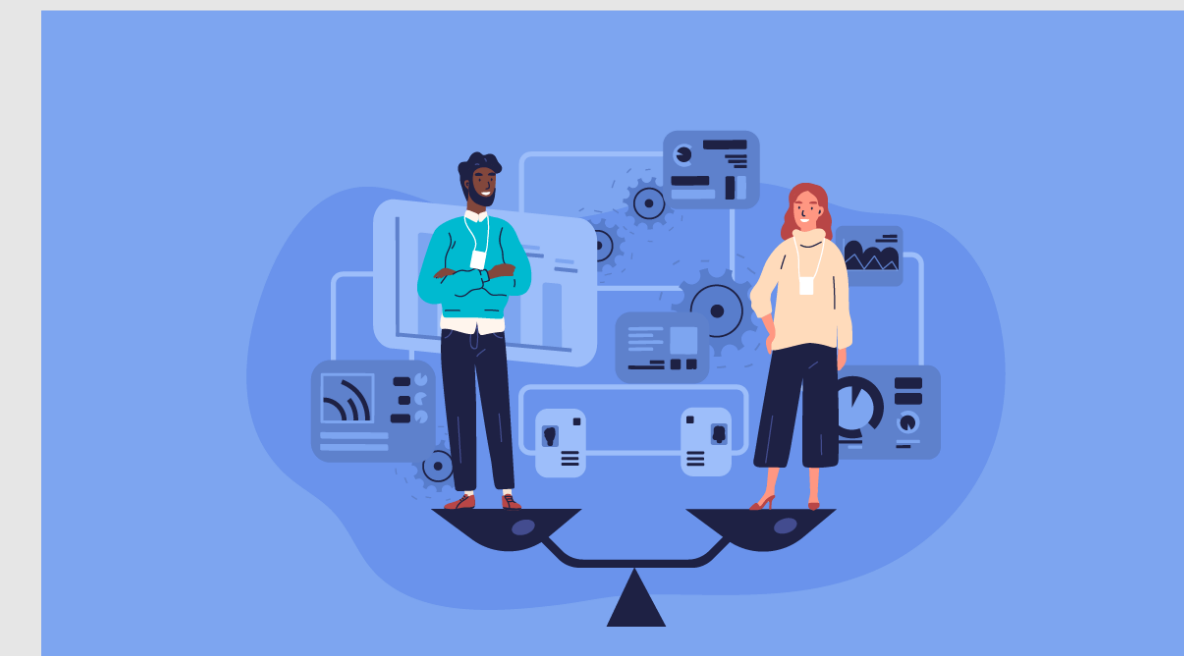| Introduction	HR Manager 1	HR Manager 2

Introduction:

- Promoting diversity and inclusion is crucial in every organization.
- A comprehensive dashboard was developed to analyze workforce demographics, including gender, age, ethnicity, and other key factors.
- This data-driven approach facilitated the identification of areas for improvement and provided insights for advocating initiatives that fostered diversity and inclusion within the call center environment.
- The dashboard allowed for a holistic view of the workforce, enabling the organization to monitor representation, track progress, and address any disparities or underrepresentation.
- By leveraging the power of data analysis, the organization gained a deeper understanding of its workforce composition and could make informed decisions to create a more inclusive workplace culture.
- The dashboard also helped assess the effectiveness of diversity and inclusion initiatives, monitor employee engagement, and ensure equitable practices.
- Overall, this proactive approach aimed to cultivate an environment that celebrates diversity, embraces inclusion, and enhances overall organizational performance.

Diversity & Inclusion Dashboard

pwc

Department	Job	Age group	Region group
All	All	All	All

KPI 1 - Hiring

Gender ● Female ● Male

1 - Executive	13%	88%
2 - Director	14%	86%
3 - Senior Manager	18%	82%
4 - Manager	37%	63%
5 - Senior Officer	47%	53%
6 - Junior Officer	53%	47%

59% of hires were males   **41%** of hires were females

Gender ● Female ● Male ● % of hired women

2 14 · 5 32 · 10 46 · 30 52 (37%) · 49 (47%) · 109 53%

1 - Executive, 2 - Director, 3 - Senior Manag..., 4 - Manager, 5 - Senior Officer, 6 - Junior Officer

KPI 2 - Promotions This Year

Gender ● Female ● Male ● % Promotees who were Women

13% · 32 · 46 · 37% 52 · 47% 49 · 109 95
2 14 · 5 · 10 · 30 · ·

1 - Executive, 2 - Director, 3 - Senior Manager, 4 - Manager, 5 - Senior Officer, 6 - Junior Officer

Avg time in grade of employees promoted(in FY21 year)

2 - Director	3.40 / 3.09
5 - Senior Officer	2.29 / 2.68
4 - Manager	2.37
3 - Senior Manager	1.80 / 2.33
6 - Junior Officer	2.13
1 - Executive	3.00 / 1.86

Avg time(in years) in job

Gender ● Female ● Male

KPI 3 - Turnover Rate (FY 20 leavers)

Average Performance Rating of Leavers vs non-Leavers (WOMEN)

Left this FY ● No ● Yes

Female
11%

3.0 — 3 · 3 · 3 · 3 · 3 · 3
2.0 — 2 · 2 · 2 · 2 · 2 · 2

1 - Executive, 2 - Director, 3 - Senior Manager, 4 - Manager, 5 - Senior Officer, 6 - Junior Officer

Average Performance Rating of Leavers vs non-Leavers (MEN)

Left this FY ● No ● Yes

Male
10%

3.0 — 3 · 3 · 3 · 3 · 3 · 3
2.0 — 2 · 2 · 2 · 2 · 2 · 2

4 - Manager, 3 - Senior Manager, 2 - Director, 6 - Junior Officer, 5 - Senior Officer, 1 - Executive

Diversity & Inclusion Dashboard

pwc

Department
All ⌄

Job
All ⌄

Age group
All ⌄

Region group
All ⌄

KPI 4 - Performance Rating

Gender ● Female ● Male

Rating	Female	Male
4	37%	63%
3	40%	60%
2	38%	62%
1	37%	63%
0	52%	48%

1.89
Avg Rating Women

2.06
Avg Rating Men

FY20 Perf. Rating ● 0 ● 1 ● 2 ● 3 ● 4

1 - Excellent
2 - Great
3 - Sufficient
4 - Bad

Female	22%	42%	29%
Male	14%	47%	31%

KPI 5 - Executive Gender Balance

Exclusive Split (FY 20)
● Male ● Female
41% / 59%

Exclusive Split (FY 21)
● Male ● Female
45.66% / 54.34%

Executive Hires (FY 20)
● Male
100%

Executive Hires (FY 21)
● Male
100%

KPI 6 - Age Group

Employees by age group (end FY 20)

Age group	Percentage
16 to 19	1.20%
20 to 29	44.60%
30 to 39	34.80%
40 to 49	16.60%
50 to 59	2.00%
60 to 69	0.80%

Age group ● 16 to 19 ● 20 to 29 ● 30 to 39 ● 40 to 49 ● 50 to 59 ● 60 to 69

1 - Executive	2 - Director	3 - Senior Manager	4 - Manager	5 - Senior Officer	6 - Junior Officer
10.53%					
10.53%		33.33%	16.46%	42.71%	
68.42%	85.71%	64.91%	83.54%	57.29%	94.67%
10.53%					