

May 12, 2025

BSE Limited
Corporate Relations Department
P.J. Towers, Dalal Street,
Mumbai - 400 001.

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

Scrip Code: 532859

Symbol: HGS

Dear Sir,

Sub: HGS Launches AI-Powered Digital CX and Data Innovation Hub in Waterloo, Canada

We are enclosing a Press Release being issued by the Company on the captioned subject, which is self-explanatory.

Kindly take note of the same.

For **Hinduja Global Solutions Limited**

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Digitally signed
by NARENDRA
SINGH
Date: 2025.05.12
11:41:04 +05'30'

Narendra Singh
Company Secretary
F4853

Date and time of occurrence of event: May 12, 2025 at 11.30 am.

Encl: As above

HINDUJA GLOBAL SOLUTIONS LIMITED.

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HGS Launches AI-Powered Digital CX and Data Innovation Hub in Waterloo, Canada

Bengaluru, India and Waterloo, ON, Canada – May 12, 2025: HGS, a global leader in technology solutions, cybersecurity and consulting, digital customer experiences (CX), and applied-AI business process management (BPM), today announced the opening of its newest AI-powered digital customer experience and Data & Analytics innovation center in Waterloo, Ontario. This expansion marks a significant milestone in HGS’s commitment to digital transformation, data-driven innovation, and creating high-quality career opportunities in Canada’s fastest-growing city.

HGS’s new facility will open on May 15, 2025, and serve as a hub for digitally enabled customer engagement, leveraging AI-powered automation, analytics, and cloud-based solutions to redefine customer interactions. With the company’s focus on delivering frictionless, omnichannel experiences, the Waterloo center will play a critical role in enhancing customer satisfaction for some of the world’s leading brands.

“As we continue to grow and transform the customer experience landscape, Waterloo is the ideal city for HGS to expand,” said Savita Jones, HGS SVP - North America Operations. “This region is home to more than 1,000 technology firms and has proven to be the perfect place to turn innovative ideas into a thriving business. Its collaborative spirit within this type of ecosystem is a great fit for our next-generation CX solutions that will ultimately create a data-rich innovation network.”

The new HGS customer experience center will initially create up to 150 jobs in Waterloo, offering a diverse range of opportunities, including:

- Digitally focused jobs in automation, data analytics, and AI
- IT Support
- Bilingual Customer Experience Agents
- Talent Management
- HR
- Support Staff
- Operation Management
- Engineering

HGS is committed to career growth, training, and upskilling, ensuring employees have access to cutting-edge digital tools and development programs that prepare them for the future of customer engagement.



PRESS RELEASE

HGS's decision to expand in Waterloo aligns with the city's reputation for innovation and entrepreneurship. Home to world-class universities like the University of Waterloo and Wilfrid Laurier University, Waterloo fosters a unique synergy between business, technology, and talent—ideal for driving digital transformation in the CX industry.

Beyond job creation, HGS aims to contribute to the Waterloo community through local partnerships, skill development initiatives, and innovation-driven collaborations that will further strengthen the city's role as a leader in the global digital economy.

About HGS

A global leader in optimizing the customer experience lifecycle, digital transformation, business process management, and digital media ecosystem, HGS is helping its clients become more competitive every day. HGS' core BPM business combines automation, analytics, and artificial intelligence with deep domain expertise focusing on digital customer experiences, back-office processing, contact centers, and HRO solutions. HGS' digital media business, NXTDIGITAL (www.nxtdigital.in), is India's premier integrated Digital Delivery Platforms Company delivering services via satellite, digital cable and broadband to over 6 million customers across 1,500 cities and towns.

Part of the multi-billion-dollar conglomerate Hinduja Group, HGS takes a "globally local" approach. HGS has 18,169 employees in 10 countries, including 33 delivery centers, making a difference to some of the world's leading brands across verticals. For the year ended March 31, 2024, HGS had total income of Rs. 5,087.8 crore (US\$ 614.4 million).

Visit <https://hgs.cx> to learn how HGS transforms customer experiences and builds businesses for the future.