



## EXL publishes second annual Sustainability Report

December 22, 2021

NEW YORK, Dec. 22, 2021 (GLOBE NEWSWIRE) -- EXL (NASDAQ: EXLS), a leading global analytics and digital solutions company, announced today that it has published its second annual [Sustainability Report](#), which highlights its progress across key environmental, social and governance (ESG) performance metrics and introduces new improvement initiatives, including establishing a 2045 goal to achieve net zero emissions.

Rohit Kapoor, EXL's Vice Chairman and CEO said, "Our sustainability strategy cuts across our core values – spurring innovation, cultivating a diversity of cultures and ideas, building respect, protecting our integrity, demonstrating excellence and fostering collaboration. To be an indispensable partner, sustainability must be an integral part of how we operate every aspect of our business and, like any other core function, we must continually measure and benchmark our performance to ensure that we are meeting and exceeding our goals and refining our approach along the way."

Central to this is our newly established effort to seek to become a net zero emissions business by 2045<sup>1</sup>, with an interim goal to reduce absolute Scope 1 and Scope 2 greenhouse gas (GHG) emissions by approximately two-thirds by 2035<sup>2</sup>. In setting this goal, EXL has set a plan in motion to reengineer its operations to maximize efficiency and reduce waste across its global enterprise.

Notable ESG milestones acknowledged in the Sustainability Report include reaching 39% company-wide female representation and 65% racial and ethnic diversity<sup>3</sup> in the management team<sup>4</sup>. Additionally, the company's COVID-19 upskilling initiative, which is focused on developing talent from within the organization, reached 4,500+ employees and provided 800,000+ hours of learning and development. EXL continued its targeted community engagement strategy with its global "Skills to Win" initiative collaborating with nearly 2,500 people to acquire market-relevant skills and the "Education as a Foundation" initiative impacting more than 2,700 students in 2020, helping them to build data, analytics, and life skills.

The Sustainability Report has been prepared in accordance with the Global Reporting Initiative (GRI) Standards: Core Option and is aligned to the Sustainability Accounting Standards Board (SASB) Software and IT Services Standard (2018).

### About EXL

EXL (NASDAQ: EXLS) is a global analytics and digital solutions company that partners with clients to improve business outcomes and unlock growth. Bringing together deep domain expertise with robust data, powerful analytics, cloud, and AI, we create agile, scalable solutions and execute complex operations for the world's leading corporations in industries including insurance, healthcare, banking and financial services, media, and retail, among others. Focused on driving faster decision-making and transforming operating models, EXL was founded on the core values of innovation, collaboration, excellence, integrity and respect. Headquartered in New York, our team is over 34,000 strong, with more than 50 offices spanning six continents. For more information, visit [www.exlservice.com](http://www.exlservice.com).

### Cautionary Statement Regarding Forward-Looking Statements

*This press release contains forward-looking statements. You should not place undue reliance on those statements because they are subject to numerous uncertainties and factors relating to EXL's operations and business environment, all of which are difficult to predict and many of which are beyond EXL's control. Forward-looking statements include information concerning EXL's possible or assumed future results of operations, including descriptions of its business strategy. These statements may include words such as "may," "will," "should," "believe," "expect," "anticipate," "intend," "plan," "estimate" or similar expressions. These statements are based on assumptions that we have made in light of management's experience in the industry as well as its perceptions of historical trends, current conditions, expected future developments and other factors it believes are appropriate under the circumstances. You should understand that these statements are not guarantees of performance or results. They involve known and unknown risks, uncertainties and assumptions. Although EXL believes that these forward-looking statements are based on reasonable assumptions, you should be aware that many factors could affect EXL's actual financial results or results of operations and could cause actual results to differ materially from those in the forward-looking statements. These factors, which include our ability to successfully close and integrate strategic acquisitions, our ability to respond to and manage public health crises, including the outbreak and continued effects of the coronavirus (COVID-19) pandemic, are discussed in more detail in EXL's filings with the Securities and Exchange Commission, including EXL's Quarterly Report on Form 10-Q and Annual Report on Form 10-K. These risks could cause actual results to differ materially from those implied by forward-looking statements in this release. You should keep in mind that any forward-looking statement made herein, or elsewhere, speaks only as of the date on which it is made. New risks and uncertainties come up from time to time, and it is impossible to predict these events or how they may affect EXL. EXL has no obligation to update any forward-looking statements after the date hereof, except as required by federal securities laws.*

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<sup>1</sup> Includes Scope 1 and 2 greenhouse gas emissions.

<sup>2</sup> 2019 baseline

<sup>3</sup> Defined as any group other than White, Non-Hispanic

<sup>4</sup> Executive Committee and Operating Committee

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The logo for EXL, featuring the letters "EXL" in a bold, orange, sans-serif font. The letters are slightly shadowed, giving them a 3D appearance as if they are floating above a white surface.

Source: ExlService Holdings, Inc.