

March 13, 2018

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 : HGS Hiring 120 Customer Service Professionals for Northern Ontario Contact Centres

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

Thanking you,

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



Makarand Dewal
Company Secretary

Encl : a/a.

HINDUJA GLOBAL SOLUTIONS LIMITED

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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 Website: www.teamhgs.com

Corporate Identity Number: L92199MH1995PLC084610



HINDUJA GROUP

HGS Hiring 120 Customer Service Professionals for Northern Ontario Contact Centres

New hires to support increased demand for a Canadian Crown Corporation client

Ontario, Canada, March 13, 2018: Hinduja Global Solutions (HGS) (listed in BSE & NSE), has announced it will hire a total of more than 120 full-time, bilingual customer service representatives in Timmins, ON and North Bay, ON. This increase in personnel will help meet the growing needs of a Canadian Crown Corporation client and accelerate customer service offerings for the organization.

“We are very pleased to be extending our relationship with this client,” said **Ross Duff, Senior Vice President of Operations**. “HGS’s Ontario locations deliver best-in-class performance and we are proud that our continued growth in these communities will provide more opportunities for job advancement and diverse employment due to our commitment to helping brands meet the needs of today’s consumer.”

Following the four-week paid training period, new hires will earn \$16.80 per hour, with opportunities to increase their wage rate as they move into more complex call types and possible leadership positions such as Team Leaders, Lead Associates, and Quality Assurance Specialists. HGS invites candidates to attend in-person job fairs at both sites. Attendees should bring an updated resume to the job fair and come prepared to participate in a one-on-one interview. Applications are also accepted online at <http://joinhgs.com/#/home?curCD=canada>.

Please refer to the following information for the scheduled job fairs:

- March 14, 390 Lakeshore Dr., North Bay, ON from 9 am to 9 pm.
- March 19 and April 28, 130 Spruce St., Timmins, ON from 9 am to 9 pm.

HGS will be recruiting inbound customer service representatives who will work with customers to resolve inquiries. Representatives will also provide technical support to small businesses, assisting customers with navigation and use of the client’s online platforms. Ideal candidates are solution-oriented, effective at problem solving and enjoy helping people within a customer service environment.

HGS has operated for nine years in Timmins and for eight years in North Bay. The company is committed to career path development and regularly promotes successful team members to management positions. In fact, 90 percent of HGS Canada’s management positions are promoted from within. HGS provides a competitive compensation and benefits package, including dental, medical, and vision coverage, paid training, and bonus and incentive opportunities.

HGS Canada is an award-winning company that opened its first center in Atlantic Canada in 1996. HGS supports a range of global corporations by helping streamline the consumer experience across all channels. Including the Timmins and North Bay locations, HGS maintains ten Canadian centres in Ontario as well as in Nova Scotia and Prince Edward Island. HGS also employs work-at-home employees in several provinces throughout Canada.

PRESS RELEASE



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 46,000 employees across 69 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 2017, HGS had revenues of Rs. 37110 mn (US\$ 555 million).

Log into <https://www.teamhgs.com/> to know how we can help make you more competitive.

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