Unleashing the Power of People

Harshvendra Soin
The Year that was...

- **Engagement Score**: 92%
  
  Associate engagement Score at all time high. Scores at 4.58 vs 4.04

- **Internal Fulfilment**: 71%
  
  Internal Fulfilment has crossed industry Best in-class

- **Attrition**: 17%
  
  Sustained retention efforts led to Lowest Attrition in the industry among peer-set. 
  quarterly annualized @ 14.3%
The world recognized our efforts.

Creating a Preferred Workplace Globally
Great Place to Work™, Golden Peacock, Great Manager

Diversity Awards
Bloomberg GEI, Avtar & Seramount

HR Tech Awards
Brandon Hall, Stevie Awards, ET Human Capital, BW BusinessWorld, PeopleFirst

Other notable Awards
SHRM, AIMA Innovation, PeopleMatters etc.
So, What Makes Us DIFFERENT?
RISE BEYOND >> Resilience to Relevance

Our Culture

Driving Positive Change
Change stakeholder’s lives for the better

Celebrating Each Moment
Celebrate all small and big moments

Empowering All To Rise
Help others become more empowered
Our Belief

While Technology is an Enabler, Moments of Truth are always Human

Touch Free Attendance & Anonymous Emotion Analysis
Self Service As Good As Assisted Service
Smart Career Movement
Future of Work
New Age Hiring

FR
UVO
TaleX
K2
Metaverse
Our Purpose & Rise has made us Bolder & Agile

PURPOSE
We will challenge conventional thinking and innovatively use all our resources to drive positive change in the lives of our stakeholders and communities across the world, to enable them to Rise.

BRAND PILLARS

ACCEPTING NO LIMITS
ALTERNATIVE THINKING
DRIVING POSITIVE CHANGE

CORE VALUES
Professionalism | Good Corporate Citizenship | Customer First | Quality Focus | Dignity of the Individual

RISE FOR A MORE EQUAL WORLD
Climate Change | Inclusion | Ethics

RISE TO BE FUTURE - READY
Customer Focused Technology | Innovation

RISE TO CREATE VALUE
Entrepreneurship | Scale | Impact

Whole Mind | Multiplier | Managing fear & leveraging failure | Mindfulness | Trust

Refreshed

RISE BEYOND >> Resilience to Relevance

#TogetherWeRise
We recognized that the **Future of Work is changing**

**Flexibility** tailored to individual needs - WHEN, WHERE and HOW

Seeking fulfilment through **purpose and meaning**

Holistic work environment enabling **total wellbeing**

An inclusive environment fostering **sense of belonging** for ALL

**Personalized career pathways** leveraging Skill DNA (Life, Work, Education)

**Life Centered experiences** enabling them to thrive in their work and personal lives
**RISE BEYOND >> Resilience to Relevance**

**DEI* continues to be our Sustainable Business Differentiator**

- Developed **500+** women for key roles
- First Sexual Reassignment benefit availed in India
- **12+** LGBTQ+ active communities
- **3K+** hired through Impact Sourcing
- **90%** Localization in 23 countries in BPS

*Diversity Equity & Inclusion*
Improved Internal Fulfilment has **helped contain cost and increased retention**

- **Internal Fulfilment**
  - FY22: 46%
  - FY23Q1: 48%
  - FY23Q2: 60%
  - FY23Q3: 67%
  - FY23 Jan: 71%

- **Internal First Initiative** – Sales, Delivery, Prog. Mgmt.
- **Career Acceleration Policy** – increased upskilling
- **Talex** as internal market-place
- **Improved agility** in deployment of Bench

**RISE BEYOND >> Resilience to Relevance**
Tier II cities focus has proven beneficial

- Diverse talent from 10 Tier II cities
- Added 10,000+ associates in FY23 (>25% increase since FY22)
- Improved talent retention
- Customers embracing & leading growth in some cities
- Focus on building New Age skill COEs: D&A, Meta, Cloud...
Promoting continuous learning & building Tech Quotient

Future Shapers
Harvard & MIT partnership

MALT
Carnegie Mellon partnership to groom young leaders

GLC
High potential MBA graduates for strategic & stretched roles

MT, AIM, ASCEND
Building young talent in Strategy, Sales & Delivery roles

Creating Future-ready workforce in niche skills
- Hyperscalers
- Cybersecurity
- Quantum computing
- 5G & AI

Trained 550+ Program Managers & Architects for Large deal transitions

Building (TRIBE) Technical Capability of Young delivery leaders
Our Focus Areas – Looking Ahead

- Building Transformational Delivery Capabilities
- Enhance Productivity for the road ahead
- Creating High Performance culture across levels
- Improved fulfilment & utilization via upskilling & automation
- Employer of Choice to drive retention & productivity
Thank you
from the ‘Fastest Growing’ in Brand Value Rank in Global Top 25
– Brand Finance IT Services Report 2023