

November 08, 2017

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: Unaudited Standalone and Consolidated Financial Results of the Company for the quarter and half year ended September 30, 2017

This has further reference to our letter of even date on outcome of Board Meeting. We are enclosing herewith a Press Release being issued by the Company on the captioned matter.

You are requested to kindly put up the above documents on your Website.

Thanking you,

Yours truly,
For Hinduja Global Solutions Limited



Makarand Dewal
Company Secretary

Encl: a/a

HINDUJA GLOBAL SOLUTIONS LIMITED

Regd. Office: Hinduja House, No. 171, Dr. Annie Besant Road, Worli, Mumbai - 400 018, India. Telephone: 91-022-2496 0707, Fax: 91-22-2497 4208

Corporate Office: Gold Hill Square Software Park, No. 690, 1st Floor, Hosur Road, Bommanahalli, Bengaluru - 560 068, India. Telephone: 91-80-4643 1000 / 91-80-4643 1222, Website: www.teamhgs.com

Corporate Identity Number: L92199MH1995PLC084610



HGS ANNOUNCES RESULTS FOR Q2 FY2018

Bangalore, India, November 8, 2017: Hinduja Global Solutions (HGS) (listed in BSE & NSE) today announced its unaudited Second Quarter and Half Year Results for FY2018.

"HGS had a good second quarter, driven by demand across verticals and in geographies such as the US, Jamaica, India International business and the Philippines. Looking at our strong metrics this quarter, I believe that we have struck a good balance between pursuing revenue growth and profitability and delivering stable margins," said Partha DeSarkar, CEO of HGS. "Our focus on technology-led services such as RPA, analytics and DigiCX coupled with our deep domain expertise is helping HGS increase its share of clients' digital spend. The sales pipeline for H2 looks encouraging and with Open Enrolment and Holiday season scheduled for Q3, we are well-positioned to deliver higher value to our stakeholders."

Financial Highlights for Q2 FY2018

- HGS reported a YoY revenue growth of 4.1 % at Rs. 9,426 million
- Revenue growth in constant currency terms was 6.5%
- EBITDA was Rs. 1,038 million; EBITDA margins stood at 11%
- Net profit was Rs. 534 million, a YoY growth of 42.7%; Net margins stood at 5.7%
- Capital expenditure for the quarter was Rs. 433 million, vis-à-vis Rs. 395 million in Q1 FY2018
- Generated 68 % of the Q2 FY2018 EBITDA into Free Cash
- Gross debt reduction of Rs. 247 million over Q1 FY2018 and gross debt reduction of Rs. 1,750 million in the last four quarters
- Net Debt as of Q2 FY2018 was Rs 656 million, a Net Debt/TTM EBITDA of 0.15
- Interim Dividend of Rs 2.50 /share

Financial Highlights for H1 FY2018

- Net Sales increased to Rs. 18,698 million, a YoY revenue growth of 3.1%; in constant currency, growth was 6.4% YoY
- EBITDA was Rs. 2,040 million; EBITDA margins stood at 10.9%
- Net profit was Rs. 948 million; Net margins stood at 5.1%

Q2 FY2018 EARNINGS PRESS RELEASE



Consolidated Financial Highlights

(Rs Million)	Quarter 2		YOY	Quarter 1	QOQ	Half Year	
	FY2017	FY2018	Growth	FY2017	Growth	FY2018	FY2017
Operating Revenues	9,052	9,426	4.10%	9,271	1.70%	18,698	18,147
EBITDA	964	1,038	7.60%	1002	3.60 %	2,040	2,031
EBITDA Margin	10.70%	11.00%		10.80%		10.90%	11.20%
Profit Before Tax	492	739	50.20%	579	27.80%	1,318	1,245
PBT Margin	5.40%	7.80%		6.20%		7.00%	6.90%
Profit After Tax	374	534	42.70%	415	28.60%	948	893
PAT Margin	4.10%	5.70%		4.50%		5.10%	4.90%
Basic EPS (Rs)	18.1	25.7	42.20%	20	28.40%	45.68	43.1

Note: EBITDA mentioned in the above table excludes FX losses

Business Highlights for Q2 FY2018

- Client Wins:
 - Signed four new clients across Consumer Products, Transportation and Telecom & Media verticals till date
 - Expanded engagements with 15 existing clients
 - Won two DigiCX deals and two RPA-led contracts
- At the end of Q2 FY2018, HGS had 187 core BPM clients and 628 HRO/Payroll processing clients.
- Opened a new center in Bangalore while consolidating two small centers into one bigger center in Durgapur. Currently, HGS has 69 global delivery centers across seven countries.
- Employee Headcount was 45,926 as on 30th September, 2017, a net addition of 1,049 people in Q2

Awards & Recognition:

- Recognised by NASSCOM with the Customer Service Excellence Award 2017 in transformation category
- Stevie Awards for Sales & Customer Service for Contact Center Solutions
- Gold winner of Golden Bridge Awards for Customer Service Team of the Year
- Named in the HfS BPO Top 50 service provider list
- Named in “Everest Group BPS Top 50 list 2017” for third year in a row
- CIO Review recognized HGS in its 20 Most Promising Customer Experience Management Solution Providers 2017

Q2 FY2018 EARNINGS PRESS RELEASE



About Hinduja Global Solutions:

HGS is a leader in optimizing the customer experience and helping our clients to become more competitive. HGS provides a full suite of business process management (BPM) services from traditional voice contact center services and transformational DigiCX services that are unifying customer engagement to platform-based, back-office services and digital marketing solutions. By applying analytics, automation, and interaction expertise to deliver innovation and thought leadership, HGS increases revenue, improves operating efficiency, and helps retain valuable customers. HGS expertise spans the telecommunications and media, healthcare, insurance, banking, consumer electronics and technology, retail, and consumer packaged goods industries, as well as the public sector. HGS operates on a global landscape with over 45,900 employees in 69 worldwide locations delivering localized solutions. For the year ended 31st March 2017, HGS had revenues of US\$ 555 million. HGS, part of the multi-billion dollar Hinduja Group, has more than four decades of experience working with some of the world's most recognized brands.

www.teamhgs.com

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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Q2 FY2018 FINANCIALS & FACT SHEET



Hinduja Global Solutions Limited					
Consolidated Quarterly Profit & Loss Account			All numbers are unaudited except for FY17 financials		
(Rs Million)					
Particulars	Q2FY17	Q1FY18	Q2FY18	QQ Growth	YY Growth
Overseas Revenues	7,752.4	7,781.8	7,917.8	1.7%	2.1%
Domestic Revenues	1,300.0	1,489.7	1,508.4	1.3%	16.0%
Other Operating Income	0.0	0.0	0.0		
Revenues From Operations	9,052.4	9,271.5	9,426.2	1.7%	4.1%
Employee Costs	6,066.6	6,226.9	6,251.4	0.4%	3.0%
Other Operating Expenses	2,021.4	2,051.6	2,136.8	4.2%	5.7%
Total Operating Expenses	8,087.9	8,278.5	8,388.2	1.3%	3.7%
EBITDA	964.5	993.0	1,038.0	4.5%	7.6%
EBITDA Margin	10.7%	10.7%	11.0%		
Depreciation & Amortisation	373.7	366.9	353.0	-3.8%	-5.5%
Interest & Finance Charges	110.9	91.9	85.9	-6.5%	-22.6%
Other Income	12.5	44.4	140.4		
Profit Before Tax	492.4	578.6	739.5	27.8%	50.2%
Provision for Taxation	118.0	163.7	206.0	25.8%	74.6%
Net Profit/(Loss)	374.4	414.9	533.5	28.6%	42.5%
Items that will not be reclassified into P&L	27.5	67.7	(8.8)		
Items that will be reclassified into P&L	(509.7)	4.2	68.9		
Total Comprehensive Income	(107.9)	486.8	593.5		
Shares Outstanding (Mn)	20.731	20.743	20.772		
Earnings/Share (Rs)	18.1	20.0	25.7	28.4%	42.2%
Dividend/Share (Rs)	2.5	2.5	2.5		

Note: EBITDA includes FX losses

Q2 FY2018 FINANCIALS & FACT SHEET

Hinduja Global Solutions Limited			
Consolidated Half Yearly Profit & Loss			
Account	All numbers are unaudited except		
(Rs Million)	for FY17 financials		
Particulars	1HFY17	1HFY18	YY Growth
Overseas Revenues	15,643.4	15,699.6	0.4%
Domestic Revenues	2,504.0	2,998.0	19.7%
Other Operating Income	0.0	0.0	
Revenues From Operations	18,147.4	18,697.7	3.0%
Employee Costs	12,104.7	12,478.3	3.1%
Other Operating Expenses	4,012.1	4,188.4	4.4%
Total Operating Expenses	16,116.8	16,666.7	3.4%
Op Profit/EBITDA	2,030.6	2,031.0	0.0%
EBITDA Margin	11.2%	10.9%	
Depreciation & Amortisation	707.6	719.9	1.7%
Interest & Finance Charges	228.8	177.8	-22.3%
Other Income	151.2	184.8	
Profit Before Tax	1,245.4	1,318.1	5.8%
Provision for Taxation	352.5	369.7	4.9%
Net Profit/(Loss)	892.9	948.3	6.2%
Items that will not be reclassified into P&L	(29.3)	58.9	
Items that will be reclassified into P&L	(426.1)	73.1	
Total Comprehensive Income	437.4	1,080.4	
Shares Outstanding (Mn)	20.731	20.772	
Earnings/Share (Rs)	43.1	45.7	6.1%
Dividend/Share (Rs)	5.0	5.0	

Note: EBITDA includes FX losses

Q2 FY2018 FINANCIALS & FACT SHEET

Hinduja Global Solutions			
Summary Balance Sheet		All numbers are unaudited except for FY17 financials	
(Rs Million)			
Particulars	FY2017	Q1FY18	Q2FY18
Shareholders' Funds	13,368	13,854	14,304
Total Gross Debt	6,555	5,961	5,714
Other Current & Non-Current Liabilities	4,867	4,915	5,429
Capital Employed	24,790	24,730	25,447
Fixed Assets & Intangibles	9,810	9,635	9,731
Other Non-Current Assets	2,073	2,306	2,351
Total Non-Current Assets	11,883	11,941	12,082
Sundry Debtors & Other Current Assets	8,331	8,015	8,308
Cash & Treasury Surpluses	4,576	4,774	5,057
Total Current Assets	12,907	12,789	13,365
Capital Deployed	24,790	24,730	25,447

Hinduja Global Solutions			
Summary Cash Flow Statement		All numbers are unaudited except for FY17 financials	
(Rs Million)			
Particulars	FY2017	Q1FY18	H1FY18
Cash Flow From Ops. & After WC Changes	4,031	1,269	2,710
Cash Flow Due to Net Capital Expenditure	(1,779)	(395)	(828)
Cash Flow Due to Other Investing Activities	138	0	(366)
Other Items	0	0	71
Cash Flow Form Investing Activities	2,390	874	1,586
Proceeds/(Repayment) of Debt	(1,823)	(586)	(833)
Cash from Interest & Others	(636)	(90)	(179)
Dividends Paid	0	0	(104)
Proceeds From Share Issuance	0	0	11
Cash Flow Form Financing Activities	(2,459)	(676)	(1,105)
Net Inc./(Dec) in Cash & Cash Equivalents	(69)	198	481
BOY - Cash & Treasury Surpluses	4,645	4,576	4,576
EOY - Cash & Treasury Surpluses	4,576	4,774	5,057

Q2 FY2018 FINANCIALS & FACT SHEET



Hinduja Global Solutions			
Leverage Profile	All numbers are unaudited except for FY17 financials		
(Rs Million)			
Particulars	Q4FY17	Q1FY18	Q2FY18
Total Gross Debt	6,555	5,961	5,714
Less Cash & Treasury	4,576	4,774	5,057
Net Debt/(Net Cash)	1,979	1,187	657
Networth	13,368	13,854	14,304
Net Debt/EBITDA	0.69	0.29	0.16
Gross Debt/Equity	0.61	0.43	0.40
Net Debt/Equity	0.21	0.09	0.05

Q2 FY2018 FINANCIALS & FACT SHEET

REVENUE BY CURRENCY

Particulars	Q2FY2017		Q3FY2017		Q4FY2017		Q1FY2018		Q2FY2018	
	Rs Million	% terms	Rs Million	% terms	Rs Million	% terms	Rs Million	% terms	Rs Million	% terms
From USD	5,930	65.5%	6,563	68.6%	6,408	68.2%	6,027	65.0%	6,221	66.0%
From CAD	957	10.6%	952	10.0%	915	9.7%	1,020	11.0%	1,037	11.0%
From GBP	865	9.6%	708	7.4%	664	7.1%	735	7.9%	660	7.0%
From INR	1,300	14.4%	1,340	14.0%	1,412	15.0%	1,490	16.1%	1,508	16.0%

Note: All numbers are unaudited except for FY2017

REVENUE BY DELIVERY

Particulars	Q2FY2017		Q3FY2017		Q4FY2017		Q1FY2018		Q2FY2018	
	Rs Million	% terms	Rs Million	% terms	Rs Million	% terms	Rs Million	% terms	Rs Million	% terms
USA & Jamaica	2,526	27.9%	2,803	29.3%	2,758	29.3%	2,540	27.4%	2,734	29.0%
India (Domestic)	1,300	14.4%	1,340	14.0%	1,412	15.0%	1,490	16.1%	1,508	16.0%
India (International)	1,773	19.6%	1,986	20.8%	1,898	20.2%	1,854	20.0%	1,791	19.0%
India Operations	3,073	34.0%	3,326	34.8%	3,310	35.2%	3,344	36.1%	3,299	35.0%
Canada	940	10.4%	919	9.6%	915	9.7%	927	10.1%	943	10.0%
Philippines	1,642	18.1%	1,783	18.6%	1,740	18.5%	1,721	18.6%	1,791	19.0%
UK/EU	865	9.6%	719	7.5%	664	7.1%	735	7.9%	660	7.0%
Middle East	6	0.1%	12	0.1%	13	0.1%	4	0.0%	0	0.0%

Note: All numbers are unaudited except for FY2017

REVENUE BY VERTICALS

Particulars	Q2FY2017		Q3FY2017		Q4FY2017		Q1FY2018		Q2FY2018	
	Rs Million	% terms	Rs Million	% terms	Rs Million	% terms	Rs Million	% terms	Rs Million	% terms
Telecom & Technology	2,165	23.9%	2,143	22.4%	2,106	22.4%	2,034	21.9%	1,885	20.0%
Healthcare & Insurance	4,033	44.6%	4,521	47.3%	4,512	48.0%	4,348	46.9%	4,525	48.0%
Consumer & Retail	1,236	13.7%	1,283	13.4%	1,260	13.4%	1,173	12.7%	1,225	13.0%
Banking & Financials	646	7.1%	707	7.4%	658	7.0%	765	8.3%	754	8.0%
Media & Entertainment	230	2.5%	213	2.2%	220	2.3%	358	3.9%	377	4.0%
Chemicals & Biotech	155	1.7%	154	1.6%	160	1.7%	152	1.6%	141	1.5%
Others	587	6.5%	542	5.7%	485	5.2%	440	4.7%	518	5.5%

Note: All numbers are unaudited except for FY2017

ONSHORE TO OFFSHORE REVENUE MIX

Particulars	Q2FY2017		Q3FY2017		Q4FY2017		Q1FY2018		Q2FY2018	
	Rs Million	% terms	Rs Million	% terms	Rs Million	% terms	Rs Million	% terms	Rs Million	% terms
Onshore Revenues	4,888	54.0%	4,982	52.1%	4,869	51.8%	4,942	53.3%	5,062	53.7%
Offshore Revenues *	4,165	46.0%	4,580	47.9%	4,531	48.2%	4,329	46.7%	4,364	46.3%

Note: All numbers are unaudited except for FY2017

Q2 FY2018 FINANCIALS & FACT SHEET

REGIONWISE EMPLOYEE TRENDS (NOS)										
Particulars	Q2FY2017		Q3FY2017		Q4FY2017		Q1FY2018		Q2FY2018	
	Headcount	% terms	Headcount	% terms	Headcount	% terms	Headcount	% terms	Headcount	% terms
India	28,884	66.0%	28,342	64.8%	29,546	66.8%	30,130	67.1%	30,354	66.1%
Philippines	7,547	17.2%	7,765	17.7%	7,248	16.4%	7,240	16.1%	7,771	16.9%
US/Jamaica	3,425	7.8%	4,096	9.4%	3,883	8.8%	4,080	9.1%	4,625	10.1%
Canada	2,366	5.4%	2,316	5.3%	2,377	5.4%	2,222	5.0%	1,838	4.0%
UK/Europe	1,571	3.6%	1,231	2.8%	1,183	2.7%	1,205	2.7%	1,338	2.9%
Total Headcount	43,793		43,750		44,237		44,877		45,926	

Note: All numbers are unaudited except for FY2017

CAPEX TO OPEX SEATS (NOS)										
Particulars	Q2FY2017		Q3FY2017		Q4FY2017		Q1FY2018		Q2FY2018	
	Nos.	Capex to Opex Seats Ratio (%)	Nos.	Capex to Opex Seats Ratio (%)	Nos.	Capex to Opex Seats Ratio (%)	Nos.	Capex to Opex Seats Ratio (%)	Nos.	Capex to Opex Seats Ratio (%)
Capex Seats	34,445	87.7%	34,981	87.4%	35,428	86.2%	35,624	84.8%	35,979	84.0%
Opex Seats	4,830	12.3%	5,021	12.6%	5,668	13.8%	6,406	15.2%	6,837	16.0%
Total Seats	39,275		40,002		41,096		42,030		42,816	

Note: All numbers are unaudited except for FY2017

CLIENT CONCENTRATION										
Particulars	Q2FY2017		Q3FY2017		Q4FY2017		Q1FY2018		Q2FY2018	
Revenues from	Rs Million	% terms	Rs Million	% terms	Rs Million	% terms	Rs Million	% terms	Rs Million	% terms
Top Customer	1,629	18.0%	1,721	18.0%	1,692	18.0%	1,762	19.0%	1,697	18.0%
Top-5 Customers	4,436	49.0%	4,781	50.0%	4,888	52.0%	4,821	52.0%	4,807	51.0%
Top-10 Customers	5,522	61.0%	5,833	61.0%	5,922	63.0%	5,934	64.0%	5,939	63.0%
Top-20 Customer	6,608	73.0%	6,885	72.0%	6,862	73.0%	6,954	75.0%	7,164	76.0%
Note: All numbers are unaudited except for FY2017										

Note: All numbers are unaudited except for FY2017

REVENUE RUN RATE (NOS)					
Particulars	Q2FY2017	Q3FY2017	Q4FY2017	Q1FY2018	Q2FY2018
Above Rs200mn/Quarter	10	11	8	7	9
Above Rs150mn/Quarter	13	14	11	9	12
Above Rs100mn/Quarter	15	19	16	13	15
Above Rs50mn/Quarter	35	39	35	31	30
Above Rs10mn/Quarter	65	70	75	70	67

Note: All numbers are unaudited except for FY2017

AVG. MTHLY REVENUE PER EMPLOYEE (RUPEES)					
Particulars	Q2FY2017	Q3FY2017	Q4FY2017	Q1FY2018	Q2FY2018
India Overall	36,886	39,703	39,289	38,608	37,649
Philippines	75,842	77,872	78,574	79,209	77,995
Jamaica	97,343	75,473	74,314	75,317	76,479
US Domestic	2,28,926	2,44,180	2,35,439	2,32,447	2,28,094
UK/Europe	1,88,988	1,68,332	1,83,591	2,02,474	1,74,974
Canada	1,28,525	1,30,765	1,29,473	1,37,529	1,54,594
Overall	71,223	72,823	71,222	69,361	69,206

Note: All numbers are unaudited except for FY2017