

# EXL's Commitment to Human Rights

## STATEMENT ON OUR COMMITMENT TO HUMAN RIGHTS

This Statement applies to ExlService Holdings, Inc., its subsidiaries and its affiliates (collectively "EXL"), and all directors, officers and employees thereof.

At EXL, our core values of excellence, innovation, collaboration, respect and integrity are foundational to our operating model. Our commitment to human rights is no different – we approach our communities, employees, suppliers, partners, clients and their customers with an eye toward building constructive and supportive relationships. We endeavor to act responsibly, and to ensure that we are respecting, protecting and promoting human rights at all times.

## KEY PRINCIPLES

Our commitment to human rights is based on several key principles:

- **Strict compliance with our Code of Conduct and Ethics:** Our Code of Conduct and Ethics documents are our organizational commitment to conducting our business with the utmost integrity, honest and accountability, which we believe is critical to our ability to uphold our commitment to human rights. All of our employees are trained annually on our Code of Conduct and Ethics, and are required to comply with our Code of Conduct and Ethics at all times. We encourage stakeholders to report any suspected or actual violations of the Code of Conduct and Ethics to their department head, human resources officer, or via our anonymous Ethics Hotline. We do not tolerate intimidation or retaliation against anyone who raises a concern, makes a report or cooperates in any investigation.
- **A safe workplace free of harassment and discrimination, and a strong commitment to diversity, equity and inclusion:** At EXL, our people are our most important assets. We are an equal opportunity employer, and have a zero tolerance policy with respect to harassment or discrimination on the basis of race, color, religion, sex, age, sexual orientation, gender expression or identity, national origin or ancestry, disability, medical condition, marital status, veteran status, or any other status protected by law. As set forth in our Code of Conduct and Ethics, all of our stakeholders are encouraged to report any instance or suspected instance of discrimination or workforce harassment via our Ethics Hotline. We believe that ensuring that our employees have a safe and inclusive workplace is critical to both our business success and our commitment to human rights. To that end, we are deeply committed to promoting diversity, equity and inclusion in the workplace. We require all EXL employees to participate in trainings on unconscious bias. We are proud to have set organizational targets for increasing gender and ethnic/racial diversity and representation within EXL in the near term and to have several company-wide initiatives to encourage the retention and promotion to leadership of diverse individuals, each as set out in our Human Capital Report. We also are strongly committed to the health and safety and wellness of our employees. We follow all applicable laws and regulations within the jurisdictions in which we operate, as well as industry practices and internal policies, as they relate to workplace health and safety.
- **Sustainable supply chain:** Our Supplier Standards of Conduct state our commitment to ensuring that our suppliers and partners provide their employees, suppliers, partners and communities with the same respect for human rights that we do, and to pass those same values onto their own suppliers and partners.
- **Creation of a greener world:** We believe that it is impossible to respect, promote and protect human rights without also respecting and promoting environmental sustainability. It is essential that the protection of the environment is prioritized throughout the supply chain, and at EXL we recognize that the right to water and clean living and workplaces are fundamental human rights.

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We have taken actions and put forward progressive targets to continuously reduce our environmental footprint, including by using renewable resources and reducing water, paper and electricity consumption and our use of plastics.

- **Respecting our communities:** We aim to be a respectful and contributive neighbor to members of the communities in which we operate. Using our experience in advanced digital technologies, we partner with a number of local institutions in initiatives focused on education, training and skill development of the members of our communities.
- **Prevention of forced labor and human trafficking:** We are committed to preventing forced labor and human trafficking, and pass this commitment on to our suppliers. In the event that any of our directors, officers or employees becomes aware of or suspects forced labor or human trafficking, we urge them to submit a formal report via our anonymous Ethics Hotline.
- **Due diligence and risk assessment:** As part of our internal risk assessment and due diligence process with respect to our partners, suppliers and customers, we aim to identify and prevent or take appropriate actions to mitigate any human rights-related risks or adverse impacts.

## INTERNATIONAL STANDARDS AND STAKEHOLDER INVOLVEMENT

As a global company, EXL is committed to respecting internationally recognized human rights standards in our operations worldwide, including the United Nations Universal Declaration of Human Rights, and Guiding Principles on Business and Human Rights, the International Labour Organization's Declaration of Fundamental Principles and Rights at Work, the OECD Guidelines for Multinational Enterprises, as well as applicable laws in the jurisdictions and industry sectors in which we operate and industry practices.

We work with a number of partners and experts and our stakeholders, and are members in leading organizations relating to human rights and labor practices to ensure that we are meeting our human rights-related commitments and goals. We welcome feedback from any of our stakeholders as to how we can continue to improve in this area.