



WNS Group CEO, Keshav R. Murugesh Talks about Changing People Practices in the BPO Industry at the World Economic Forum in Dalian

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MUMBAI, India, Sep 20, 2011 (BUSINESS WIRE) -- Keshav R. Murugesh, Group CEO, WNS (Holdings) Limited (NYSE: WNS), a leading provider of global Business Process Outsourcing (BPO) services, shared his thoughts on the trends that will pave the path for the next phase of people practices in the industry, at the World Economic Forum -- Annual Meeting of the New Champions 2011 (referred to as 'Summer Davos'), held at Dalian, People's Republic of China from Sept. 14-16, 2011. Keshav was a panelist on the topic of "Nurturing Top Talent", which focuses on issues such as fostering top performance among employees; systemic approaches to talent development; and innovative recruitment, fast-track and mentorship programs. He shared his experiences with a few game-changers in people practices that he has seen at WNS.

Some of the core dynamics that will drive top talent in the outsourcing industry going forward, according to him are:

- **Eco-system for entrepreneurship:** The desire to 'be one's own boss' is becoming common-place. Most talented people would like to work in a company, which offers a significant entrepreneurial environment. Hence, giving them plenty of room for personal growth /achieving personal ambitions is imperative, while ensuring that they align with the organizational goal.
- **Ensuring the creation of enough role models inside the company:** The biggest motivation for employees is when leaders 'walk-the-talk'. At WNS, people practices constantly aim to create role models within the organization, which will automatically fuel the next wave of top talent.
- **Work-life balance:** While aspirations and achievements in a career can be very inspiring, most employees will also look at the work-life balance. If the loss of family time is not compensated with the scope for success / achievement / room for growth at the workplace, then it would be difficult to nurture and retain top talent.
- **Innovative recruitment and mentorship programs** will surely lead the way companies will retain their top talent.
- **The job itself:** It is going to be an economy of 'opportunity loss'. If the opportunities the current job offers are greater vis-à-vis the ones lost by an employee, then talent can be retained. It is going to be increasingly challenging for employers to get the right mix of 'role and profile' to retain the top talent in an organization.

"In today's competitive environment, our growth doesn't just depend on cost reduction or efficiency gains, but on what we are doing as outsourcing partners to enable our client's top- and bottom-line. Top talent is key to this strategic approach," said Keshav.

Keshav focused on the three key tenets of nurturing top talent for next-generation leaders:

- Providing a conducive environment for innovation and growth within every organization
- Creating stretch goals and enough room for learning for employees across the organization, at all levels
- Open-door policy from leaders, wherein new ideas can be debated and backed with managerial / financial support

About WNS

WNS (Holdings) Limited (NYSE: WNS), is a leading global business process outsourcing company. WNS offers business value to 200+ global clients by combining operational excellence with deep domain expertise in key industry verticals including Travel, Insurance, Banking and Financial Services, Manufacturing, Retail and Consumer Packaged Goods, Shipping and Logistics and Healthcare and Utilities. WNS delivers an entire spectrum of business process outsourcing services such as finance and accounting, customer care, technology solutions, research and analytics and industry specific back office and front office processes. WNS has over 21,000 professionals across 23 delivery centers worldwide including Costa Rica, India, Philippines, Romania, Sri Lanka and United Kingdom. For more information, visit <http://www.wns.com>.

Safe Harbor Statement under the provisions of the United States Private Securities Litigation Reform Act of 1995

This release contains forward-looking statements as defined in the safe harbor provisions of the U.S. Private Securities Litigation Reform Act of 1995. These forward-looking statements are based on our current expectations, assumptions, estimates and projections about our Company and our industry. The forward-looking statements are subject to various risks and uncertainties. Generally, these forward-looking statements can be identified by the use of forward-looking terminology such as "anticipate," "believe," "estimate," "expect," "intend," "will," "project," "seek," "should" and similar expressions. Those statements include, among other things, the discussions of our business strategy and expectations concerning our performance. We caution you that reliance on any forward-looking statement involves risks and uncertainties, and that although we believe that the assumptions on which our forward-looking statements are based are reasonable, any of those assumptions could prove to be inaccurate, and, as a result, the forward-looking statements based on those assumptions could be materially incorrect. These factors include but are not limited to worldwide economic and business conditions; political or economic instability in the jurisdictions where we have operations; regulatory, legislative and judicial developments; our ability to attract and retain clients; technological innovation; telecommunications or technology disruptions; future regulatory actions and conditions in our operating areas; our dependence on a limited number of clients in a limited number of industries; the implications of our recently announced accounting changes and restatement of our financial statements, and any adverse developments in existing legal proceedings or initiation of new legal proceedings; our ability to expand our business or effectively manage growth; our ability to hire and retain enough sufficiently trained employees to support our operations; negative public reaction in the US or the UK to offshore outsourcing; increasing competition in the BPO industry; our ability to successfully grow our revenue, expand our service offerings and market share and achieve accretive benefits from our acquisition of Aviva Global Services Singapore Pte. Ltd. (which we have renamed as WNS Customer Solutions (Singapore) Private Limited following our acquisition), our master

services agreement with Aviva Global Services (Management Services) Private Limited; our ability to successfully consummate strategic acquisitions; and the volatility of our ADS price. These and other factors are more fully discussed in our annual report on Form 20-F for the fiscal year ended March 31, 2011 filed with the U.S. Securities and Exchange Commission which is available at <http://www.sec.gov>. In light of these and other uncertainties, you should not conclude that we will necessarily achieve any plans, objectives or projected financial results referred to in any of the forward-looking statements. Except as required by law, we do not undertake to release revisions of any of these forward-looking statements to reflect future events or circumstances.

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