

September 05, 2020

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

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

Dear Sirs,

**Sub: Unaudited Standalone and Consolidated Financial Results of the Company  
for the quarter ended June 30, 2020 - Regulations 30 & 33 of SEBI (Listing  
Obligations and Disclosure Requirements) Regulations, 2015**

This has further reference to our letter of even date on outcome of Board Meeting.

We are enclosing herewith the following:

- Earning Press Release being issued by the Company
- Q1FY2021 Financials & Fact Sheet

Kindly take the above documents on record.

Thanking you,

Yours truly,  
For Hinduja Global Solutions Limited



**S. Mahadevan**  
**EVP - Legal, Compliance & Company Secretary**

Encl: As above

**HINDUJA GLOBAL SOLUTIONS LIMITED**

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

Corporate Identity Number: L92199MH1995PLC084610

# HGS ANNOUNCES Q1 FY2021 RESULTS

**Mumbai, India, September 5, 2020:** Hinduja Global Solutions (HGS) (listed in BSE & NSE) today announced its unaudited First Quarter Results for FY2021.

Speaking on the results, **Partha DeSarkar, Wholetime Executive Director and CEO of HGS** said: *“Building on its momentum from last year, HGS has started FY2021 on a strong note. The performance in the first quarter was much better than expected, considering the current market conditions. Both Healthcare and CES (Consumer Engagement Services) verticals posted good traction, leading to robust growth in topline (comparable numbers) and profitability.*

*Our resilient delivery model and the quick response in shifting to a work from home led model is helping us deliver business as usual services to our clients with no disruption. Despite challenges posed by the pandemic, we continue to see strong demand for our services, and the advantage we have due to our current portfolio mix is helping us win new logos across verticals, both for short-and long-term opportunities. We are making significant progress on our digital journey too. The pandemic has opened up a whole-new potential opportunity for HGS and we are focused on offering new-age solutions that create real outcomes for businesses.*

*Looking ahead, while we expect a robust Open Enrollment season in the healthcare vertical, given the COVID uncertainties, we are cautiously optimistic for the rest of the financial year.”*

### Financial Highlights for Q1 FY2021

- Q1 FY2021 revenues stood at Rs. 12,359 million. Revenue growth of 8.7% YoY on like-to-like basis (excluding pass-through revenues and India Domestic CRM business revenues included in Q1 FY2020)
- EBITDA was Rs. 1,458 million. EBITDA margins improved to 11.8% in Q1 FY2021, from 11.6% in Q1 of last year
- Net profit was Rs. 492 million, a growth of 21.7 % YoY; Net margins stood at 4.0%
- Capital expenditure for the quarter was Rs. 349 million, including Rs. 43 million for COVID related work from home expenditure
- Reduction in gross debt of Rs. 265 million in Q1 FY2021; As on 30<sup>th</sup> June, 2020, Net Cash stood at Rs 629 million.
- Interim Dividend of Rs 6 /share

## Q1 FY2021 EARNINGS PRESS RELEASE

### Business Highlights for Q1 FY2021

- **Client wins:**
  - Added nine new logos across verticals for core BPM services and five for HRO/ Payroll Processing
  - Signed engagements with 11 clients (new and existing) for HGS Digital services (RPA, digital, analytics and Social Care services)
- **Clientele:** As of 30<sup>th</sup> June, 2020, HGS had 227 core BPM clients and 691 HRO/Payroll processing clients.
- **New Services:**
  - Launched HGS Pulse, a customer analytics platform for contact centers that provides visibility into business performance and actionable CX insights, and QuickEntry by HGS, a COVID-19 Employee Screener & Mobile App
  - HRO business launched a SaaS-based recruitment and on-boarding module
- **Employee Headcount:** 37,165 as of 30<sup>th</sup> June, 2020.
- **Delivery Centers:** Overall, HGS had 60 global delivery centers across seven countries as on 30<sup>th</sup> June, 2020.
- **Awards & Recognition in Q1 FY2021:**
  - Star Performer & Major Contender: Healthcare Payer Operations, PEAK Matrix® Assessment 2020, Everest Group
  - Major Contender: Customer Experience Management (CXM), PEAK Matrix® Assessment 2020, Everest Group
  - Booming 15 – Service & Technology Provider Standouts – EMEA, ISG outsourcing Index Q1 2020
  - Won the 2020 Customer Service Team of the Year, American Business Stevie Award
  - Awarded Excellence in Strategic Partnerships, IAOP 2020
  - Recognized as Outsource Partner of the Year, BI Group - Excellence in Customer Service 2020

### About Hinduja Global Solutions (HGS):

A global leader in business process management (BPM) and optimizing the customer experience lifecycle, HGS is helping make its clients more competitive every day. HGS combines technology-powered services in automation, analytics and digital with domain expertise focusing on back office processing, contact centers and HRO solutions to deliver transformational impact to clients. Part of the multi-billion dollar conglomerate Hinduja Group, HGS takes a true “globally local” approach, with over 37,165 employees across 60 delivery centers in seven countries making a difference to some of the world’s leading brands across nine key verticals. For the year ended 31<sup>st</sup> March 2020, HGS had revenues of Rs. 52,354 million (US\$ 737 million).

Visit [www.teamhgs.com](http://www.teamhgs.com) to learn how HGS can help make your business more competitive.

## Q1 FY2021 EARNINGS PRESS RELEASE

### Safe Harbour

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

For more information, visit us at [www.teamhgs.com](http://www.teamhgs.com) or contact:

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## HGS Q1FY2021 FINANCIALS AND FACT SHEET

Hinduja Global Solutions Limited					
Consolidated Quarterly Profit & Loss Account				Unaudited	
(Rs Million)					
Particulars	Q1FY20	Q4FY20	Q1FY21	QQ Growth	YY Growth
Operating Revenues	12,180.8	12,760.4	12,358.9	-3.1%	1.5%
Other Operating Income	0.0	96.6	0.0		
Revenues From Operations	12,180.8	12,857.0	12,358.9	-3.9%	1.5%
Employee Costs	7,812.4	8,804.0	8,596.4	-2.4%	10.0%
Other Operating Expenses	2,914.2	2,274.5	2,304.5	1.3%	-20.9%
Total Operating Expenses	10,726.6	11,078.5	10,900.9	-1.6%	1.6%
Op Profit/EBITDA	1,454.2	1,778.5	1,458.0	-18.0%	0.3%
EBITDA Margin	11.9%	13.8%	11.8%		
Depreciation & Amortisation	716.3	839.2	773.8	-7.8%	8.0%
Interest & Finance Charges	246.7	247.9	237.0	-4.4%	-3.9%
Other Income	64.0	89.1	307.7	245.3%	380.8%
Goodwill Impairment	0.0	31.8	0.0		
Profit Before Tax	555.2	748.7	754.9	0.8%	36.0%
Provision for Taxation	159.2	442.9	262.7	-40.7%	65.0%
Profit from Discontd Operations	8.5	142.6	0.0		
Net Profit/(Loss)	404.5	448.4	492.2	9.8%	21.7%
Shares Outstanding (Mn)	20.84	20.87	20.87		
Earnings/Share (Rs)	18.97	20.74	22.97		
Dividend/Share (Rs)	2.50	0.00	6.00		

Hinduja Global Solutions					
Leverage Profile		Unaudited			
(Rs Million)					
Particulars	Q1FY20	Q2FY20	Q3FY20	Q4FY20	Q1FY21
Total Gross Bank Debt (Excl. Lease Liabilities)	5,624.0	5,726.0	5,546.0	6,042.2	5,776.8
Less: Cash and cash equivalents	5,091.0	6,024.0	5,222.3	5,308.2	6,405.7
Net Bank Debt/(Net Cash)	533.0	(298.0)	323.7	734.0	(628.8)
Networth	16,248.0	16,641.3	17,463.0	17,318.4	18,051.3
Net Bank Debt/TTM EBITDA	0.10	(0.05)	0.05	0.10	(0.09)
Gross Bank Debt/ TTM EBITDA	1.10	0.95	0.82	0.86	0.82
Net Bank Debt/Equity	0.03	(0.02)	0.02	0.04	(0.03)

Hinduja Global Solutions			
Summary Balance Sheet	Unaudited		
(Rs Million)			
Particulars	Q1FY20	Q4FY20	Q1FY21
Shareholders' Funds	16,247.8	17,318.4	18,051.3
Total Gross Bank Debt (Excl. Lease Liabilities)	5,624.0	6,042.2	5,776.8
Other Current & Non-Current Liabilities	15,720.0	17,357.0	17,918.5
Capital Employed	37,591.8	40,717.6	41,746.6
Fixed Assets & Intangibles	13,513.6	9,578.4	9,685.1
Other Non-Current Assets	6,467.2	10,606.6	10,076.9
Total Non-Current Assets	19,980.8	20,185.0	19,762.0
Sundry Debtors & Other Current Assets	12,520.0	15,224.4	15,578.9
Cash and cash equivalents	5,091.0	5,308.2	6,405.7
Total Current Assets	17,611.0	20,532.7	21,984.6
Capital Deployed	37,591.8	40,717.6	41,746.6

Hinduja Global Solutions			
Summary Cash Flow Statement	Unaudited		
(Rs Million)			
Particulars	Q1FY20	FY2020	Q1FY21
Cash Flow From Ops. & After WC Changes	1,455.2	8,837.5	1,819.1
Cash Flow Due to Net Capital Expenditure	(129.4)	(1,176.4)	(349.4)
Cash Flow Due to Other Investing Activities	0.0	(3,093.8)	329.6
Other Items	4.4	115.1	56.6
Cash Flow From Investing Activities	1,330.3	4,682.4	1,855.9
Proceeds/(Repayment) of Debt	(384.7)	(300.0)	(265.4)
Cash from Interest & Others	(91.2)	(2,127.3)	(497.6)
Dividends Paid	0.1	(565.9)	1.0
Proceeds From Share Issuance	1.7	10.6	3.6
Cash Flow From Financing Activities	(474.1)	(2,982.6)	(758.4)
Net Inc./(Dec) in Cash & Cash Equivalents	856.2	1,699.7	1,097.4
Cash and cash equivalents at BOP	4,234.8	3,608.5	5,308.2
Cash and cash equivalents at EOP	5,091.0	5,308.2	6,405.7

REVENUE BY CURRENCY										
Particulars	Q1FY2020		Q2FY2020		Q3FY2020		Q4FY2020		Q1FY2021	
	Rs Million	% terms	Rs Million	% terms	Rs Million	% terms	Rs Million	% terms	Rs Million	% terms
From USD	9,703.4	75.2%	9,444.1	73.2%	9,765.2	73.1%	9,954.4	75.5%	9,156.9	74.1%
From CAD	1,288.8	10.0%	1,403.6	10.9%	1,549.7	11.6%	1,499.8	11.4%	1,448.1	11.7%
From GBP	678.5	5.3%	758.6	5.9%	726.5	5.4%	746.8	5.7%	1,173.7	9.5%
From INR	1,233.8	9.6%	1,299.7	10.1%	1,316.1	9.9%	984.5	7.5%	580.1	4.7%
<b>Note: Q1FY2021 numbers are unaudited</b>										

REVENUE BY DELIVERY										
Particulars	Q1FY2020		Q2FY2020		Q3FY2020		Q4FY2020		Q1FY2021	
	Rs Million	% terms	Rs Million	% terms	Rs Million	% terms	Rs Million	% terms	Rs Million	% terms
USA & Jamaica	5,329.0	41.3%	4,808.3	37.3%	4,679.5	35.0%	4,962.6	37.6%	4,735.7	38.3%
India (Domestic)	1,233.8	9.6%	1,299.7	10.1%	1,316.1	9.9%	984.5	7.5%	580.1	4.7%
India (International)	2,269.5	17.6%	2,457.5	19.0%	2,703.9	20.2%	2,702.5	20.5%	2,545.4	20.6%
<b>India Operations *</b>	<b>3,503.3</b>	<b>27.1%</b>	<b>3,757.3</b>	<b>29.1%</b>	<b>4,020.0</b>	<b>30.1%</b>	<b>3,687.0</b>	<b>28.0%</b>	<b>3,125.5</b>	<b>25.3%</b>
Philippines	2,093.6	16.2%	2,162.5	16.8%	2,305.2	17.3%	2,282.7	17.3%	2,100.6	17.0%
Canada	1,288.8	10.0%	1,403.6	10.9%	1,549.7	11.6%	1,499.8	11.4%	1,448.1	11.7%
UK/EU	678.5	5.3%	758.6	5.9%	726.5	5.4%	746.8	5.7%	937.6	7.6%
Middle East	11.3	0.1%	15.7	0.1%	76.7	0.6%	6.6	0.1%	11.3	0.1%
<b>Note: Q1FY2021 numbers are unaudited. From Q1 to Q4FY20, India Operation does include revenues of India Domestic CRM which were sold on Jan-30th,2020</b>										

REVENUE BY VERTICALS										
Particulars	Q1FY2020		Q2FY2020		Q3FY2020		Q4FY2020		Q1FY2021	
	Rs Million	% terms	Rs Million	% terms	Rs Million	% terms	Rs Million	% terms	Rs Million	% terms
Technology & Telecom	2,052.5	15.9%	2,050.5	15.9%	2,173.7	16.3%	1,943.1	14.7%	1,800.2	14.6%
Healthcare & Insurance	6,497.1	50.3%	6,670.7	51.7%	7,260.2	54.4%	7,600.7	57.6%	6,935.2	56.1%
Consumer & Retail	1,384.0	10.7%	1,403.4	10.9%	1,417.2	10.6%	1,345.2	10.2%	1,361.8	11.0%
Banking & Financials	1,067.9	8.3%	1,165.4	9.0%	1,258.4	9.4%	1,138.1	8.6%	1,038.6	8.4%
Media & Entertainment	241.4	1.9%	272.5	2.1%	296.3	2.2%	298.6	2.3%	285.0	2.3%
Chemicals & Biotech	156.5	1.2%	165.7	1.3%	160.2	1.2%	177.9	1.3%	203.2	1.6%
Misc & Others	1,505.1	11.7%	1,177.9	9.1%	791.5	5.9%	681.8	5.2%	734.8	5.9%
<b>Note: Q1FY2021 numbers are unaudited</b>										

ONSHORE to OFFSHORE REVENUE MIX										
Particulars	Q1FY2020		Q2FY2020		Q3FY2020		Q4FY2020		Q1FY2021	
	Rs Million	% terms	Rs Million	% terms	Rs Million	% terms	Rs Million	% terms	Rs Million	% terms
Onshore Revenues	7,338.7	56.9%	7,140.0	55.3%	7,156.8	53.6%	6,742.3	51.1%	6,217.8	50.3%
Offshore Revenues *	5,565.9	43.1%	5,766.1	44.7%	6,200.7	46.4%	6,443.2	48.9%	6,141.1	49.7%
<b>Note: Q1FY2021 numbers are unaudited. Offshore includes Nearshore as well.</b>										

CLIENT CONCENTRATION										
Particulars	Q1FY2020		Q2FY2020		Q3FY2020		Q4FY2020		Q1FY2021	
	Rs Million	% terms	Rs Million	% terms	Rs Million	% terms	Rs Million	% terms	Rs Million	% terms
Revenue from Top Customer	2,191.4	17.0%	2,330.4	18.1%	2,650.3	19.8%	2,686.8	20.4%	2,737.1	22.1%
Revenue from Top-5 Customers	6,233.2	48.3%	5,937.5	46.0%	6,681.5	50.0%	6,791.4	51.5%	6,373.3	51.6%
Revenue from Top-10 Customers	7,790.6	60.4%	7,392.9	57.3%	7,871.8	58.9%	7,950.5	60.3%	7,549.0	61.1%
Revenue from Top-20 Customers	9,300.9	72.1%	9,057.3	70.2%	9,307.7	69.7%	9,294.5	70.5%	8,963.3	72.5%
<b>Note: Q1FY2021 numbers are unaudited</b>										

REGIONWISE EMPLOYEE TRENDS										
Particulars	Q1FY2020		Q2FY2020		Q3FY2020		Q4FY2020		Q1FY2021	
	Numbers	% terms	Numbers	% terms	Numbers	% terms	Numbers	% terms	Numbers	% terms
India	24,420	57.6%	24,836	56.2%	25,851	56.9%	18,106	48.3%	17,674	47.6%
Philippines	8,700	20.5%	9,268	21.0%	9,792	21.6%	9,351	25.0%	9,315	25.1%
US/Jamaica	5,846	13.8%	6,298	14.2%	6,315	13.9%	6,165	16.5%	5,872	15.8%
Canada	2,292	5.4%	2,562	5.8%	2,396	5.3%	2,760	7.4%	2,732	7.4%
UK/Europe	1,113	2.6%	1,254	2.8%	1,081	2.4%	1,078	2.9%	1,572	4.2%
<b>Total Headcount</b>	<b>42,371</b>		<b>44,218</b>		<b>45,435</b>		<b>37,460</b>		<b>37,165</b>	

*Note: Q1FY2021 numbers are unaudited*

CAPEX to OPEX SEATS										
Particulars	Q1FY2020		Q2FY2020		Q3FY2020		Q4FY2020		Q1FY2021	
	Numbers	% terms	Numbers	% terms	Numbers	% terms	Numbers	% terms	Numbers	% terms
Capex Seats	32,968	77.7%	33,577	76.6%	33,973	76.0%	21,738	61.7%	21,745	62.2%
Opex Seats	9,443	22.3%	10,238	23.4%	10,726	24.0%	13,479	38.3%	13,209	37.8%
<b>Total Headcount</b>	<b>42,411</b>		<b>43,815</b>		<b>44,699</b>		<b>35,217</b>		<b>34,954</b>	

*Note: Q1FY2021 numbers are unaudited*

REVENUE RUN RATE (Numbers)						
	Q1FY2020	Q2FY2020	Q3FY2020	Q4FY2020	Q1FY2021	
Above Rs200mn/Quarter	12	12	11	9	9	
Above Rs150mn/Quarter	14	17	12	14	14	
Above Rs100mn/Quarter	23	24	23	19	21	
Above Rs50mn/Quarter	41	40	40	44	40	
Above Rs10mn/Quarter	90	95	96	88	80	

*Note: Q1FY2021 numbers are unaudited*

AVERAGE MONTHLY REVENUE PER EMPLOYEE (RUPEES)					
	Q1FY2020	Q2FY2020	Q3FY2020	Q4FY2020	Q1FY2021
India Overall	48,835	50,854	52,874	55,918	58,236
Philippines	80,458	80,235	80,629	79,497	75,025
Jamaica	82,220	82,634	86,241	92,813	96,008
US Domestic *	373,596	388,197	353,401	384,293	388,432
UK/Europe	206,558	213,655	207,436	230,612	235,876
Canada	181,491	192,777	208,371	193,917	175,789
<b>Overall</b>	<b>101,738</b>	<b>99,366</b>	<b>99,328</b>	<b>106,042</b>	<b>110,409</b>

*Note: All numbers are un audited. \* - US includes US Domestic + Colibrium + AxisPoint + Elements*