per the law of the land and employees are governed by the same policy.

Employee Safety and Security- Specific focus on Women

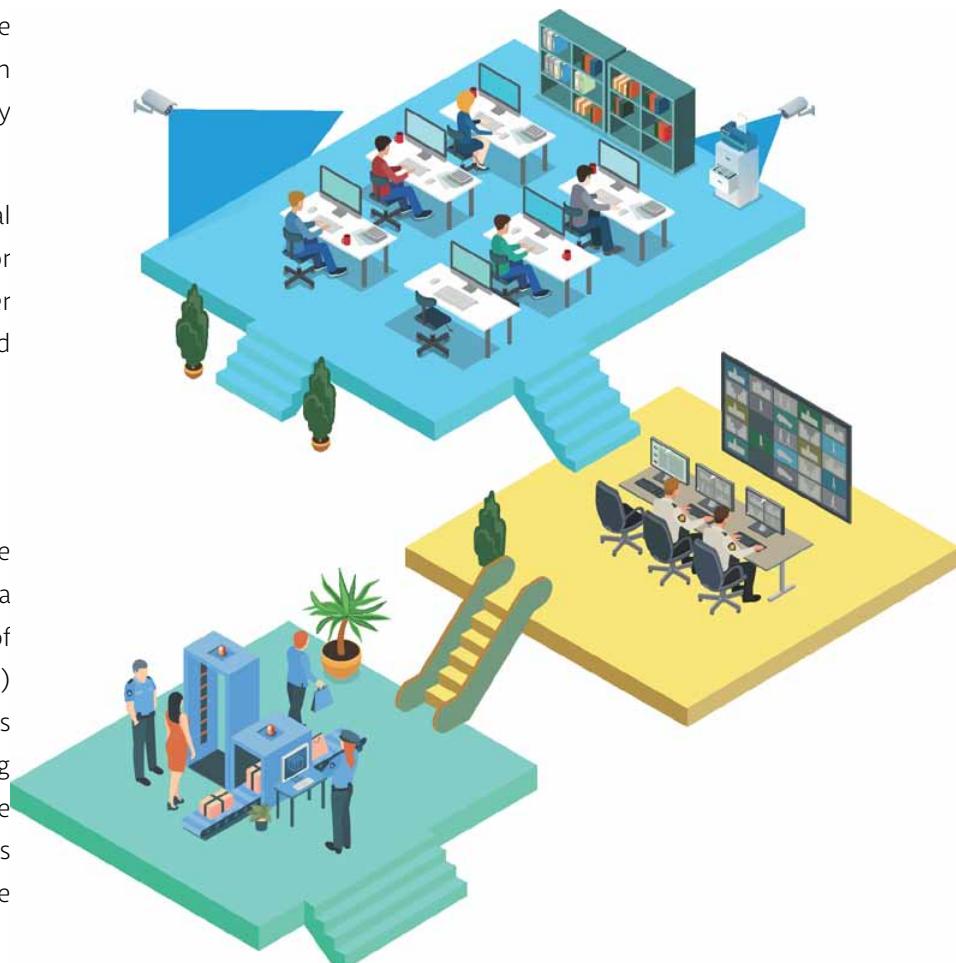
Safety of Women Employees in India: In the wake of a few unfortunate incidences in India against women, the National Association of Software and Service Companies (NASSCOM) had issued a set of best practices for companies to adhere to. We are committed to upholding the safety of all our employees, especially the women, and follow these best practices across all offices in India. Some of these practices are provided below:

Security Arrangements at Office Premises: Office premises are electronically and personally guarded by security guards, prohibiting the entry of unauthorized personnel. All premises are under CCTV surveillance. If required and with due permissions, companies are willing to share footage with the police.

Our security undergo continuous training given by the instructors who come periodically for various trainings. This program covers, standard instructions, alertness of the guard, turn over etc.

● Emergency Preparedness

Emergency situations and events are to be identified and assessed, and their impact minimized by implementing emergency plans and response procedures, including emergency reporting, employee notification and evacuation procedures, worker training and drills. Service provider shall be aware and shall implement all emergency paraphernalia and exit paths available at site of work to ensure employees safety in case of an emergency.



⊕ Occupational Injury and Illness

Service provider to ensure reporting of any occupational injury and illness, including provisions to: a) encourage worker reporting; b) classify and record injury and illness cases; c) provide necessary medical treatment; d) incident investigation and implement corrective actions to eliminate their root causes; and e) facilitate return of workers to work, debriefing and post-traumatic stress procedure.

⊕ Physically Demanding Work

Worker exposure to the hazards of physically demanding tasks, including manual material handling and heavy or repetitive lifting, prolonged standing and highly repetitive or forceful assembly tasks is to be identified, evaluated and controlled. A periodic training focused on safe material handling operations and ergonomics should be provided to such workers by the service provider.

⊕ Machine Safeguarding

Any machinery (having rotating/moving parts) is to be evaluated for safety hazards. Physical guards, interlocks

and barriers are to be provided and properly maintained where machinery presents an injury hazard to workers. A periodic training focused on safe use of power tools, machines, should be provided to the workers.

Safe Commuting: Cab facility is provided to women employees for night shifts as stipulated by Shops and Establishment Act. Cabs ferrying women workforce are monitored using global positioning systems (GPS). The transport team monitors cab speed through GPS and appropriate instructions are given when found to be over speeding or diverting the usual route. Some companies have even installed the panic button in the cabs in select regions. Most routes are worked out in such a manner that a woman employee is not the first one to be picked up or last one to be dropped as far as possible. In case such a route is unavoidable, a guard is always provided to escort



the women employee. The woman employee signs the trip sheet and has the option to endorse her remarks. We also welcome feedback through mail. Effective checks and controls on the vehicle movement are in place to check any unwarranted activities of cab drivers, such as picking up strangers and straying away from the designated routes. Breath analyzers are used to carry out random checks on drivers to prevent drunk driving. Disciplinary action and penalties are imposed on the vendor, if found guilty. Tracking of all escort guard routes is carried out by the Transport Desk seeking employee confirmation on safe drop/arrival on her mobile. The transport team maintains a daily track sheet of the women employees who are commuting late in the evening with all the details such as name, complete address, mobile number, and emergency contact numbers.

Emergency Response Systems: 24X7 emergency helpline numbers and other important numbers are displayed in the cabs. Employees are regularly sensitized on the availability of these numbers which can be used to report life safety and security threatening situations.

In Delhi and NCR regions, we have partnered with an external agency to provide on-ground physical support from a trained and professional first response team within minutes of any emergency situation. This includes a 24X7 command and control centre with trained and professional incident managers.

Measures for Safe Hiring: Guards and drivers are hired from licensed agencies that maintain diligent records of these employees such as recent photograph, name, father's name, mobile number, license details, permanent and present addresses, appointment letter, and police verification. This ensures that nobody enters the premises without a valid identity proof.

Creating Awareness: Self-defence training, provided by professional trainers has been made available to our women employees to equip them to handle emergency situations. The Transport Security team carries out regular briefing sessions for escort guards and drivers, sensitizing them about their roles and responsibilities while escorting

women employees. All our employees go through periodic safety training as a part of our procedures drills.

12 campaigns across India were launched during FY 16 for women safety which included training on self-defense and emergency contact numbers.



Incident / Accident rate – FY 2016

No. Employees	1,03,394	
No. Working Hours	24,56,64,144	
	Male	Female
No. of Injuries & Illness	106	2
Incident Frequency Rate	0.086	0.002

Scope: HCLT - India + 18 GDCs operations taking average yearly employee base as 1,03,394 for the mentioned operations.



The vision fuelled by innovative ideas, finds perfect balance in nature through relentless endeavours to create and sustain an inclusive ecosystem and to forge a greener future, for the generations to come.

RENEW ECOSYSTEM

RENEW ECOSYSTEM

GRI G4 PARAMETERS

DMA EN	Disclosure on Management Approach EN	Reported (C/P/NA)	Page Number	Geography Scope	UNGC
Aspects	Materials	C	6-25	G	
	Energy				
	Water				
	Biodiversity				
	Emissions				
	Effluents and Waste				
	Products and services				
	Transport				
	Overall				
	Supplier Environmental Assessment				
	Environmental Grievance Mechanisms				
Material					8
EN1	Materials used by weight or volume.	C	13,14	G	8,9
EN2	Percentage of materials used that are recycled input materials,	C	24	G	
Energy					
EN3	Energy Consumption within the organization.	C	21	I + 18 GDCs	8,9
EN4	Energy Consumption outside of the organization.	NA			



EN5	Energy Intensity	C	21	I + 18 GDCs	
EN6	Reduction of Energy Consumption	C	21	I + 18 GDCs	8,9
EN7	Reductions in energy requirements of products and services.	C	11,12		
Water					
EN8	Total water withdrawal by source,	C	23	I + 18 GDCs	8
EN9	Water sources significantly affected by withdrawal of water.	NA			
EN10	Percentage and total volume of water recycled and reused.	C	24	I + 18 GDCs	8,9
Bio-Diversity					
EN13	Habitats protected or restored.	NA			
EN14	Total Number of IUCN Red List species and national conservation list species with habitats in areas affected by operations, by level of extinction risk	NA			
Emissions					
EN15	Direct Green House Gas (GHG) Emissions (Scope 1)	C	17	I + 5 GDCs	8
EN16	Energy Indirect Green House Gas (GHG) Emissions (Scope 2)	C	17,18	I + 5 GDCs	8



DMA EN	Disclosure on Management Approach EN	Reported (C/P/NA)	Page Number	Geography Scope	UNGC
EN17	Other Indirect Green House Gas (GHG) Emissions (Scope 3)	C	17,18	G	7,8,9
EN18	Green House Gas (GHG) Emission Intensity	C	20	G	
EN19	Reduction of Green House Gas (GHG) Emissions	C	17-20	G	
EN20	Emissions of ozone-depleting substances(ODS) by weight.	C	17	I	8
EN21	NOx, SOx, and other significant air emissions by type and weight.	P	24	I	8

Effluents and Waste

EN22	Total water discharge by quality and destination.	P	23,24	I	8
EN23	Total weight of waste by type and disposal method.	C	25	I + 18 GDCs	8
EN24	Total number and volume of significant spills.	C	24	I	8
EN25	Weight of transported, imported, exported, or treated waste deemed hazardous under the terms of Basel Annexure I, II, III and VIII and percentage of transported waste shipped internationally	NA			
EN26	Identity, size, protected status, and biodiversity value of water bodies and related habitats significantly affected by the reporting organization's discharges of water and runoff	NA			

DMA EN	Disclosure on Management Approach EN	Reported (C/P/NA)	Page Number	Geography Scope	UNGC
Products and Services					
EN27	Extent of Impact Mitigation of Environmental Impacts of Products and Services	C	6-12	G	8,9
EN28	Percentage of products sold and their packaging materials that are reclaimed by category	NA			8,9
Compliance					
EN29	Monetary Value of Significant Fines and Total number of Non-monetary Sanctions for non-compliance with Environmental Laws and Regulations.	NA			
Transport					
EN30	Significant environmental impacts of transporting products and other goods and materials for the organization's operations, and transporting members of the workforce.	NA			
Overall					
EN31	Total Environmental Protection Expenditures And Investments By Type	C			
Supplier Environmental Assessment					
EN32	Percentage Of New Suppliers That Were Screened Using Environmental Criteria	C	7		
EN33	Significant Actual And Potential Negative Environmental Impacts In The Supply Chain And Actions Taken	C	7		
Environmental Grievance Mechanisms					
EN34	Number Of Grievances About Environmental Impacts Filed, Addressed, And Resolved Through Formal Grievance Mechanisms	C	7		

• C - Core • P - Partial • NA - Not Applicable • G - Global • I - India • GDC - Global Delivery Centre



Business Responsibility Report Indicators

Core Principle	Indicators	Section
Environment	Environment policy	Annexure I : Management approach and Policies
	Environment policy for suppliers/business partners	
	Climate change policy and initiative to mitigate-adapt climate change	Responsible Business-Renew Ecosystem
	Environmental risks	Renew Ecosystem
	Energy efficiency measure and use of renewable energy	Renew Ecosystem
	E-waste/office waste disposed	Renew Ecosystem





RENEW ECOSYSTEM

Preserving the planet is a priority and HCL's operations, policies and initiatives are framed with deep respect for the Earth's resources.

We empower our employees to provide ideas, run campaigns and implement actions to conserve natural resources. We also encourage them to plant trees including indoor plants in the work areas.

Safe and comfortable work-environment for employees, water and indoor air quality, waste disposal from the facilities, reduction in employee travel and preventive health-care for employees, all fall under the Responsible Operations Strategy.

Being a services company there is no direct material consumption in our operations. Resources consumed

including electricity, water, physical infrastructure and information and commutation, technology equipment are auxiliaries which support our operations.

The environmental actions are jointly implemented by the Eco Councils formed by the employees along with the functional departments managing Health, Safety and Environment (HSE). The HSE Department ensures process standardization and continuous improvements by obtaining ISO certifications. The environment certifications and resources management are primarily focused on facilities that are company-owned and house more than 2,000 employees.

Our environmental actions are guided by the following day-day operational challenges / aspects:

Sooner or later, we will have to recognise that the Earth has rights, too, to live without pollution. What mankind must know is that human beings cannot live without Mother Earth, but the planet can live without humans. - Evo Morales

- We operate from distributed office facilities that necessitate an approach to achieving environmental targets in a balanced and incremental manner.
- We focus on educating and empowering supply-chain community including security, housekeeping, cafeteria, transport and other support staff in managing the environment goals.
- Our efforts to promote and sustain green operations are limited by the unavailability of power from the National Grid which is the primary source of power for all our India-based facilities. This shortage of power has increased our dependency on Diesel Generator sets (DG).
- We cater to a large global customer base and hence International travel by employees is a business requirement and cannot be avoided totally.
- We participate in benchmarking efforts of the various agencies and understand the required environmental targets for the Information and Communications (ICT) industry.

Our efforts to educate various stakeholders across the globe have helped us to monitor and report data pertaining to 'Responsible Operations', from our 18 Global Development Centers (GDC), during FY16. In India, 23 operational centers have been certified for ISO:14001 and OHSAS 18001.

Most of our leased offices outside India are 'green compliant' especially the Global Development Centers (GDC) in North Americas are LEED certified buildings. Since 2009, our focused green efforts have helped us reduce the per capita carbon emissions. In FY16, we reduced the per capita emissions by 11.25%.

We use 100% green electricity in most of our Global Development Centres outside India.

At HCL, we have the practice of ensuring that our suppliers comply with HCL's HSE Policies and also with the HSE Management System by a special clause in all the supplier agreements.

Any grievances about environmental impacts are filed, addressed and resolved through formal grievance mechanisms. In FY 16, no significant complaints were received.

The data includes environment and employee health aspects: energy, water, waste, incident/accident rates, and disaster / emergency response and best practices.

Awards and Recognition: HCL has received the following recognitions for Occupational Health & Safety in FY16.

- Mar'16: HCL Johannesburg South Africa facility has been certified under ISO 14001 & OHSAS 18001.
- April '15 and Dec '15: Five new facilities (AMB 1, 3, 4, 5 and 6 in Chennai) certified under ISO 9001, ISO 14001 & OHSAS 18001.
- Nov '15: HCL secured a position in India Climate Disclosure Leadership Index (CDLI) 2015 with an overall score of 90.
- Nov '15: Surya Sapphire facility, Bangalore has been rated as a 3 Star Building by BEE, Ministry of Power.
- Sept '15: Winner of prestigious National Award Excellent Energy Efficient Building for SEZ Noida Campus hosted by CII.
- July '15: HCL Technologies was awarded the "Golden Peacock Award for Occupational Health & Safety" under IT category for the year 2015" by the Institute of Directors.

Case Study #1: Innovation in Employee Transport



Problem Statement: Transport, especially road transport, is one of the most polluting activities in the economy. Burning of fossil fuels by vehicle contributes to air pollution by increasing the amount of suspended particulate matter and hazardous gases in the atmosphere. The increased travel demand has resulted in rapid growth in number of motor vehicles in the cities and this leads to congestion of roads and mismanagement of traffic. Consequently, the average travel time increases by at least 12-15 minutes for a journey of about 15 km and in turn, leads to more fuel consumption. As per JAS (June, July, Aug) 2015 data, nearly 1,400 small diesel cabs with a seating capacity of five i.e. a maximum of four employees and a driver performed a total of 7,24,693 trips to provide transport facility to HCL employees, working in various facilities across NCR.

Solutions proposed: Among the fuel substitution options, compressed natural gas (CNG), appears to be a relatively wide-scale method of reducing local pollution in the transport sector. The government is also promoting the use of natural, cleaner fuel CNG

by incentivizing users in various ways. Considering the increase in numbers of personal and commercial vehicles on roads, various measures can be taken to control the number of vehicles on roads, such as shifting to public transport or use of vehicles with more passenger carrying capacity, etc.

The following pros and cons were observed:

Pros: Environment friendly, Cost effective and lesser vehicles on the road, hence less congestion.

Cons: Vendor dissatisfaction due to more investment on bigger cabs, less number of CNG filling stations in NCR regions, Long queues at filling stations, Lack of public transport Infrastructure.

Implementation of idea: In HCL, various measures have been taken to make a better, cleaner, greener environment in turn reducing the cost of employee transportation.

- After In-depth analysis it was decided to induct bigger cabs such as Innova with a seating capacity of 7+1, for employee transportation in phased

manner. Earlier two cabs were used to transport a maximum of 8 employees..

Hence less routes to cater to the same number of employees, in turn, less number of vehicles on the road, less number of KM run, i.e. less fuel consumed and hence contributing to a better environment.

As per OND (Oct, Nov, Dec) 2015 data, as compared to the previous quarter, there was a 14% decrease in smaller cab routes due to the introduction of Innova in NCR i.e. the total number of routes performed by smaller cabs came down to 6,26,510 from 7,24,693.

- ⊕ Considering the pollution caused by vehicles running on petrol/diesel, HCL management decided to convert its current transport fleet to CNG in a phased manner.
- ⊕ Public transport occupies less road space, consumes less fuel and emits least pollutants

per passenger km of travel compared to personal motorvehicles. Hence, there is a need to encourage preference for public transport over personal vehicles.

Steps have been taken to promote the use of public transport such as Metro by providing shuttle service to its employees from the nearest metro stations to the HCL office locations.

- ⊕ Emphasis was given on reducing the trip length. It was found that transport was offered to employees residing within a service radius of even 70 kms. The management decided to reduce the service radius to 45 kms. Here the company also offered a proposal to employees to change their current working location to the nearest office premises.
- ⊕ A Carpooling functionality was added in the in-house Transport Application where employees can share their rides with other employees.

Quantifiable benefits

Due to the decrease in the total number of routes performed by shift cabs, the transportation cost on shift cabs reduced by 11% in OND 2015 as compared to JAS 2015. i.e.

NCR Shift Cab Cost	JAS 2015	OND 2015	Variance
	257684962	228420369	-11%

Environmental benefits (Reduction in carbon footprint):

Due to the decrease in the total number of routes performed by shift cabs, the transportation cost on shift cabs reduced by 11% in OND 2015 as compared to JAS 2015. i.e.

Month	Location	INDICA KMs	INNOVA KMS	total KMS
Jul-15	NCR	9496570	438461	9935031
Dec-15	NCR	7081498	1309210	8390708

As per the above data, there's a dip of 15.54% in total kms covered by Transport cabs. That means fuel used

to cover a total of 15, 44,323 Kms was saved resulting in less fuel emission and less carbon footprints.



Case Study #2: Ergonomics, and Occupational Health and Safety Training

Background: In line with the organization's Occupational Health and Safety Policy, there was a need to train employees in ergonomics so ensure right postures and avoid posture related injuries common in the IT industry. This would ensure a risk-free workplace where everyone would be more productive.

Scope: To train the employees on various aspects of Workplace Ergonomics and Occupational Health & Safety through e-modules.

Implementation: Two learning modules on "Ergonomics" and "Occupational Health & Safety" were launched online through our intranet portal. Every employee had to peruse the training material provided and take the test online. These modules were easy to understand, in comprehensible English supported by audio-visual representation.

Impact: In FY16, 36,348 employees took the test online on Occupational Health & Safety Module and also 39,890 employees took the test online on Ergonomics Module, totaling up to 2, 28,714 man hours of training. This was possible due to rigorous follow up methodology and control mechanisms put in place.

Best Practices across Global Development Centers (GDCs)

Scope – To evaluate the energy utilization trend of overall business utilities across Pan India locations and develop a solution which helps in optimize the utilization with enhanced efficiency and eco benefits. The special project team put in efforts to help the organization not only increase operational efficiency but also provided guidance in the organization's commitment to environment conservation.

Energy Optimization Interventions implemented during FY16 are described below:

1. Conventional Lighting Setup replacement with LED Lighting:



Solution Approach/ Remedial Action -
In all major SEZ Locations, various types of lighting fixtures were maintained as per the usage pattern. Some of the lighting fixtures were conventional and obsolete given the fast-evolving lighting technologies. Replacement of all the existing conventional lighting fixtures with more efficient LED lighting turned out to be successful. In comparison to CFL, LED has several advantages. For example:

- LED uses less power for the same lumen output as given by CFL
- The life of LED lights is 10 times more than CFL
- LED lighting generates less heat than CFL

- LED does not contain Mercury or other toxic heavy metals
- LED does not emit UV radiation

A reputed international brand was shortlisted to implement this cost-saving solution based on performance contracting for all three SEZ locations (i.e. Noida, Bangalore and Chennai). The one-time capital expenditure of USD 2.1 Mn was incurred towards this intervention.

Impact:

- This intervention has enabled the organization to save annualized energy in terms of units is 5,377 MWH.
- Total annualized reduction on carbon footprint assessed is 4,839 tCo₂.
- Increase in operational efficiency.
- Project lifecycle of 5 years is considered. However,



the actual reduction in carbon footprint vis-à-vis conventional setup can be accrued even beyond the project lifecycle.

2. Chiller & AHU Operational Performance Improvement:

Solution Approach/ Remedial Action – During the study, different modes of operation were observed within the installed AHU units and many of the AHUs were single constant speed units in SEZ Noida, which resulted in more energy consumption.

A solution was worked out for all such devices with the installation of VFDs including low side automation wherever feasible. This not only optimizes usage of the equipment but has also reduced the heat load at the chiller end. A reputed international brand was shortlisted to implement the energy and cost saving solution on performance contracting. A one time capital expenditure of USD 0.25 Mn was incurred towards this intervention.

Impact:

- ⊕ This energy optimisation intervention has enabled the organisation to save annualised energy in terms of units is 856 MWH.
- ⊕ Total annualized reduction on carbon footprint assessed is 770 tCo₂.
- ⊕ Increase in operational efficiency.
- ⊕ Project lifecycle of 5 years is considered. However, the actual reduction in carbon footprint vis-à-vis conventional setup can be accrued even beyond the project lifecycle.

3. Auto Condenser Cleaning in Chillers:

Solution Approach/ Remedial Action – During study it was observed that the rate of deposition at the condenser of chillers is on higher side over a period of time due to alkaline properties of water and its effect is being rippled across on the efficiency of the chiller.

Auto Condenser cleaning system for chillers which have automatic ball injection system at periodic intervals were

used. This auto cleaning technology doesn't allow the deposition to take place thus improving the performance of the equipment and optimize the energy consumption.

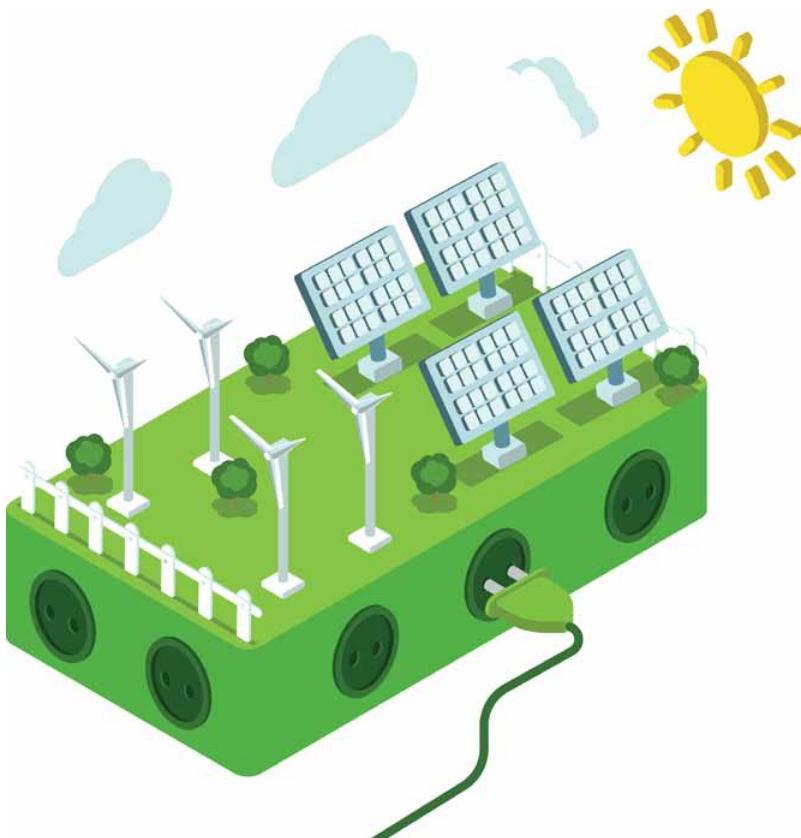
A reputed international brand was shortlisted to implement the energy cost saving solution on performance contracting for air conditioning system at Noida SEZ Campus. A one-time capital expenditure of 83000 USD was incurred towards this intervention.

Impact:

- ⊕ This intervention has enabled the organisation to save annualised energy in terms of units is 103 MWH.
- ⊕ Total annualized reduction on carbon footprint is estimated at 93 tCo₂.
- ⊕ Increase in operational efficiency.

4. Green Power Purchase:

In continuation with our commitment to reduce carbon footprint by 20% by FY 2020, we have also procured Green Power equal to 11,740 MWH for our centers in FY16. The source of this power was hydro, wind and solar-based electricity. Green Power Purchase has enabled the organisation to reduce carbon footprint of 10,566 tCo₂ over other available power resources like Grid and Captive.



5. Other Energy saving interventions:

In addition to the Go Green Initiatives, a few other efforts also support in conserving the environment, increasing operational efficiency and reduction in carbon foot print as captured below:

Other Energy Optimization Interventions	Reduction in carbon footprint during FY16 (tCo ₂)
Effective Utilization of UPS	509
Revised operating conditions for DC cooling	205
Revised Temperature settings for Work areas	452
LED Lighting with smart controls	457

Noida

6. Circumventing Captive Power requirements during CEC Client Visits:

Shifting of Critical CEC loads from RAW to the existing UPS System for avoiding Captive Power requirements during CEC Client Visits at Corporate Towers Noida, SEZ.

- This implementation has enabled the organisation to save 271 KL Diesel on account of running the DG sets as uninterrupted power source.
- Total annualized reduction on carbon footprint estimated is 732 tCo₂.

7. Conversion of Conventional Street lights to Solar Panel lights:

64 Conventional Street lights replaced with solar-based hybrid LED lighting in SEZ Campus. A one-time capital expenditure of 47,940 USD was incurred towards this intervention.

- This implementation has enabled the organisation to save annualised energy in terms of units is 28 MWH.

- Total annualized reduction on carbon footprint assessed is 25.28 tCo₂.

8. Implementation of Coil Cooler for one of the DG sets in preference to Radiator-based system.

The one-time capital expenditure incurred towards this intervention is 23,200 USD.

- This implementation has enabled the organisation to save approximate 2 KL Diesel on account of running the DG sets.

- Total Annualized reduction on carbon footprint estimated is 3.99 tCo₂.

9. Implementation of 150 KL STP plant for reutilization of waste water after treatment in Maple Tower, Noida.

- A one-time capital expenditure of 46,770 USD was incurred towards this intervention.

- It helped the organization to recycle & reuse treated water of 110 KL per day.

Chennai

10. DC adaptor implementation for washroom sensors to minimize recurring Dry Battery Waste in Chennai Campus.

11. Water Treatment Plant connectivity to treat waste water generated during Softener Regeneration Cycles in Chennai Campus.

- This is a low cost intervention and the expenditure incurred towards this is 650 USD.

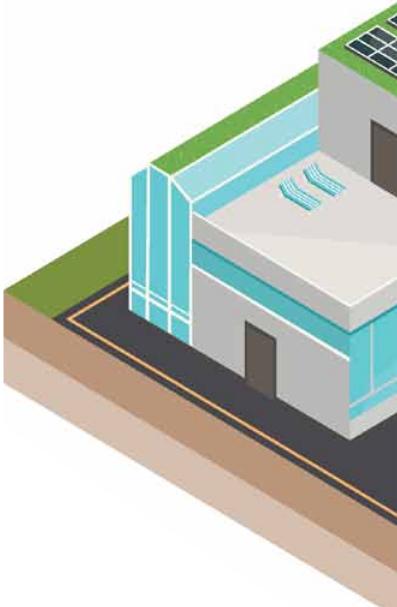
- It helped the organization to recycle and reuse treated water of 30 KL per day.



BALANCING EMPLOYEE COMFORT AND GREEN INFRASTRUCTURE REQUIREMENTS

Being a responsible corporate, HCL Technologies through its "Environmental Policy" has made a commitment to conserve the environment by adopting a Go Green approach. Many initiatives were undertaken to reduce environmental impact arising out of our business activities.

Building and Architecture

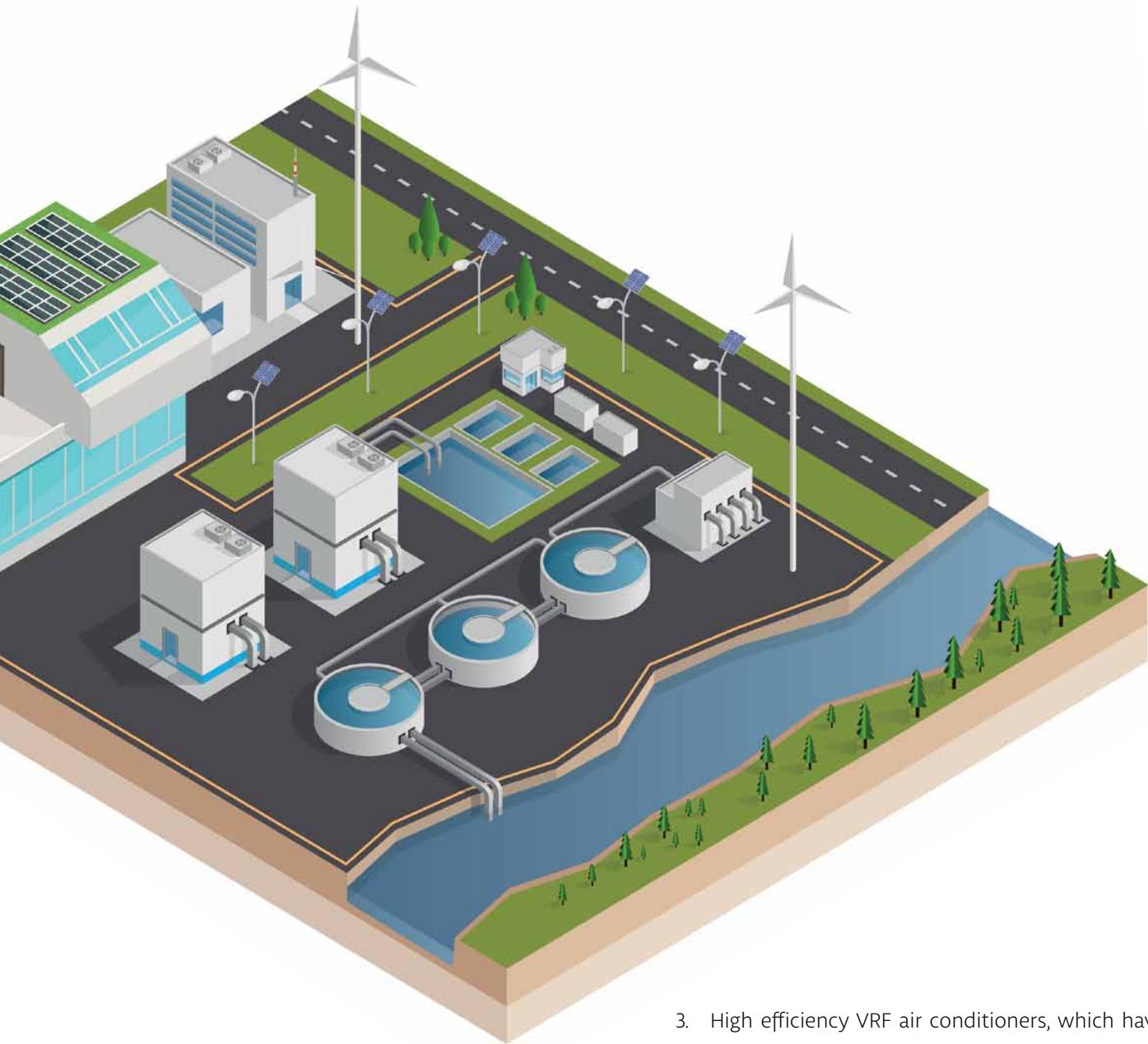
1. Buildings' orientation is planned such a way to minimize heat gain through façade after extensive sun path analysis.
 2. All open terraces have over / under deck insulation to save energy.
 3. High performance glazing system is used to reduce solar heat gain to interior space and have maximum natural light.
 4. Shading devices provided for façade to reduce the heat gain to interior space.
 5. Solar water heater provided to supply hot water for cafeteria needs.
 6. Underground rainwater storage tank to harvest water from all building terraces.
 7. Open areas are landscaped with trees, lawns and shrubs to create clean and comfortable atmosphere.
 8. All the materials used in the building construction are environment friendly with low VOC as per acceptable norms. For e.g., paints, carpets, furniture, ceiling material etc.
- 
3. Sewer treatment plant (STP) is installed within campus to treat the sewer water and reuse for flushing, landscaping and HVAC make up water. There is no water discharge from campus.
4. Timer-based automatic controls for water sprinklers are installed to conserve water used for lawn maintenance.

b. Waste Management

1. Organic waste converter of capacity 1000kgs per day is provided to generate manure out of organic waste (from Kitchens, cafeteria, and garden) generated.

c. Lighting

1. LED based light fixtures used in the campuses.
2. Entire street and landscape lighting is LED based.
3. Day light sensors to use maximum sunlight used in the buildings.
4. Occupancy based light switching system used to minimize power consumption.



5. High efficiency light fittings with T5 lamps used.

d. UPS system

1. UPS systems with IGBT technology have been installed for low THD.
2. High efficiency UPS have been installed to reduce energy loss.

e. HVAC SYSTEM

1. Water-cooled chillers are installed for power saving and STP water utilization.
2. Chillers are provided with VFD starter for optimized and efficient operation.

3. High efficiency VRF air conditioners, which have very low power consumption and deliver maximum cooling and maximum air, are used.

4. All AHU equipment is designed with VFD system for optimized operation.
5. VAV installed in the ducting system to optimize air conditioning based on occupancy requirement.
6. Heat recovery wheels with treated fresh air units installed to reduce heat gain to air-conditioned area. Pumps are installed with VFD to reduce the energy loss.

f. BMS system.

1. Building management system to optimize the operation and maintenance of all the utility and services in the campus.

The table below indicates our targets for 2016 – 17 across various environmental parameters.

TARGETS 2016-17			
	Target	Units	Reduction over previous year
	ENERGY		
1	Reduction in Electricity	kWh/FTE/Month	3%
2	Reduction in Carbon Footprint	t-CO ₂ /FTE	3%
3	Increase in Renewable Energy use	Kwh	2%
4	Increase in Biogas generation Capacity from Waste	Kg Biogas	2%
5	Increase in Solar Water Heater Capacity	Litres of Hot water	10%
	WATER		
6	Reduction in Water Consumption	Liters/FTE/Month	2%
7	Increase in Rainwater Harvesting Capacity	Kilo Litres	5%
	WASTE		
8	Reuse of treated Sewage	Kilo Litres	10%
9	Reduction in Paper Consumption	Reams/1,000 Employees	5%
10	Increase in Waste Conversion to Manure	Kg Manure	2%
11	Reduction in Waste Generation	Kg/FTE/Month	5%

Scope: HCLT, India Operations - Company owned facilities



Reducing Carbon Footprint

In continuation with our commitment to reduce carbon footprint by 20% by FY 2020, we procured Green Power amounting to 16,587 MWh for our centers. The source of this power was in biomass, hydro, wind and solar-based electricity. Procurement of Green Power in FY16 has 31.93% increase when compared to the previous year.

Emission Calculation Methodology

We prepare our greenhouse gas (GHG) emissions inventory in accordance with 'The Greenhouse Gas **Protocol**: A corporate accounting and reporting standard' and ISO 14064: 2006 – 'Greenhouse gases, **Part 1**: Specification

with guidance at the organization level for quantification and reporting of greenhouse gas emissions and removals.

The CO₂ emissions associated with the activities are noted on the basis of measured or estimated energy and fuel use, multiplied by significant carbon emission factors. Published national factors were used to calculate emissions from operations. In the absence of any such national data, IPCC and DEFRA's Greenhouse Gas Conversion Factors for Company Reporting have been used for the calculation of GHG emissions.

All Greenhouse Gas (GHG) emissions figures in the report are in tonnes of carbon dioxide equivalents (CO₂e), which include Carbon dioxide (CO₂), Methane (CH₄), and

Nitrous oxide (N_2O). And other Perfluorocarbons (PFCs), Hydro fluorocarbons (HFCs) and Sulphur hexafluoride (SF_6) emissions have not been reported since they are not significant to the operations. The scope/boundary of the yearly GHG emission reporting cover HCL's Pan India and Global Operations across 18 GDCs. This includes three business segments: Software, Infrastructure Management (Infra) and Business Process Outsourcing Services. (BSERV) and covers data in actuals from April 2015 to March 2016.

NOTE: The extrapolated data in the previous report has been updated with actuals and accordingly, all the data points and graphs have been updated. HCLT's reporting period till last year was July to June. Since the financial cycle has changed to April to March this year, the last quarter data i.e., April May and June of 2015 has been re-reported in the current financial year as well as last year

Emissions Data

The absolute energy consumption in FY16 is 1067443 GJ (which is direct and indirect energy combined). This is 2.84% less over the previous year. The per capita emissions stand at 2.29 t CO_2 - employee which is 11.25% lesser than

the previous year. Facilities, where there are significant risks, are monitored for emissions of DG sets for NOx, SOx and other particulate matter at a specified frequency. The Scope of all emission data will be HCLT India and 7 GDC's only.

The emissions are within the scope of the Central Pollution Control Board (CPCB) approved limits and the tests are carried out by certified vendors.

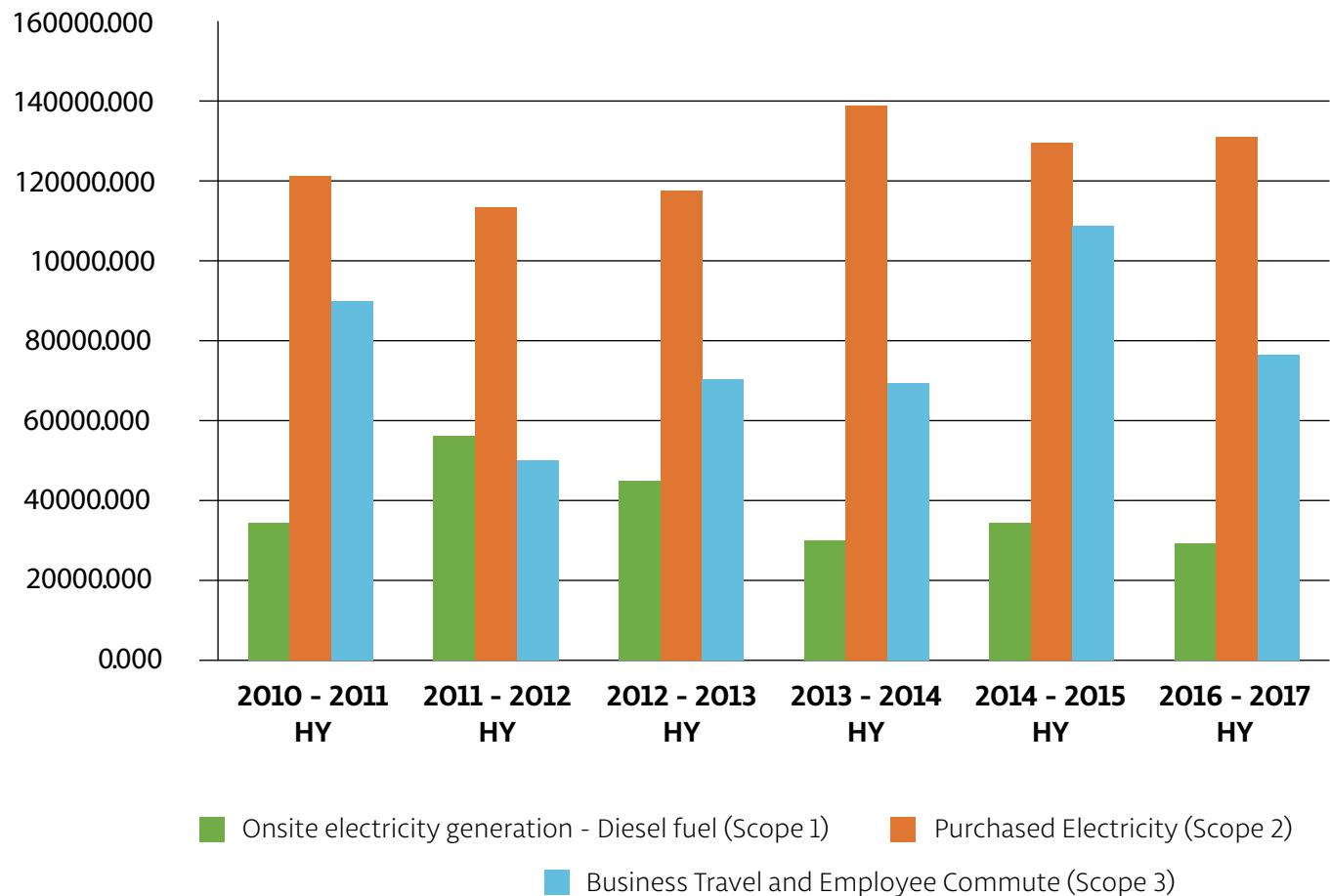
Total Ozone Depleting Substance (ODS) refilling across India-based locations was 11.4 MT which contributed to ozone-depletion to the magnitude of 0.23 chlorofluorocarbons (CFC) equivalents. We believe in taking precautionary measures and promote the usage of Ozone Depleting Potential (ODP) free refrigerants. All our new and big operational centres are procuring ozone friendly coolants.

For GHG emissions, our operational boundary covers five categories of activity sources which are listed below:

Emission	Scope	Emission Source	Emissions Activity
Onsite electricity generation – Diesel fuel	Core Direct (Scope 1)	DG Sets	CO_2 , CH_4 , N_2O
Purchased Electricity	Core Indirect (Scope 2)	Facility use	CO_2 , CH_4 , N_2O
Business Travel road	Optional Indirect (Scope 3)	Vendor vehicles / Leased Buses	CO_2 , CH_4 , N_2O
Business Travel– Air Domestic	Optional Indirect (Scope 3)	Commercial Airlines	CO_2 , CH_4 , N_2O
Business Travel-Air International	Optional Indirect (Scope 3)	Commercial Airlines	CO_2 , CH_4 , N_2O

Scope: Carbon emissions - HCLT India + 7 GDCs

Scope Wise Emissions(tCO₂e)

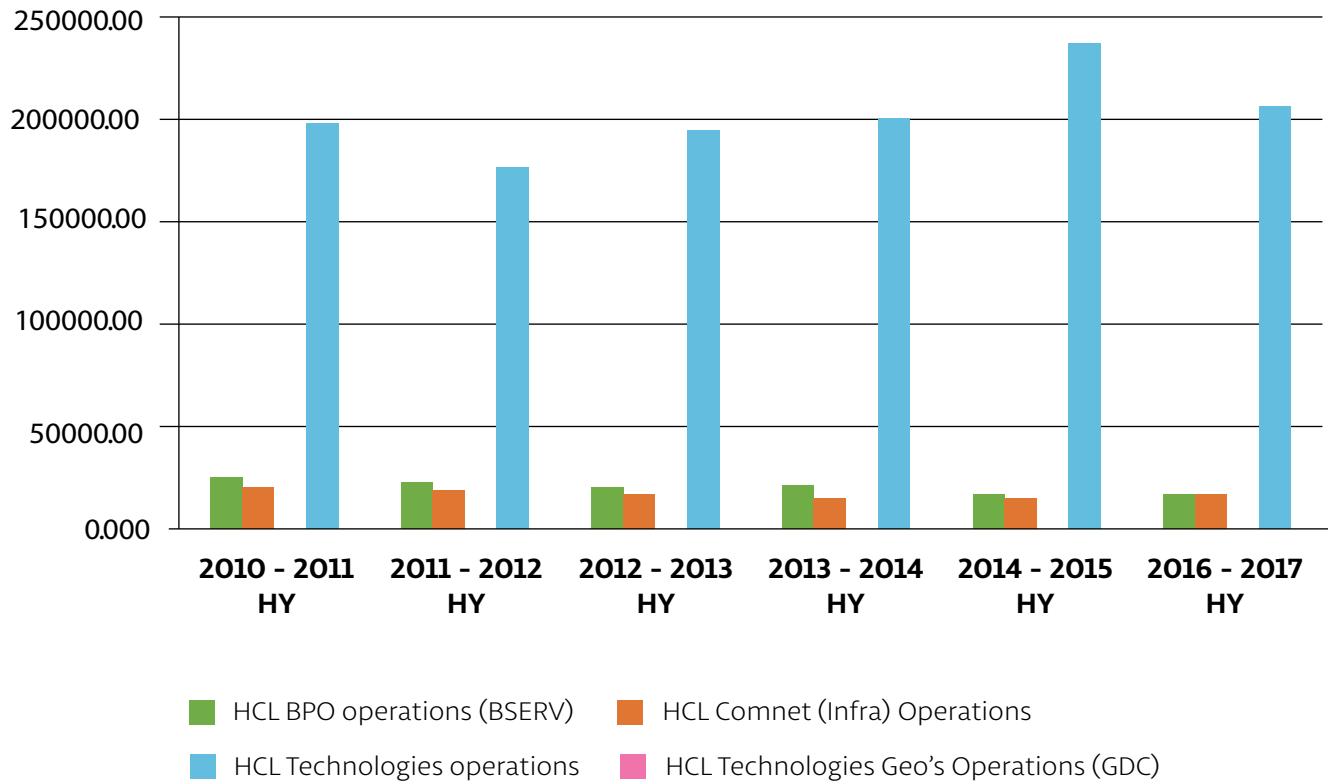


	2010 - 2011 HY	2011 - 2012 HY	2012 - 2013 HY	2013 - 2014 HY	2014 - 2015 HY	2016 - 2017 HY
Onsite electricity generation - Diesel fuel (Scope 1)	34592.345	56277.857	45520.377	30468.387	33651.730	29373.780
Purchased Electricity (Scope 2)	89393.895	112992.764	117196.824	138195.584	129178.310	131175.770
Business Travel and Employee Commute (Scope 3)	119722.170	49650.130	69982.002	68824.833	107941.090	76609.870

Scope: Carbon emissions - HCLT India and 7 GDCs

The business travel data is based on only those employees who availed of the company cab/bus facility and also the company provided Air Travel.

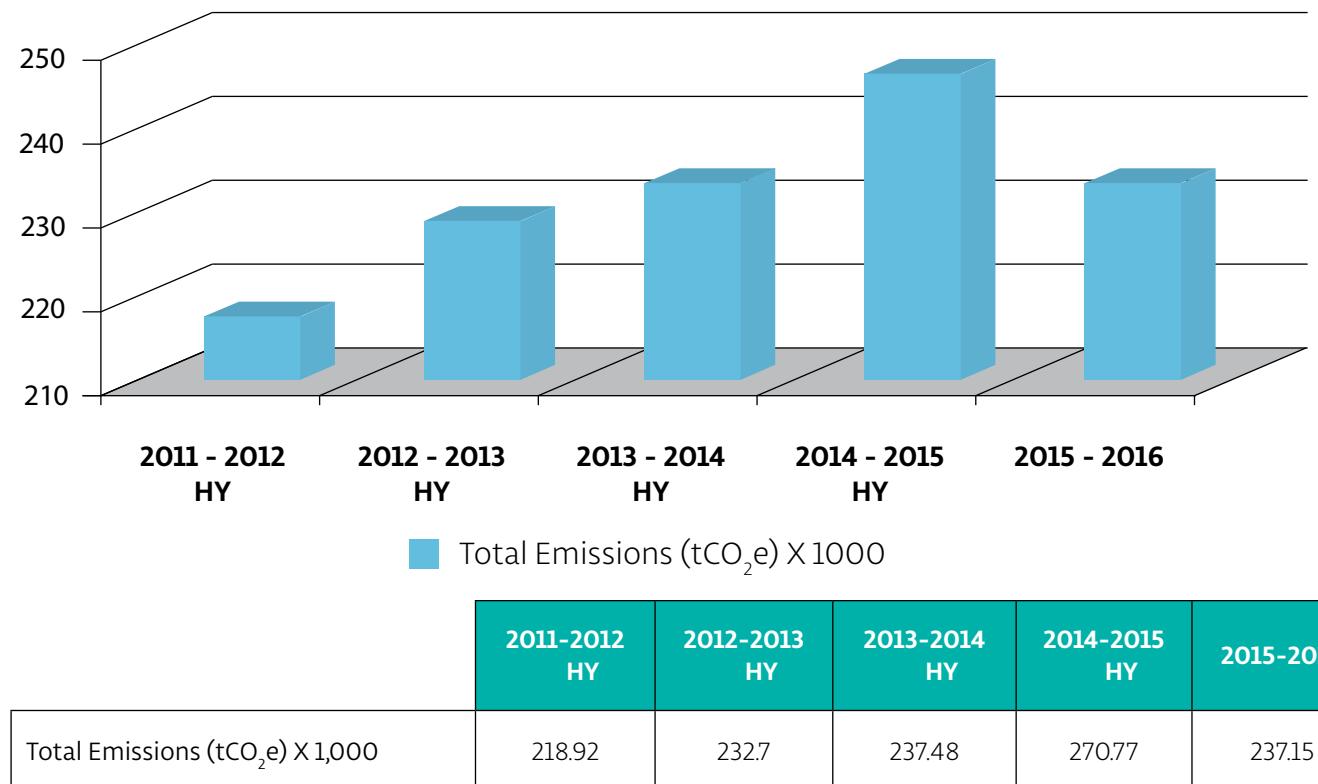
Business wise Emissions (tCO₂e)



	2010 - 2011 HY	2011 - 2012 HY	2012 - 2013 HY	2013 - 2014 HY	2014 - 2015 HY	2016 - 2017 HY
HCL BPO operations (BSERV)	24697.09	22559.13	20703.69	21401.30	16719.53	15273.41
HCL Comnet (Infra) Operations	20637.50	19744.96	16952.97	15179.35	16197.08	16335.76
HCL Technologies Geo's Operations (GDC)	440.15	423.65	868.45	699.43	151.05	158.03
HCL Technologies operations	197933.67	176193.01	194174.09	200208.72	237703.46	205392.23

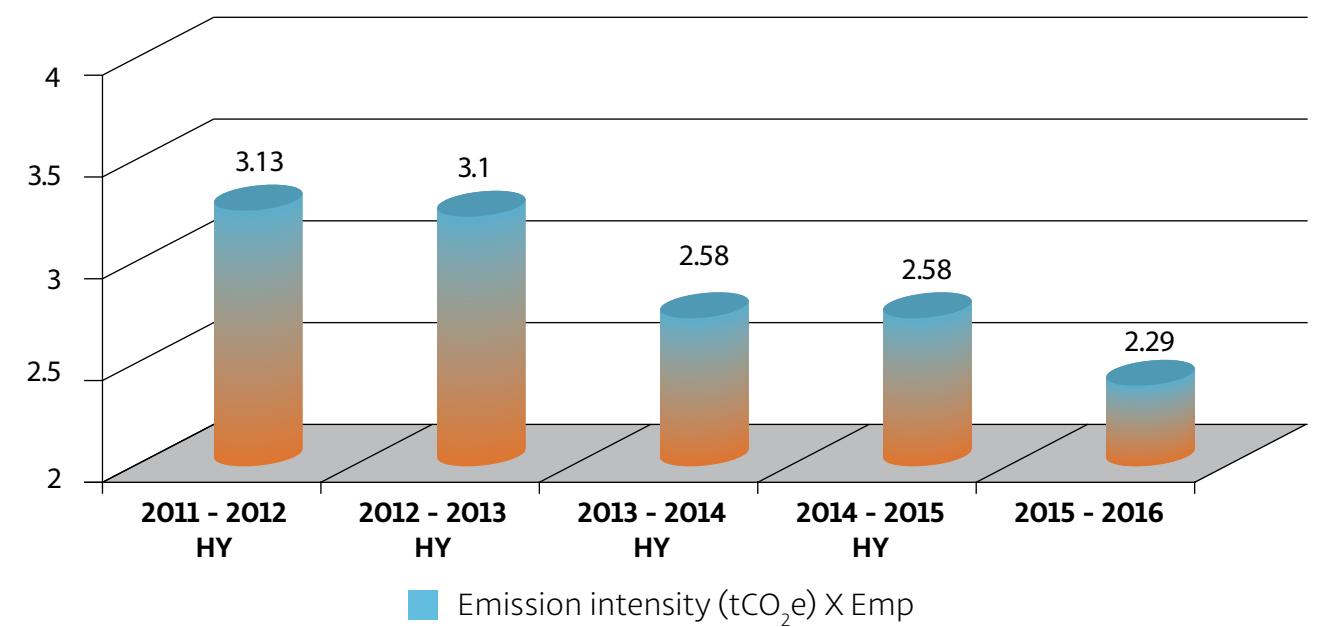
Scope: Carbon emissions - HCLT India and 7 GDCs

Total Emissions (tCO₂e) X 1000



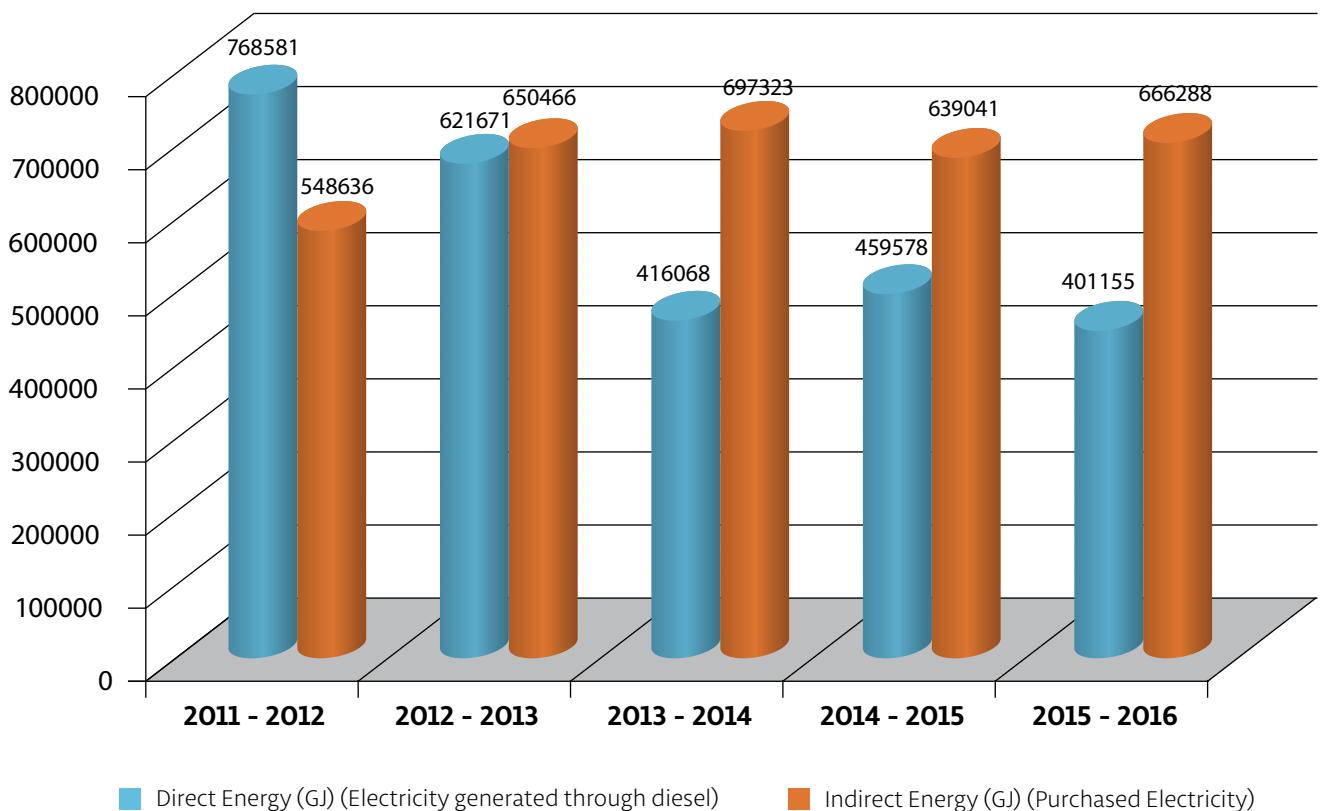
Scope: Carbon emissions - HCLT India and 7 GDCs

Emission Intensity(tCO2e) X Emp



Scope: Carbon emissions - HCLT India and 7 GDCs

Energy Consumption



Direct / Indirect Energy

	2011-2012 HY	2012-2013 HY	2013-2014 HY	2014-2015 HY	2015-2016
Direct Energy (GJ) (Electricity generated through diesel)	7,68,581	6,21,671	4,16,068	4,59,578	4,01,155
Indirect Energy (GJ) (Purchased Electricity)	5,48,636	6,50,466	6,97,323	6,39,041	6,66,288

Scope: Carbon emissions - HCLT India and 18 GDCs

CDP comparison YOY

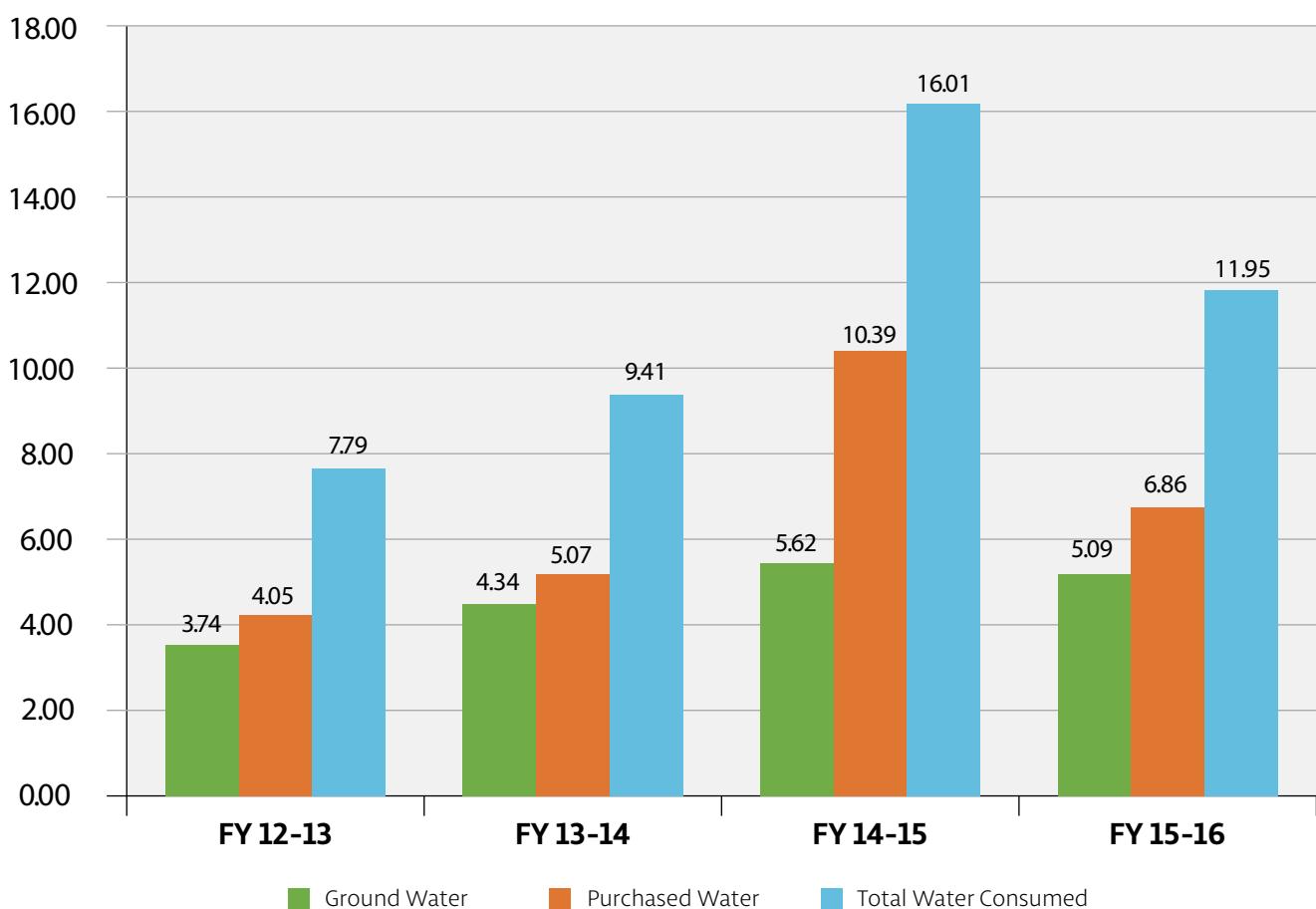
	Score 2011	Score 2012	Score 2013	Score 2014	Score
Governance & Strategy	57	65	69	60	96
Supply Chain Governance & Strategy Average	74	74	74	69	76
Risks	56	53	63	84	100
Supply chain Risks Average	42	38	38	44	57
Opportunities	51	53	56	84	100
Supply Chain Opportunities Average	36	33	33	44	57
Emissions Reporting	87	94	83	76	89
Supply Chain Emissions Reporting Average	69	67	64	60	62
Emissions Management	91	81	85	76	89
Supply Chain Emissions Management Average	61	56	57	60	62
Stakeholder Engagement	40	40	52	45	32
Supply Chain Stakeholder Engagement & Verification Average	32	32	38	35	35

Scope: HCLT Global



Working Towards Water Neutrality by 2020

We saved approximately 24.37% absolute water consumption this year over the previous year. Our total consumption of water stands at 11,94,712 cubic meters for FY 16 (i.e. 5,09,152.92 Cubic meter Ground water and 6,85,559 Cubic meter Purchased Water)..



Note: Due to extrapolated data considerations, the purchased water quantity data in the year 2014-15 is rectified in this year's report as shown in the above graph. The accurate total purchased water quantity is 10,39,000 Cubic Meter in the year 2014-15.

Water treatment and reuse

All large HCL facilities in India have Sewage Treatment Plants (STP). The treated effluent from the STP is tested regularly against various national and state effluent standards and recycled for use in washroom flushing and gardening.

During FY 16, we treated and reused 3,68,006.85 cubic meters of water across all India Operations. We also continue with installing Rain Water Harvesting (RWH) plants in all office buildings with significant operations and we have harvested 8,572.88 cubic meters of rain water.

Hazardous Waste

Hazardous wastes are disposed of as per the Ministry of Environment and Forests' (MoEF) Hazardous Waste Handling and Management Rules, through MoEF-authorized vendors only. This is overseen in some states by the local pollution control boards.

Used Lube oil (left out from DG maintenance) is the main hazardous waste material which we have, and total volume figures for the same are 45.56 KL for our India-based facilities. We did not have any incidents of diesel or waste oil spills in any of our centers this year.

Managing e-Waste

We organization-wide policy and processes in place for responsibly managing and disposing our e-Waste. We work with licensed vendors who are certified by the Pollution Control Board in India for removal of e-Waste. We also audit the vendor process on a periodic basis. The E-waste generated at the various HCLT facilities include defunct computers, monitors,

servers and allied hardware. In FY16, 9,233 units of equipment from our India-based offices, amounting to e-Waste were disposed through authorized handlers and recyclers. This comprised 4,257 units of desktops, 4,052 monitors, 54 printers, 189 laptops and 143 servers from our India office locations

Diesel Generator Emissions:

SPM	16532 MT
Sox	1937 MT
Nox	1359 MT

Scope: HCLT Global

Note: The steep increase in SPM, Sox and Nox emissions reporting when compared to previous year's reporting, is due to the inclusion of sites that were not considered in the previous report for SPM, Sox and Nox sampling.



Other Waste: Units in MT

Type of Waste	Unit	Quantity
Batteries (number of units x weight of one unit)	MT	199.09
Carton boxes	MT	48.23
DG filters (number of units x weight of one unit)	MT	3.83
Electrical Waste	MT	1.20
Electronic waste	MT	1.69
Food Waste	MT	679.30
Garden waste	MT	212.63
Inert Waste / Tissues	MT	3.97
Lube Oil	KL	45.65
Paper, Tissue, Cups	MT	457.76
Plastic (polybag and bottle)	MT	33.65
Shredded Papers	MT	15.54
Thermocol waste	MT	46.44
Tin waste	MT	1.26

Scope: HCLT India and 18 GDCs

Paper Consumption: Paper is an operational consumable at HCLT. We have reduced consumption of paper by 0.414 % in FY16 when compared to previous year which was 49,728 reams. And the scope of the data is HCLT and 18 GDC's





A vision realised, becomes bigger than itself when it substantially benefits its stakeholders and indelibly influences their lives in more than one way. It will continue as a symbol of greater aspirations of its creators and of their noble intent to give back to the society more than what they have taken.

**REPAY
SOCIETY**

REPAY SOCIETY

GRI G4 PARAMETERS

DMA SO	Disclosure on Management Approach SO	Reported (C/P/NA)	Page Number	Geography Scope	UNGC
Aspects	Local communities	C	3-31	G	
	Corruption				
	Public policy				
	Anti-competitive behavior				
	Compliance				
	Social: Society				

DMA SO	Disclosure on Management Approach SO	Reported (C/P/NA)	Page Number	Geography Scope	UNGC
Indirect Economic Impact					
GR4-EC7 – Guidance	Development and impact of infrastructure investments and services provided primarily for public benefit through commercial, in-kind, or pro bono engagement	C	3-31	G	
Local Communities					
G4-SO1	Percentage of operations with implemented local community engagement, impact assessments, and developments	C		G	
G4-SO2	Operations with significant potential or actual negative impacts on local communities	C	Responsible Business -19,20, Annexure	G	
Public Policy					
Guidance	Public policy positions and participation in public policy development and lobbying	C	Annexure	G	

• C - Core • P - Partial • NA - Not Applicable • G - Global • I - India • RB - Responsible Business



Business Responsibility Report Indicators

Core Principle	Indicators	Section
Inclusive growth	Community development/ CSR initiatives	Repay Society
	Impact assessment of community development/ CSR	Repay Society
	Community development/ CSR expenditure	Repay Society
	Initiatives for improving financial literacy and access to financial resources for the poor and marginalized groups	Repay Society

"A tremendous social responsibility comes with being a successful public performer."

- A. Bartlett Giamatti



Repay Society

HCL's focus on community development in India is two-fold: (1) Inclusive development of urban slums through strengthening education, skills training, livelihoods and women empowerment (2) Rural upliftment through Project Samuday focusing on holistic development of villages.

Over the last four years, HCL Foundation has been investing in resources to understand the issues of urban slums and to prioritize the social issues for action. The urban slums HCL works with have the largest number of migrant population; hence the social issues are also diverse and dynamic in nature. During FY15-16, we have strengthened our efforts to involve local stakeholders such as community leaders, existing NGOs, and Government authorities to standardize the social indicators of Samuday-Urban Project. The achievements and outcomes have been captured under

the various pillars and projects (refer tables 1.2, 1.3 and 1.4). We have also strengthened few indicators for FY 16-17.

The total CSR spend for the financial year 2015-16 was INR 16.54 crore.

Outside India, we focus largely on education and employability, and the countries include those where we have significant number of employees, as well as those where there is local government need for developmental efforts such as USA, Poland, UK, and South Africa. Details of these are available in this report.

The consolidated activities of Foundations have been mapped to the Millennium Development Goals as well as the Sustainability Development Goals (SDGs) as captured below:

Table 1.1 Translating MDGs and SDGs to HCL Foundation Action

Goal	Millennium Development Goals (MDGs)	HCL Foundation Actions on MDGs
1	Eradicate extreme poverty and hunger	Livelihood and employment programs of HCL Yuvakendra provides job opportunities and increase sustainable income generation opportunities, thereby eradicating poverty and hunger.
2	Achieve universal primary education	After-school coaching program, counseling, bridge school, mentoring, sports and arts in HCL Gurukuls project achieve the goal of universal primary education. All our Gurukuls, employability training programs are inclusive and gender sensitized.
3	Promote gender equality and empower women	<ul style="list-style-type: none">We reach out to the community, schools and the general public through awareness videos such as Break the Silence, Rehabilitation camps (Night Vigil Camps), and Digital Literacy program
4	Reduce Child Mortality Rate	Community awareness programs, Meals on the Road program, micro-nutrition program are focused on reducing child mortality rate



Goal	Millennium Development Goals (MDGs)	HCL Foundation Actions on MDGs
5	Improve maternal health	Women health is a priority area under HCL's women empowerment programs. Improvement of maternal health is facilitated through medical camps, nutrition program and blood camps
6	Combat HIV/AIDS, malaria and other diseases	Awareness created on preventive health, malaria, alcohol and drugs, cancer and other diseases through integrated programs
7	Ensure environment sustainability	Tree plantation drives, awareness programs on safeguarding tress and environment
8	Develop a global partnership for development	We have partnered with governmental, regional, national, international and non-governmental organizations such as UNICEF, Aide et Action, for various development programs

Goal	Sustainable Development Goals (SDGs)	HCL Foundation Actions on SDGs
1	End poverty in all its forms everywhere	Livelihood and employment programs of HCL Yuvakendra provides job opportunities and increase sustainable income generation opportunities, thereby eradicating poverty and hunger.
2	End hunger, achieve food security and improved nutrition and promote sustainable agriculture	Same as point 1. 1,000 farmers of Kachhauna block in UP, India, registered under agriculture intervention
3	Ensure healthy lives and promote well-being for all, at all ages	We have exclusive projects to promote health for tribal community, children with HIV/AIDS and other weaker section of the society.
4	Ensure inclusive and equitable quality education and promote lifelong learning opportunities for all	After-school coaching program, counseling, bridge school, mentoring, sports and arts training in HCL Gurukuls
5	Achieve gender equality and empower all women and girls	All our Gurukuls and employability training programs are inclusive and gender sensitized. We reach out to the community, schools and general public on gender issues through Break the Silence campaign, Rehabilitation camps (Night Vigil Camps), and through mentoring programs. Confident Girls is an exclusive program to empower women and girls



Goal	Sustainable Development Goals (SDGs)	HCL Foundation Actions on SDGs
6	Ensure availability and sustainable management of water and sanitation for all	Majority of the community centers are provided with safe drinking water, toilets and sanitation programs. We promote the same through tree plantation drives and life skills program
7	Ensure access to affordable, reliable, sustainable and modern energy for all	We encourage use of solar energy and renewable energy through all programs
8	Promote sustained, inclusive and sustainable economic growth, full and productive employment and decent work for all	Through our employability and livelihood training programs, we work for sustainable and productive employment.
9	Build resilient infrastructure, promote inclusive and sustainable industrialization and foster innovation	HCL Grant and HCL Foundation pillars like Yuvakendra and Vikas promote resilient infrastructure and inclusive and sustainable industrialization.
10	Reduce inequality within and among countries	Inclusive and integrated development is prioritized in all our programs. Break the Silence Campaign, Confident Girls and life skills training programs of HCL Foundation encourage gender equality.
11	Make cities and human settlements inclusive, safe, resilient and sustainable	Almost all our programs focus on sustainable, inclusive settlements through development, rehabilitation process in urban slums and rural areas
12	Ensure sustainable consumption and production patterns	Through beach clean-up programs plastic waste were recycled to lay roads. Through Social Recycling Drives, we recycle and donate various items for everyday use
13	Take urgent action to combat climate change and its impacts*	We organize beach clean-up drives, tree plantation drives, and promote sustainable usage of energy.
14	Conserve and sustainably use the oceans, seas and marine resources for sustainable development	HCL Foundation organizes regular beach clean-up drive, tree plantation drive, promote sustainable alternative energy, and campaigns to save water, electricity and trees.

Goal	Sustainable Development Goals (SDGs)	HCL Foundation Actions on SDGs
15	Protect, restore and promote sustainable use of terrestrial ecosystems, sustainably manage forests, combat desertification, and halt and reverse land degradation and halt biodiversity loss	We encourage avoiding the usage of plastics, promote tree plantation, organic farming and environment friendly agriculture methods.
16	Promote peaceful and inclusive societies for sustainable development, provide access to justice for all and build effective, accountable and inclusive institutions at all levels	We have partnered with government and regional, national, international non-government organizations such as UNICEF and Aide et Action, for various development programs.
17	Strengthen the means of implementation and revitalize the global partnership for sustainable development	Capacity building of regional NGOs for sustainable development of the community with international agenda.

SAMUDAY RURAL

Under Samuday Rural, HCL Foundation has envisioned to create a source code for rural development which would be used in developing 300 villages in Uttar Pradesh (UP). Samuday Rural has six thrust areas: Education, Health, Infrastructure, Water and Sanitation, Employability/Livelihood and Agriculture; and focuses on holistic development of selected villages through optimal interventions in these sectors.

The source code development for these sectors is based on various parameters of Sustainability, scalability and social involvement which are the three pillars of Project Samuday's vision of developing the source code. The project has received cabinet approval from the UP Government and a MoU is signed with Rural Development Department in this regard. Project Samuday has initiated its work in the central zone of UP (Madhyanchal) in Hardoi District, Kachhauna Block.

Discovery Phase: Understanding the community was the first step to understanding the issues at the community

level, followed by identification of issues at government institution's operational and management level. Project Samuday followed a technique of entry level activity (ELA) and community mobilization, as follows:

- ⊕ Shiksha initiative of Shiv Nadar Foundation has been introduced in 100 schools in the block
- ⊕ Health camps for children and pregnant women, followed by recommendations and counseling
- ⊕ Savings increasing activities like soil testing. 1,000 farmers have got their soils tested from the best available facility in the capital of the state. Recommendations on fertilizer requirement of the field for different crops was given to the farmers. This resulted in a good reduction in fertilizer usage in the fields. Thus improving soil's chemical content ratio as well as reducing cost of cultivation
- ⊕ Introducing Project Samuday
- ⊕ Volunteer identification





Alpha Phase: In this current phase, the intervention strategies developed based on the findings of the discovery phase, are being implemented. Development of these strategies received technical inputs from various partner institutes like the Johns Hopkins University, Bloomberg School of Health, National Agro Foundation, etc. following various knowledge sharing and training sessions.

I. INCOME AUGMENTATION: The income augmentation vertical of Samuday Rural aims at increasing the household level incomes in the project area by introducing various layers of income generating activities in a household. These include

a. Agriculture: 1,000 farmers of Kachhauna block registered under the agriculture intervention. Divided into different groups these farmers are learning new techniques of farming, that will help reduce cost of cultivation, improve production quality and quantity and in thus improve income. The intervention also focuses on market linkages of the produce keeping in mind the crop rotation and demand analysis. So far 300 farmers have adopted the practice introduced by HCL foundation and 800 farmers are under training to adopt the practice in the next cultivation season

b. Livelihood:

- ⊕ Self-help groups (SHG) under National Rural Livelihood Mission (NRLM): 102 SHGs to work closely with HCL Foundation, to learn new skill

and improve income. Continuous handholding and backward and forward linkage support will be provided by the foundation team. Various agencies like The Gramin Vikas Trust, The Goat Trust, USHA Silai, etc. to take up training, skills improvement and product introduction exercise for SHGs

⊕ Youths (entrepreneurs) Skills Development: 2,100 youths have been identified in the block with interest in various trades and skills. In the first phase 400 youths will be given HCL Foundation Fellowship to take up the program of skill development and entrepreneurial skill development

c. Mahatma Gandhi National Rural Employment Guarantee Scheme (MGNREGS): Involves improving the structure of village-level work identification process, by adopting the best suggested methods in the scheme and various research papers, thus developing a work plan at village level with more inclusive and holistic approach. Objective is to achieve minimum wage delivery to 1,000 MGNREGS workers.

II. WATER AND SANITATION

Under the water and sanitation program, the discovery phase was utilized to identify issues at the infrastructure level as well as at the behavioral level of the community. Numerous gaps were identified such as, inefficient



toilet design, various disbelief of the community, etc. Interventions are designed for these issues with an objective of creating Open Defecation-Free (ODF) Gram Panchayats. Community- Led Total Sanitation (CLTS) approach is adopted to create ODF GPs. Consulting agencies like Feedback Foundation and NRM Consultants will take up the work of training Samuday team on the approach and initial CLTS in Kachhauna. The training done by experts on sanitation helped Samuday team to mobilize community for construction of toilets. Toilet design and use recommendations given to the community by Samuday Team.

III. HEALTH

The overarching objective of Samuday under healthcare vertical is to reduce the Maternal and Infant Mortality. It was realized that achievements on these goals are possible only if the healthcare delivery system is strengthened with technically competent healthcare providers at all levels to deliver critical Reproductive, Maternal, Neonatal, Child Health and Adolescent Heath (RMNCH+A) services at institutional and outreach levels with quality. A comprehensive facility assessment exercise was undertaken to identify areas wherein support can be provided by Project Samuday. Following health facilities were covered under the assessment: one CHC, two PHCs, 19 sub-centers out of 21 present in the block; 62 anganwadi centres out of 168 present in the block. Apart from health

facilities, 36 Village Health and Nutrition Days were also observed and evaluated.

Scope of assessment was to assess Infrastructure adequacy, equipment availability and usage, availability and management of essential drugs and supplies, manpower availability and capacity, service delivery, and record keeping.

In order to complement investments in management and technical capacity to deliver quality health services (by Nurse Mentor, Anganwadi Mentor and Mobile Mentoring Van), Samuday plans to support targeted infrastructure improvement. Strengthening of existing centers and activation of these centers as delivery points can cater to the needs of the concerned areas. Project Samuday plans to strengthen the health facilities in the block to ensure that underlying factors (e.g. delays, accessibility, etc.) which can lead to maternal and child deaths can be controlled for. In the first phase, CHC at Kachauna, Sub Centers at Tikari and Additional-PHC at Gauri Khalsa are selected for the facility strengthening.



HCL GRANT : Recognizing outstanding contributors for the upliftment of rural India



A hallmark moment in FY 15-16 was the launch of HCL Grant, an effort to continue our efforts in building sustainable communities by inviting leaders in Rural Development and grassroots NGOs to propose innovative solutions to tackle some persisting social problems in the rural areas.

On January 18, 2016, Hon'ble President of India, Shri Pranab Mukherjee presented the HCL Grant Award of ₹5 crore to its first ever recipient, Going to School, an NGO which currently covers over 1,300 schools and is impacting 1,50,000 children every week with imperative life changing skills through their design-driven approach and learning material.

Through the HCL Grant, HCL seeks to enable NGOs by 1) Providing a Grant to continue their commendable work; 2) Creating a community of the best NGOs across the country; Documenting best practices and creating opportunities for partnership; Training NGOs in various aspects of governance, financial management, impact measurement and sustainability.

In its first year, HCL Grant identified the best NGOs working in the area of rural education through an

extensive research and selection process. From a pool of 443 NGOs representing each state in India who applied for the HCL Grant, six finalists were selected. The best NGO from this group was chosen for the final award by an eminent jury comprising Shiv Nadar – Founder and Chairman, HCL Corporation; Montek Singh Ahluwalia - Leading Economist; Pallavi Shroff - Eminent Legal Counsel, Shardul Amarchand Mangaldas & Co.; B.S. Baswan - Former Director, Indian Institute of Public Administration and former HRD secretary; Tom Miller - Chief Information Officer, Anthem Inc.; Robin Abrams - Former President of Palm Computing, and the longest serving Board member of HCL Technologies; and, Richard Lariviere - President, Field Museum, Chicago and Former President of the University of Oregon

HCL Foundation, through the HCL Grant, has committed ₹100 crore over the next five years to enable the rise of the fifth estate and help institutions take up and sustain high impact social transformation projects. The HCL grant will introduce an important chapter in this journey and reinforce our commitment to the nation building.

SAMUDAY URBAN

1. EDUCATION AND HOLISTIC DEVELOPMENT OF YOUTH – HCL GURUKUL

The Foundation has established after-school coaching centers in urban slums and in Government-aided schools to enhance the quality of learning and development in children aged between 11 and 17 years. The support activities include coaching, counselling, life skills training, sports and arts, rehabilitation, digital literacy, water and sanitation. The objective of this community development initiative is to support the education of the child who may be at risk of discontinuing schooling due to impoverished, negative circumstances and to prevent drop-outs which are achieved through defined indicators and targets. As on March 2016, 35,360 children benefited from the HCL Gurukul program since inception. In FY 16, 6,210 children have enrolled in after school program, 15,730 adolescents have enrolled in digital literacy and 12,450 adolescent have enrolled in Life skill training.



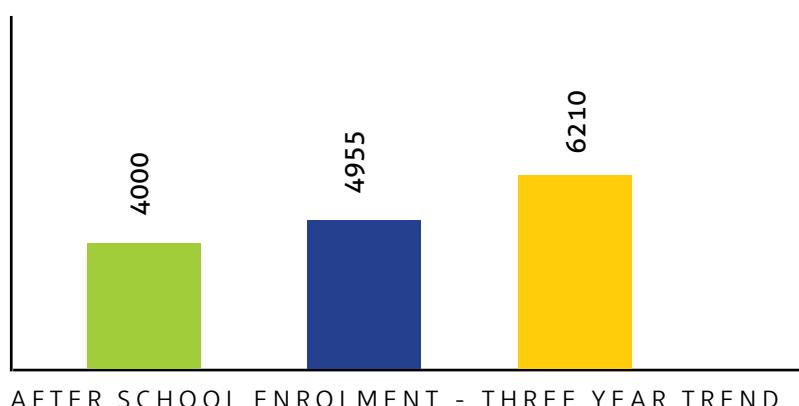
Table 1.2
Education - Lead indicators and Summary of achievements in FY16 with targets for FY17

Lead indicators are the definite target beneficiaries with prospective goals aligned with the pillars, to be achieved directly thorough NGO-partners and other training partners.

Targets and achievements				
Pillar	Indicators	Targets FY 16	Achievement FY 16	Target FY 17
Gurukul	To maintain pass percentages of 100% in Grade 10 and 90% in primary education	6,200	6,210	7,750
	To ensure 0% school drop-out rate in students enrolled in Gurukul			
	To provide 100% training to teachers in all the Gurukuls			
	To ensure that 80% of youths have access to Digital literacy and Life Skills			
	To ensure that all Gurukuls and local schools will have functional toilets, access to safe and clean drinking water			
	To achieve 25% increase of enrolment in Gurukuls			
	Total beneficiaries under Gurukul	11,000	11,120	13,750

Scope: HCL Gurukuls, India, (Chennai, Bangalore, NCR, Kolkata, Hyderabad)

Chart showing the trend in enrolment of students in the after-school coaching program in HCL Gurukuls over the last 3 years



Specialized services provided for children and youths:

Academic coaching: HCL Gurukuls provide after-school coaching services for less privileged children in slums in the evenings. An exclusive teacher and coacher are placed in all centers for thorough coaching on different subjects and academic programs.

Digital Literacy: Being an IT company, our core CSR agenda helped to close the information and communication skills gap in communities, by enabling children and youth from

disadvantaged communities to access technology and training through Digital Literacy Programs. We offered courses on computer education support and Internet connectivity and established more than 153 centers across India. Volunteers conduct regular sessions in MS Office and other important digital skills like using the Internet and industrial visits is also benchmarked.

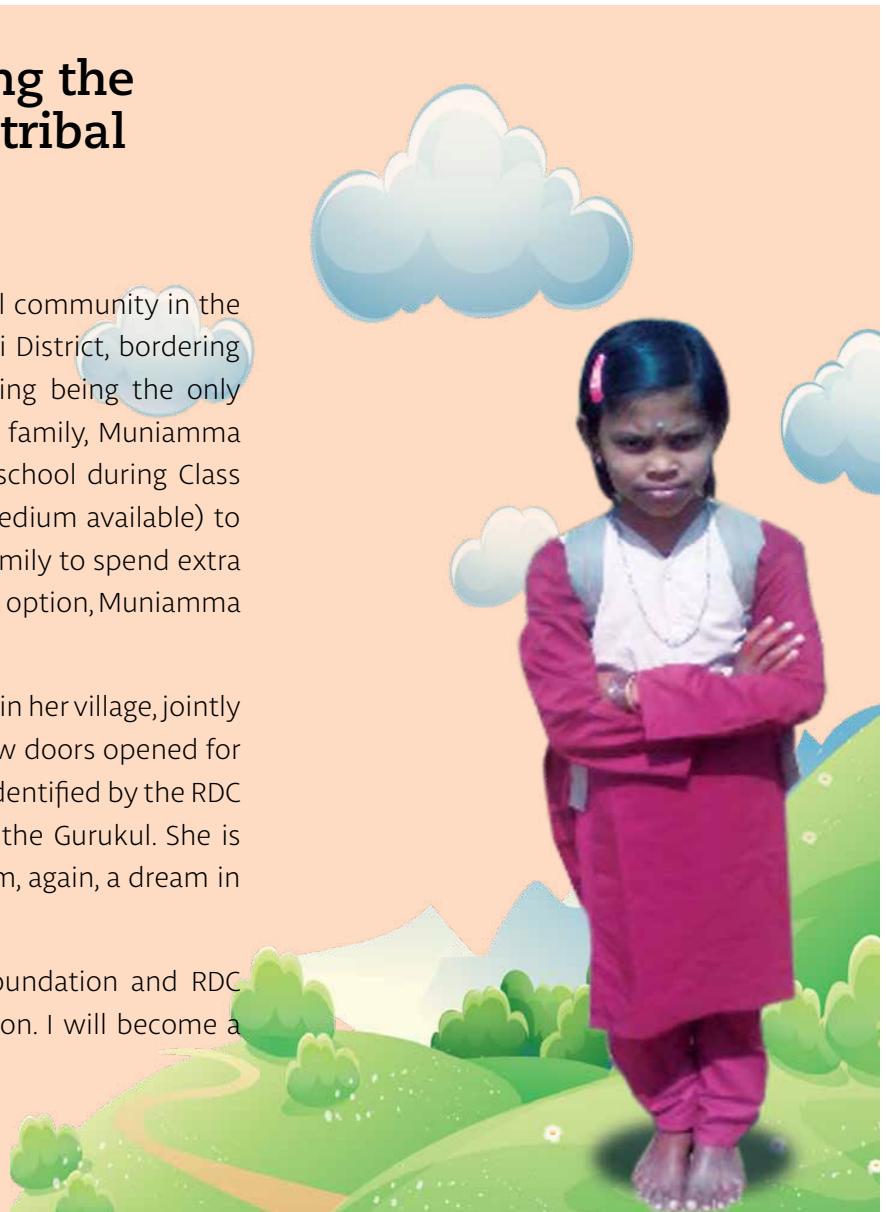
Case Study 1: Fulfilling the education dreams of tribal children

Muniamma* (aged 13) hails from a tribal community in the remote Dekanikottai Taluk in Krishnagiri District, bordering Karnataka and Tamil Nadu. Cattle grazing being the only source of income for her impoverished family, Muniamma was forced to drop out of her village school during Class 7. Upgradation from Telugu (the only medium available) to Tamil medium further demanded the family to spend extra money for private schooling. Left with no option, Muniamma joined her parents in rearing cattle.

When HCL Foundation started a Gurukul in her village, jointly with the Rural Development Council, new doors opened for Muniamma. Her zeal for education was identified by the RDC staff member who helped enrol her in the Gurukul. She is happily perusing class 8 in Tamil Medium, again, a dream in the past.

Muniamma says, "I'm glad that HCL Foundation and RDC made it possible to resume my education. I will become a teacher and help other in future"

*name changed



MY SCHOOL PROJECT - 100 HCL employees adopt 100 schools for positive transformation

HCL Foundation achieved another milestone in FY 15-16 with the launch of My School Project, an innovative and unique employee-led community development project under which 100 HCL employees adopted 100 schools for transformation of education. My School enables every HCLite to embark on a powerful personal journey of giving back by being a friend, guide and role model for hundreds of youths in the school of his/her choice, located in a village, a small town or a big city. The program is bringing about robust changes through various stakeholders at different levels.



Table 1.2
Education - Lead indicators and Summary of achievements

States	No. of Schools
Himachal Pradesh	1
Haryana	2
Uttar Pradesh	23
Bihar	1
Telangana	1
Delhi	3
West Bengal	4
Andhra Pradesh	13
Karnataka	7
Tamil Nadu	43
Kerala	1
Maharashtra	1

SCOPE: My School Project, India

Key Achievements

Since the launch of the project, My School Champions have made a big difference in schools and children thorough various activities.

Table 1.2.2 shows the major achievements in FY16

Table 1.2.2 My School : Key Achievements FY 15-16				
States	Bangalore	Chennai	NCR	Total
Setting up of IT Labs	11	10	3	24
Smart class setup	-	-	1 (4 WIP)	1
Solar Panel installation	-	-	1	1
Infrastructure improvement	2	15	11	28
After school coaching support	3	8	3	14
Life skills and awareness sessions by volunteers	6	30	10	46
Distribution of Teaching aids	3	7	8	18
Train the Trainer Programs	-	15	-	15
Vocational training	-	2	1	3
Kalam Gardens/ Paddy Cultivation	1	18	-	19
Libraries/ Additional books	2	7	3	12
Toilets renovated/ constructed	-	7	2	9

SCOPE: My School Project, India (Bangalore, Chennai, NCR)

Life Skills Development: The volunteers and trained field officers, community mobilisers and local youths are now sharing their skills and knowledge with thousands of beneficiaries in the local community, with focus on adolescence issues, relationships, nutrition and awareness on HIV/AIDS through this program. In FY 16, 12,450 have enrolled for Life Skills program pan India.

Training in Sports, Arts and Culture: HCL Gurukuls are hubs for sports activities for students. Our Gurukul students have represented at international chess events, and other events at national, district, and state levels. Regular coaching by professional trainers is provided for the students in different forms of sports activities. Youth with skills are identified and trained in activities like singing, dancing, painting and various other forms by HCL Art Box group (an employee affinity network) and community service teams. More than 2,250 benefited through sports events in FY16.

Rehabilitation and Vigil Camps: HCL Gurukul also provides rehabilitation support for the youth that focus on value systems, gender sensitization, healthy living, life skills, psycho-social counseling, which focus on rehabilitating youth and to enable them to pursue education without dropping out of school and to pursue higher studies for employment. Night Vigil Camp is a structured rehabilitation program in project areas between 5 pm to 7 am during summer vacation. Our life skills volunteers, trained by UNICEF, take part in the overnight camp, and interact with the youths on various issues such as sexual abuse, drugs, cigarettes, gender, alcohol and other issues. Nearly 2,350 children were benefited through Night Vigil Camp and rehabilitation programs in FY16.

Bridge School Program: HCL Gurukuls run open school programs to enable youth who have dropped out of schools to complete their education. Under this special program, students are psychologically, socially and morally supported. Through NGOs, students from the slums are identified, assessed and then, placed in these schools. The bridge school has imbibed a keen understanding of the issues that this group faces as well as the opportunities that can be available to them if they complete their education.

Campaign against Child Sexual Abuse: HCL Gurukuls are very active with "Break the Silence" campaign, an

intensive awareness campaign on child sexual abuse and gender equality. It includes interaction with children about their right to safety. Break the Silence, an educational film on safe and unsafe touch is screened in schools and communities, followed by a discussion with child rights professionals/psychologists. In FY 16, 142 schools across India benefited through this campaign.

Improving Water, Toilet and Sanitation Facilities: HCL Foundation is committed to improving access to clean drinking water through activities such as installation of RO plants in schools and communities, rainwater harvesting and large-scale tree plantation drives to increase the ground water level and to provide safe drinking water in all our Gurukuls and improving sanitation/toilet. 100 % of the children enrolled in Gurukuls and local Government schools have been covered under our Health, Hygiene and Nutritional program. HCLF join hands with HCL employees, customers, and local communities in taking action to protect our environment at all levels.



1) EQUIPPING YOUTH WITH SKILLS FOR EMPLOYMENT – HCL YUVAKENDRA

Employability training, skills development and creating sustainable livelihood opportunities have been prime focus areas of the HCL Foundation towards creating strong and self-reliant individuals and communities. Through skill development centers (called HCL Yuvakendras in India locations), we focus on promoting livelihood education among the youth from less privileged communities, and those with low educational qualifications through short-term trainings in specific skills including computer skills, IT, BPO, healthcare and retail services, customer relations, etc. Eligible candidates are either absorbed into the HCL workforce or facilitated with jobs in other organizations through special recruitment drives and career fairs in the communities.

In FY16, 2,830 youths have enrolled in HCL Yuvakendra program. In FY16, 2,830 youths have been trained out of which 2,493 placed in jobs and 337 under placement training.



IT, HARDWARE



SOFTWARE

Table 1.3
Employability Training and Livelihood Program- Lead indicators and Summary of achievements in FY16 with targets for FY17

Targets and achievements				
Pillar	Indicators	Targets FY 16	Achievement FY 16	Target FY 17
Yuvakendra	80% trained in Yuvakendra placed in jobs	2,250	2,493	2,900
	To achieve 25% increase of enrolment in Yuvakendra	2,800	2,830	3,540
	Total beneficiaries under Yuvakendra	2,800	2,830	3,540

By equipping more number of youths with skills, we strive to create increased employment opportunities, more income and economic development, and increased socio-economic conditions.



Case Study 2: Enhancing lives through livelihood training

Ashwani* lives in JJ Colony in Madanpur Khadar, a resettlement slum in Delhi. His family was pushed into poverty after his father, who was a security guard, fell sick and became unemployed. In search of a livelihood, Ashwani and his family migrated from Bihar to Delhi. Ashwani came to know about the HCL Yuvakendra (skill development centre) in his slum and enrolled in the computer hardware course in July 2015. After the course completion in December 2015, Ashwani started to work as a freelancer but the income was still not sufficient to run his family.

Through the Yuvakendra, he kept interacting with new computer hardware firms and finally, got a better opportunity. Now Ashwani is working in a computer hardware firm with a monthly salary of INR 7,000. His hard work and success is motivating many others in HCL Yuvakendra.

*name changed



Training in Japanese Language Proficiency Test (JLPT)

This first-of-its-kind program was launched by HCL Foundation with support from the HCL Diversity team. The beneficiaries were selected from economically poor backgrounds, first generation graduates and differently abled. More than 50 per cent of the candidates are women and person with disability (PWD). Through this program, rigorous training in Japanese Language proficiency is provided and placement of candidates takes place in various levels by a Japanese-based company. Out of the 43 youths trained in FY16, 30 beneficiaries have been placed in various companies including HCL.



Case Study 3: Breaking Stereotypes – Japanese Language Training

Twenty-four-year-old Suresh* joined the HCL Youth Center in Arumbakkam, Chennai in Class 7. A hardworking student, Suresh made good use of the resources at the center (which was initially run by the Police department), and performed well in Class 10 and 12 board exams. After completing his schooling, he became the center's caretaker and completed his Bachelors in Engineering with good marks. However, lack of opportunities and the urgent demands of taking care of his family, forced him to work as a daily wage laborer. Suresh's life took a compete turn when he got an opportunity to undergo a training in Japanese Language, facilitated by HCL Foundation. After six months of training and mentoring by Japanese language experts and HCL volunteers, Suresh cleared the Japanese Language Proficiency Training (JLPT) exams and got placed in HCL Technologies.

It is a fine example of how a new skill – in this case, proficiency in a foreign language – can provide youth from difficult backgrounds with confidence and expand employment opportunities to reach their full potential.

(* name changed)

2) EMPOWERING WOMEN THROUGH OPPORTUNITIES FOR SUSTAINABLE LIVELIHOOD - HCL SURABHI

Women empowerment is a key focus area under HCL Foundation's inclusive community development program. HCLF focuses on creating opportunities for livelihood sustainability for women through career development training, digital literacy, essential life skills, including personality development, goal setting, effective communication, SWOT Analysis, motivation, etc. The Foundation also provides entrepreneurial training and awareness sessions on

various income generation opportunities and helped them to set up self-help groups to enable the women from vulnerable sections of the society to become self-reliant in life.

In FY16, 3,050 women benefited through the employment and livelihood program, and health and awareness programs.



Table 1.4

Women Empowerment Lead Indicators and Summary of achievements in FY16 with targets for FY17

Targets and achievements				
Pillar	Indicators	Targets FY 16	Achievement FY 16	Target FY 17
Women Empowerment	To ensure 100 % enrolment of targeted women for Digital Literacy	16,000	13,500	10,000
	To facilitate and support women through self-help groups	3,000	3,050	3,500
	70% women in age group 18 to 35 will be covered under Health and Sanitation	11,500	3,000	3,500

Note: The beneficiaries covered and target under health and sanitation program are also covered under digital literacy program. Hence, the number overlaps with the digital literacy beneficiaries.

Digital Literacy for Women:

With the view to bridge the gap in information and communication among women, HCL established Digital Literacy Centers for women in the age-group 14 to 45 years to provide access to technology and training. The aim is to enable women to take advantage of opportunities to become economically active. The Project has improved the quality of living

by providing IT skills training and tapping market-driven employment opportunities for the women. While some of the women have taken up jobs which help them to supplement their family incomes, many of them are now better equipped to perform transactions online and to manage their children's education in an assertive manner.





In a first-of-its-kind initiative, HCL Foundation launched the 'Confident Girls' program, an enablement program for young girls, on the occasion of the International Women's Day on March 8, 2016, as part of its commitment towards inclusive community development. Through this program, the Foundation aims to create confident and self-reliant girls who are digitally literate, well informed on matters relevant to them and can make their own decisions in personal and professional lives.

Confidence Girls is about advocating gender equality and investing in programs that will seed confidence in young girls that they are already empowered and are gender equal. is one such program for enabling girls today for a better tomorrow. The program was launched in all

CONFIDENT GIRLS PROGRAM

"If we are going to see real development in the world, then our best investment is women" - Desmond Tutu

HCL campus locations including NCR, Chennai, Madurai, Bangalore, Hyderabad, Kolkata and Lucknow. Adolescent girls in the age group of 8 to 18 years will be a part of this program and Confidence Girls Clubs in the urban slum communities. The program is a step ahead of #AMileforHer initiative launched by the organization in 2015 where over 45,000 people from across the world – including members of the public, men, women, children, senior citizens, HCL employees, beneficiaries from our community projects ran for the women in their lives, in turn enabling digital literacy for women from less privileged communities.

Case Study 4: Seeding Confidence, Today for Tomorrow

Chitra* (13 years) is a student of HCL Gurukul in Kannagi Nagar, Chennai, Tamil Nadu. A Class 8 student, she is active in all the Gurukul activities and is passionate about sport. Due to poor family background, Chitra found it challenging to achieve her dreams in sports. After realizing the skills of Chitra, HCL Foundation supported her with professional coaching and sports kits. Most importantly, the Gurukul inculcated confidence in her.

Chitra started participating in Kabadi, Football and Boxing. Currently, she is selected for the National Boxing Unit and is travelling across India, bring pride to the nation. "I'm proud to be part of the Gurukul supported by HCL Foundation. The motivation provided with sports kits and coach made me achieve great things. Thanks to HCL Foundation for taking care of my travel and other expenditure. I will achieve in sports and fulfil my dream of becoming a Police Officer some day," says Chitra.

*name changed



LAUNCH AT MADURAI



LAUNCH AT CHENNAI

LAUNCH AT NCR



LAUNCH AT KOLKATA



LAUNCH AT BANGALORE



RISING TO THE OCCASION

Chennai Floods: Relief, Restoration and Rehabilitation

During the month of November and December, the southern Indian state of Tamil Nadu was pounded by the heaviest rainfall in over a century. The rains, which broke several records, caused widespread damage and destruction, bringing normal life to a standstill in the capital city Chennai. Lakhs of people in the worst-hit areas faced acute short supply of essentials, while families were trying to cope with the stress of displacement and loss of livelihood.

Identifying Needs: HCL Foundation approached key corporation officials – Commissioner, and the Community Development Officer, to understand immediate needs. The immediate focus areas were shelter, sanitation, food, water and other basic utilities required for the survival of day-to-day activities.

Our immediate actions:

- **Rescue Team:** HCL Foundation played a significant role by being the war room with the support of employee volunteers, and community volunteers and initiated a core team to carry out 'Look-out and Safety Check' of stranded HCL employees and employees' family during the flood in Chennai.
- **Relief Work:** HCL Foundation mobilized and distributed relief materials such as food, water and medicine, with the support of admin teams in other states, senior leaders, employee volunteers, and community volunteers.
- **Emergency Help Line:** Chennai Corporation hosting the 24*7 helpline cell '1913' became crippled with water logging, with no adequate manpower and infrastructure to cope with mounting pressure of calls received from public. Around 3,000 calls were missed on a single day. HCL Foundation extended 24*7 manpower and infrastructure support to Chennai Corporation's helpline desk from December 4th 2015 onwards. 90 HCL Yuvakendra students immediately took over managing the 24/7 help line service; 10,500 calls were attended by the team for over 13 days.

- **Disaster Relief Call Center:** To help distribute Government financial assistance to flood victims, HCL Foundation set-up a call center along with the Government of Tamil Nadu in Arumbakkam Police Boys and Girls Club (Gurukul) from January 13, 2016, onwards. The call center engaged more than 50 women trained in digital literacy and provided them with employability opportunity. The project was closed officially on 13 February 2016. Around 78,451 direct beneficiaries were supported during the period.
- **Repair and Restoration Work:** HCL Foundation partnered with vendors and cleaned up affected areas significantly. Debris in huge quantities were cleared off the roads, restoring access to the streets which were completely inaccessible following the disaster. Repair works of water and sewage lines, clearance of debris and home repairs were undertaken in Kotturpuram and Semmenchery resettlement slums in the vicinity of HCL office sites.
- **Helpdesk:** As community members had lost all important documents during the flood, HCL Foundation set up a help desk in Semmenchery to facilitate the application process to get lost documents.

Overall Outcome:

- 250 employees and employee families rescued
- 10 tons of relief material mobilized & distributed to over 1, 00,000 affected people during the flood.
- 10,500 calls and 312 hours of support to 1.2 lakh direct and indirect beneficiaries
- Restoration of 1.5 km road, and clean-up drive for 15,000 people
- Basic household utility kit was provided to all the HCL support-staffs and to 8,000 affected families of a slum to help them revert to normalcy.



Chennai Flood Relief Work

TIMELINE

Phase 1

War Room & Rescue

- 250 employee and family rescued
- 4.5 ton relief materials mobilised



Phase 2

Helpdesk

6000 families benefitted



Phase 3

Utility Kit

8000 Community members and HCL Housekeeping staff benefited

Phase 4

Call Center

90,000+ victims
benefited directly

Phase 5

Civil Work

(Sewage, Solid-waste,
electrical)
done in 6800 houses,
50,000 members were
benefited

Phase in Progress

Construction of CLC (Community Livelihood Center)

and houses
Clean drinking Water
(Community RO plant)



COMMUNITY ENGAGEMENTS OUTSIDE INDIA

The United States of America: Focusing on both education and women empowerment in the US, HCL is supporting a program called Girl STRIDE. The project supports and enables 175 local girls improve their academic performance and to set them on the path of graduation through academic instruction, tutoring, community service, mentoring, girl specific topical discussions, college tours, computer access for families, and parental engagement. The program has achieved 100% in High School Graduation in the last two years, and 95% in College Enrollment in FY 2016. We are also actively promoting employability training and skills development for youth and war veterans in the US, by training, imparting IT skills, and facilitating internships, job placements, alumni activities, technology skills development by harnessing the power of the tech community.

The United Kingdom: In the UK, HCL is supporting the training and development of 110 disadvantaged local youths to make them employable. HCL volunteers guide and inspire the students' individual journeys into a career through academic instruction, tutoring, community service, mentoring, topical discussions, education tours, computer access and parental engagement.

South Africa: The CSR focus in South Africa is to bridge the ICT divide, by investing in technology partners and the community at large. We are setting up community IT centers, donating computers, providing internet connectivity, installation and activation, students entrepreneurial skill program (ICT training), building ramps for students with disabilities, computer training programs, job creation for unemployed youth. HCL is supporting Siyafunda CTC through this journey by way of funding to new centre creation, upgrade of existing facilities infrastructure, train the trainers to support these centres. HCL employees also spend significant time to help in setting up these centre and trainers.

Philippines: HCL has launched an initiative to provide sustainable livelihood opportunities to 500 unemployed single mothers and young girls on the streets, in the Philippines through capacity building on market-driven opportunities for employment and entrepreneurship.

The training also covers the children of single mothers enrolled in this program through early childhood care and educational support.

75% candidates from the first batch have been placed or have developed their own business post training from iLEAD Open day Center for Education & Training. Discussions and feedback from trainees indicates that along with securing job post training, it has also supported them in overcoming many obstacles and restrictions in their lives.

Nepal: HCL Foundation is supporting the relief and restoration work in Nepal which suffered a severe earthquake in May 2015. HCL partnered with Aide et Action for restoration of schools and strengthening education facilities for children in the affected regions of Bichaur, and Ilampokhari Village Development Committees (VDCs), in Lamjung district of Nepal. Under Phase – I, we provided immediate relief to the affected population. About 200 households were benefitted with shelter needs (tarpaulin, tents, blankets), foods (20 sacks of rice) and essential medicines. In Phase – II, our efforts were aimed at constructing classrooms and providing educational materials to schools; Building awareness in the community, promote collective actions, preparedness and provide psycho-socio support to the needy; and Building awareness amongst the teachers and School Management in supporting traumatized children. The initiative is supporting 900 students in 13 schools in Bichaur VDC (Ward No; 7,8,9) and Illimpokhari VDC. Around 13 Early Child Development – Primary class centers have been established. Around 4,000 people will be benefitted from the project.



EMPLOYEE-DRIVEN COMMUNITY TRANSFORMATION

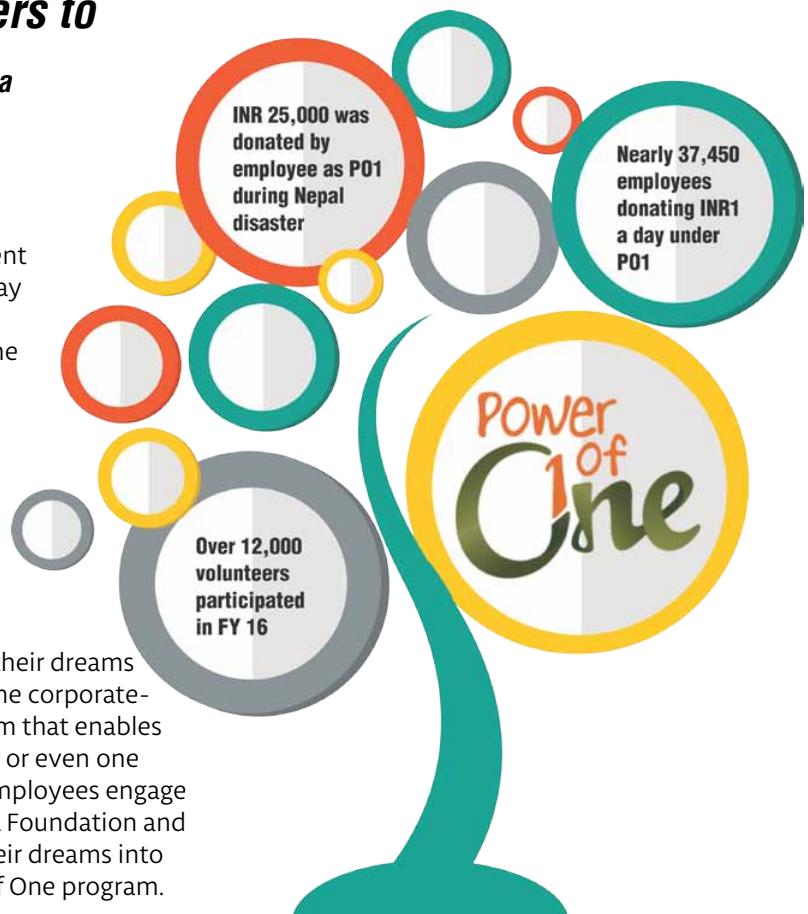
I alone cannot change the world, but I can cast a stone across the waters to create many ripples. — Mother Teresa

Being an “Employees First” company, the unique aspect of HCL’s CSR framework and the fundamental factor for sustainable growth is the active engagement, enablement and empowerment of every HCLite. One such unique way of achieving and sustaining active volunteer participation in HCL Foundation activities is through Power of One (Po1) program.

The Power of One (Po1)

Enabling a Symbiotic Relationship Between HCLites and the Community

Sparked by the spirit of Ideapreneurship, HCLites share their dreams for a better society through the ‘Power of One Dream’, the corporate-level structured volunteering and payroll-giving program that enables employees to spend a day, every week or month or year or even one hour every day for community service. It ensures HCL employees engage in humanitarian and developmental projects, while HCL Foundation and Community Champions enable employees to realize their dreams into implementable projects and activities through Power of One program.



The Symbiotic Relationship Process Flow between HCL volunteers and the community while supporting HCLF agenda and targets

Power of One

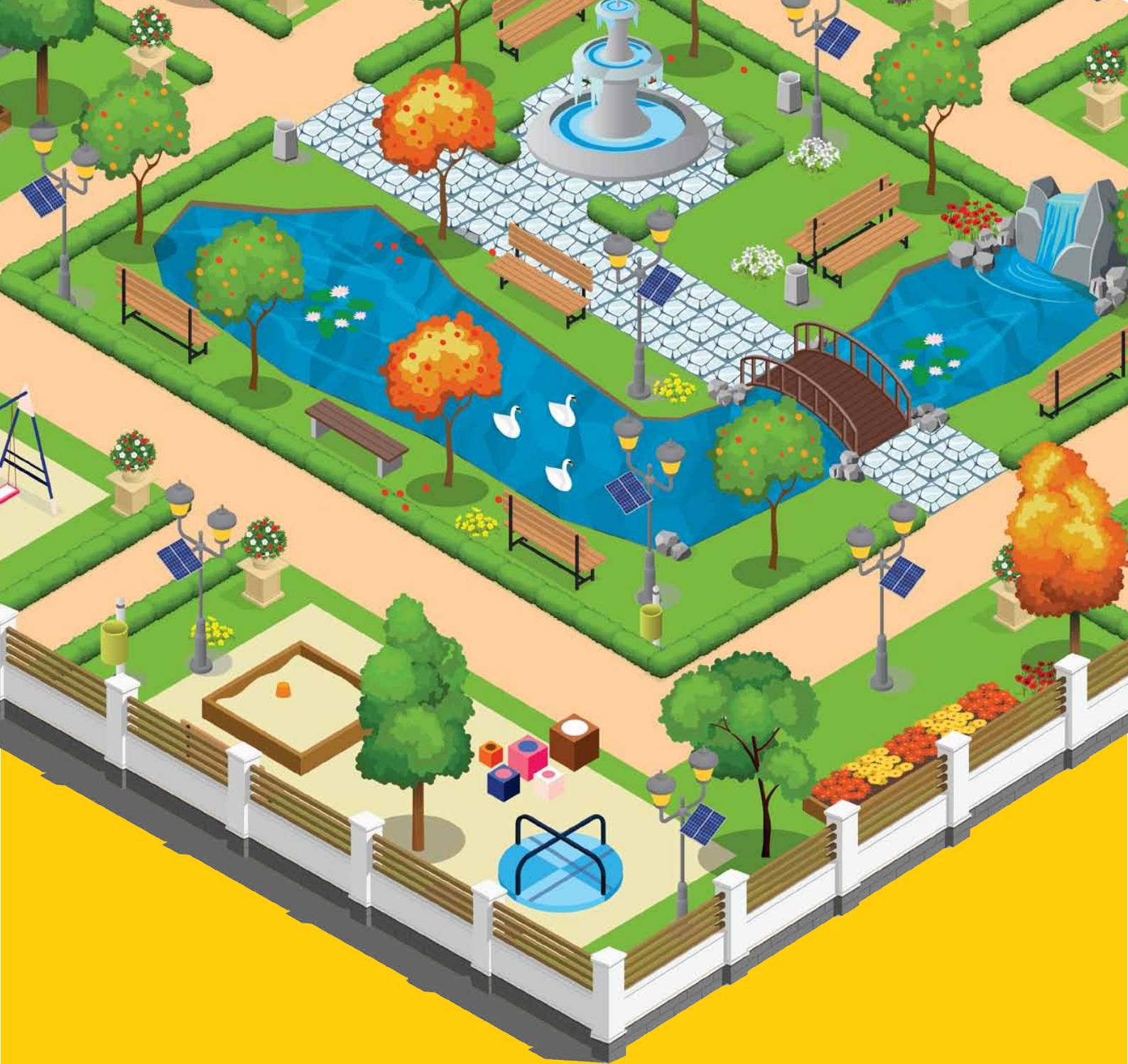






AWARDS AND RECOGNITIONS

- In FY16, HCL Foundation was honoured with the CMO Asia Award for Best Corporate Social Responsibility Practices HCL has repeatedly been honoured for its excellence in community action through Power of One philosophy. Some of the recent awards are:
- Aerospace and Defence Award 2015 – Outstanding Contribution in the Field of CSR – February 2015
- HCL ranked 9th among 100 companies by e Channel News Asia for Sustainability and community development – September 2014
- NHRDN Award for 'National CSR Case Contest 2014 - CSR Initiatives - A key Differentiator' in recognition of HCL Foundation's work in the field of education – August 2014
- HCL Foundation honoured by the Tamil Nadu Udavikkaram Association for the Welfare of Differently-abled – April 2014
- CRY Child Rights Awards 2013 – "Best Employee Engagement Award" hails HCL's Power of One as the most impactful employee engagement program to address Child Rights issue
- Amity CSR Awards 2013 – Exemplary Contribution to the field of CSR
- Asian Sustainability Award for the year 2011-2012
- Asia-Pacific Enterprise Leadership Award for CSR
- Social Innovator Award presented by Youth Exnora International for the year 2012-2013



Annexures

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Annexure I: Management Approach and Policies

This Annexure contains a snapshot of all our Policies which is available in our Policies Portal. For more information on our policies please write to sustainability@hcl.com

Equal Employment Opportunities and Human Rights

The 'Employees First' philosophy upholds all our actions in providing equal opportunities, empowers and enables our employees to be leaders of change.

Employee First Philosophy

The philosophy is about putting our employees first to activate the value zone - the place where the frontline employees interact with customers and create real value for them. This recognizes the employees as strategic elements, turns the management structure upside down, democratizes HCLT's functions and ways of working.

EFCS at work

We create value in one very specific place: the interface between our employees and our customers.

We call this the 'value zone'. Every employee who works in the value zone is capable of creating high or low value. The whole intent of 'Employees First' is, to do everything that we can do to enable those employees to create the highest possible value.

This has led us to take a number of actions to invert the organisational pyramid.

In other words, we want management to be as accountable to the people in the value zone as the people in the value zone are to the management. EFCS is not about making employees happy or comfortable. We don't think that employee 'satisfaction' is something a company

should strive for. Satisfaction is a passive state and it may not produce change or improvement or innovation or much of anything. As for employee 'engagement', isn't that much better than satisfaction! EFCS' idea is that employees who are alert and are paying some attention to what they do, would be better engaged. All actions that have emerged from this philosophy are available in the 'Redefine Workplace' section of this report.

Diversity Plan

HCLT believes in ensuring respect for each individual and creating a sense of ownership among employees across the globe. Our 'Employees First, Customers Second' (EFCS) guides all our actions. This philosophy drives us toward creating a unique employee organization; creating and sustaining an inverted organisational structure; ensuring trust, transparency and accountability in all that we do; and encouraging a value-driven organization culture.

Our recruitment and promotion policies are based on



meritocracy

and ability to learn, adapt

and assimilate change. We ensure equal opportunities for gender, nationality, disability, sexual orientation, religion or ethnicity for hiring, pay and career advancement. We follow a local hiring strategy based on business needs and local government policies. We comply with local laws and

regulations for determining the compensation, employee notice period and other requirements. Currently, we focus only on promoting work place diversity and have specific supplier vendor diversity programmes on need basis.

Our Equal Employment Opportunity policy and approaches are made available to employees and key stakeholders through HCLT's website, diversity portals and campaigns. All our job openings are posted internally and made available in our website as well as other established channels such as newspapers for eligible candidates to apply. Whenever we have operational changes, we give sufficient notice period for employees to relocate or shift their base location of work. We provide support for employees to relocate, based on business requirements.

The CHRO is the Custodian of Equal Employment Opportunity. The Principal Diversity Officer is responsible for coordinating the Company's efforts to implement and disseminate the diversity plan. Any employee who feels they have been subjected to discrimination, can write to our Ethics Committee. One can also use the Whistleblower policy to report on incidents of harassment or unethical practices. All complaints are handled with highest level of confidentiality. We provide all details pertaining to harassment and discrimination in the employee handbook. Diversity parameters are tracked in the HCL Technologies Human Resources score card.

Corporate Governance Policies

We continue to focus on good Corporate Governance, in line with local and global standards. Our primary objective is to create and adhere to a corporate culture of conscience and consciousness, integrity, transparency and accountability, for the efficient and ethical conduct of business for meeting its obligations towards shareholders and other stakeholders.

In addition to complying with the statutory requirements, effective governance systems and practices have been created towards improving transparency, disclosures, internal controls and promotion of ethics at work place. HCL Technologies recognises that good governance is a continuing exercise and reiterates its commitment to pursue the highest standards of corporate governance in the overall interest of all its stakeholders.

COBEC & ABAC Policies

COBEC and ABAC Policies are a set of ethical standards that need to be understood and imbibed to remain above reproach at all times. Although it is not possible to anticipate every business situation or decision we might face, these policies will serve as a consistent guideline for working with our clients, colleagues, vendor partners and other communities. These principles are intended to help each of us understand our responsibilities and make the right choices. They are also meant to stimulate awareness of ethical issues that we may encounter in our daily business activities. Doing the right thing begins with basic honesty and integrity. More than ever, it also depends on our good judgment and sensitivity to the way others see us and how they may interpret our actions.

In case anyone witness any violation of these polices, you can immediately report the details to whistleblower. hcl@tari.co.in. All investigations will be kept confidential and managed by the office of Principal, Diversity and Sustainability.

Business Gifts and Entertainment Policy

HCL places great emphasis on strong corporate governance and a work culture that is inclusive, positive and productive. HCL practices transparency and integrity in all activities across its operations. Corporate Governance is an embodiment of the principles of integrity, transparency and accountability.

Offering and accepting business gifts and entertainment on a modest scale is an accepted social norm in the business world. The fundamental principle is that business gifts/ entertainment should not be given or received, if the same were to influence a decision, obtain any favour, or, receive any kind of preferential treatment. This Policy applies to all individuals worldwide working for all affiliates and subsidiaries of HCL Technologies Limited at all levels and grades. However, a business gift/ entertainment is never permitted, if: Offered directly or indirectly to any Third Party, with an intention to influence a decision, obtain favour or get preferential treatment or made in violation of the ABAC Policy; Is in the form of cash, cash equivalent (store cards/ gift cards or vouchers) or precious metals or jewellery; Prohibited by law or regulation; When

it is known to us to have been prohibited by the employer or intended recipient; When disclosed publicly, would not be in the best interest of HCL or would be cause of an embarrassment for HCL (e.g. "adult" entertainment of any sort or any entertainment which could be viewed as "excessive" by any reasonable third party).

Whistle Blower Policy

The principles of Trust through Transparency and Accountability are at the core of HCLT's existence. To ensure strict compliance with ethical and legal standards across the company, the Whistleblower policy has been created. The protected disclosure can be made in any of the following methods:

The report can be submitted to Whistleblower Committee, CEO's Office-HCLT,A-9,Sec.3,Noida, and U.P.India. An e-mail complaint can be sent to the Whistleblower Committee at whistleblower.hcl@tari.co.in

Equal Opportunity Employer

Our Equal opportunity employer policy emphasises to treat employees without any discrimination with regard to their race, religion, sex, colour, age, national origin, pregnancy, sexual orientation and physical ability. This policy governs all areas of employment, including: recruiting, hiring, training, promotions, compensation, benefits, discipline, and Terminations and includes apprenticeship, pre-apprenticeship, and/or on the job training.

At HCL, we ensure adherence to the laws of the land with regard to the employment norms and will not indulge in practices such as employing child labour, bonded labour etc.

Prevention and Redressal of Sexual Harassment at workplace Policy

Prevention and Redressal of Sexual Harassment at workplace Policy: applies to all employees in relation to other employees of HCL as well as others like contractual staff, vendors, clients, consultants, trainees, visitors. Any complaints brought for harassment of an employee by any of the others or of any of the others by an employee will be treated under this policy. We have set up a Secure Governing Council (SGC) with senior employees under the leadership of the Head- Human Resources (HR) to

look into this matter. This committee also has an external expert to provide objectivity in all its proceedings, and will also take local help in the countries in which we operate on consultation basis.

For any grievances, employees must write to secure@hcl.com and/or report harassment to a supervisor or HR representative or members of the SGC. In accordance with local laws governing such workplace harassments and company procedure, all complaints will be investigated fairly and any misconduct, intentional or otherwise will attract reformative and disciplinary action, including and up to termination of contract

Procurement Policy

Our procurement approach is guided by our Purchase Manual. We adhere to fair and equitable dealings. Vendors who are identified to have any unethical practices are removed from the supplier-vendor list. Our emphasis is on prioritising the environment. Vendors committed to upholding human rights and operate keeping environmental issues in mind are given preference, while all other factors relating to quality and the competitive aspects of the quotes remain the same as others. We ensure that the preference is given to local vendors for outsourcing jobs pertaining to facilities management, procurement of materials for infrastructure development and other operations. More than 95% of our vendors are local, thus majority of our spent is on local vendors thus creating employment and economic opportunities in the locations that we operate from. We procure our IT equipment and software from vendors committed to Sustainability. For non IT resources, we strictly monitor the vendors for statutory compliance and audit their operations at the time of renewing the contract(s). We ensure that our company's social and environmental performance extends to our supply chain by sharing our expectations with our suppliers from time to time. We also intend to procure 5% of our goods from marginalized and vulnerable sections of society eg. women and people with disabilities. We have circulated the Whistle blower policy to all our vendors and have shared our commitment on upholding transparency and ethics in all transactions. The Ethics Dialogue forum is also available to vendors to share with us their concerns and best practices.

Siting Policy for setting up operations

1. Responsible siting of infrastructure/offices requires an understanding of interactions with permitting agencies, the public, wildlife, and surrounding land used for our operations. This policy defines the guidelines that HCL and its subsidiaries adhere to during selection of a site. This policy is applicable to all leased and owned infrastructure/office(s) of HCL Technologies Ltd and all its subsidiaries located in any geography.

An organisation and its area over a period of time may cause significant damage to the surrounding environment and ecological features due to the cumulative emissions or waste generated in the zone. They are, therefore, required to be sited, striking a balance between economic and environmental considerations. HCL always identifies the location for both leased and owned infrastructure/office operations based on multiple parameters like: business model, access to human resources including supply chain, well developed communication, network by road, rail and air.

HCL prefers locations identified as industrial zones by the local government for any infrastructure development and is also compliant with local laws for infrastructure development. The organisation applies a due diligence process during any mergers and acquisitions, which covers verification of policies and practises on issues related to employees, human rights and environment along with legal compliance checks.

At HCL we ensure that there is no negative impact on the bio diversity, and the operations do not have significant water discharge or spills that can have significant impact on local water bodies. Indirect employment opportunities are provided to 69

Occupational Health & Safety Policy

As an 'Employee First' organization, at HCL Technologies, we believe that Human Capital is our greatest strength being in the business of IT services, business solutions and outsourcing and in accordance with that - Health, Safety and Wellbeing of our Employees and other Stakeholders are essential element of a successful and sustainable business.

HCL Technologies is committed to achieve Occupational Health & Safety excellence within areas of our operations by;

- ⊕ Ensuring the Health and Safety of its Employees, Contractors, Visitors and other Stakeholders affected by its operations.
- ⊕ Meeting all applicable Occupational Health & Safety Statutory requirements of the land and other requirements applicable to the organization.
- ⊕ Taking suitable measures to prevent Occupational injuries and illness, and to provide a safe and healthy working environment to its Employees and other affected by its operations.
- ⊕ Ensuring robust Management of our OH&S Activities like any other critical business activity; by incorporating appropriate safety and health considerations into our business decisions.
- ⊕ Consulting with Employees in a meaningful and effective manner on OH&S issues to enable each concerned Employee to contribute to decisions that may affect their health, safety and wellbeing at work.

Environment Policy

As a responsible corporate, at HCLT we believe that we have accountability towards the future and – also an imperative role to play in addressing global challenges such as climate change and environment Sustainability.



HCLT commits itself to confronting these challenges by assuming a leadership role in fostering a sustainable environment and responding appropriately to the risks posed by Environment degradation. HCLT will strive to achieve Excellence in Environment Management in its area of operations by:

- ⊕ Integrating Environment considerations into our all areas of operations, taking into account our Environment risks, responsibilities and organizational capability.
- ⊕ Meeting all applicable Environment laws of the land and other requirements applicable to the organization.
- ⊕ Reducing our Ecological foot print through optimized utilization of natural resources including land, water and by ensuring the responsible use of energy throughout our operations including conserving energy, improving energy efficiency, and giving preference to renewable over non-renewable energy wherever feasible.
- ⊕ Introducing more sustainable and green procurement approaches.
- ⊕ Preventing pollution and minimizing all type of waste, including E-Waste by adopting Reduce-Reuse-Recycle Philosophy.
- ⊕ Being an Environmentally responsible neighbour in the community where we operate, and correct incidents or conditions that endanger the environment and by committing ourselves to open and constructive

engagement with communities surrounding our operations on Environment matters.

Prevention of Pollution

- ⊕ Compliance of Environmental Laws and Regulations promulgated by Central and State Governments Assessing and minimizing impacts of business activities on Environment by optimizing or in minimising Power and Energy consumption, reducing Carbon Footprints, conserving Natural Resources and promoting Green Initiatives.
- ⊕ Minimizing waste generation and disposing waste that includes, but not limited to waste Water, Paper and E-waste in an environment friendly manner, and through authorized and certified disposal agencies
- ⊕ Encouraging and creating awareness amongst all employees in understanding and fulfilling their environmental responsibilities and those of the company
- ⊕ Communicating the Environmental Policy to both internal and external stakeholders

The Management commits itself to compliance with the ISO 14001 and OHSAS 18001 standards.

E-Waste disposal

- ⊕ Strictly follow guidelines of the respective pollution boards and ministry of environment and forests for disposing and managing wastes
- ⊕ All hazardous wastes like used oil, PCs, monitors, batteries are disposed through re-cyclers authorised by Pollution Control Board

Information Security Policy

Our Information Security Policy is in compliance with ISO 27001 standard and it includes, but is not limited to, electronic / print information etc on servers, workstations, laptops, networking and communication devices, tapes, CDs and information printed or written on paper or transmitted by any medium. The Policy ensures that:

- ⊕ Information is protected from unauthorized access, use, disclosure, modification, disposal or impairment, whether intentional or unintentional,





through appropriate technical and organizational security measures.

- The Confidentiality, Integrity and Availability of all such information, whether acquired permanently or in transit, provided or created, is ensured at all time.
- Information Risk Assessment will be carried out and criteria established for evaluation and acceptance of risks and acceptable levels of risks defined. This will be reviewed periodically and whenever necessary.
- Any security incidents, security weaknesses and infringement of the policy, actual or suspected, are reported, investigated by the designated Chief Information Security Officer and appropriate corrective and preventive action initiated.
- Business Continuity Plan is developed, maintained and tested. Awareness programs on Information Security are available to all Employees and wherever applicable to third parties viz, Subcontractors, Consultants, Vendors etc and regular training imparted to them.

The details of all the above mentioned policies can be made available on request.

Key Membership Forums & Engagements

Many of our senior leaders play key roles in the advisory councils and steering bodies for promoting Diversity and Sustainability. These include prestigious forums, some of which are captured herewith:

WORLD ECONOMIC FORUM:
HCL is a strategic partner at the forum, which is the highest level of partnership available for any organization across the globe. The Forum has defined industry clusters and communities that partner companies can participate/support throughout the year.

- HCL is a part of Information and Communication Technology Industry (ICT)
- Within this Industry Cluster HCL supports a part of a forum initiative on Partnering For Cyber Resilience, whereby HCL has committed to improve cyber resilience, raise business standards and to contribute to a safer and stronger connected society.
- A project that HCL has been part of for the past couple of years is New Energy Architecture
- HCL supports the following two communities
 - Young Global Leader
 - R Srikrishna, Executive Vice President and Global Head of Infrastructure Services and Healthcare Services, HCL, has been nominated as a Young Global Leader at the Forum for his contribution in developing the Infrastructure Services Industry
 - Schwab Foundation for Social Entrepreneurs
 - HCL extends its own entrepreneurial DNA within this community to help identify the best social entrepreneurs across the world.

NASSCOM

HCL has been a member of National Association of Software Services Companies ever since HCL Technologies Ltd was incorporated in 1999. HCL abides by all rules, regulations, guidelines and best practices prescribed by this apex body of all technology and information service provider companies in India.

In fact HCL has been instrumental in starting the Remote Infrastructure Management Industry Forum at NASSCOM. HCL is also an active member of the Diversity and Inclusivity Initiative of NASSCOM... and HCL was recognized as the best Glocal company (NASSCOM HR Awards the Glocaliser category) amongst all NASSCOM members.

CII

HCL has been a member of the Confederation of India Industries (CII) ever since HCL Technologies Ltd was incorporated in 1999. HCL abides by all rules, regulations, guidelines and best practices prescribed by this apex body of all corporations in India.

Annexure II: CSR Policy

HCL TECHNOLOGIES LIMITED CORPORATE SOCIAL RESPONSIBILITY POLICY

1. Objective

The objective of the Corporate Social Responsibility (CSR) policy (“Policy”) of HCL Technologies Limited (“HCLT” or “Company”) is to lay down guidelines for proper execution of CSR activities of the Company so as to support the sustainable development of the society.

2. CSR Activities, Projects and Programmes

(a) The CSR activities, projects and programmes that will be undertaken by the Company shall be those as may be approved by the committee that will be constituted / reconstituted by the Board of Directors of the Company in this regard (CSR Committee). The CSR Committee will approve the undertaking of such activities, projects and programs as are covered under the following areas set out in Schedule VII of the Companies Act, 2013:

- i. Eradicating hunger, poverty and malnutrition, promoting healthcare including preventive health care and sanitation and making available safe drinking water;
- ii. Promoting education including special education and employment enhancing vocation skills especially among children, women, elderly and the differently abled and livelihood enhancement projects;
- iii. Promoting gender equality, empowering women, setting up homes and hostels for women and orphans, setting up old age homes, day care centers and such other facilities for senior citizens and measures for reducing inequalities faced by socially and economically backward groups;
- iv. Ensuring environmental sustainability, ecological balance, protection of flora and fauna, animal welfare, agro forestry, conservation of natural resources and maintaining quality of soil, air and water;

- v. Protection of national heritage, art and culture including restoration of buildings and sites of historical importance and works of art, setting up public libraries, promotion and development of traditional arts and handicrafts;
 - vi. Measures for the benefit of armed forces veterans, war widows and their dependents;
 - vii. Training to promote rural sports, nationally recognized sports, Paralympics' sports and Olympic sports; and
 - viii. Rural development projects.
- (b) The Committee, at its discretion, approve a contribution to the Prime Minister's National Relief Fund or any other fund set up by the Central Government for socio-economic development and relief and welfare of the Scheduled Castes, the Scheduled Tribes, other backward classes, minorities and women.
- (c) The Committee, at its discretion, may approve a contribution to technology incubators located within the academic institutions approved by the Central Government.
- (d) While approving the CSR activities, the Committee shall give preference to the local area where the Company operates, for spending the amounts earmarked for CSR activities.

3. Qualifications and Exclusions

- a. Activities undertaken in pursuance of normal course of business of the Company shall not be considered as CSR activity under the Policy.
- b. Contributions of any amount directly or indirectly to any political party shall not be considered as CSR activity under the Policy.
- c. Only those CSR activities, projects or programs that are undertaken in INDIA shall qualify as CSR activities under the Policy.



- d. Activities, projects or programs that benefit only the employees of the Company and their families shall not be considered as CSR activity under the Policy.
- e. One-off events such as marathons/ awards/ charitable contributions/ advertisements/ sponsorships of TV programmes etc., shall not be considered as part of CSR expenditures under the Policy.
- f. Expenses incurred for fulfilling the requirements of any statute, shall not be counted as CSR expenses under the Policy.

4. Modalities for execution

The approved CSR activities, projects and programmes shall be carried out in any of the following ways as the CSR Committee in its absolute discretion may decide. The CSR Committee may decide to use any one or all or a combination of any of the following ways to undertake the said CSR activities, projects and programmes:

- a) By the Company directly;
- b) Through HCL Technologies Foundation, a Trust that has been established by the Company; and/or
- c) Through any other registered trust / any registered society / any other company that is qualified to undertake CSR activities in terms of the provisions of the Companies Act, 2013.

In the event the CSR activities are undertaken by the entities listed in (b) and/or (c) above, the Committee shall specify the activities, projects or programs that are to be undertaken, the modalities for utilization of funds on such projects and programs and the monitoring and reporting mechanisms to be followed in that regard.

5. Implementation and Monitoring

- a) The implementation schedule for each approved activity, project or programme shall also be approved by the CSR Committee and all such activities, projects and programmes will be accordingly monitored by the CSR Committee.
- b) A report on a periodic basis, as may be desired by the Board, shall be provided to the Board by the CSR Committee.

6. Treatment of Surplus

Any surplus that may arise out of the approved CSR activities, projects and programmes that are carried out shall not form part of the business profits of the Company and such surplus shall be dealt with in the manner deemed appropriate by the CSR Committee.

7. CSR Expenditures

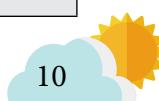
The CSR expenditures shall include all expenditures, including contribution to corpus on the activities, projects or programs as are approved by the CSR Committee and shall not include expenditures on any item not in conformity with the activities specified in Paragraph 2 hereinabove. However, contributions to the corpus of a Trust/ Society/ Company set up under Section 8 of the Companies Act, 2013 will qualify as CSR expenditure as long as (a) the entity is created exclusively for undertaking CSR activities or (b) where the corpus is created exclusively for a purpose directly relatable to a subject covered in Schedule VII of the Act. Salaries paid to regular CSR staff and to volunteers of the Company (in proportion to time/hours spent specifically on CSR activity) will also be factored into CSR project cost as part of the CSR expenditures.



Annexure III:

GRI 4 indicators mapped to Annual Report

Profile Disclosure	Description
G4 2.6	Nature of ownership and legal form.
G4 4.1	Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organisational oversight
G4 4.2	Indicate whether the Chair of the highest governance body is also an executive officer
G4 4.3	For organizations that have a unitary board structure, state the number and genders of the highest governance body that are independent and or non executive members
G4 4.4	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body
G4 4.5	Linkage between compensation for members of the highest governance body, senior managers, and executives (including departure arrangements), and the organization's performance (including social and environmental performance)
G4 4.6	Processes in place for the highest governance body to ensure conflicts of interest are avoided
G4 4.7	Process for determining the composition, qualifications, and expertise of the members of the highest governance body and its committees, including any considerations of gender and other indicators of diversity
G4 4.9	Procedures of the highest governance body for overseeing the organisation's identification and management of economic, environmental, and social performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed standards, codes of conduct, and principles
G4 4.10	Processes for evaluating the highest governance body's own performance particularly with respect to economic, environmental, and social performance
DMA EC	Disclosure on Management Approach EC
G4 EC3	Coverage of the organization's defined benefit plan obligations.
G4 EC4	Significant financial assistance received from government



Annexure IV:

Economic Information mapped to GRI clauses

GRI clause no.	Requirement	Information
G4 2	Description of key impacts, risks and opportunities	Management disclosure and analysis report
G4 7	Nature of ownership and legal form.	HCL Technologies Limited is a Public Limited Company. It is listed with the Indian Stock Exchanges viz. BSE and NSE.
G4 34, G4 38	Governance structure of the organization, including committees under the highest governance body responsible for specific tasks, such as setting strategy or organizational oversight.	<p>The highest body of the Company's Governance Structure is the Board of Directors which consist of eleven members. The Company appoints both Executive as well as Non-Executive Directors after taking into consideration various aspects such as knowledge, expertise and experience.</p> <p>There are seven Board Committees of the Company constituted to perform their specific assigned tasks. The Committees are:</p> <ul style="list-style-type: none"> 1. Audit Committee 2. Compensation Committee 3. Nominations Committee 4. Risk Management Committee 5. Finance Committee 6. Shareholders' Committee and 7. Employees' Stock Options Allotment Committee. <p>The members of all the Committees are appointed as per their special knowledge and experience. For example:</p> <ul style="list-style-type: none"> • The Audit Committee consist of four members and all of them are experts in the finance and accounting. • The directors expert in the human resource and management are the part of Compensation Committee. <p>Details of the roles of all the Committees are provided in the Corporate Governance Report.</p> <p>The Board of Directors are responsible for all the tasks performed by the committees and all the committees submit their report and recommendation on quarterly basis.</p>

GRI clause no.	Requirement	Information
G4 39	Indicate whether the Chair of the highest governance body is also an executive officer.	The Chairman of the Board of Directors is the promoter director who is designated as Chairman and Chief Strategy officer of the Company.
G4 38	For organizations that have a unitary board structure, state the number and gender of members of the highest governance body that are independent and/or non-executive members.	The highest Governance Body of the Company is the Board of Directors consisted of eleven members. Out of eleven directors, two directors are the Executive Directors and nine directors are Independent Non-Executive Directors including one women director.
G4 37, G4 49, G4 53	Mechanisms for shareholders and employees to provide recommendations or direction to the highest governance body.	<p>Mechanism for shareholders:</p> <ol style="list-style-type: none"> 1. The shareholders can give their recommendation/ directors in the general meetings in which they directly interact with the Board of Directors. 2. There is a designated email id viz. investors@hcl.com in which investors can send their request/recommendation/direction/query/observation etc. directly to the compliance officer of the Company. 3. The Shareholders can write the letters to the compliance officer in case they want to send their recommendation/direction/observation etc. in regard to the Company.
G4 51	Linkage between compensation for members of the highest governance body, senior managers, and executives (including departure arrangements), and the organization's performance (including social and environmental performance).	The Company always tries to link between the compensation of members of the highest governance body, senior managers, and executives with the organization's performance (including social and environmental performance). The evaluation of the Directors' is not done on an individual basis. The Board evaluates its performance on a collective basis. Any decisions taken by the Board are reviewed it by it on periodical basis to determine the effectiveness of its decision making. For e.g. if a board takes any decision to acquire a particular business / entity, the performance of that business / entity is regularly monitored and reviewed by the Board which gives the Board a fair idea on the decision taken by the Board.



GRI clause no.	Requirement	Information
		<p>Remuneration criteria for Executive Directors: The Remuneration criteria for Executive Directors of the Company are recommended by the Compensation Committee to the Board. After evaluating various factors the Compensation Committee recommends the compensation to the Board and the Board considers and approves the remuneration subject to the final approval of the shareholders. The Compensation Committee of the Company also grants stock options to the Employees (including Directors).</p>
		<p>Remuneration criteria for Non-Executive Directors: The Company pays sitting fee to its Non-Executive Directors for attending the meetings of the Board of Directors, Audit Committee and Finance Committee of the Company. The Company pays commission to its Non-Executive Directors as approved by the Board within the limits approved by the shareholders of the Company. The said commission is decided each year by the Board of Directors and distributed amongst the Non-Executive Directors based on their attendance and contribution at the Board and certain Committee meetings, as well as the time spent on operational matters other than at meetings.</p>
		<p>Remuneration of Corporate Officers The remuneration of the corporate officers are finalized by the Compensation Committee.</p>
G4 41	Processes in place for the highest governance body to ensure conflicts of interest are avoided.	<p>The Directors of the Company disclose to the Board on a periodic basis, their nature of interest in other entities. The Company also receives the annual certification from the directors/senior management that they have not entered into any material transaction with the Company in which they had or were deemed to have any personal interest that may have a potential conflict with the interest of the Company.</p> <p>In case any resolution is proposed before the Board, for entering into any transaction with the Companies in which any Directors are interested, that Director who is interested, do not participate in the discussion so that there is no conflict of interest.</p>

GRI clause no.	Requirement	Information
G4 40	<p>Process for determining the composition, qualifications, and expertise of the members of the highest governance body and its committees, including any consideration of gender and other indicators of diversity.</p>	<p>Appointment of Board Members: Executive directors are appointed by the shareholders for the tenure of a maximum period of five years, and are eligible for reappointment upon completion of their term. The tenure of Non-Executive, Independent Directors on the Board of the Company shall be 9 years. The Company also appoints both Executive as well as Non-Executive Directors of the Company after taking into consideration various aspects such as knowledge, expertise and experience.</p> <p>Appointment of Board Committees Members: The Board Committees are constituted taking into consideration the regulatory/ business requirements. The constitution of Committee's is decided by the Board on the basis of their knowledge, expertise and experience of the member for that Committee.</p>
G4 45 G4 47	<p>Procedures of the highest governance body for overseeing the organization's identification and management of economic, environmental, and social performance, including relevant risks and opportunities, and adherence or compliance with internationally agreed standards, codes of conduct, and principles.</p>	<p>Economic performance: The Audit Committee of the Company reviews the economic performance of the Company on quarterly basis and submit to the Board with its recommendation.</p> <p>Environmental, and social performance: The Company has a dedicated team which work toward the Sustainability includes environmental and social performance.</p> <p>The Company has a whistleblower policy which is based on the principles of Trust through Transparency and Accountability.. To ensure strict compliance with ethical and legal standards across the company, the Whistleblower policy has been created. Employee can report any incident pertaining to ethics, unacceptable activity, discrimination or any violation of rules/policies of the Company to the Ethics Committee. All complaints are handled with highest level of confidentiality.</p>



GRI clause no.	Requirement	Information
		<p>Risk Management: At HCL, the philosophy of Risk Management is that, every employee of HCL, either directly or indirectly, is responsible for managing risks. The Company has a Risk Management Committee to:</p> <ul style="list-style-type: none"> • Review key risks and their mitigating strategies with the management. • Assist the Board in fulfilling its corporate governance responsibility in reviewing the activities with regard to the identification, evaluation and mitigation of operational, strategic and external environmental risks. • Review and approve the Risk management policy and associated framework, processes and practices of the Company.
		<p>Compliance with internationally agreed standards, codes of conduct, and principles: Code of Business Ethics and Conduct: The Board has prescribed a Code of Conduct that provides for transparency, behavioral conduct, a gender friendly workplace, legal compliance and protection of Company's property and information. The code covers all employees, Directors, third party vendors, consultants and customers across the world.. A declaration to this effect is signed by the CEO and Chairman & Chief Strategy Officer. The Company reinforced its responsibility towards balanced governance with the dissemination of the Code of Business Ethics and Conduct (COBEC); Anti-bribery and Anti-corruption (ABAC) Policy; and Business Gifts and Entertainment Policy (BGEP).</p>
		<p>Code for Prevention of Insider Trading: The Code for prevention of Insider Trading inter-alia prohibits purchase/sale of shares of the Company by employees/directors while in possession of unpublished price sensitive information in relation to the Company. The Company within two working days of receipt of the information under them Initial and Continual disclosures from Directors shall disclose the same to all the Stock Exchanges, where the shares of the Company are listed.</p>

GRI clause no.	Requirement	Information
		<p>Anti-Briber Anti Bribery and Anti Corruption Policy To ensure the Company's policy for conducting its business activities with honesty, integrity and highest possible ethical standards and company's commitment towards prevention, deterrence and detection of fraud, bribery and other corrupt business practices, the Company has introduced an Anti Bribery and Anti Corruption Policy that applies to the employees at all levels, directors, consultants, agents and other persons associated with the Company, its affiliates and subsidiaries.</p>
		<p>Prevention of Sexual Harassment Policy In order to ensure an additional available mode for the employees, under the Sexual Harassment Policy, to voice their concern and bring it to the organization's notice, a mechanism is in place for employees to report any issues, abuse, etc. to a Council formed for this purpose. Any employee dissatisfied with the decision has a direct access to the CEO of the Company.</p>
G4 44	Processes for evaluating the highest governance body's own performance, particularly with respect to economic, environmental, and social performance.	The evaluation of the Directors' is not done on an individual basis. The Board evaluates its performance on a collective basis. Any decisions taken by the Board are reviewed by it on periodical basis to determine the effectiveness of its decision making. For e.g. if a board takes any decision to acquire a particular business / entity, the performance of that business / entity is regularly monitored and reviewed by the Board which gives the Board a fair idea on the decision taken by the Board.

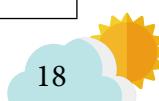


Annexure V :

BRR Principle mapping to HCL Policies

Principle-wise (as per NVGs) BR Policy/policies (Reply in Y/N)										
S. No.	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/policies for P1 to P9	Y	Y	Y	Y	Y	Y	Y	Y	Y
2	Has the policy being formulated in consultation with the relevant stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	Y
3	Does the policy conform to any national / international standards?	Y	Y	Y	Y	Y	Y	Y	Y	Y
4	Has the policy being approved by the Board ? Is yes, has it been signed by MD/owner/CEO/ appropriate Board Director?	Y	Y	Y	Y	Y	Y	Y	Y	Y
5	Does the company have a specified committee of the Board/ Director/Official to oversee the implementation of the policy?	Y	Y	Y	Y	Y	Y	Y	Y	Y
6	Indicate the link for the policy to be viewed online?	Y	Y	Y	Y	Y	Y	Y	Y	Y
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	Y
8	Does the company have in-house structure to implement the policy/policies.	Y	Y	Y	Y	Y	Y	Y	Y	Y
9	Does the Company have a grievance redressal mechanism related to the policy/policies to address stakeholders' grievances related to the policy/policies?	Y	Y	Y	Y	Y	Y	Y	Y	Y
10	Has the company carried out independent audit/ evaluation of the working of this policy by an internal or external agency?	Y	Y	Y	Y	Y	Y	Y	Y	Y

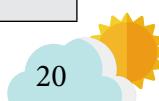
S.no.	Policy Name	Principle Mapping
1	Employee Code of Business Ethics and Conduct	P1
2	Equal Opportunity Employer	P4, P5
3	Environment Policy	P6, P2
4	Occupational Health and Safety Policy	P3, P5
5	Anti Bribery and Anti Corruption Policy	P1
6	Prevention and Redressal of Sexual Harassment	P3, P5
7	WhistleBlower Policy	P1, P5
8	Procurement policy	P2
9	Siting Policy	P8
10	Social Media Policy	P7
11	Supplier Diversity Policy	P4
12	Stakeholder Engagement framework	P4, P9
13	Business Gifts and Entertainment Policy	P1



P No.	BRR Principles
1	Businesses should conduct and govern themselves with Ethics, Transparency and Accountability
2	Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle
3	Businesses should promote the wellbeing of all employees
4	Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized
5	Businesses should respect and promote human rights
6	Business should respect, protect, and make efforts to restore the environment
7	Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner
8	Businesses should support inclusive growth and equitable development
9	Businesses should engage with and provide value to their customers and consumers in a responsible manner

Glossary

GLOSSARY	
AA	Account Ability
ABAC	Anti-Bribery and Anti-Corruption
ADEC	African Diaspora Employee Council
APAC	Asia Pacific
APELA	Asia Pacific Enterprise Leadership Award
ASHRAE	American Society of Heating Refrigerating and Air Conditioning Engineers
BGEP	Business Gift and Environment Policy
BPO	Business Process Outsourcing
BRI	Business Ready Infrastructure
BRR	Business Responsibility Reporting
CAC	Customer Advisory Council
CCTV	Closed Circuit Television
CDO	Chief Delivery Officer
CDP	Carbon Disclosure Project
CEO	Chief Executive Officer
CFC	Chloro-Fluoro Carbon
CFL	Compact Fluorescent Light
CGT	Consumer Goods Technology
CHRO	Chief Human Resource Officer
CII	Confederation of Indian Industries



GLOSSARY	
CIO	Chief Information Officer
COBEC	Code of Business Ethics and Conduct
CoP	Communities of Practice
CPCB	Central Pollution Control Board
CRT	Cathode Ray Tube
CSAT	Customer Satisfaction
CSC	Catalyst for Social Change
CSR	Corporate Social Responsibility
DCIP	Data Centre Improvement Project
DEFRA	Department for Environment Food and Rural Affairs
DG	Diesel Generator
EFC	Employee First Council
EFCS	Employee First Customer Second
EPA	Environment Protection Agency
EPIC	Employee Passion Indicative Count
EPS	Earnings Per Share
ERT	Emergency Response Team
FSC	Forest Stewardship Council
FY	Financial Year
GDC	Global Development Centre
GHG	Green House Gases
GJ	Giga Joules

GLOSSARY	
GPC	Good Practices Conference
GPS	Global Positioning System
GRI	Global Reporting Initiative
GSPR	Global R&D Service Providers' Rating
HCFC	Hydro Chloro Fluoro Carbon
HSE	Health Safety and Environment
HVAC	Heating Ventilation and Air Conditioning
IAOP	International Association of Outsourcing Professionals
ICSI	Institute of Company Secretaries of India
ICT	Information Communication Technology
INR	Indian National Rupee
IPCC	Inter-Governmental Panel on Climate Change
IPR	Intellectual Property Rights
ISO	International Standard Organisation
IT	Information Technology
KM	Knowledge Management
LATAM	Latin America
LCD	Liquid Crystal Display
LEAD	Latino Employee Alliance for Diversity
LED	Light Emitting Diode
LEED	Leadership in Energy and Environmental Design
MAD JAM	Make A Difference Jamboree



GLOSSARY	
MAD LTD	Make A Difference, Lead The Difference
MAT	Minimum Alternative Tax
MDG	Millennium Development Goals
MoEF	Ministry of Environment and Forests
MW	Mega Watt
NASSCOM	National Association of Software and Service Companies
NCR	National Capital Region
NGO	Non-Governmental Organisation
ODP	Ozone Depleting Potential
ODS	Ozone Depleting Substance
OHS	Occupational Health and Safety
OSHAS	Occupational Health and Safety Audit System
PBIT	Profit Before Interest and Taxes
PBT	Profit Before Taxes
PUMA	Providing Users Mobile Access
PwD	Person with Disabilities
RBTC	Relationship Beyond the Contract
R&D	Research and Development
ROCE	Return on Capital Employed
RoW	Rest of the World
RWH	Rain Water Harvesting
SCCM	System Centre Configuration Manager

GLOSSARY	
SEBI	Securities and Exchange Board of India
SEZ	Special Economic Zone
SHG	Self Help Group
SLA	Service Level Agreement
SPOF	Single Point of Failures
SSD	Smart Service Desk
SSON	Shared Services and Outsourcing Network
STP	Sewage Treatment Plant
TB	Tera Byte
TechCEED	Technical Competency Enhancement for Enabling Development
TTT	Train The Trainer
UNGC	United Nations Global Compact
UNICEF	United Nations Children's Fund
USA	United States of America
UV	Ultra Violet
VDI	Virtual Desktop Infrastructure
WEP	Women's Empowerment Principles

Sustainability Report Team:

Jageer Hussain, Prijoe Tharu, Sundari Sivasubbu & Straight Curve Solutions, Chennai





KPMG (Registered)

Building No. 10, 8th Floor, Tower-C,
DLF Cyber City, Phase - II
Gurgaon - 122002 (India)

Telephone +91 124 2549191
Fax +91 124 2549101
Internet www.in.kpmg.com

Independent Assurance Statement to HCL Technologies Limited on their Sustainability Report for Financial Year (FY) 2015-16

To the management of HCL Foundation, Corporate Office A-10/11, Sector – 3, Noida, Uttar Pradesh - 201301, India

Introduction

KPMG in India (KPMG) was engaged by HCL Foundation to provide an independent assurance on HCL Technologies Limited ('the Company' or 'HCL') Sustainability Report for FY 2015-16. The Report was prepared by HCL according to the Global Reporting Initiative's (GRI) G4 guidelines 'in-accordance – core' disclosure criteria for sustainability reporting.

HCL applies its own sustainability performance reporting criteria, derived from the Sustainability Reporting Guidelines (G4) of GRI.

Assurance standards used

We conducted the assurance in accordance with Limited Assurance requirements of International Federation of Accountants' (IFAC) International Standard on Assurance Engagement (ISAE) 3000 (revised), Assurance Engagements Other than Audits or Reviews of Historical Financial Information.

Scope and boundary of the assurance engagement

The Assurance has been provided for sustainability data and information on material aspects presented by HCL in its Sustainability Report for the period 1st April 2015 to 31st March 2016 based on GRI G4 guidelines in accordance core option. The boundary of the report include data and information from business units directly under HCL Technologies Ltd. (HCL).

The General and Specific Standard Disclosures subject to assurance were as follows:

General Standard Disclosures	Specific Standard Disclosures
<ul style="list-style-type: none">▪ Identified Material Aspects and Boundaries (G4-18 to G4-23)▪ Stakeholder Engagement (G4-24 to G4-27)▪ Report Profile (G4-28, G4-29, G4-30, G4-31)▪ Governance (G4-32 to G4-34, G4-38 to G4-41)▪ Ethics and Integrity (G4-56 to G4-58)	<p>Environmental</p> <ul style="list-style-type: none">▪ Materials (G4-EN1), Energy (G4-EN3 – G4-EN7), Emissions (G4-EN15 – G4-EN19), Effluents and Waste (G4-EN23), Products and Services (G4-EN27) <p>Labor Practices and Decent Work</p> <ul style="list-style-type: none">▪ Employment (G4-LA1), Occupational Health and Safety (G4-LA6), Training & Education (G4-LA9, Diversity and Equal Opportunity (G4-LA12) <p>Human rights</p> <ul style="list-style-type: none">▪ Non- discrimination (G4-HR3), Freedom of Association and Collective Bargaining (G4- HR4) <p>Society</p> <ul style="list-style-type: none">▪ Local Communities (G4-SO1, G4-SO2) <p>Product Responsibility</p> <ul style="list-style-type: none">▪ Product and Service Labeling (G4-PR3, G4-PR4, G4-PR5), Customer Privacy (G4-PR8,

Limitations and Exclusions

Our assurance process was subject to the following limitations and exclusions:

- Verification of claims was limited to data and information presented in the Report for the period 01 April 2015 to 31 March 2016. Data and information in the Report outside this reporting period was not subject to verification
- Data or information related to HCL's financial performance, sourced from its audited annual report for the financial year 2015-16 was not subject to verification
- Any statement/ remarks/ comments indicating intention, opinion, belief and/ or aspiration by HCL were excluded from the scope of assurance.
- Determine which, if any, recommendations should be implemented was excluded from the scope of assurance

Assurance Procedures

Our assurance processes involve performing procedures to obtain evidence about the reliability of specified performance information. The nature, timing and extent of procedures selected depend on our judgment, including the assessment of the risks of material misstatement of the performance indicators as well as standard disclosures whether due to fraud or error. In making those risk assessments, we have considered internal control relevant to the preparation [and presentation] of the Report in order to design assurance procedures that are appropriate in the circumstances.

Our assurance procedures also included:

- Assessment of HCL's reporting procedures for sustainability reporting regarding their consistency with the application of GRI G4 guidelines.
- Evaluating the appropriateness of the quantification methods and models used to arrive at the data presented in the Report.
- Verification of systems and procedures used for quantification, collation, and analysis of sustainability performance indicators included in the Report.
- Understanding the appropriateness of various assumptions, estimations and materiality thresholds used by HCL for data analysis.
- Discussions with the personnel responsible for the evaluation of competence required to ensure reliability of data and information presented in the Report.
- Discussion on sustainability with senior executives at the corporate office to understand the risk and opportunities from sustainability context and the strategy HCL is following.
- Assessment of data reliability and accuracy.
- We have relied on the data and information related to the Company's financial performance, sourced from its audited annual report for the FY 2015-16 and included in the Report.
- Data transcription and calculation errors that were detected during the assurance process were subsequently corrected and resolved by the company
- Verification of key performance data through site visit to HCL Campus in Chennai(Tamil Nadu) and Noida (Uttar Pradesh) for
 - Testing reliability and accuracy of data on a sample basis
 - Understanding technical values considered
 - Assessment of the stakeholder engagement process through interactions with relevant internal stakeholders and review of relevant documentation
 - Review of the processes deployed for collection, compilation, and reporting of sustainability performance indicators

The procedures performed in a limited assurance engagement are less in extent than for a reasonable assurance engagement. Appropriate documentary evidence was obtained to support our conclusions on



the information and data verified. Where such documentary evidence could not be collected on account of confidential information our team verified the same at HCL's premise.

Conclusions

We have reviewed the Sustainability Report of HCL Technologies Limited. Based on our review and procedures performed as described above, nothing has come to our attention for us not to believe that the information in the sustainability report for the period 1st April 2015 to 31st March 2016 in all material respects is fairly presented and the report meets the GRI G4 guidelines in accordance core option.

The observations related to our assurance engagement has been reported to the management. However, these does not impact our conclusion of the report

Independence

The assurance was conducted by a multidisciplinary team including professionals with suitable skills and experience in auditing environmental, social and economic information in line with the requirements of ISAE 3000 standard. Our work was performed in compliance with the requirements of the IFAC Code of Ethics for Professional Accountants, which requires, among other requirements, that the members of the assurance team (practitioners) as well as the assurance firm (assurance provider) be independent of the assurance client, in relation to the scope of this assurance engagement, including not being involved in writing the Report. The Code also includes detailed requirements for practitioners regarding integrity, objectivity, professional competence and due care, confidentiality and professional behaviour. KPMG has systems and processes in place to monitor compliance with the Code and to prevent conflicts regarding independence. The firm applies ISQC 1 and the practitioner complies with the applicable independence and other ethical requirements of the IESBA code.

Responsibilities

HCL is responsible for developing the Report contents. HCL is also responsible for identification of material sustainability issues, establishing and maintaining appropriate performance management and internal control systems and derivation of performance data reported. This statement is made solely to the Management of HCL in accordance with the terms of our engagement and as per scope of assurance.

Our work has been undertaken so that we might state to HCL those matters for which we have been engaged to state in this statement and for no other purpose. To the fullest extent permitted by law, we do not accept or assume responsibility to anyone other than HCL for our work, for this report, or for the conclusions expressed in this independent assurance statement. The assurance engagement is based on the assumption that the data and information provided to us is complete and true. By reading this assurance statement, stakeholders acknowledge and agree to the limitations and disclaimers mentioned above. We expressly disclaim any liability or co-responsibility for any decision a person or entity would make based on this assurance statement. By reading this assurance statement, stakeholders acknowledge and agree to the limitations and disclaimers mentioned above.



Santhosh Jayaram
Partner
KPMG in India
12 August 2016



HCL



www.hcltech.com

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