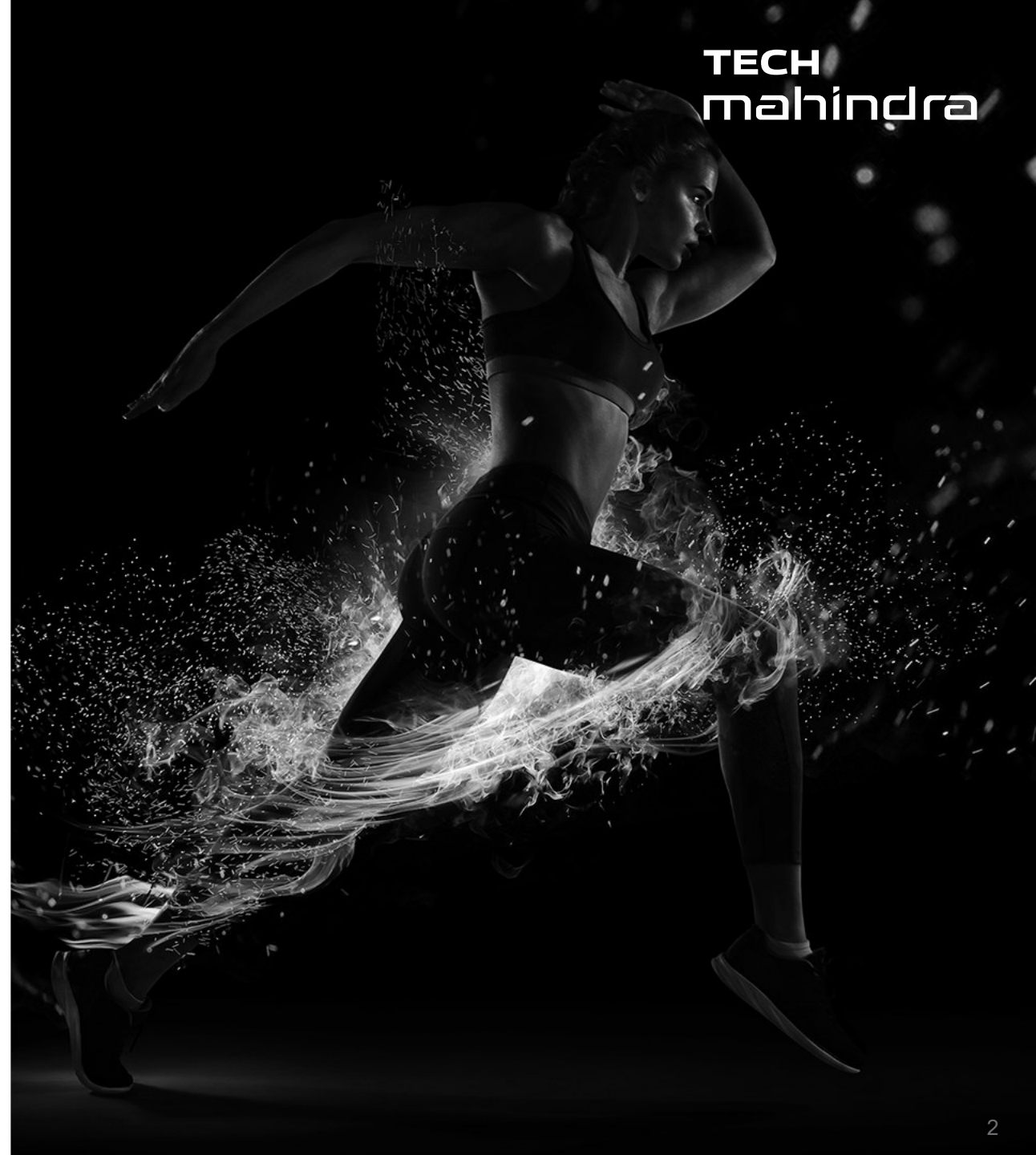




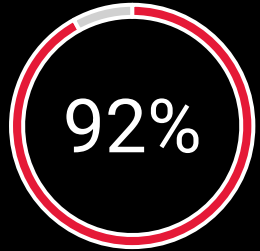
INVESTOR DAY

# Unleashing the Power of People

Harshvendra Soin

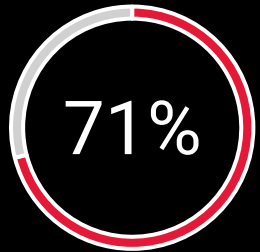


# The Year that was...



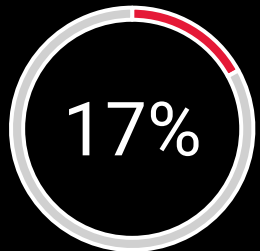
## Engagement Score

Associate engagement Score at all time high. Scores at 4.58 vs 4.04



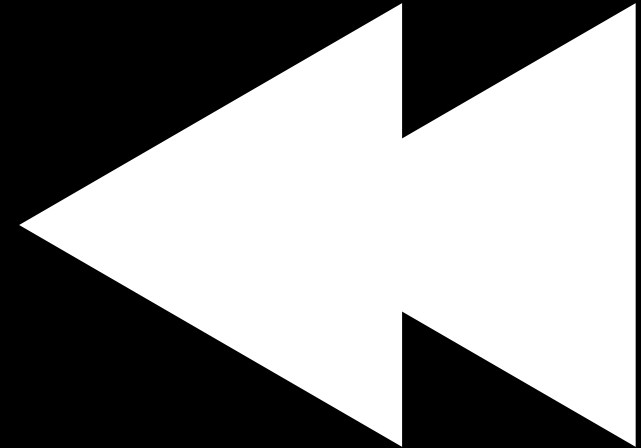
## Internal Fulfilment

Internal Fulfilment has crossed industry Best in-class



## Attrition

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



First international certification



3 Years in a row



3 Years in a row



Top 10



First Ever

## Diversity Awards

Bloomberg GEI, Avtar & Seramount



4 Years in a row



4th time in Top 10



3rd time as Champions

## HR Tech Awards

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



10 Medals



5 Badges



2 First place



1 First place



2 First place

## Other notable Awards

SHRM, AIMA Innovation, PeopleMatters etc.



Wellness Hero



2 First place



Runners Up



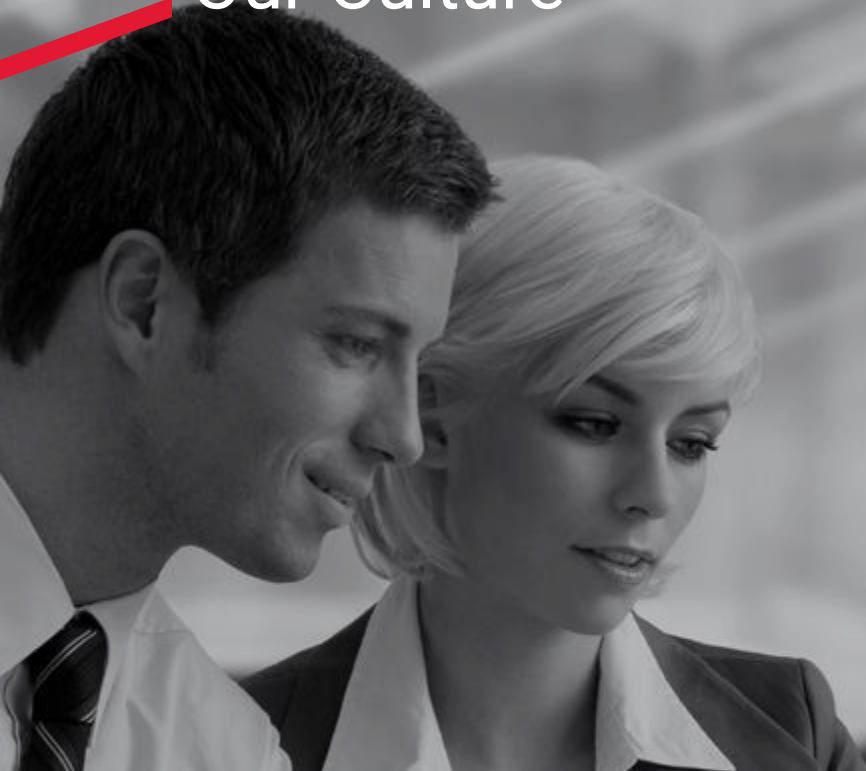
Runners Up





So, What Makes Us  
**DIFFERENT?**

# 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



FR

Self Service As  
Good As  
Assisted Service



UVO

Smart Career  
Movement



TaleX

Future of  
Work



K2

New Age  
Hiring

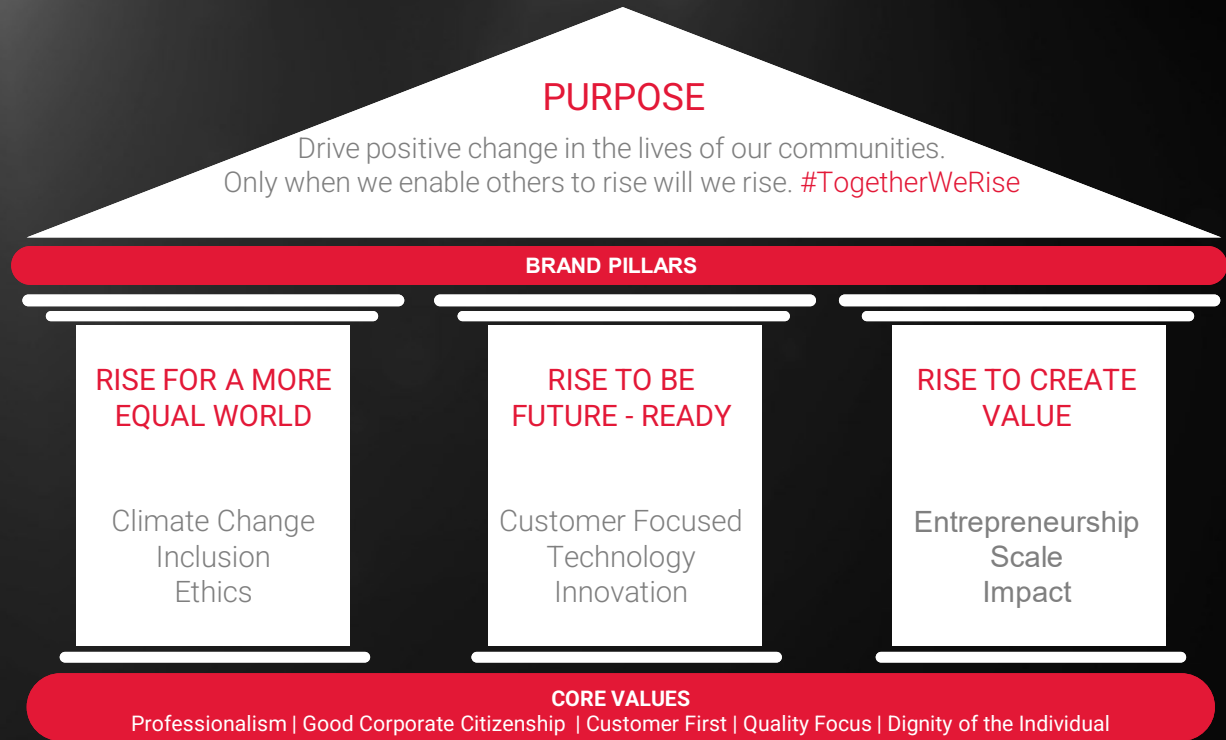


Metaverse

Picture Source: Google

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# Our Purpose & Rise has made us **Bolder & Agile**



Refreshed

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



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

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

---

Seeking fulfilment through **purpose and meaning**

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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

# 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

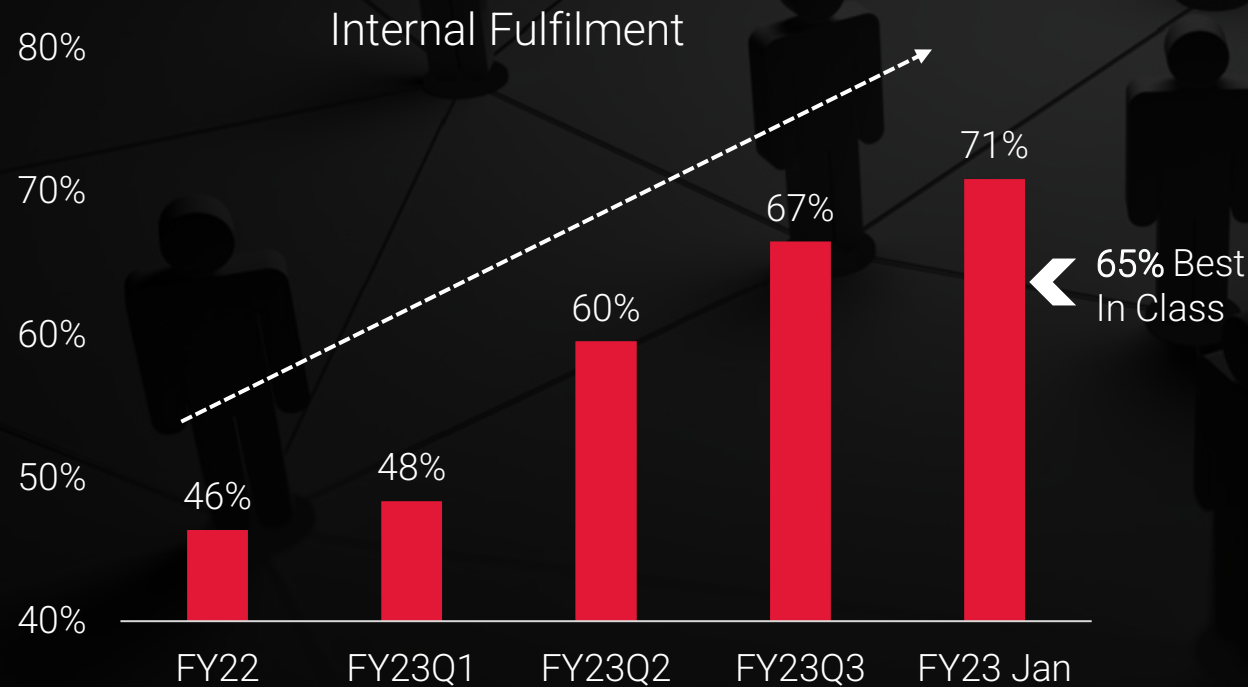


**90%** Localization in 23 countries in BPS



\*Diversity Equity & Inclusion

# Improved Internal Fulfilment has helped contain cost and increased retention



Internal First Initiative – Sales, Delivery, Prog. Mgmt.



Career Acceleration Policy – increased upskilling



Talex as internal market-place



Improved agility in deployment of Bench

# 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

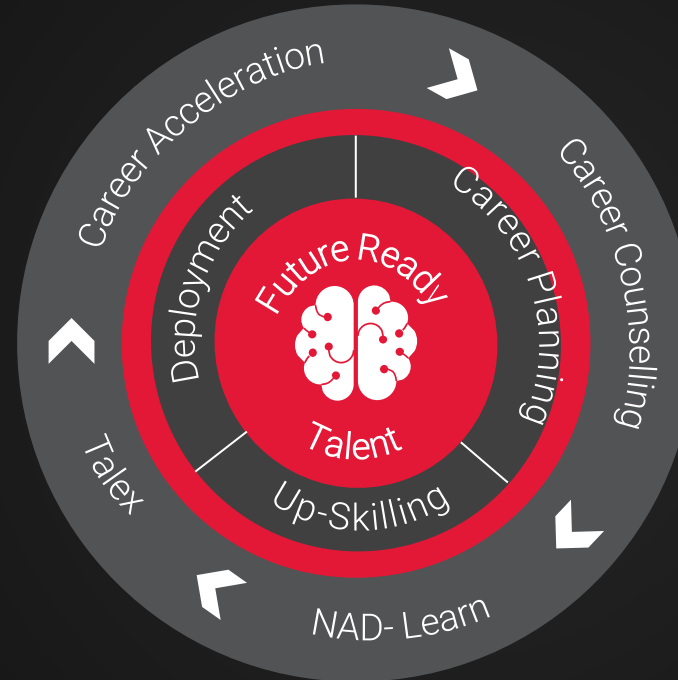
Carnegie Mellon partnership to groom young leaders

## 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

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Enhance **Productivity** for the road ahead

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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