



## **Tata Consultancy Services**

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## **What Diversity and Inclusion mean to TCS**

What do the words diversity and inclusion mean? A dictionary meaning will tell you that diversity is

“The condition of having or being composed of differing elements : variety; especially : the inclusion of different types of people (as people of different races or cultures) in a group or organization <intended to promote diversity in schools>”

Upon reading and reflection, one would discover various nuances of this meaning and discovers opportunities and ideas within these words, particularly in the context of a progressive and global organization.

At TCS, Diversity and Inclusion consists of various initiatives that encourage the differing elements, and find harmony in the inclusiveness that these initiatives bring. This has presented an opportunity for TCS to reaffirm its commitment to diversity and effectively weave it into the organization fabric.

## **The opportunity**

With changing workforce trends and an increasingly competitive market environment, developing and sustaining a healthy talent mix within the organization is an important business imperative. In this context, the areas of ‘Diversity and Inclusion’ have gained immense attention globally, as well as in India.

External research, both by academia and management consultants has showcased the business benefits of having a diverse and inclusive workforce. One of the inherent strengths of ‘diversity’ is the different perspectives and experiences which individuals from different backgrounds bring, thus leading to innovative ways of developing solutions and servicing clients across the globe. It also helps us mirror the composition of our client teams and understand their expectations better.

Being an **Equal Opportunity and Affirmative Action Employer**, the HR framework at TCS including recruitment, retention, career management, compensation and reward & recognition programs, competency management, learning & development opportunities are designed and implemented equally without differentiation on the basis of gender, nationality, religion and other factors.

## **Interesting facts and figures about diversity at TCS**

The composition of Women Associates to the TCS Workforce has been rising year on year. Currently:

Women constitute 31.7% of overall TCS workforce count (Data as of Q1- FY 12-13).



Non-Indian nationals comprise 7.5% of the workforce.

Diversity and Inclusion at TCS aims to bring all activities focused on diversity and inclusion under one banner. The intent has been to sharpen focus and heighten sensitivity on these issues across the various geographies that TCS operates in.

### **The Diversity and Inclusion organization within TCS**

**Diversity and Inclusion at TCS is spearheaded by a Regional/Branch Advisory Council** which has representation from all verticals and business groups of TCS. It serves as a collaborative platform for debate and dialogue and direction.

The council works based on a **co-ownership model** with a mix of central and geography ownership of initiatives. The Council **comprises of men and women from different nationalities** in order to sensitize all groups within TCS and to encourage participation from associates with varied backgrounds.

Over the years, TCS has established itself through its HR policy and process framework as an **employer of choice**. It offers to its associates an opportunity to work on global engagements, supporting them with the required cross cultural training, policies and other benefits.

### **Initiatives**

Over the last three years, several new initiatives have been launched to take this agenda further.

- ⤴ Associates have been encouraged to participate in **discussion forums and theme based learning** to create awareness on what D&I means at TCS and understand different perspectives on topics of interest to them. For example, theme workshops on work-life balance, branding oneself, importance of workplace diversity.
- ⤴ Senior associates and leaders involve themselves and conduct **'Be Inspired'** sessions which helps to share success stories, inspire and lead by example.
- ⤴ **A learning module specifically for managers** has been created to help them to equip themselves with the required skills to motivate and work with a diverse team.
- ⤴ In order to support women in the workforce, TCS has been **undertaking daycare tie-ups** to provide good childcare facilities in and around office areas for associates at discounted prices. A support group called **'workplace parents'**, has been formed across various centers to engage working parents through child psychology and parenting workshops.
- ⤴ **Health and Wellness**, workshops have also been organized for women specifically.
- ⤴ A **stay connected program** has been launched to ensure that associates on long leave continue to be updated with the latest happenings in TCS. Associates receive news and information bites in the comfort of their personal email boxes on a monthly basis that help them keep updated.
- ⤴ A **reorientation program** has also been put together for these associates on their return from long leave. This initiative supports them back into



their careers post childcare leave and sabbaticals. Associates also have opportunities to participate in industry forums and roundtables to learn and enhance their professional networks.

- ▲ TCS staff are encouraged to submit their ideas on these topics through various means, and as a result, **Culture Meter**, a email magazine, was launched. Through engaging content and interactivity, the magazine introduces readers to other cultures and helps readers be sensitive to cultural differences.
- ▲ Investing in Women is not just a good to have, but essential to sustain our talent and leadership pipeline, sustain growth and ensure delivery of excellence. To empower our talented women and help them realize their full potential **an executive education program for women in mid-management, 'TCS forward'** was launched. This program's vision is to empower talented women to become leaders who will help create a bigger and better TCS.

Such initiatives are only as good as the participants who adopt, involve and own them. DAWN provides a collaborative platform for every associate **to participate and contribute towards building a truly global multicultural organization.**

### **More about Tata Consultancy Services**

Tata Consultancy Services is an IT services, consulting and business solutions organization that delivers real results to global business, ensuring a level of certainty no other firm can match. TCS offers a consulting-led, integrated portfolio of IT, BPO, infrastructure, engineering and assurance services. This is delivered through its unique Global Network Delivery Model (GNDM™), recognized as the benchmark of excellence in software development. A part of the Tata group, India's largest industrial conglomerate, TCS has over 243,000 of the world's best-trained consultants in 42 countries. The company generated consolidated revenues of US \$10.17 billion for year ended March 31, 2012 and is listed on the National Stock Exchange and Bombay Stock Exchange in India.

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