

DIVERSITY & INCLUSION @ GENPACT



- A BEST PRACTICE STUDY

APARAJITA - The Invincible Woman



The India Scenario



Women are just 3% of legislative, management, and senior official positions

Executive-level women leave at a rate (28%) double that of their representation (14%).

Despite occupying small percentages of leadership positions, **97.2% of women (compared to 95.6% of men)** aspire to jobs with increased responsibility.

Of the total population of 1.27 bn, there are 157 million male and **44 million female workers**

48% of the organizations do not offer any family care support options

According to the McKinsey Global Institute, India's economic output **in 2025 can be higher by as much as 60%** if women's participation in the economy were at par with men



The GENPACT Scenario

 NYSE Ticker: G	 ~70,000 Employees	 \$2.3 Bn. Revenue	 70 delivery centers*
 18 Delivery Countries	 800+ Clients	 37% women employees	 30 languages

* Delivery Center - centers from where we run operations & service clients

Best Company To Work For!
...in the Business Today and People Strong HR Services survey




“Leader” in life sciences sales and marketing BPO market, 2013

“Leader” in global learning services BPO market, 2014



NASSCOM®

Best BPO Company, 2013



Winners Circle” position in global F&A Outsourcing market, 2013

GENPACT
GENERATING IMPACT™

 **Genpact Wins 11 Awards @Brandon Hall 2015**
Brandon Hall awards are amongst the top 3 in the L&D world and are a terrific validation of our EVP of Learn, Grow, Succeed

SILVER AWARDS	GOLD AWARDS		BRONZE AWARDS
 Build Program for Black Belt & Genpact Best Unique or Innovative L&D Program	 Best Advance in Learning Technology Implementation	 Best Use of Games or Simulations for Learning	 Best Advance in Competencies & Skill Best Certification Program Development
 Best Unique or Innovative L&D Program	 Best Advance in Employee Engagement	 Best Advance in high Potential Development	 Best Advance in Performance Management
		 Best Use of a Blended Learning Program	 Best Learning Program supporting a Change Transformation Business Strategy



The Differential Approach



- Ground Up Vs Top Driven
- Individual Centric Vs Number driven



Program Objectives

Provide a **conductive environment** and a **robust support structure** to enable women to take additional responsibilities

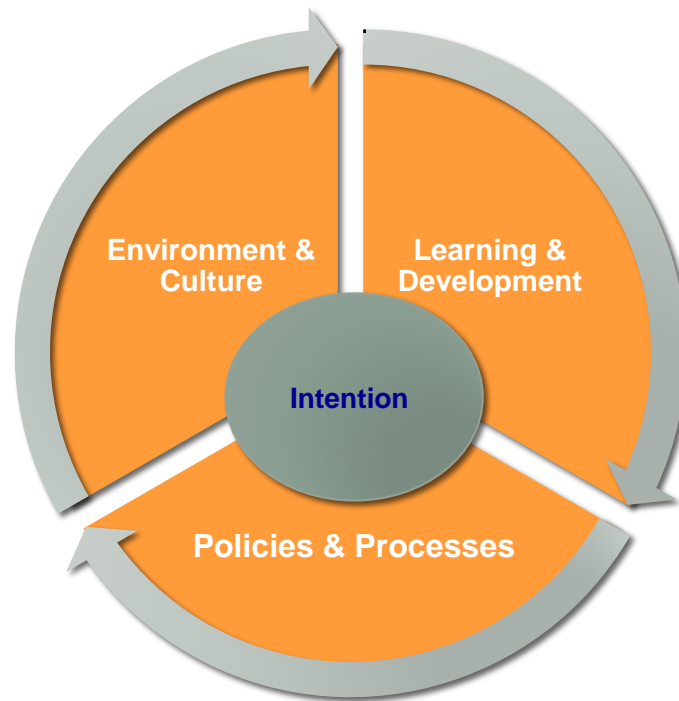
Enable women to create a **strong personal brand** to equip them for **larger roles**

Provide a forum for **women to interact** amongst themselves and with the leadership team to **develop into respected leaders**



Building APARAJITA

**BRANDING &
COMMUNICATION**



**LIFE BALANCE
WORKSHOP OUTPUT**

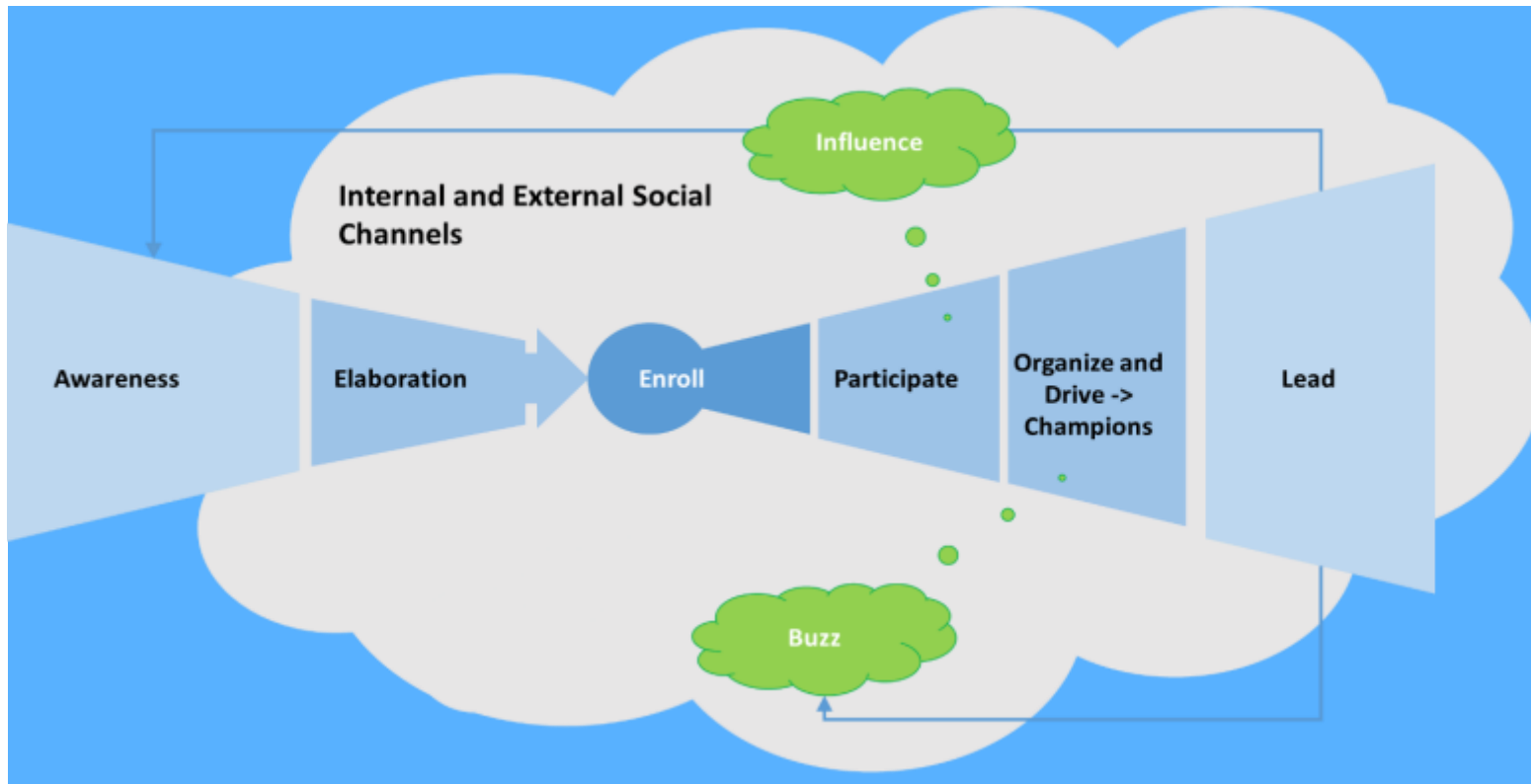


Program Elements

DayCares
1-1Coaching
Newsletters
EmployeeAssistanceHelpline
WebChats
MicroSessions
Advocacy
CollaborativePolicyReviews
GenderSensitizationSessions
ResidentialBootcamps
FlexiWorkArrangements
LifeDesignWorkshop
ClientDiscussions
ERGs
InspirationalTalks



Program Construct



Experiences



IMPACT

1 business of **3000** people to **3** businesses with over **10,000** people within 1.5 years

46% of women participants moved to larger roles or higher levels

Showcased as a **Best Practice** in National and International Forums

About **45** women program participants to over **850** women impacted and counting..

2 cities in India to **7** cities across India, Australia, Phillippines

Business leader won **The WiLL Women's Choice Award** at the WiLL (Women in Leadership) Forum in India



Our Key Learning



Listen

Engage

Innovate

Reward

Advocate

**RECIPE FOR
SUCCESS:
HEAT UP AN IDEA
TAKE ACTION
MIX IT UP WITH
DESIRE AND BELIEF
THEN ADD A DASH
OF PERSISTENCE**

