

September 25, 2026

To,
Bombay Stock Exchange Limited
Phiroze Jeejeebhoy Towers,
Dalal Street,
Fort,
Mumbai – 400 023

To,
National Stock Exchange of India Limited
Exchange Plaza,
Plot no. C/1, G Block,
Bandra-Kurla Complex
Bandra (E), Mumbai - 400 051

Dear Sir / Madam,

Sub: Presentation at the 31st Annual General Meeting

Please find attached herewith the presentations being made at the 31st Annual General Meeting of the Company commencing at 5:00 p.m. IST today.

Thanking you,

For **HINDUJA GLOBAL SOLUTIONS LIMITED**

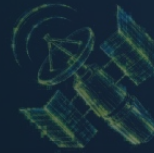
Narendra Singh
Company Secretary
F4853

HINDUJA GLOBAL SOLUTIONS LIMITED

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
Regd. Office: Tower C (1st floor), Plot C-21, G Block, Bandra Kurla Complex, Bandra East, Mumbai – 400 051. India. Telephone: +91-22-6136 0407,
E-mail: investor.relations@hgs.com Website: www.hgs.com Corporate Identity Number: L92199MH1995PLC084610



HINDUJA GROUP



Venkatesh Korla

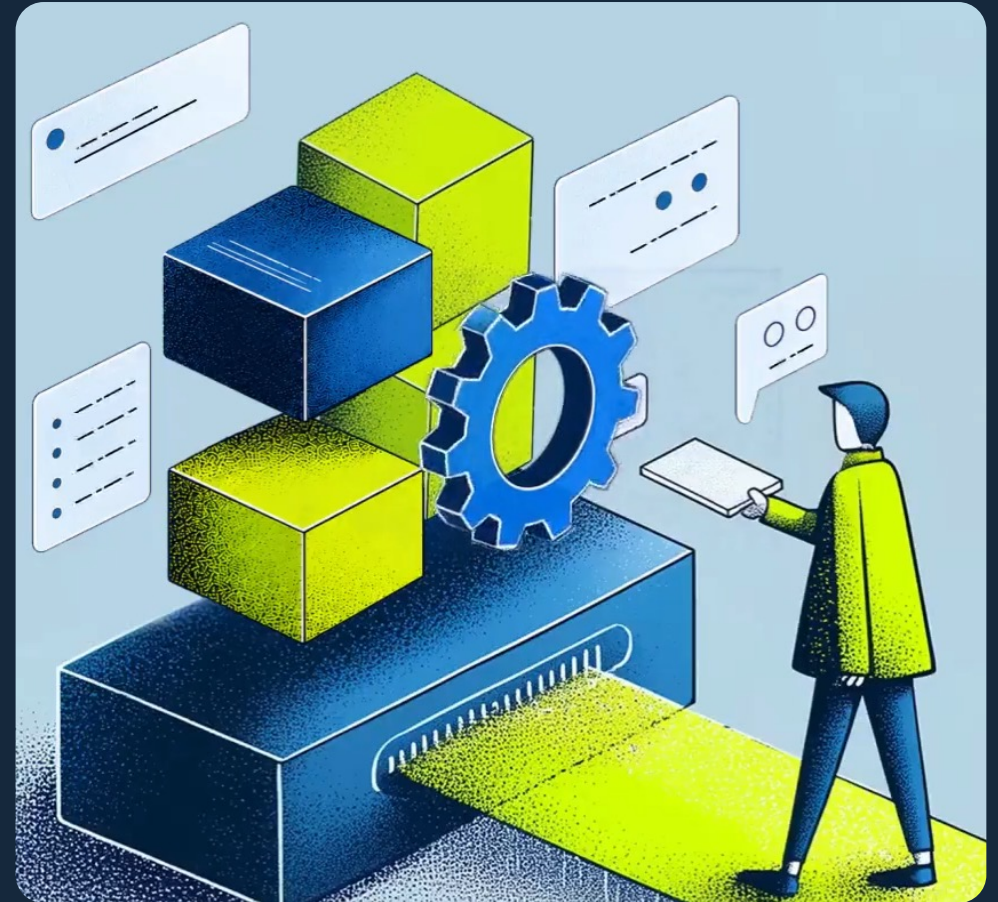
Global CEO, HGS



New Era Of Business – Customer Expectations Are Being Rewritten

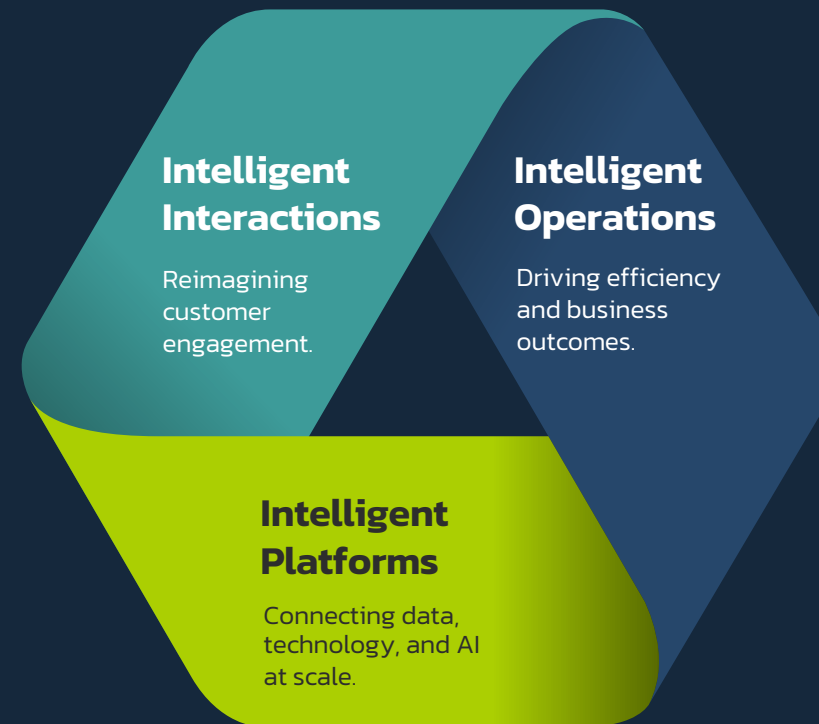
- The best experience a customer has with any brand today... is becoming the expectation from every brand.
- Customer loyalty is now the ultimate differentiator.
- Enterprises need partners who can combine:
 - Industry and process expertise
 - Customer experience expertise
 - Data, technology, and AI
 - Human judgment and trust

HGS is bringing these capabilities together to help clients build loyalty and competitive advantage.



How We Are Transforming

One HGS. Three connected capabilities.

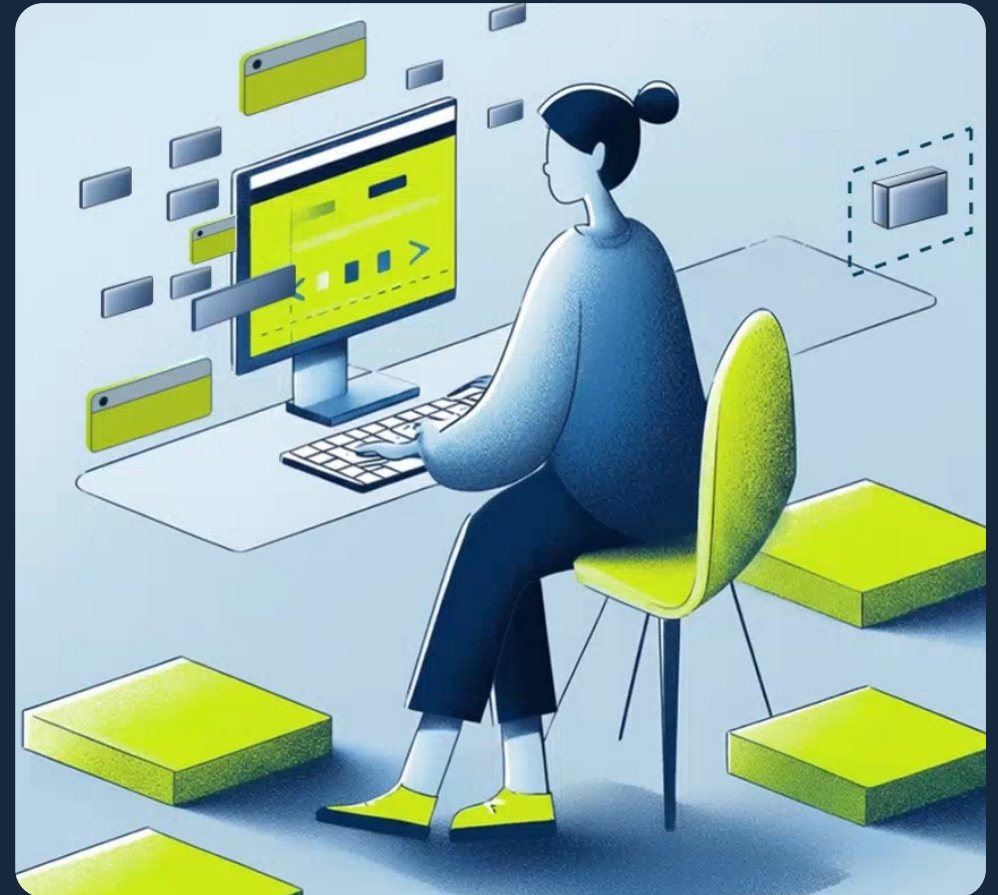


Together, they enable Intelligent Experiences across the enterprise.

Turning Strategy Into Action

- Expanding our portfolio with AI-enabled solutions
- Building repeatable, industry-led offerings
- Increasing integrated, multi-tower engagements
- Co-creating with clients – FDE model, AI CoEs
- Moving from PoCs to PoVs
- Strengthening global delivery and strategic partnerships
- Introduced a new brand identity reflecting our transformation and future direction in March 2026.

Transformation is now embedded in how we sell, build and deliver value.



Delivering Measurable Results For Clients



Transformation generating value across real business workflows.

Marketing

Omnichannel personalization and campaign optimization

Beauty Products Innovator

AI enabled framework for trends research

- Identifies market shifts **4-8 weeks** ahead
- Automates **60-70%** of research effort
- Persona-based AI platform with human oversight for trend identification and actionable insights

Sales

Predictive lead scoring and AI-powered revenue forecasting

Medical Device Manufacturer

AI-driven patient engagement for medical device sales via Speech AI

- **50%** more patient engagement
- **35-45%** increased potential sales
- **<5 sec** response to patient queries

Service

Agentic AI handling end-to-end customer interactions at scale

Local Government Authorities

AI-augmented CHC checklist preparation for adult social care councils

- **30 min** per checklist (vs. 4+ hours)
- **≈0%** rework rate
- **40+** practitioners scaling across 3 councils

Operations

Demand sensing and automated supply chain replenishment

Leading CPG Food Company

Connected planning replacing disconnected spreadsheets

- **\$1M+** in potential savings
- **85%** reduction in manual intervention
- **85%** process automation

Compliance

AI-powered risk detection and regulatory monitoring

A mid-size US Bank

Secure, explainable AI for fraud monitoring at a leading U.S. bank

- **100x** increase in analyst productivity
- **<200 sec** per case processing time
- **60%** false positive reduction



Signs of Momentum

Our clients and the market are responding well:

- Client NPS reached 60 – HGS in the top quartile
- FY2026 was our best-ever year for new client wins, with 79 new logos
- Our pipeline is growing across service lines and multi-tower opportunities

The transformation is underway. Powered by Realized AI, we are scaling what works and turning our investments into measurable business value.

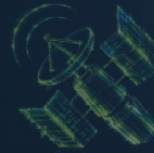
**AUTOMATE THE TRANSACTION...
HUMANIZE THE EXPERIENCE.**

The new HGS combines technology, data, process, and human expertise to deliver Intelligent Experiences.



Thank You





Vynsley Fernandes

Whole-time Director, HGS,
and CEO, NXTDIGITAL Media Businesses

NXTDIGITAL Media Group



4+ million connected homes

NXTDIGITAL Media Group continues to be a significant player in India, connecting over 4mn homes through its services across digital cable, HITS satellite service and wired broadband



Presence in 4,500+ pin codes

The HITS satellite and digital cable are present in 4,500+ pin codes across 1,500 cities and towns. Broadband presence is across 350+ cities and towns



200,000kms of partner & owned network

Along with 15,000 franchisee networks; NXTDIGITAL access to fiber connectivity spans over 200,000kms across India



Recognition for digital innovation

OneOTT, the broadband vertical was awarded the "Best Future Ready Network of the Year 2025-26" at the prestigious BCS Ratna Awards

Enterprise business grows

CelerityX, the enterprise business of the broadband vertical has continued to accelerate its growth, delivering 5,000+ links in FY26

CelerityX continues to provide a strong value proposition of being one of the few companies that can connect India seamlessly; leveraging the media groups franchisee base of over 15,000 partners in 4,500+ pin codes





PROJECT GANGA



Project GANGA

Project GANGA or “Government Assisted Network for Growth & Advancement:” is the vision of the Hon’ble Chief Minister of Uttar Pradesh, Sh. Yogi Adityanath

It is a Government assisted self employment generation programme for growth & advancement of youth, focusing on empowerment and sustainable livelihoods in the new digital economy. **The project is being implemented by the State Transformation Commission (STC) in association with the broadband vertical of the Hinduja Group.**

- Create locally operated micro-broadband entrepreneurs, Digital Service Providers or DSPs, each deploying a fiber network serving 200–300 households.
- It is estimated that the ecosystem could create as many as ~100,000 indirect jobs, linked to sales and service support, billing, customer services etc.

Under STC’s guidance and support, Project GANGA is expected to not only create direct employment but support development of a digital ecosystem through installation and service support providing skill development opportunities for youth of UP

10,000+

Local Entrepreneurs created as DSPs across the state, generating direct employment of ~50,000



1,00,000+

sustainable jobs created in the affiliated digital ecosystem



20 Lakh+

Households connected across the state with reliable broadband



+15%

Broadband penetration to facilitate an emerging digital economy



Project GANGA Milestones



MOU Signing

OneOTT Entertainment Ltd. (OIL), the broadband vertical of the Hinduja Group signed an MOU with the State Transformation Commission, Government of Uttar Pradesh in March 2026



Launch of Project GANGA initiative

The Hon'ble CM of UP, Sh. Yogi Adityanath launched Project GANGA formally on 9th June'26 – activating the website and portal for potential DSPs to apply.



Training of potential DSPs

The Project GANGA team of OIL commenced application processing and; both physical & online training of selected applicants commenced in June'26.

Ready for launch

Project Ganga has seen significant traction, aided by high visibility campaigns and press coverage - and the first networks are ready to go 'live'.



3,000+ applications received on the Project Ganga website & portal



600+ applicants trained in business, technical & operational aspects



First 10 DSP networks connected and ready to be rolled out

SERVICES PORTFOLIO

- Wired high-speed broadband to the home
- IPTV : Internet Protocol Television
- Access to OTT platforms (like Netflix, YouTube etc)
- Capability for deployment of CCTV solutions
- Public WIFI solutions
- Connectivity for enterprises
- Cybersecurity solutions for enterprises



THE Broadband services offered under Project Ganga will be called Ganga Fiber and will be available across Uttar Pradesh.

THE RISE OF DIGITAL PROSPERITY

Project Ganga builds UP's modern future

Project Ganga is a landmark initiative of the Government of Uttar Pradesh designed to build a future-ready digital backbone for rural communities across the state. More than a government programme, Project Ganga lays the foundation for Uttar Pradesh's digital future. It will create new opportunities for the state's youth, students, farmers and entrepreneurs, while serving as a catalyst for large-scale socio-economic transformation in the years ahead. The initiative extends beyond

expanding broadband connectivity. It introduces a new model of rural digital entrepreneurship by developing local youth as Digital Service Providers (DSPs), who will establish fibre broadband networks and deliver digital services within their own communities. By providing high-speed fibre broadband connectivity, Project Ganga will strengthen digital infrastructure, promote inclusive growth and create an enabling ecosystem for technology-driven development across rural Uttar Pradesh.



CONNECTING VILLAGES, CREATING OPPORTUNITIES

Connecting every village
Yogi Adityanath, Chief Minister, Uttar Pradesh, launched Project Ganga to bring high-speed digital connectivity to every village.

Massive digital push
The government aims to provide high-speed internet connectivity to approximately 20 lakh families, prepare 6,000-10,000 digital service providers, and generate more than one lakh direct and indirect employment opportunities. The project is being launched in 21 districts during its first phase.

Digital expressway
Project Ganga will emerge as Uttar Pradesh's own 'Digital Expressway', providing a new foundation for digital education, telemedicine, and smart agriculture. Project Ganga network will reach 57,000 gram panchayats.

From tech to trade
Under the CII Yasa scheme, the state government is providing interest-free loans of up to ₹5 lakh to the youth. Young people selected under Project Ganga will also be

able to avail themselves of this facility and establish their own enterprises as Digital Service Providers.

New job opportunities
Project Ganga will create new opportunities in rural areas through digital education, telemedicine, online skill training, e-governance, cyber security, public Wi-Fi, smart agriculture, and IT-based employment.

Women empowerment
Extensive participation of women will be ensured in the project, and approximately 50% of the beneficiaries will be women.

Sustainable livelihoods
The scheme has the potential to become a significant source of income for Digital Service Providers. It is estimated that as more people subscribe to internet connections priced between ₹250 and ₹300 per month, a digital entrepreneur's monthly income could reach approximately ₹20,000 within seven to eight months. As the number of connections increases, this income could grow to as much as ₹1 lakh per month.

SMART SERVICES
High-speed fibre broadband connectivity for homes
CCTV surveillance connectivity
IPTV services
Enterprise connectivity solutions
Seamless access to OTT platforms
Public Wi-Fi solutions
Cybersecurity solutions for businesses

STRENGTHENING RURAL INDIA THROUGH TECHNOLOGY
Live HD online education
IT-enabled employment
Advanced telemedicine
Precision agriculture
At-enabled healthcare
Community broadband access
Remote working
Future-ready digital services

Future-ready infrastructure
The project will create a long-term digital ecosystem capable of supporting emerging technologies such as Artificial Intelligence, cybersecurity, cloud computing, and smart public services.

Bridging the digital divide
The initiative represents a decisive step towards ensuring digital inclusion for all by reducing the connectivity gap between urban and rural Uttar Pradesh.

Essential citizen services
High-speed broadband will improve access to telemedicine, digital education, online skill development, vocational training and government services, ensuring that quality public services reach even the remotest villages.





The road ahead FY2027

PROJECT GANGA

Roll-out and operationalisation of the DSP networks while continuing to accelerate the pipeline process from potential entrepreneur-to-DSP

BROADBAND

Continue to grow the broadband retail business; expanding into Tier II and Tier III markets; backed by the DTV presence there

CELERITYX ENTERPRISE

Continue to build on the trust and confidence of corporate customers – expanding into new verticals and strengthening the portfolio

DIGITAL TELEVISION

Continue to focus on customer retention in high ARPU markets, aided by innovative strategies and overall cost discipline.



Thank You

