HGS
HINDUJA GLOBAL SOLUTIONS

July 31, 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: Regulation 30 & 33 of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 - Audited Standalone and Consolidated Financial Results of the Company for the year ended March 31, 2020

This has further reference to our letter of even date on Audited Financial Results. We are enclosing herewith the following:

- Press Release on financial results for the quarter and year ended March 31, 2020
- Q4FY2020 & FY2019-20 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: a/a

Q4 FY2020 EARNINGS PRESS RELEASE

HGS ANNOUNCES Q4 AND FULL-YEAR RESULTS FOR FY2020

Mumbai, India, July 31, 2020: Hinduja Global Solutions (HGS) (listed in BSE & NSE) today announced its audited Fourth Quarter and Full-Year Results for FY2020.

Speaking on the results, **Partha DeSarkar, Wholetime Executive Director and CEO of HGS** said**:** *"HGS continued its strong momentum of FY2020 in the fourth quarter. Despite the COVID-19 pandemic posing some challenges in March 2020 and the sale of the India Domestic CRM Business, our topline in Q4 FY2020 grew by 2.6% YoY to Rs. 13,186 million while EBIDTA was up by 26.4% YoY to Rs. 1,881 million. The growth was led by good performance in both Healthcare and CES (Consumer Engagement Services) verticals across geographies.*

For the full-year FY2020, HGS recorded a topline of Rs. 52,354 million, a YoY revenue growth of 8.7%. On constant currency terms, growth was 9.5% while 1.9% came from exchange rate fluctuations. The reported growth is lower due to businesses sold off or exited. EBIDTA increased significantly by 62.4% YoY to Rs. 7,165 million, with margins closing at 13.7%. PAT for the year grew by 16.6% YoY to Rs 2,056 million.

HGS signed 29 new clients for core BPM services in FY2020. We have expanded our presence in the US, UK, India and Philippines to meet this demand. With the launch of HGS Digital as a brand combining all our technology-led services in September 2019, we saw good traction in this segment. Digital revenues grew by 24.7% in the year and account for 8.3% of overall revenues in FY2020.

With the impact of COVID-19 in the last few months, our topmost priority has been the safety and well-being of our employees. I am proud of my colleagues globally who have stepped up in this time of crisis and demonstrated their commitment to deliver 'business as usual' services from their homes to clients even as they manage personal responsibilities. Their resilience and attitude have been receiving great feedback from our clients.

With the global enterprises looking to increasingly leverage technology today led by COVID-19 needs, HGS has realigned its strategy to support this demand. Our service offerings such as Nursing Triage Services, Work@Home and Digital services such as Social Care and Digibots to engage with clients' employees are opening up big opportunities for us. We expect this trend to grow further. Looking ahead, we are confident of facing the challenges posed by Covid pandemic. We continue to strengthen and scale our Work from Home operations to service our clients, as well as maintain our focus on managing cost and improving the overall profitability of the business."

Q4 FY2020 EARNINGS PRESS RELEASE

Financial Highlights for Q4 FY2020

- HGS reported a YoY revenue growth of 2.6% to Rs. 13,186 million
- Revenue growth in constant currency terms was 6.4%. Revenue growth in Q4 was lower due to the exit of domestic business, which accounted for only one month of our Q4 operating revenues.
- EBITDA was Rs. 1,881 million, up by 26.4% YoY; EBITDA margins stood at 14.3%
- Net profit was Rs. 448 million, a YoY drop of 17.8%; Net margins stood at 3.4%
- Capital expenditure for the quarter was Rs. 376.9 million

Financial Highlights for Full-Year FY2020

- Net Sales increased to Rs. 52,354 million, a YoY revenue growth of 8.7%
- In constant currency, revenue growth was at 9.5%. Reported growth was lower due to exit of the domestic business, which accounted for only one month of our Q4 operating revenues.
- EBITDA stood at Rs. 7,165 million, up by 62.4% YoY; EBITDA margin was 13.7%
- Net profit was Rs. 2,056 million, up by 16.6% YoY; Net margins stood at 3.9%
- Capital expenditure for the year was Rs. 1,176.4 million
- Gross debt increased by Rs. 131 million during FY2020; At the end of 31st March, 2020, Net Debt was Rs 734 million, a Net Debt/TTM EBITDA of 0.1x.
- Total dividend of Rs. 20/share, an increase of 100% over FY 2019

Consolidated Financial Highlights

(Rs Million)	Quarter 4		YOY	Quarter 3	QOQ	Full Year		YOY
	FY2019	FY2020	Growth	FY2020	Growth	FY2019	FY2020	Growth
Operating Revenues	12,846	13,186	2.6%	13,358	-1.3%	48,167	52,354	8.7%
EBITDA	1,488	1,881	26.4%	2,076	-9.4%	4,411	7,165	62.4%
EBITDA Margin	11.6%	14.3%		15.5%		9.2%	13.7%	
Profit Before Tax	739	974	31.7%	1,042	-6.5%	2,481	3,492	40.7%
PBT Margin	5.8%	7.4%		7.8%	-5.3%	5.2%	6.7%	
Profit After Tax	545	448	-17.8%	712	-37.0%	1,764	2,056	16.6%
PAT Margin	4.2%	3.4%		5.3%		3.7%	3.9%	
Basic EPS (Rs)	26.29	20.7		34.2		85.0	96.8	

Note: EBITDA computed in the above table excludes other income

Q4 FY2020 EARNINGS PRESS RELEASE

Business Highlights for Full-Year FY2020

- **New Services:** Launched HGS Digital, a new brand focused on providing high-end digital strategy and transformative digital-first solutions to clients
- **M&A Update:** Announced sale of India Domestic Customer Relationship Management (CRM) business to Altruist Technologies Private Limited in November 2019. As part of the transaction, HGS transferred client contracts, about 7,000 employees and delivery centre assets in India to Altruist in January-end, 2020.
- **Client wins/ transfers:**
  - Added 29 new clients across verticals for core BPM services and 30 for HRO/ Payroll Processing
  - Included five new logos for core BPM services and seven for HRO/ Payroll Processing in Q4 FY2020
  - Signed engagements with 28 clients (new and existing) for HGS Digital services (RPA, digital, analytics and Social Care services)
  - Transferred 32 clients to Altruist Technologies in January 2020 as part of the business sale
- **Clientele:** As of 31st March, 2020, HGS had 221 core BPM clients and 686 HRO/Payroll processing clients.
- **Employee Headcount:** 37,460 as of 31st March, 2020.
- **Delivery Centers:** In Q4 FY2020, HGS set up a client delivery site at Liverpool in the UK but closed existing sites in Liverpool, Canada, and Mysore and Nagercoil in India. The company also transferred nine delivery centers across Bangalore, Hyderabad, Pune, Mumbai, Noida, Indore and Raipur to Altruist Technologies in January 2020.

  Overall, HGS had 61 global delivery centers across seven countries as on 31st March, 2020.
- **Awards & Recognition in Q4 FY2020:**
  - High Achievers: Cognitive CX Services 2020 – Cost Optimization Capability NEAT, NelsonHall
  - Booming 15 - Service & Technology Provider Standouts –EMEA, ISG outsourcing Index Q4 FY 2019
  - Now Tech: Insights - Driven Business Process Outsourcing, Q1 2020, Forrester
  - 10th year in a row - Leader in 2020 Global Outsourcing 100®, IAOP
  - Winner of India's First Ever Hackathon for Recruiters - TRAILBLAZERS, Instahiring 2020
  - Best Use of Data & Insights in Transformational category, Customer Fest Leadership Awards 2020
  - HGS won 4 awards at the ET Now - World HRD Congress and Awards 2020: Diversity Impact, Best Workplace Practices, Best Employee Relations Practices and Best Use of Social Media in HR

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 37,460 employees across 61 delivery centers in seven countries making a difference to some of the world's leading brands across nine key verticals. For the year ended 31st March 2020, HGS had revenues of Rs. 52,354 million (US$ 737 million).

Visit www.teamhgs.com to learn how HGS can help make your business more competitive.

Q4 FY2020 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 or contact:

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HGS Q4FY2020 & FY2020 FINANCIALS AND FACT SHEET

Hinduja Global Solutions Limited					
Consolidated Quarterly Profit & Loss Account					**Audited**
(Rs Million)					
Particulars	**Q4FY19**	**Q3FY20**	**Q4FY20**	**QQ Growth**	**YY Growth**
Overseas Revenues	11,436.6	12,041.4	12,088.9	0.4%	5.7%
Domestic Revenues	1,409.2	1,316.1	1,000.1	-24.0%	-29.0%
Other Operating Income	0.0	0.0	96.6		
Revenues From Operations	**12,845.8**	**13,357.5**	**13,185.5**	**-1.3%**	**2.6%**
Employee Costs	7,980.0	8,708.9	8,999.7	3.3%	12.8%
Other Operating Expenses	3,377.9	2,572.2	2,304.6	-10.4%	-31.8%
Total Operating Expenses	11,357.9	11,281.1	11,304.2	0.2%	-0.5%
Op Profit/EBITDA	**1,487.9**	**2,076.4**	**1,881.3**	**-9.4%**	**26.4%**
EBITDA Margin	11.6%	15.5%	14.3%		
Depreciation & Amortisation	657.5	785.9	985.0	25.3%	49.8%
Interest & Finance Charges	113.8	266.8	262.1	-1.7%	130.4%
Other Income	22.8	197.5	372.0	88.4%	1528.8%
Goodwill Impairment	0.0	179.5	31.8		
Profit Before Tax	739.5	1,041.7	974.3	-6.5%	31.8%
Provision for Taxation	194.0	329.9	525.9	59.4%	171.1%
Net Profit/(Loss)	**545.5**	**711.8**	**448.4**	**-37.0%**	**-17.8%**
Shares Outstanding (Mn)	20.84	20.87	20.87		
Earnings/Share (Rs)	**26.30**	**34.23**	**20.74**		
Dividend/Share (Rs)	**2.50**	**15.00**	**0.00**		

Hinduja Global Solutions Limited			
Conolidated Full Year Profit & Loss Account			**Audited**
(Rs Million)			
Particulars	**FY2019**	**FY2020**	**YY Growth**
Overseas Revenues	42,609.0	47,407.3	11.3%
Domestic Revenues	5,246.2	4,849.8	-7.6%
Other Operating Income	311.4	96.6	
Revenues From Operations	**48,166.6**	**52,353.7**	**8.7%**
Employee Costs	32,506.7	34,648.3	6.6%
Other Operating Expenses	11,249.0	10,540.5	-6.3%
Total Operating Expenses	43,755.7	45,188.8	3.3%
Op Profit/EBITDA	**4,410.9**	**7,164.9**	**62.4%**
EBITDA Margin	9.2%	13.7%	
Depreciation & Amortisation	1,968.2	3,299.5	67.6%
Interest & Finance Charges	406.4	1,031.5	153.8%
Other Income	445.1	869.3	95.3%
Goodwill Impairment	0.0	211.3	
Profit Before Tax	2,481.4	3,491.9	40.7%
Provision for Taxation	717.5	1,435.7	100.1%
Net Profit/(Loss)	**1,763.9**	**2,056.1**	**16.6%**
Shares Outstanding (Mn)	20.84	20.87	
Earnings/Share (Rs)	**85.0**	**96.8**	
Dividend/Share (Rs)	**10.0**	**20.0**	

Hinduja Global Solutions

Summary Balance Sheet			Audited
(Rs Million)			
Particulars	**Q4FY19**	**Q3FY20**	**Q4FY20**
Shareholders' Funds	16,511.7	17,462.8	17,318.4
Total Gross Bank Debt (Excl. Lease Liabilities)	5,910.9	5,546.0	6,042.2
Other Current & Non-Current Liabilities	7,263.0	15,551.1	17,357.0
Capital Employed	**29,685.6**	**38,559.9**	**40,717.6**
Fixed Assets & Intangibles	10,376.4	16,897.1	9,578.4
Other Non-Current Assets	3,128.7	3,499.9	10,606.6
Total Non-Current Assets	13,505.1	20,396.9	20,185.0
Sundry Debtors & Other Current Assets	12,948.1	12,940.7	15,224.4
Cash and cash equivalents	3,232.5	5,222.3	5,308.2
Total Current Assets	16,180.6	18,163.0	20,532.7
Capital Deployed	**29,685.6**	**38,559.9**	**40,717.6**

Hinduja Global Solutions

Summary Cash Flow Statement			Aaudited
(Rs Million)			
Particulars	**FY2019**	**1HFY20**	**FY2020**
Cash Flow From Ops. & After WC Changes	1,704.6	4,859.3	8,837.5
Cash Flow Due to Net Capital Expenditure	(1,940.4)	(439.4)	(1,176.4)
Cash Flow Due to Other Investing Activities	(759.2)	0.0	(3,093.8)
Other Items	262.8	5.5	115.1
Cash Flow From Investing Activities	**(732.2)**	**4,425.4**	**4,682.4**
Proceeds/(Repayment) of Debt	(174.6)	(1,006.0)	(300.0)
Cash from Interest & Others	(422.5)	(503.0)	(2,127.3)
Dividends Paid	(251.1)	(62.8)	(565.9)
Proceeds From Share Issuance	21.2	5.3	10.6
Cash Flow From Financing Activities	**(826.9)**	**(1,566.4)**	**(2,982.6)**
Net Inc./(Dec) in Cash & Cash Equivalents	**(1,559.1)**	**2,858.9**	**1,699.7**
BOY - Cash and cash equivalents	4,791.6	3,165.4	3,608.5
EOY - Cash and cash equivalents	**3,232.5**	**6,024.3**	**5,308.2**

Hinduja Global Solutions

Leverage Profile					Audited
(Rs Million)					
Particulars	**Q4FY19**	**Q1FY20**	**Q2FY20**	**Q3FY20**	**Q4FY20**
Total Gross Bank Debt (Excl. Lease Liabilities)	5,911	5,624	5,726	5,546	6,042
Less: Cash and cash equivalents	3,232	5,091	6,024	5,222	5,308
Net Bank Debt/(Net Cash)	**2,678**	**533**	**(298)**	**324**	**734**
Networth	16,512	16,248	16,641	17,463	17,318
Net Bank Debt/TTM EBITDA	**0.61**	**0.10**	**(0.05)**	**0.05**	**0.10**
Gross Bank Debt/ TTM EBITDA	1.34	1.09	0.94	0.82	0.84
Net Bank Debt/Equity	0.16	0.03	(0.02)	0.02	0.04

REVENUE BY CURRENCY										
Particulars	Q4FY2019		Q1FY2020		Q2FY2020		Q3FY2020		Q4FY2020	
	Rs Million	% terms	Rs Million	% terms	Rs Million	% terms	Rs Million	% terms	Rs Million	% terms
From USD	9,390.9	73.1%	9,703.4	75.2%	9,444.1	73.2%	9,765.2	73.1%	9,561.7	72.5%
From CAD	1,385.9	10.8%	1,288.8	10.0%	1,403.6	10.9%	1,549.7	11.6%	1,499.8	11.4%
From GBP	659.8	5.1%	678.5	5.3%	758.6	5.9%	726.5	5.4%	1,027.5	7.8%
From INR	1,409.2	11.0%	1,233.8	9.6%	1,299.7	10.1%	1,316.1	9.9%	1,096.6	8.3%
Note: All the numbers are audited										

REVENUE BY DELIVERY										
Particulars	Q4FY2019		Q1FY2020		Q2FY2020		Q3FY2020		Q4FY2020	
	Rs Million	% terms	Rs Million	% terms	Rs Million	% terms	Rs Million	% terms	Rs Million	% terms
USA & Jamaica	5,006.1	39.0%	5,329.0	41.3%	4,808.3	37.3%	4,679.5	35.0%	4,962.6	37.6%
India (Domestic)	1,409.2	11.0%	1,233.8	9.6%	1,299.7	10.1%	1,316.1	9.9%	1,096.6	8.3%
India (International)	2,228.0	17.3%	2,269.5	17.6%	2,457.5	19.0%	2,703.9	20.2%	2,590.4	19.6%
India Operations *	**3,637.2**	**28.3%**	**3,503.3**	**27.1%**	**3,757.3**	**29.1%**	**4,020.0**	**30.1%**	**3,687.0**	**28.0%**
Canada	1,385.9	10.8%	1,288.8	10.0%	1,403.6	10.9%	1,549.7	11.6%	1,499.8	11.4%
Philippines	2,151.2	16.7%	2,093.6	16.2%	2,162.5	16.8%	2,305.2	17.3%	2,282.7	17.3%
UK/EU	659.8	5.1%	678.5	5.3%	758.6	5.9%	726.5	5.4%	746.8	5.7%
Middle East	6	0.0%	11	0.1%	16	0.1%	77	0.6%	7	0.1%
Note: All the numbers are audited. India Operation does include revenues of India Domestic CRM which were sold on Jan-30th,2020										

REVENUE BY VERTICALS										
Particulars	Q4FY2019		Q1FY2020		Q2FY2020		Q3FY2020		Q4FY2020	
	Rs Million	% terms	Rs Million	% terms	Rs Million	% terms	Rs Million	% terms	Rs Million	% terms
Technology & Telecom	2,260.9	17.6%	2,052.5	15.9%	2,050.5	15.9%	2,173.7	16.3%	1,943.1	14.7%
Healthcare & Insurance	6,641.3	51.7%	6,497.1	50.3%	6,670.7	51.7%	7,260.2	54.4%	7,600.7	57.6%
Consumer & Retail	1,477.3	11.5%	1,384.0	10.7%	1,403.4	10.9%	1,417.2	10.6%	1,345.2	10.2%
Banking & Financials	1,066.2	8.3%	1,067.9	8.3%	1,165.4	9.0%	1,258.4	9.4%	1,138.1	8.6%
Media & Entertainmment	233.0	1.8%	241.4	1.9%	272.5	2.1%	296.3	2.2%	298.6	2.3%
Chemicals & Biotech	168.0	1.3%	156.5	1.2%	165.7	1.3%	160.2	1.2%	177.9	1.3%
Misc & Others	999.2	7.8%	1,505.1	11.7%	1,177.9	9.1%	791.5	5.9%	681.8	5.2%
Note: All the numbers are audited										

ONSHORE to OFFSHORE REVENUE MIX										
Particulars	Q4FY2019		Q1FY2020		Q2FY2020		Q3FY2020		Q4FY2020	
	Rs Million	% terms	Rs Million	% terms	Rs Million	% terms	Rs Million	% terms	Rs Million	% terms
Onshore Revenues	7,158.9	55.7%	7,338.7	56.9%	7,140.0	55.3%	7,156.8	53.6%	6,742.3	51.1%
Offshore Revenues *	5,686.9	44.3%	5,565.9	43.1%	5,766.1	44.7%	6,200.7	46.4%	6,443.2	48.9%
All the numbers are audited. Offshore includes Nearshore as well.										

CLIENT CONCENTRATION										
Particulars	Q4FY2019		Q1FY2020		Q2FY2020		Q3FY2020		Q4FY2020	
	Rs Million	% terms	Rs Million	% terms	Rs Million	% terms	Rs Million	% terms	Rs Million	% terms
Revenue from Top Customer	2,312.2	18.0%	2,191.4	17.0%	2,330.4	18.1%	2,650.3	19.8%	2,686.8	20.4%
Revenue from Top-5 Customers	6,294.4	49.0%	6,233.2	48.3%	5,937.5	46.0%	6,681.5	50.0%	6,791.4	51.5%
Revenue from Top-10 Customers	7,707.5	60.0%	7,790.6	60.4%	7,392.9	57.3%	7,871.8	58.9%	7,950.5	60.3%
Revenue from Top-20 Customers	8,992.1	70.0%	9,300.9	72.1%	9,057.3	70.2%	9,307.7	69.7%	9,294.5	70.5%
Note: All the numbers are audited										

REGIONWISE EMPLOYEE TRENDS										
Particulars	**Q4FY2019**		**Q1FY2020**		**Q2FY2020**		**Q3FY2020**		**Q4FY2020**	
	Numbers	**% terms**	**Numbers**	**% terms**	**Numbers**	**% terms**	**Numbers**	**% terms**	**Numbers**	**% terms**
India	23,900	56.6%	24,420	57.6%	24,836	56.2%	25,851	56.9%	18,106	48.3%
Philippines	8,628	20.5%	8,700	20.5%	9,268	21.0%	9,792	21.6%	9,351	25.0%
US/Jamaica	6,143	14.6%	5,846	13.8%	6,298	14.2%	6,315	13.9%	6,165	16.5%
Canada	2,442	5.8%	2,292	5.4%	2,562	5.8%	2,396	5.3%	2,760	7.4%
UK/Europe	1,077	2.6%	1,113	2.6%	1,254	2.8%	1,081	2.4%	1,078	2.9%
Total Headcount	**42,190**		**42,371**		**44,218**		**45,435**		**37,460**	
Note: All the numbers are audited										

CAPEX to OPEX SEATS										
Particulars	**Q4FY2019**		**Q1FY2020**		**Q2FY2020**		**Q3FY2020**		**Q4FY2020**	
	Numbers	**% terms**	**Numbers**	**% terms**	**Numbers**	**% terms**	**Numbers**	**% terms**	**Numbers**	**% terms**
Capex Seats	33,000	77.9%	32,968	77.7%	33,577	76.6%	33,973	76.0%	21,738	61.7%
Opex Seats	9,345	22.1%	9,443	22.3%	10,238	23.4%	10,726	24.0%	13,479	38.3%
Total Headcount	**42,345**		**42,411**		**43,815**		**44,699**		**35,217**	
Note: All the numbers are audited										

REVENUE RUN RATE (Numbers)					
	Q4FY2019	**Q1FY2020**	**Q2FY2020**	**Q3FY2020**	**Q4FY2020**
Above Rs200mn/Quarter	9	12	12	11	9
Above Rs150mn/Quarter	14	14	14	12	14
Above Rs100mn/Quarter	20	23	24	23	19
Above Rs50mn/Quarter	42	41	40	40	44
Above Rs10mn/Quarter	97	90	95	96	88
Note: All the numbers are audited.					

AVERAGE MONTHLY REVENUE PER EMPLOYEE (RUPEES)					
	Q4FY2019	**Q1FY2020**	**Q2FY2020**	**Q3FY2020**	**Q4FY2020**
India Overall	**48,879**	**48,835**	**50,854**	**52,874**	**55,918**
Philippines	82,950	80,458	80,235	80,629	79,497
Jamaica	83,065	82,220	82,634	86,241	92,813
US Domestic *	328,394	373,596	388,197	353,401	384,293
UK/Europe	196,895	206,558	213,655	207,436	230,612
Canada	169,618	181,491	192,777	208,371	193,917
Overall	**98,711**	**101,738**	**99,366**	**99,328**	**106,042**
Note: All numbers are audited. * - US includes US Domestic + Colibrium + AxisPoint + Elements					