

Employee Satisfaction/ Engagement

Our commitment to fostering employee engagement is grounded in a culture of continuous listening and proactive action. Our leadership team prioritizes strong connections and engagement with our global employees, facilitated by the adoption of the world-class engagement platform, PEAKON. With real-time, anonymous feedback and data-driven insights, we address concerns, identify trends, and make informed decisions to foster a positive work culture. Quarterly/monthly surveys empower managers to track team sentiments, while leadership utilizes individual scorecards to identify areas for improvement and design corrective action plans. Anonymous conversations allow ongoing addressing of employee concerns, driving continuous improvement and enhancing employee engagement.

Our ESAT scores measures the following aspects Job satisfaction, Purpose, Happiness, Motivation and Stress which are addressed in survey conducted every 2 months.



8.2/10

Employee Satisfaction Score
Employee Net Promoter
Score (eNPS 0.2 above
industry benchmark)

72%

Respondents

Target

8.5/10

Employee Net Promoter
Score (eNPS)

Engagement outcome and Actions taken in response to the feedback received

- Career empowerment through learning - Launch of Persistent Digital Engineering Academy (PDEA). This is a specialized program that offers skill development trainings and certifications across 116 Technical clusters.
- Process simplification - Simplification and automation of core processes such as Performance Management, bot enablement of employee manual, Deployment of global shared services platform, automation of on-boarding, etc. to enhance the overall employee experience.
- Rewards and Recognition – Annual awards institutionalized to celebrate significant contributions of employee across all functions within the organization.
- Engagement through pride – We made a successful attempt to achieve three GUINNESS WORLD RECORDS (GWR) in a record time. Employees across global locations participated in the GWR.
- Employee care - The Alumni portal launched to enhance serviceability for ex-employees.
- Employee wellbeing - Enhanced our wellness programs to cater to our hybrid workforce. Employee wellbeing events were conducted in a hybrid manner in order to help employees to participate in various activities and programs to manage their stress better.