



## British Airways Extends Outsourcing Contract with WNS

June 21, 2013

LONDON & MUMBAI, India--(BUSINESS WIRE)--Jun. 21, 2013-- WNS (Holdings) Limited (NYSE: WNS), a leading provider of global Business Process Outsourcing (BPO) services, today announced that it has extended its service contract with British Airways (BA). Under this agreement, WNS will continue to provide a comprehensive range of services across sales & customer care, operations and shared services including Revenue Management, Revenue Accounting, Cargo Operations, Customer Relations, Data Management, Information Security, HR services and BA Holidays.

The next phase of the relationship between WNS and BA will include increased focus on driving transformation, technology enablement, and overall process efficiency through the company's Value Innovation Program (VIP).

"WNS is thrilled to continue our long-standing relationship with BA. This extension re-enforces the value of our strategic partnership, with WNS delivering high quality services and innovative solutions based on our deep knowledge of both the airline industry and the client environment," said Keshav R. Muruges, Group CEO, WNS.

"We are delighted to extend our partnership with WNS," said Philip Osmond, Director of Business Services at British Airways. "The company has a highly professional and experienced delivery team, which clearly understands our project goals and requirements. This has enabled us to realise significant cost efficiency and business value operationally, over the years," he added.

The WNS/BA relationship began in 1996 with a 12-member team managing just over 1,000 transactions per month in PNR servicing. Today, WNS has over 800 employees managing over 1 million transactions a month including key components of core business operations.

### About British Airways

British Airways, can trace its heritage back over 90 years. British Airways is the largest airline in the UK based on fleet size, international flights and international destinations. British Airways is a founding member of the Oneworld airline alliance, along with American Airlines, Cathay Pacific, and Qantas. Formed in January 2011, International Airlines Group is the parent company of British Airways and Iberia. with shares traded on the London Stock Exchange and Spanish Stock Exchanges. The corporate head office for IAG is in London, U.K., IAG. The merger between the two carriers has created the world's sixth-largest airline by annual revenue and the third largest by annual revenue in Europe.

### 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. As of March 31, 2013 WNS had 25,520 professionals across 31 delivery centers worldwide including Costa Rica, India, Philippines, Poland, Romania, South Africa, Sri Lanka, United Kingdom and the United States. For more information, visit [www.wns.com](http://www.wns.com)

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

This document includes information which may constitute forward-looking statements made pursuant to the safe harbor provisions of the Private Securities Litigation Reform Act of 1995, the accuracy of which are necessarily subject to risks, uncertainties, and assumptions as to future events. Factors that could cause actual results to differ materially from those expressed or implied are discussed in our most recent Form 20-F and other filings with the Securities and Exchange Commission. WNS undertakes no obligation to update or revise any forward-looking statements, whether as a result of new information, future events, or otherwise.

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