



Welcome Aboard

Transforming Customer
Experiences

A Message from

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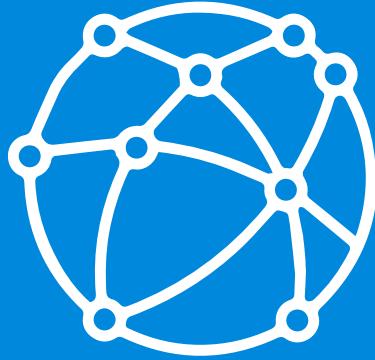


Welcome to HGS. We are excited to have you join our family.

At HGS, we partner with our clients to maximize their customer relationships as a virtual extension of their company. As a result, you will not only represent HGS but also our clients. We recognize that this is a big responsibility; one for which we're committed to helping you prepare.

As we begin this journey together, we hope the information in this newsletter will give you a quick glimpse of life at HGS and help you get to know HGS better. In the days to come, you will learn a lot more about HGS, your role, and what we offer our employees and our customers. Along the way, remember you can always reach out to your Ambassador or HR Generalist if you have any questions.

I wish you the very best and a successful career at HGS!
Welcome to the family!



Who is HGS?

As a global leader in business process management (BPM), we enhance the customer experience and help our clients become more competitive. As part of the multi-billion dollar conglomerate Hinduja Group, we embrace a global heritage while accommodating the local needs of our clients. We have over 20,000 employees across 34 delivery centers in seven countries, making a difference to some of the world's leading brands. Overall, we transform customer experiences and enhance our clients' businesses.



Our Mission

We innovate, optimize, and grow our clients' business with the perfect balance of technology and people.



Our Vision

Be the world's leading expert in transforming customer experiences for the most admired brands.



At Our Core

Our employees, our clients, and their customers are at the heart of everything we do.

One HGS, One Culture

At HGS we are one big family. Our values are the cornerstone of our dealings and culture. It is what makes us one HGS

 Integrity

 Empowerment

 Sustained Growth

 Quality

 Customer Focus

 Pride in Execution

 Global Mindset

Live the seven HGS values
that define who we are.



Setting Expectations

While the training durations vary according to client assignments, all employees receive the training that they need to excel in their jobs. Typically, classroom training lasts between 2 weeks and 2 months. From there, employees move into On the Job Training (OJT), which can last between 1 week and 2 months. Certification is mandatory for an employee to move to operations.

Throughout your journey, we are here to help! You will have a trainer dedicated to teaching you the information and process that you need to know. Your Team Lead will provide assistance as needed. And, your Ambassador and HR Generalist are always available to answer questions.

We want you to succeed, and we are prepared to give you the knowledge and support that you need!



HGS Way Of Life

HGS isn't just a workplace; it's a place for gaining all around development, meeting diversely talented people, forging strong bonds, and making lasting memories. There is something for everyone here. We celebrate diversity, talent, and individuals from every spectrum of life.

With a strong spirit of giving, HGS is fostering a healthy workplace culture. As a company, HGS facilitates employee volunteering to bring about positive social impact. The 'Work to Give' volunteer initiatives aim to create a better future by improving the quality of life in the communities where we operate.

The culture of growth, learning, mentorship, compassion, and dynamism are the pillars of every employee's life at HGS. As a result, we make leaders out of our employees. Over 90% of our supervisors and management are hired from within. Most started their careers at HGS, just like you.

In addition, HGS provides opportunities for employees to connect with co-workers, build lasting friendships, and have fun. Regularly, we host fun activities such as contests to encourage socializing and bonding with your co-workers.

Now is your chance to connect and make your time and talent count at HGS!

P3

People Performance Passion

HGS recognizes the importance of rewarding our employees for a job well done. We show our appreciation by rewarding points which can be redeemed in the P3 portal for awesome gifts such as housewares, logoed swag, and gift cards to restaurants, movie theaters, and commonly used retailers such as Amazon. The P3 portal allows employees to:

- Provide Peer-2-Peer Recognition
- View and comment on Manager-2-Team and previously Posted recognitions
- Shop for awards
- Send eCards
- Be social in the REC Room
- Participate in contests
- Read company newsletters
- Take online surveys
- Access photo galleries

Join the fun at [www.peopleareeverything.com!](http://www.peopleareeverything.com)

Grow with HGS

HGS creates an environment of positivity, recognition, and support for the holistic growth of our employees. We believe strongly that the quality of team members is paramount to the quality product that we deliver to our clients. We also believe that we have a responsibility to provide a workplace where people can grow professionally.

As a result, we offer our employees growth opportunities such as tuition reimbursement and ReadyNow (a comprehensive training programs designed for our individual contributors who are interested in advancing in their careers at HGS). This leads to over 90% of our Supervisors and Management being hired from within!

Ask your Team Lead how you can grow and develop your career!



Earn \$500 By Referring a Friend



Do you know someone who is looking for a new job? Perhaps you have a friend who is searching for a new opportunity. Or maybe you have a former co-worker who you believe would make a great addition to the HGS Team.

If any of these scenarios are true, email RecruitMe@teamhgs.com to recommend your friend for a job at HGS. If they are hired, you will earn \$100 on their first day of employment and receive an additional \$400 once they have worked at HGS for 90 days.

Refer your friend today!

HGS Supports Employees

At HGS, our goal is to challenge you with interesting work, develop your personal and professional skills, and reward you with comprehensive benefit and compensation programs. Please note that the following information is just a quick overview of your benefits. HR will provide you with detailed explanations of your benefit options. On a high level, your benefit package includes:

- Competitive Pay
- Paid Time Off (PTO)
- Health, Dental, and Vision Insurance
- Flexible Spending Accounts and Dependent Care Accounts
- Basic and Supplemental Life and Accidental Death and Dismemberment (AD&D) Insurance
- 401K with a company match
- Disability Income

In addition, HGS offers services to make your life easier. For example, we provide PayChex Flex to allow you to control your employee data through web access. You can complete actions such as setting-up and maintaining paycheck direct deposits and scheduling vacation time. Another example is Payactiv. This program allows you to access to money you've earned without waiting until payday.

Listen closely in the days to come to learn more about how HGS takes care of you!



Welcome to HGS!