September 01, 2021

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: Intimation of Schedule of Analyst/ Institutional Investor Meet

We wish to inform you, pursuant to Regulation 30(6) of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, we give the below schedule of Analyst/ Institutional Investor meet for your information:

Date	Type of Interaction	Interaction with	Company Representative
01-09-2021 At 5.00 pm	MS Teams Call (One on one)	Prudent Equity	Ravi Ramalingam (Vice President)

The discussion will be mainly on the Company and will not involve any unpublished price sensitive information.

The attached is the Presentation being made at the meeting.

Thanking you,

Yours faithfully,
For **Hinduja Global Solutions Limited**

Narendra Singh
Company Secretary

Encl : As above

HGS Earnings Call Presentation

Q1 FY2022

August 10th, 2021

HGS™
HINDUJA GLOBAL SOLUTIONS

Disclaimer

Certain statements in this presentation concerning our future growth prospects are forward-looking statements, which involve a number of risks, and uncertainties that could cause actual results to differ materially from those in such forward-looking statements. The risks and uncertainties relating to these statements include, but are not limited to, risks and uncertainties regarding fluctuations in earnings, our ability to manage growth, intense competition in the BPM industry including those factors which may affect our cost advantage, wage increases, our ability to attract and retain highly skilled professionals, time and cost overruns on fixed-price, fixed-timeframe contracts, client concentration, restrictions on immigration, our ability to manage our international operations, reduced demand for technology in our key focus areas, disruptions in telecommunication networks, our ability to successfully complete and integrate potential acquisitions, liability for damages on our service contracts, the success of the companies in which Hinduja Global Solutions (HGS) has made strategic investments, withdrawal of governmental fiscal incentives, political instability, legal restrictions on raising capital or acquiring companies outside India, and unauthorized use of our intellectual property and general economic conditions affecting our industry. HGS may, from time to time, make additional written and oral forward-looking statements, including our reports to shareholders. The Company does not undertake to update any forward-looking statement that may be made from time to time by or on behalf of the Company.

About HGS

$753.9M
in revenue
(FY2021)

55*
delivery centers

7
countries

42,769*
employees

252*
BPM clients

*Nos. as of Q1 FY2022

Our Services Areas: **Healthcare | CX | Digital**

4.5 Bn
annual voice mins

325K
annual chat sessions

150+ Mn
Healthcare experiences managed

34
languages supported

Our Key Strengths

Company with Zero Promoter Pledge

Company with Net Cash

Strong Net Free Cash Flows

Stability – 60% of our revenue comes from long tenured clients (10 yrs+)

Proven method for right-shore outsourcing – onshore, nearshore and offshore locations

Client centric – Our CSAT score is at an all-time high

Employee centric – Our ESAT score is at an all-time high

FY2016-FY2021
Revenue CAGR @ 10.9%

FY2021 EPS @ 161.00

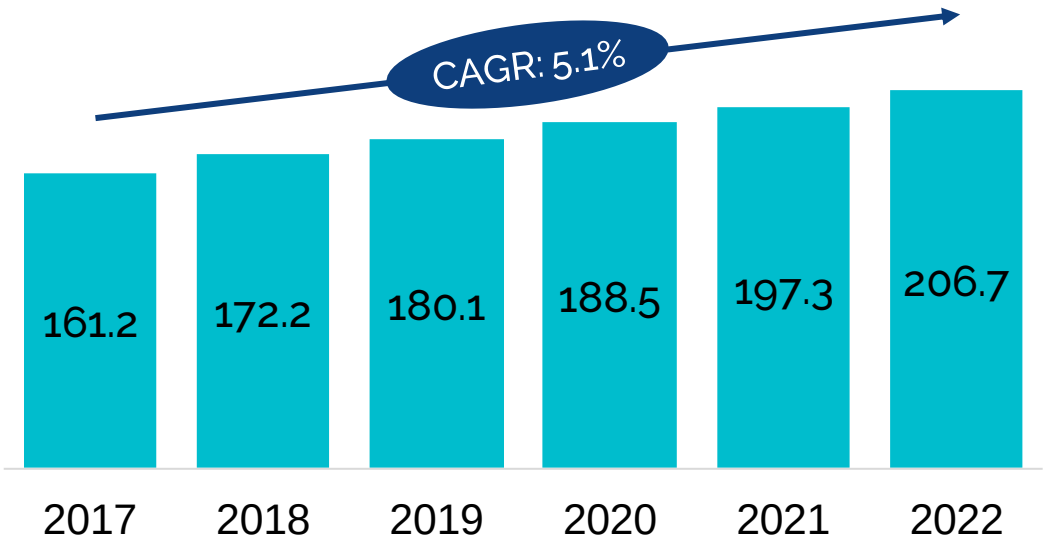
FY2016-FY2021
PAT CAGR @ 27.2%

Total Dividend of Rs. 40 per share for FY2021

The Global BPM Market is Growing

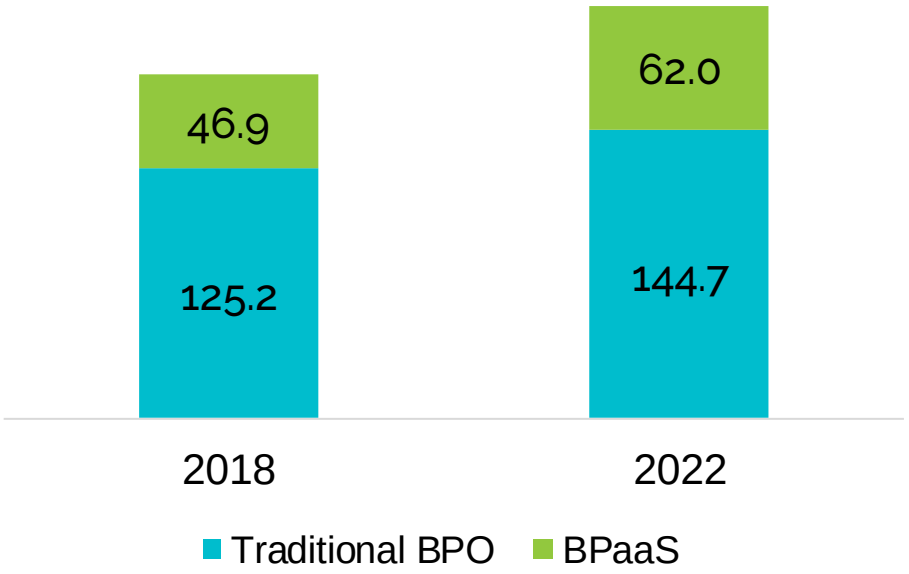
Traditional BPM market dominates the current BPM market; However faster growth in BPaaS

Global BPM Spending ($Bn)



Source: Gartner Service line Forecast 2018 Q1

Global BPM Services Forecast ($Bn)



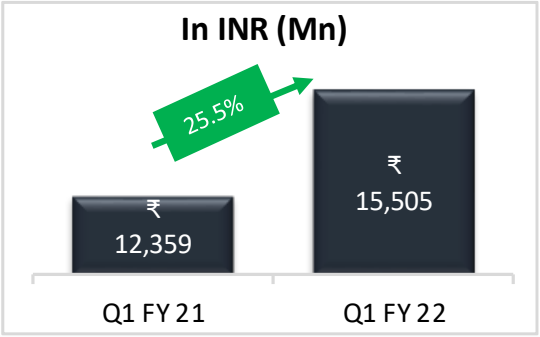
- BPM sector is growing but the composition of services is changing
- HGS is evolving to global trends – Handling complex voice calls, Human + Machine engagements, Solution Orchestrator approach

Q1 FY2022: Strong Quarter for HGS, Building on the FY2021 momentum

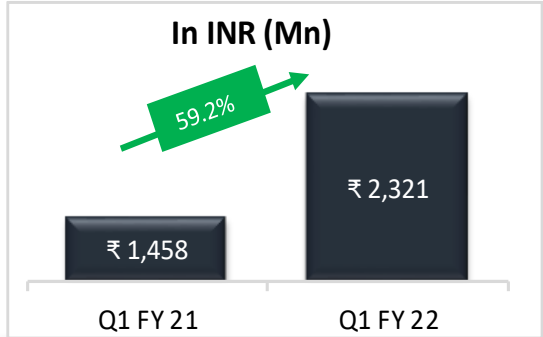
- Financial stability – reported strong topline and profitability results in Q1 FY2022
- Solid traction in client wins (new and existing)
- Robust volumes in Healthcare and Public Sector – leading to significant growth and ramp ups
- UK business doing very well
- Work@Home continues to help drive growth

Execute… Deliver… Impact

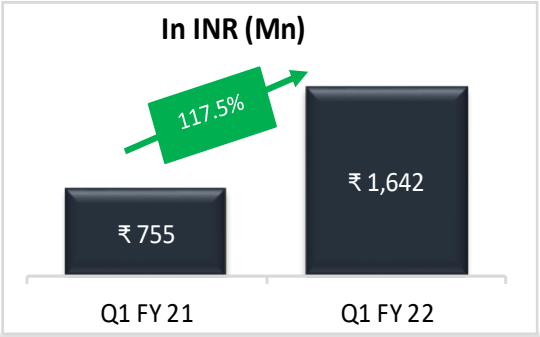
Q1 FY2022 vs Q1 FY2021



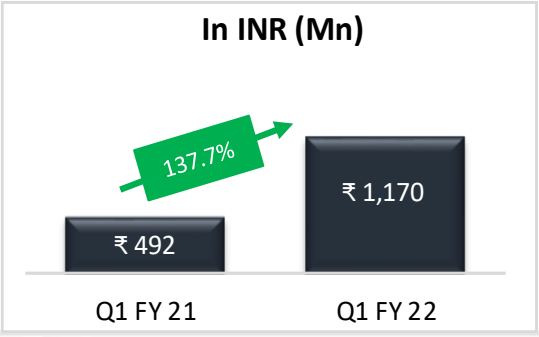
REVENUES



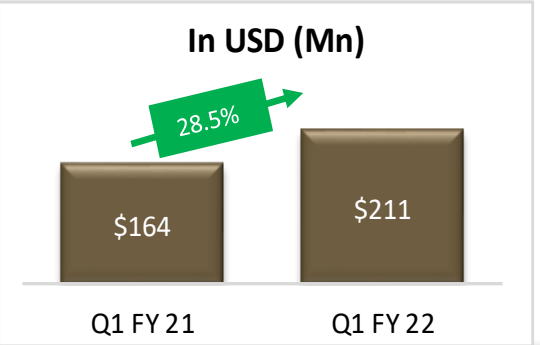
EBITDA



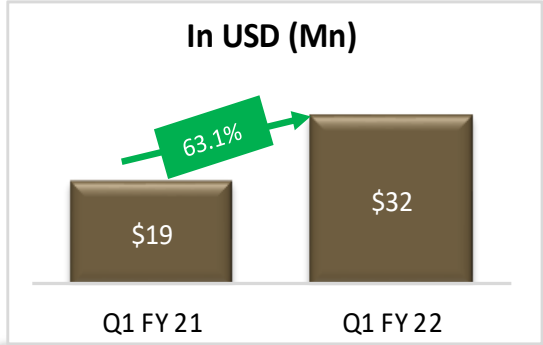
PBT



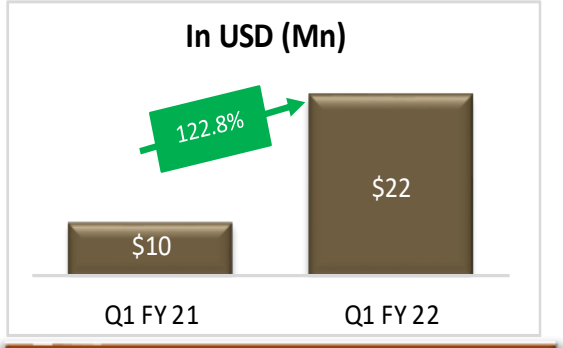
PAT



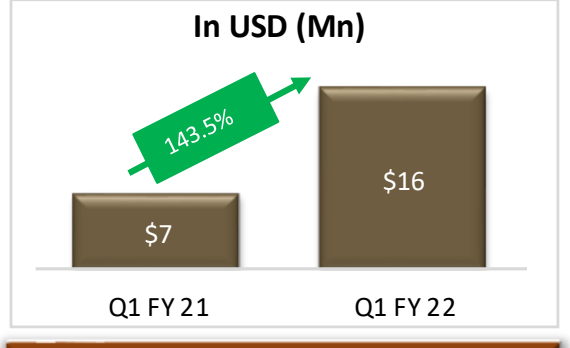
REVENUES



EBITDA



PBT



PAT

Key Takeaway

- All-round great performance in Q1 FY2022
- Client demand scenario is looking good
- Healthy sales pipeline
- Continued Employee satisfaction
- Investor confidence – rising HGS share price

- **Looking to drive aggressive growth for the rest of the year**
  - Expect a robust Open Enrollment season
  - Setting up two new centers – Jamaica and Northern Ireland (Belfast)
  - Significant hiring plan

HGS
‘New Normal’
Strategy

Verticalization to drive better value

Expand Digital-led offerings and services

Adopt hybrid working model as Future Workplace Strategy

Continue to leverage Cloud technology

Execute… Deliver… Impact

HGS divests its Healthcare Services business to BPEA

- **HGS has signed definitive agreements to sell its Healthcare Services business to funds affiliated with Baring Private Equity Asia (BPEA), one of the largest private alternative investment firms in Asia.**
- Deal to help unlock value for all HGS stakeholders
- Transaction based on enterprise value of US$ 1,200 million, subject to closing adjustments
- Expected to be completed in 90 days, subject to shareholder and other regulatory approvals
- Divestiture of only healthcare services business vertical - one of our 9 business verticals
- HGS will transfer client contracts, 20,000+ employees and assets related to healthcare services business across India, Philippines, Jamaica and the US
- Services to healthcare clients delivered by the HGS Digital and HRO/ Payroll businesses will continue to be part of HGS' portfolio

Move to create Growth Capital for HGS to grow the Rest of its business

- **HGS will continue to focus on aggressively expanding its CES and Digital businesses in line with our goal to transform itself into a 'digitally-enabled customer experience (CX) company'.**
- Exciting opportunity for the CES and Digital businesses to drive higher growth and profitability
- Will reinvest the cash generated to aggressively expand the rest of the business through organic and inorganic routes
- Focus on 3As (Automation, AI and Analytics) and Cloud
- FY2022 – seeing lot of demand for our services, new wins and ramp ups are ongoing, especially in verticals like Public Sector, Technology, Consumer, etc.

Financial Update

Q1 FY22: Double-digit growth in topline and EBIDTA, PAT up by 138% YoY

HGS HINDUJA GLOBAL SOLUTIONS

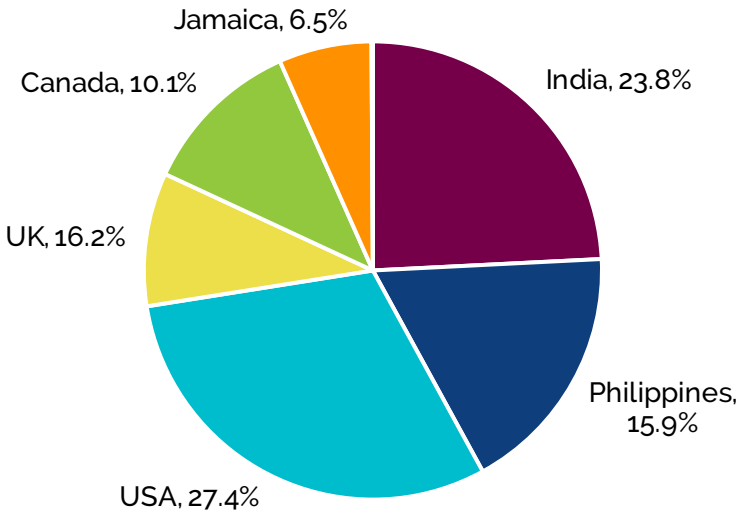
Quarter Performance - Consolidated

Figures in Mn unless otherwise indicated

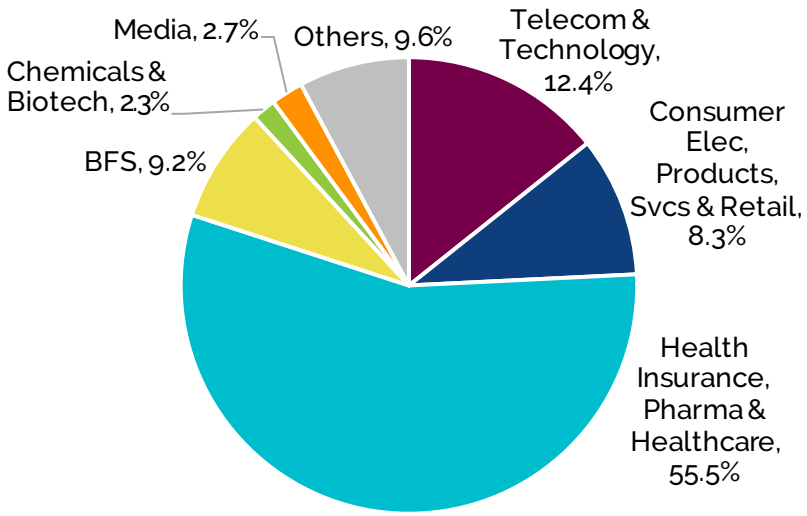
	Actual QE June 21	Actual QE March 21	QoQ Growth %	Actual QE June 20	YoY Growth %
Total Revenue (In $ Mn)	**$ 210.6**	**$ 213.5**	-1.3%	**$ 163.9**	28.5%
Revenue from Operations	₹ 15,505	₹ 15,636	-0.8%	₹ 12,359	25.5%
Other Operating Revenue	₹ -	₹ -		₹ -	
Total Revenue	**₹ 15,505**	**₹ 15,636**	**-0.8%**	**₹ 12,359**	**25.5%**
EBITDA	₹ 2,321	₹ 2,342	-0.9%	₹ 1,458	59.2%
EBITDA %	15.0%	15.0%		11.8%	
Depreciation	₹ 759	₹ 734		₹ 774	
Interest Expense	₹ 193	₹ 204		₹ 237	
Other income	₹ 273	₹ 276		₹ 308	
Exceptional Items	₹ -	₹ 4		₹ -	
PBT	₹ 1,642	₹ 1,676	-2.0%	₹ 755	117.5%
PBT %	10.6%	10.7%		6.1%	
Tax	₹ 472	₹ 372		₹ 263	
PAT	₹ 1,170	₹ 1,303	-10.2%	₹ 492	137.7%
PAT %	7.5%	8.3%		4.0%	
Exchange Rate	***73.62***	***73.24***		***75.42***	

Revenue Composition – Healthcare vertical continues to grow, UK is now third-largest market by origination

Revenue Split - by Delivery Location



Revenue Split - by Vertical



Revenue by Origination

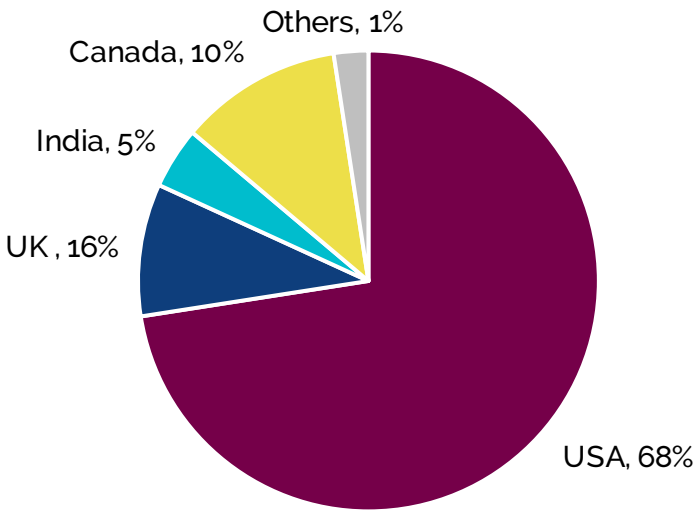
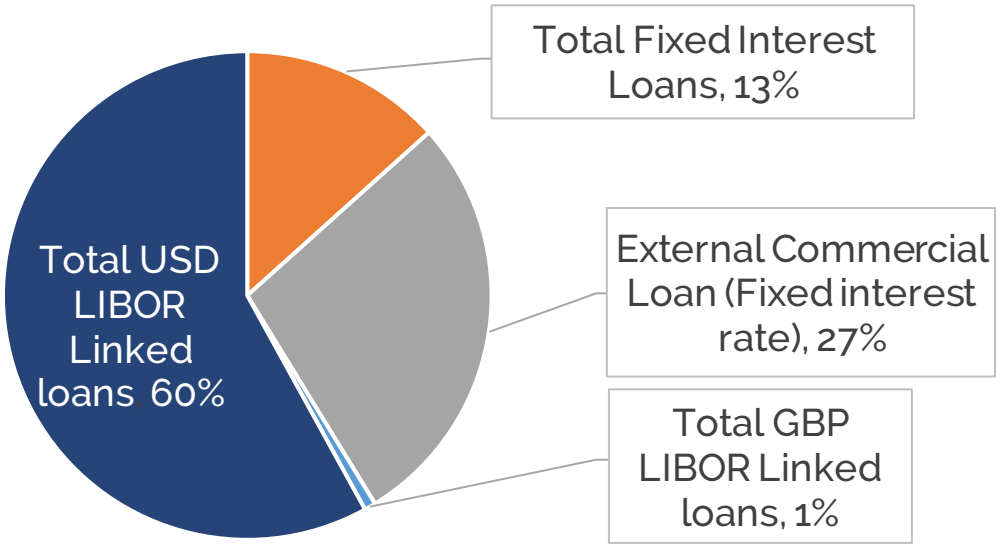


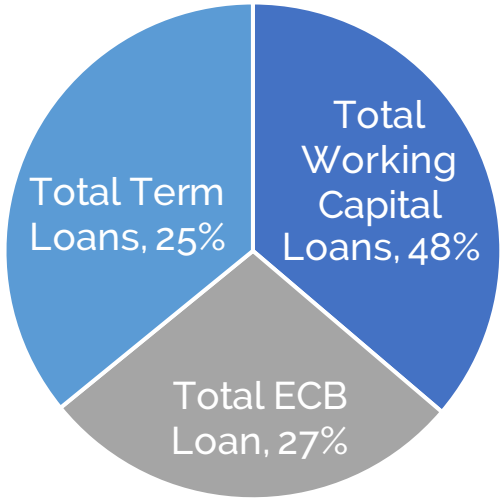
Fig. as on 30th June 2021

Debt of Rs 3,790 mn: 52% are Term Loans

Consolidated Debt description by Type

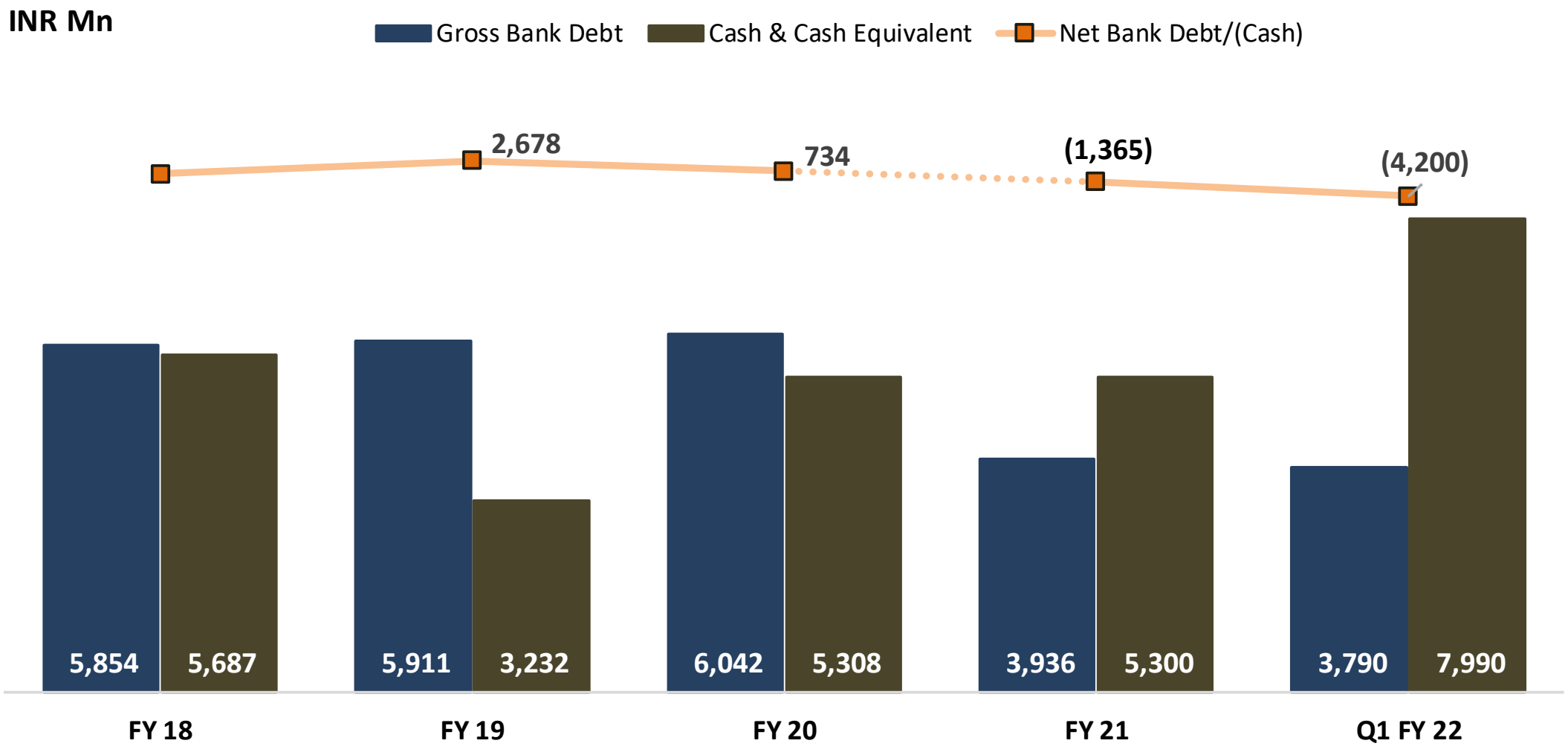


Consolidated Debt description by Categories

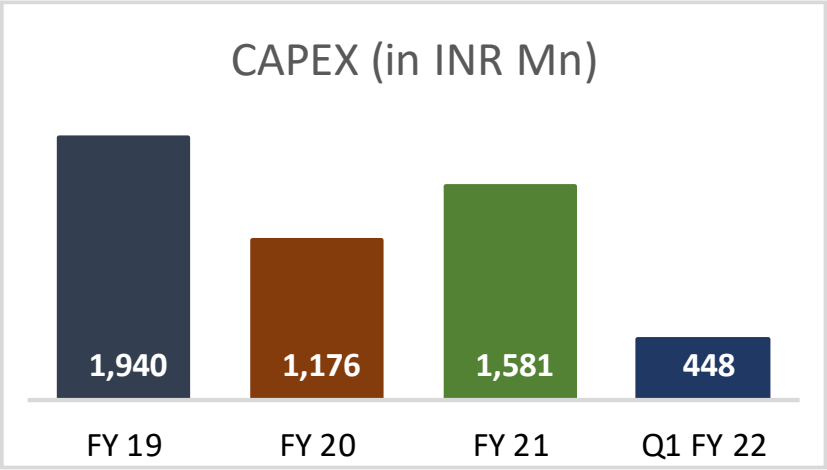


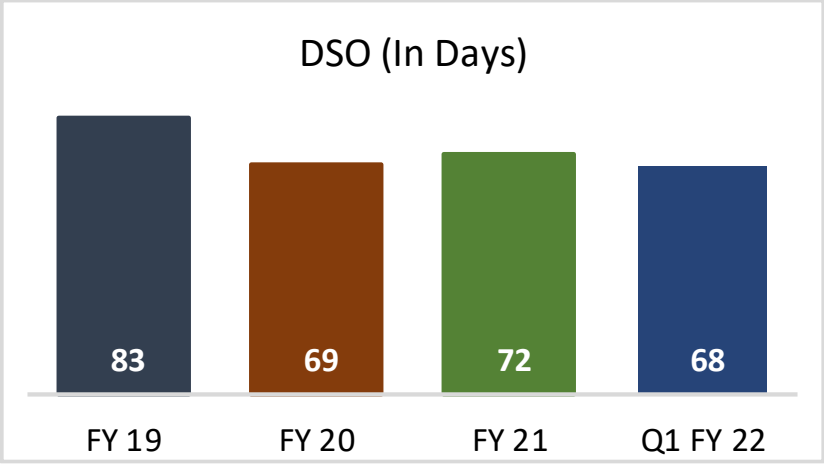
- ***Q1 FY 22 Quarter end, Total debt stood at Rs 3,790 Mn which is USD 51.0 Mn***

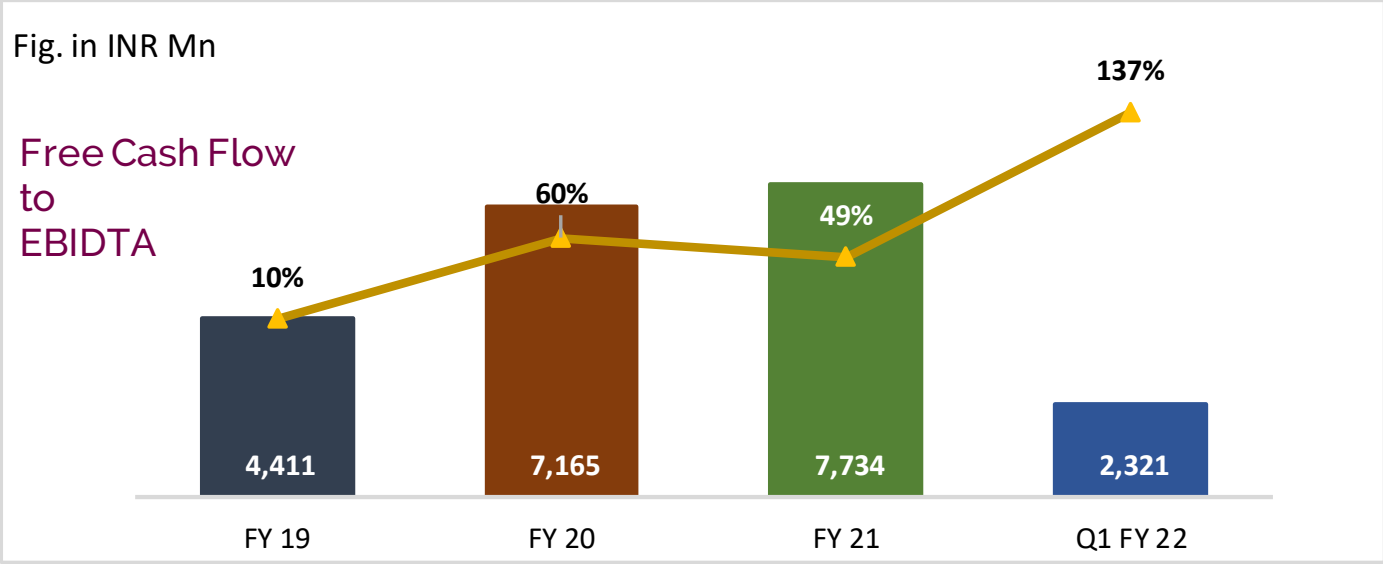
Debt reduction of Rs 145 Mn in FY21, Net Cash Company

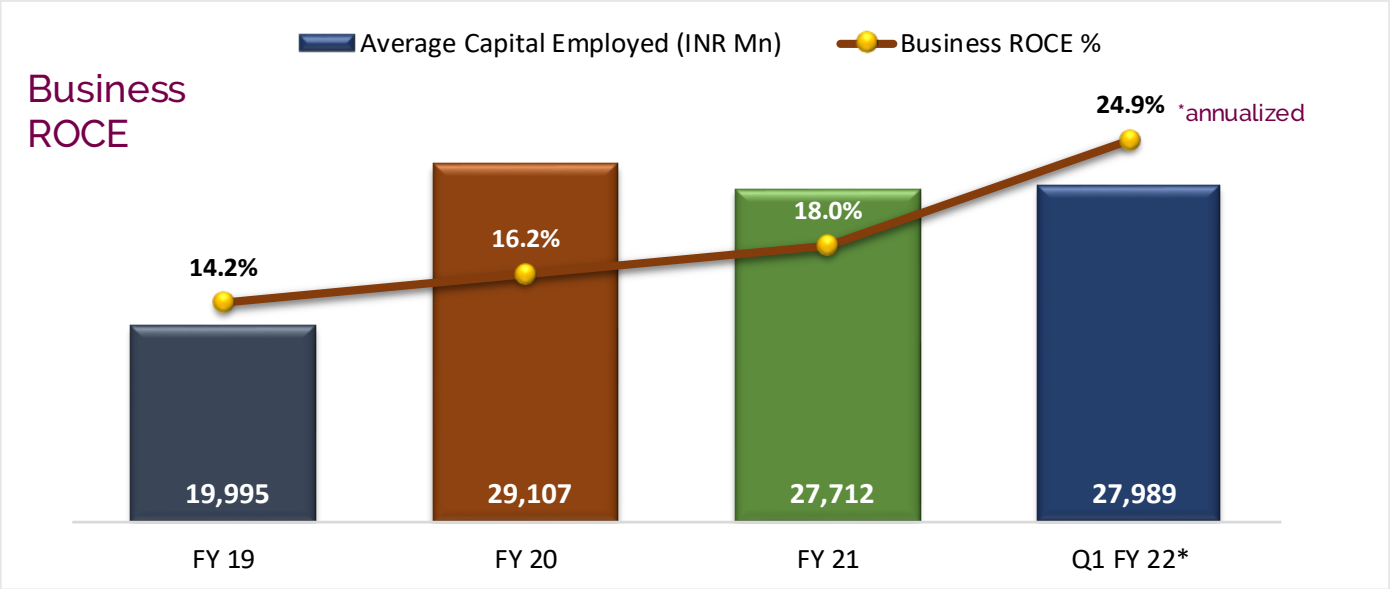


Strong Cash Flow Generation, Increasing ROCE

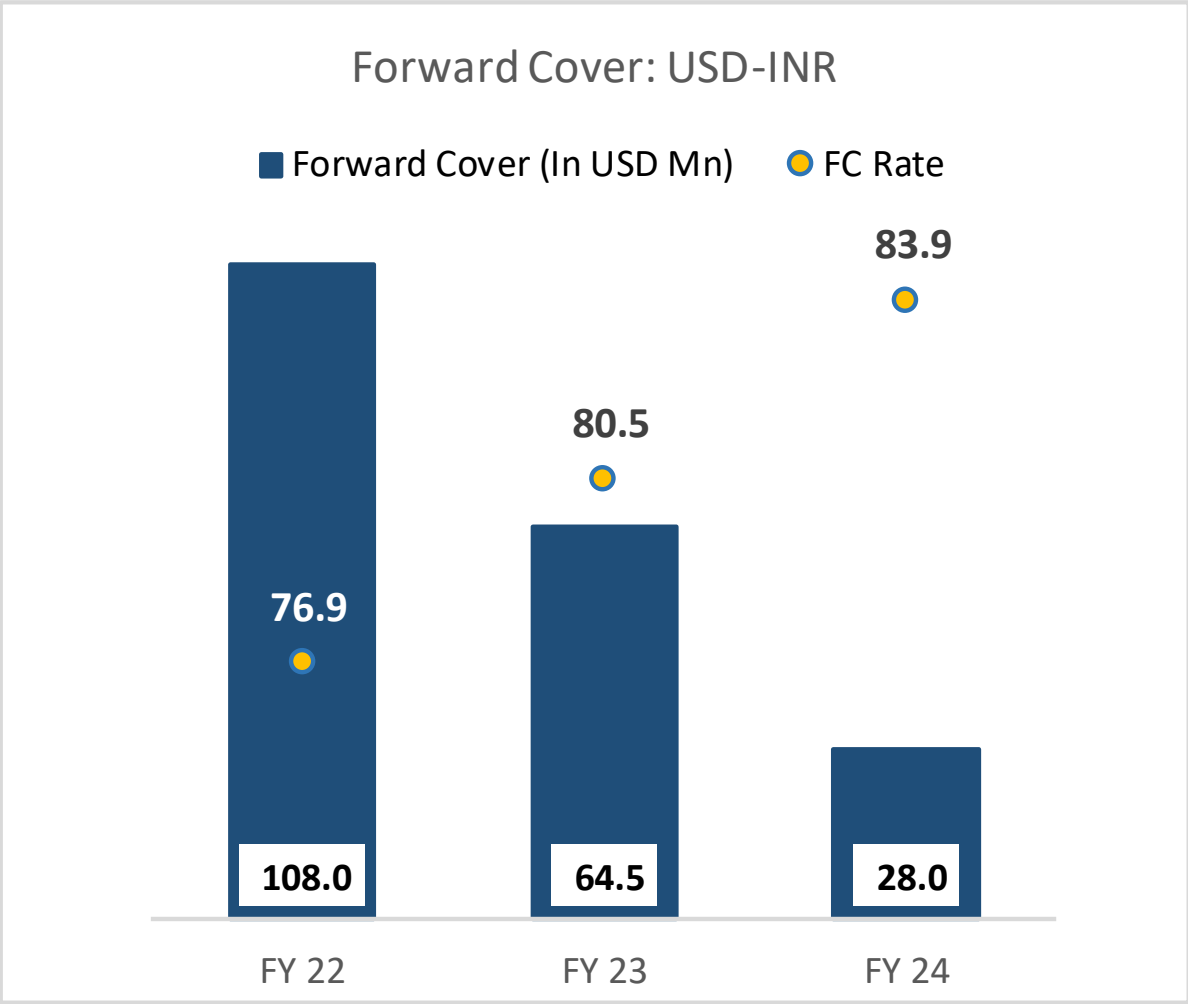


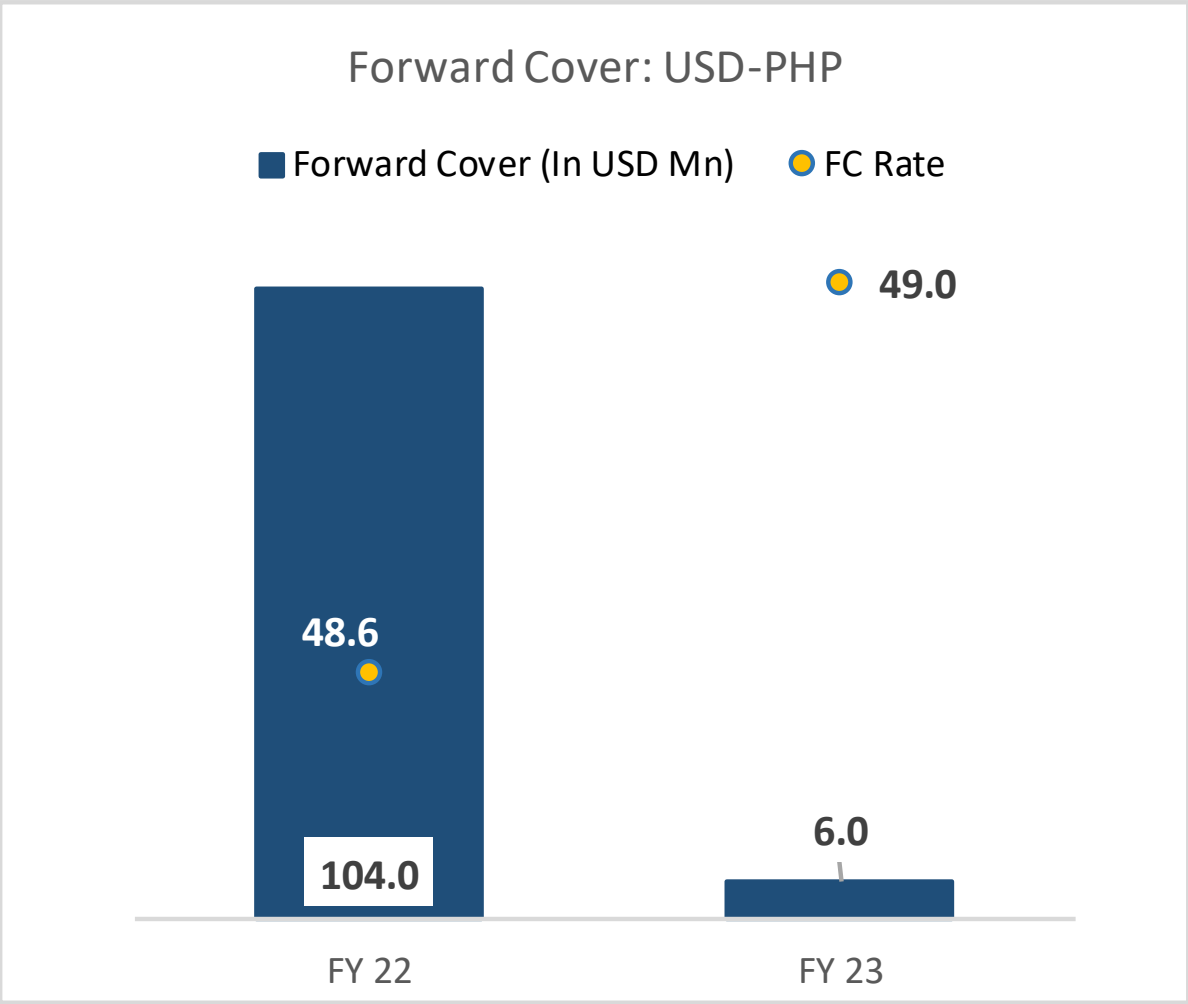






Forward Cover: USD-INR & USD-PHP





Summary Financial Profile – As at 09th August 2021

Particulars	HGSL	
	Rs.	*USD*
Net Worth *(in millions)*	**22,008**	**296.1**
Book value per share	**1,054**	**14.2**
Price per share	**3,081.6**	**41.5**
Dividend per share	**7.0**	**0.09**
EPS (TTM)	**193.4**	**2.6**
P/E Ratio (TTM)	**15.9**	**15.9**
Gross Debt *(in millions)*	**3,790**	**51.0**
Total Cash *(in millions)*	**7,990**	**107.5**
Net Debt (Net Cash) *(in millions)*	**(4,200)**	**(56.5)**
Gross Debt / Equity	**0.17x**	**0.17x**

- P/E calculated as per CMP of Rs 3,081.6 (09th August 2021)
- USD/INR exchange rate of 74.33
- Total Debt includes foreign currency debt taken at applicable exchange rates

Share Price Movement over Last One Year

HGS Limited
Price: 3,081.6
% Change: 251.89%

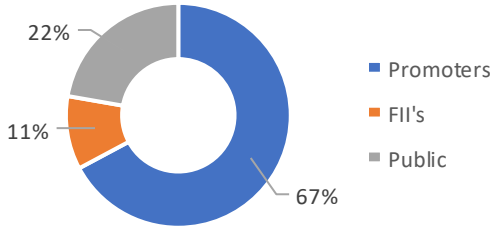
NIFTY 50
Price: 16,258.25
% Change: 26.43%

CNX IT
Price: 31,441.0
% Change: 46.86%

360.00% 340.00% 320.00% 300.00% 280.00% 260.00% 240.00% 220.00% 200.00% 180.00% 160.00% 140.00% 120.00% 100.00% 80.00% 60.00% 40.00% 20.00% 0.00% -20.00% -40.00%

Sep Oct Nov Dec 2021 Feb Mar Apr May Jun Jul Aug

1D 5D 1M 3M 6M YTD 1Y 5Y All 17:52:56 (UTC+5:30) adj % log auto

Price Data (As on 09th August, 2021)	
Face Value	10
Market Price	3,081.6
Equity Shares Outstanding (Mn)	20.87

Shareholding Pattern as on 30th June 2021