

# Tech Mahindra Values

ELITE/VALUES/TRAINEE MANUAL/V 1.0

## Table of contents

### Contents

|  |    |
|--|----|
| Value 1 Good Corporate Citizenship ..... | 3  |
| Value 2 Professionalism .....            | 6  |
| Value 3 Customer First .....             | 9  |
| Value 4 Commitment to Quality .....      | 11 |
| Value 5 Dignity of the Individual .....  | 13 |
| Thank You .....                          | 16 |

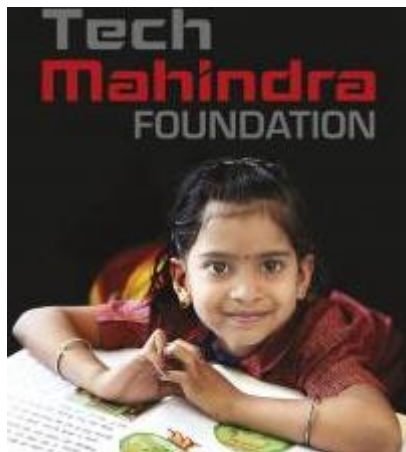
# **Value 1**

Good Corporate Citizenship

## What is good corporate citizenship?

Corporate citizenship involves the social responsibility of businesses and the extent to which they meet legal, ethical and economic responsibilities, as established by shareholders. The goal is to produce higher standards of living and quality of life for the communities that surround them and still maintain profitability for stakeholders. The demand for socially responsible corporations continues to grow, encouraging investors, consumers and employees to use their individual power to negatively affect companies that do not share their values.

**As in the past, we will continue to seek long term success, which is in alignment with the needs of the countries we serve. We will do this without compromising ethical business standards.**



Tech Mahindra's social initiatives are carried out by Tech Mahindra Foundation (TMF), its corporate social responsibility (CSR) arm. The Foundation was set up in 2007, as a Section 25 Company (referred to as a Section 8 Company in the Companies Act, 2013). Since then, it has worked tirelessly towards the vision of 'Empowering through Education',

establishing itself as a prominent CSR player within the Mahindra Group as well as a leading social organization at a national level.

The Foundation commits itself to a vision of a more equitable and inclusive India, and the values of good corporate governance, ethical practices, and dignity of the individual. In order to achieve sustainable transformation, it supports and creates opportunities that nurture talent and enable the socially disadvantaged to utilize their potential.



The Foundation essentially works with children and youth from urban, disadvantaged communities in India. In the current year, it will reach out to as many as 80,000+ primary and 400,000+ secondary beneficiaries. Of these, at least 50% are girls/young women and 10% are people with disabilities. The Foundation has also connected 10,000+ associates over 50,000+ hours with its beneficiaries through a robust corporate volunteering program.

# **Value 2**

Professionalism

## Professionalism

In Tech Mahindra, **We have always sought the best people for the job and given them freedom and opportunity to grow. We will continue to do so. We will support innovation and will reasoned risk taking, but will demand performance.**

These definitions imply that professionalism encompasses a number of different attributes, and, together, these attributes identify and define a professional.



## Specialized Knowledge

Professionals have worked in a serious, thoughtful and sustained way to master the specialized knowledge needed to succeed in their fields; and that they keep this knowledge up-to-date, so that they can continue to deliver the best work possible.

## Competency

Professionals get the job done. They're reliable, and they keep their promises. If circumstances arise that prevent them from delivering on their promises, they manage expectations up front, and they do their best to make the situation right.

Professionals don't make excuses, but focus on finding solutions.

## Honesty and Integrity

Professionals exhibit qualities such as honesty and integrity +. They keep their word, and they can be trusted implicitly because of this. They never compromise their values +, and will do the right thing, even when it means taking a harder road.

## Accountability

Professionals hold themselves accountable for their thoughts, words, and actions, especially when they've made a mistake. This personal accountability is closely tied to honesty and integrity, and it's a vital element in professionalism.

## Self-Regulation

For instance, imagine a customer service employee who's faced with an irate customer. Instead of getting upset or angry in return, the employee exhibits true professionalism by maintaining a calm, business-like demeanor, and by doing everything that she can to make the situation right.



# **Value 3**

Customer First

## Customer centricity i.e. customer first

**We exist and prosper only because of the customer. We will respond to the changing needs and expectations of our customers speedily, courteously and effectively.**

Continued focus on customer centricity has propelled Tech Mahindra to be a trusted partner and advisor. It is our priority to understand the problem areas, business processes and strategic business direction of our customers.



CCO works non-intrusively with various teams such as delivery, sales and support functions to elicit the most positive customer responses and outcome. It is our constant endeavor to help customers achieve results in the most urgent, effective way by resolving concerns, if any.

Customer centricity offices track all the critical customer escalations and also consult aid and expedite the necessary actions that are required to close these escalations quickly by working together with the teams.

# Value 4

Commitment to Quality

## **Commitment to Quality**

**Quality is the key to delivering value for money to our customers. We will make quality a driving value in our work, in our products and in our interactions with others. We will do it “First time right.”**

Creating wealth is the purpose of all organizations. Sharing that wealth and in turn creating value for all our investors and shareholders over the long term is what defines our business.

We firmly believe that the long-term interests of shareholders are tightly linked to the interests of our customers. Our customer centric approach enables us to provide the right solutions to the new customers and continue providing focused solutions to existing customers thereby creating more long term value for our shareholders. We are in the business of delivering superior value because that is how we measure our success at Tech Mahindra.



# Value 5

Dignity of the Individual

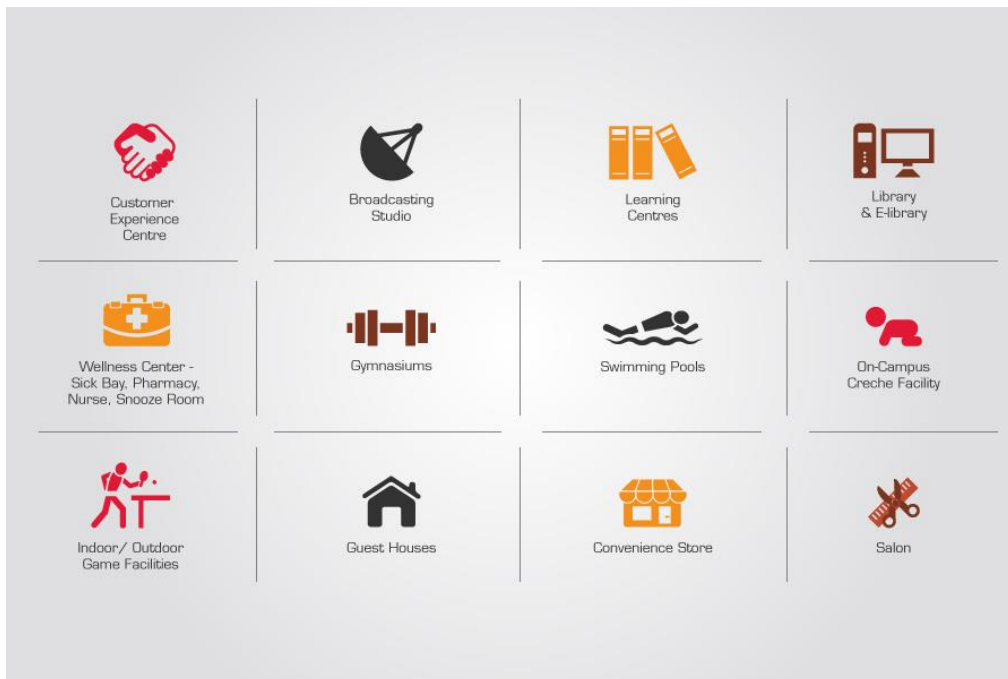
## Dignity of an Individual

**We will value individual dignity. Uphold right to express disagreement and respect the time and efforts to others. Through our actions, we will nurture fairness, trust and transparency.**

We will value individual dignity, uphold the right to express disagreement and respect the time and efforts of others. Through our actions, we will nurture fairness, trust, and transparency

At Tech Mahindra we offer, freedom for employees to explore. Tech Mahindra believes in zero tolerance at workplace and in creating safe & secure work environment for women. Also numbers of campus facilities are provided to the employees.

At Tech Mahindra, we have connected business growth and sustainability and have integrated the triple bottom line - environmental, social and economic, effectively. We make consistent efforts day in and out to push ourselves in creating a sustainable workplace and involve our Associates to reach this dream.



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