



Our Impact

2024 Annual Report



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A Message from Rod



Over the past several years, CSC has made significant strides in becoming a better company for our people, partners, and clients, as well as the communities we proudly serve. Our dedication to these core groups has driven us to launch a series of enterprise-wide programs aimed at broadening our impact—initiatives like our CSC Gives Back philanthropic program, our Diversity and Belonging program, and most recently, our Sustainability program. These efforts reflect our commitment to positive change and demonstrate the tangible actions we’re taking to align our work with the needs of the world around us.

Through these programs, we’ve dedicated significant resources to underserved communities, ensuring our efforts reach those who need them the most. We’ve made it a priority to foster a culture of belonging within our organization—where every individual feels valued, heard, and empowered to contribute their unique perspectives. And we’ve taken meaningful steps toward reducing our environmental footprint as part of our work to build a more sustainable future. These efforts underscore our broader goal of creating lasting change that benefits both people and the planet.

This annual report, the first combining all three programs, serves as a reflection of the progress we’ve made, the work we’re undertaking, and our aspirations for the future. It’s also a testament to our ongoing pledge to fulfilling our purpose and ensuring that the impact of CSC Gives Back, Diversity and Belonging, and Sustainability continues to grow. Together, we’re ready to meet the challenges ahead and remain dedicated to making a difference.

Rod Ward

President and CEO

Our Core

Our Purpose

To be a great, enduring, profitable company by enabling responsible business growth around the globe, while creating an environment in which our people, partners, clients, and communities will be better off tomorrow than they are today.

Our Values

Service: We are relentless in our pursuit of customer satisfaction. *We deliver excellence.*

Teamwork: We produce superior results by working together inclusively. *We believe that 1+1>2.*

Tenacity: We make quick informed decisions, take action, and stick with it until the job gets done. *We find the best way.*

Agility: We challenge the status quo, embrace change, adapt, and innovate. *We are never complacent.*

Genuine: We are straightforward, open, and honest, with the highest levels of integrity and care. *We build trust.*

CSC Promise

Around the world, our teams of experts help clients successfully navigate the complexities of business. We focus relentlessly on delivering excellent service and innovative solutions. We are the business behind business—treating our clients’ needs as if they were our own.

Magnifying Our Impact

Each program is designed to have maximum impact on an important area of interest and is anchored in the belief that we each have the power to make positive change. Collectively, the power of these programs can make a world of difference.



Sustainability

→ People and culture

Caring deeply about creating an equitable, inclusive, and supportive workplace where every colleague can thrive.

→ Integrity and accountability

Priding ourselves on having the highest level of compliance, ethical business conduct, and governance.

→ Responsible partnerships

Engaging with clients, colleagues, partners, and communities who share Our Values and want to create a better tomorrow.

→ Environmental responsibility

Continuously evolving our operations and services to do business in a more sustainable way so we can create a greener future for all.

CSC Gives Back

→ Ensuring our local communities thrive

Investing in causes and foundations that benefit the areas where our people live and work.

→ Developing the workforce of tomorrow

Focusing on education and skill building through youth mentorship and support, by way of financial donations and goods and services.

→ Supporting the causes that matter most to our people

Rallying behind the efforts championed by our people to ensure the greatest possible benefit.

Diversity and Belonging

→ Diversified talent

Increasing the number of diverse candidates at the beginning of the recruitment pipeline.

→ People development

Increasing diversity in leadership at all levels.

→ Connection and celebration

Building colleague resource groups (CRGs) and celebrating diverse heritages.

→ CSC Gives Back

Supporting causes related to historically marginalized communities as an extension of our philanthropic program.

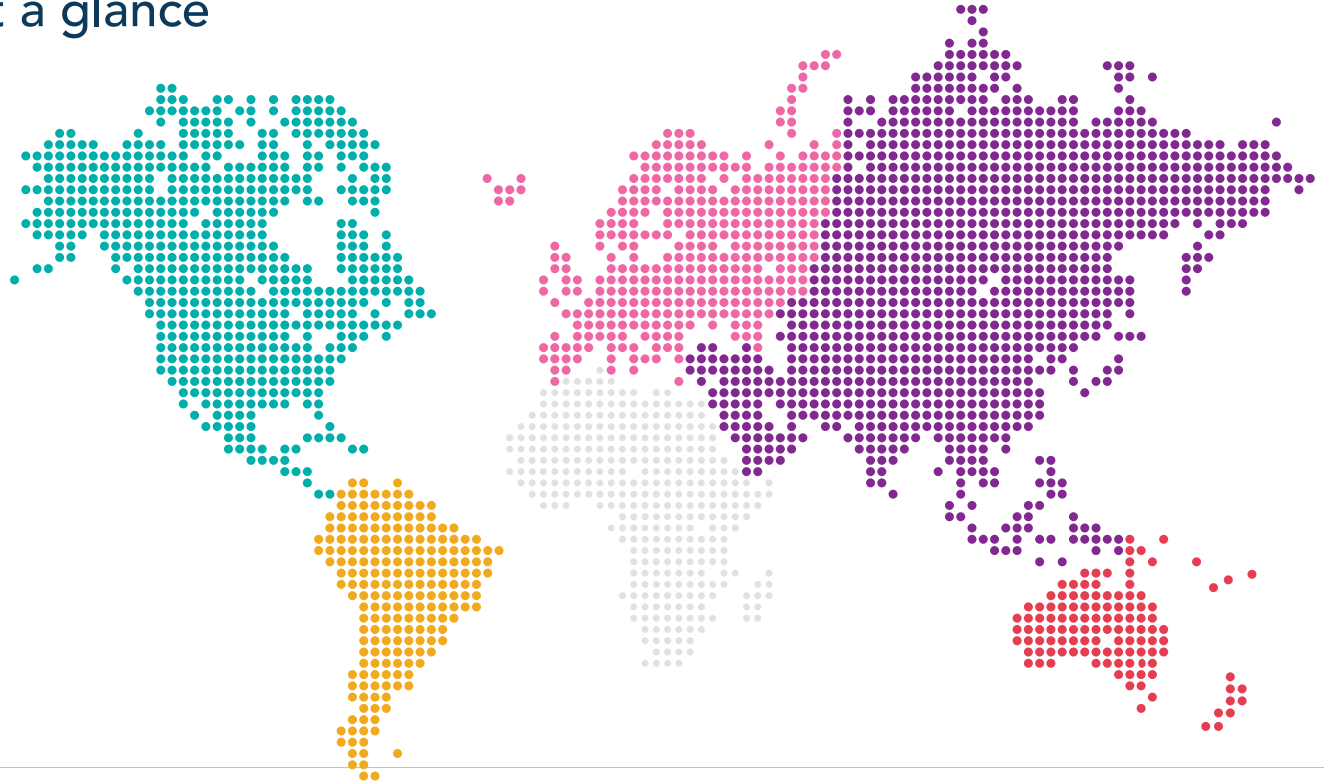
→ Shared commitment

Living Our Values while taking action to increase awareness, understanding, and appreciation of our differences.

Our Global Presence

With offices on five continents and locations and capabilities in 140 jurisdictions around the world, we are truly a global organization that draws its strength from the diversity and expertise of our people.

At a glance



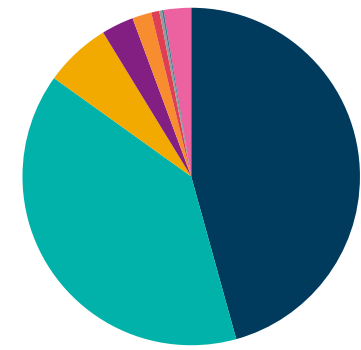
MORE THAN 8,000 COLLEAGUES STRONG

AMERICAS		EUROPE AND MIDDLE EAST		ASIA-PACIFIC	
39.3% of overall workforce		28.4% of overall workforce		32.1% of overall workforce	
3,269 colleagues		2,358 colleagues		2,670 colleagues	
57.9% women	42.1% men	54.7% women	45.0% men	41.9% women	58.1% men

Note: Numbers may not total 100% due to exclusion of colleagues who chose not to disclose their gender.

Workforce by representation

In May 2024, we launched Self-ID, a voluntary self-identification survey that collects data on various aspects of identity, including ethnicity; disability; military status; if a colleague is nonbinary, LGBTQ+, or trans; and other areas of identity. More than 5,700 colleagues chose to answer at least one of the self-identification questions.



- 45.7% White
- 39.2% Asian
- 6.37% Black or African American
- 3.09% Hispanic or Latinx
- 1.84% Multiracial
- 0.77% Middle Eastern
- 0.26% Indigenous
- 0.16% Pacific Islander
- 2.61% Non-disclosed

335

ARE VETERANS OR ACTIVELY SERVE

219

IDENTIFY AS HAVING ONE OR MORE DISABILITIES

572







IDENTIFY AS LGBTQ+



Making an Impact

Thanks to our colleagues' efforts, we're continuing to take steps toward building a more resilient, inclusive, and sustainable future.

Below are some of our accomplishments from this past year.

 <p>Supported 290 charitable organizations</p>	<p>Matched \$155,542 in colleague donations</p>	<p>Introduced gender transition resources to colleagues</p>						
 <p>Increased number of organizations supported by 20%</p>	<p>Allocation of charitable donations:</p> <table border="0"> <tr> <td>38% Social well-being*</td> <td>10% Animal welfare</td> </tr> <tr> <td>27% Health care and research</td> <td>8% Food insecurity</td> </tr> <tr> <td>17% Education</td> <td></td> </tr> </table>		38% Social well-being*	10% Animal welfare	27% Health care and research	8% Food insecurity	17% Education	
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17% Education								
<p>Held 28 culturally focused events and celebrations</p>	 <p>Completed our first greenhouse gas emissions accounting project and identified opportunities for improvement</p>							
<p>Held 10 diversity-related education and awareness sessions</p>	 <p>Held 103 health and well-being events</p>	 <p>Held a weeklong enterprise-wide celebration centered on Earth Day</p>						
 <p>Implemented centralized recycling in multiple offices</p>	<p>Achieved 100% completion rates on enterprise-wide annual business conduct and ethics training</p>							

*Includes community, child welfare, human rights, and religious welfare organizations.

Sustainability

While sustainability is our more recently formalized program, environmental and social responsibility has always been at the forefront of our growth. Our participation in and alignment with the U.N. Global Compact (UNGC) and U.N. Sustainable Development Goals (SDGs) have inspired our journey toward a more sustainable future. And enterprise-wide events, such as our inaugural Earth Day celebration, have ignited enthusiasm for more responsible practices at all levels.

Collaborating to accelerate change—the UNGC and SDGs

CSC signed its commitment to support the principles of the UNGC in 2022 and to make them part of our strategy, culture, and day-to-day operations. The UNGC calls for companies to align with 10 principles related to human rights, labor, environment, and anti-corruption and to advance societal goals by supporting the 17 U.N. SDGs.

While all 17 SDGs offer opportunities for CSC to make a difference, our immediate focus prioritizes the following:

- **SDG3** | Good health and well-being
- **SDG 13** | Climate action
- **SDG8** | Decent work and economic growth
- **SDG 16** | Peace, justice, and strong institutions
- **SDG10** | Reduced inequalities

As part of our commitment to the UNGC, we've also agreed to engage in collaborative projects that advance the U.N.'s broader development goals and provide an annual communication on progress (COP). Our first COP was submitted in August 2024. We've also participated in several collaboration projects, including the Climate Action peer learning group in the Netherlands, the Business and Human Rights peer group in the U.S., and the SDG Ambition Accelerator. These projects have been invaluable for learning how other companies are tackling the SDGs and brainstorming additional ways we can continue to have an impact.



Earth Week—Doing Good for the Planet and Ourselves

We marked our first weeklong celebration of Earth Day from April 22 to 26. From community cleanups to working in the dark and more, colleagues across all regions found ways to get involved.



Singapore

Colleagues raised awareness about the importance of energy conservation by volunteering to work in the dark for one hour.



Dublin

Upcycling was a focus as colleagues learned the ins and outs of reusing discarded items. Colleagues removed individual waste bins, replacing them with centralized trash areas, and placed potted plants on the terrace to encourage biodiversity.



Yarmouth, Canada

Colleagues here as well as in other office locations organized cleanups to beautify their communities.

Across all locations, our internal Sustainability Council hosted webinars and encouraged colleagues to participate. Each webinar explored a different sustainability topic, such as environmental injustice and how marginalized communities are disproportionately affected by environmental degradation. Colleagues also had online access to a curated series of short sustainability education programs.

Collectively these efforts were another step toward magnifying the change we're making in our communities.



CSC Gives Back

This past year, we've seen tremendous growth in our impact on local and global communities. Two initiatives in particular—Kiva and How CSC Gives Back—helped to magnify our philanthropic efforts in innovative ways and reach those most in need.

Kiva—A partnership making a world of difference

CSC launched a partnership in April 2024 with Kiva, a nonprofit that facilitates microlending to entrepreneurs and small businesses in underserved communities around the globe.

Our colleagues were gifted \$25 each to donate through Kiva and encouraged to continue donating at their discretion. As a result of the collaboration, nearly \$40,000 in microloans have been disbursed to more than 2,900 entrepreneurs. These funds have enabled business owners to invest in resources, expand their operations, and create jobs within communities in nearly 60 countries.

More than 90% of the loans provided through our partnership supported women entrepreneurs, aligning with our commitment to gender equality and empowerment. Many of the projects funded focused on sustainability, such as funding small-scale farmers in Kenya with eco-friendly farming techniques. Several other funded projects focused on fostering innovation in education with funds going toward educational materials and technology for schools in rural areas.

The impact of these efforts goes beyond just numbers. Through strategic partnerships and innovative solutions, we're expanding our reach and deepening our influence. We're working to empower people in our communities, inspiring change and fostering growth. Our Kiva partnership exemplifies our dedication to making the world a better place. As we look ahead, we're confident we can build a brighter future for all.



More than 125 years of serving others

As part of our 125th anniversary celebration, we invited teams to share their philanthropic efforts, showcasing their commitment to the causes they care about most. These efforts, captured in the photos below, tell the powerful story of our collective impact.

Americas



Food for Neighbors Virginia, United States

Five times this year, client service representative Jean Paterson and her husband filled bags with food from their grocery list and drove to pick up filled bags from other donors' doorsteps—delivering them to collection points.



Delaware Museum of Nature and Science Delaware, United States

Senior technology manager Gayathri Madapoosi and associate systems engineer Jose Loyola helped to educate middle school students at an event highlighting careers in science, technology, engineering, and mathematics (STEM).



Pantry Pals Illinois, United States

Client service representative Amy Schwab volunteered packing meals for two weeks at a time for Litchfield School District students in kindergarten through eighth grade.

Europe and the Middle East



Race for 500 Copenhagen, Denmark

HR director Geir Kristensen participated in a three-day, 500-kilometer bike ride across Denmark and raised funds for the Danish Cancer Society.



Maggie's St Helier, Jersey

Private clients manager Kate Wood and three colleagues trained for months to run in a marathon. They also raised funds in support of Maggie's, a nonprofit with a unique approach to cancer care.



Juan XXIII Foundation Madrid, Spain

Office assistant manager Gabriela Mederos Silva and 30 colleagues spent time volunteering. They helped plant an orchard and indirectly promoted the autonomy of people with disabilities by encouraging self-sufficiency.

Asia-Pacific



Skandaagraja Youth Association Bengaluru, India

Associate Anjan S has spent the last several years leading a small organization that collects educational supplies and provides food to families in need.



St. James Food Bank Hong Kong

Our Hong Kong office proudly participated in the "Rice for All" program, packing small bags of rice for low-income families and the elderly via St. James Food Bank. Our volunteers said it was a great opportunity to give back and promote healthy food choices.



City Sprouts Singapore

Almost 30 of our Singapore office colleagues volunteered at City Sprouts for their gift volunteering program. They were given boxes to decorate, which they filled with seeds and soil. They then gave the boxes to senior citizens and people with disabilities, warming hearts and spreading joy.

Diversity and Belonging

Our Diversity and Belonging Program is dedicated to driving a culture of inclusion, authenticity, and equity. Focusing on areas such as acquisition and attrition, people development, and connection and celebration, the program fosters an environment where each person's unique perspectives and backgrounds are welcomed and embraced.

Two key initiatives help increase engagement—colleague resource groups (CRGs) and global celebrations.

Colleague resource groups

More than just social networks, CRGs are dynamic communities that drive change, support personal and professional growth, and encourage participants to transcend borders and backgrounds. More than 150 colleagues are members of at least one group or have participated in group events.

Nine CRGs have launched since 2020, each encompassing a broad spectrum of identities, experiences, and interests:

- ✔ Strategic Equality Alliance (November 2020)
- ✔ Black Employee Network (December 2020)
- ✔ Veterans Resource Group (November 2021)
- ✔ HOLA (September 2022)
- ✔ CSC PROUD (October 2022)
- ✔ ThInk Differently (December 2022)
- ✔ Shoulder to Shoulder (December 2022)
- ✔ SoberConnect (December 2023)
- ✔ All Walks (June 2024)

These groups provide a structured way for colleagues to engage with diversity-related issues, offer feedback, and influence company policies. They've also been helpful in bridging the gap between colleagues in geographically distant areas. Through virtual events and roundtable discussions, each CRG prioritizes global inclusivity and ensures that their initiatives resonate across our diverse workforce, regardless of location.

We expect more CRGs to form—and to more fully reflect our diverse colleague population. As more people continue to get involved, the possibilities for CRGs' impact continue to expand. CSC truly enjoys a culture where diversity is celebrated, inclusion is practiced, and everyone can thrive.

Global celebrations

One of the most powerful ways that we nurture our culture of belonging is by recognizing and participating in global diversity celebrations throughout the year. In 2024, we hosted 28 celebrations across more than 15 offices. These celebrations were meaningful opportunities for us to honor the rich tapestry of cultures, identities, and experiences that make up our global workforce.

International Women's Day (IWD)

Spearheaded by our Shoulder to Shoulder CRG, this observance was commemorated across CSC in many different ways. Online educational workshops focused on gender equality. In Dublin and Madrid, colleagues held panel discussions to learn about the history of IWD and women's rights. In Cyprus, colleagues toasted to IWD over a celebratory lunch, and in the Cayman Islands, colleagues hosted a shout-out board and bake sale competition.

Pride Month

One of our most popular celebrations, Pride filled offices in the U.S., Netherlands, U.K., Ireland, India, and beyond. Rainbow colors in clothing, cupcakes and desserts, virtual Teams backgrounds, paintings, and more were on full display. CSC PROUD, our CRG focused on LGBTQ+ issues, hosted two webinars. One discussed the difference between gender and sexuality, while the other highlighted global celebrations of Pride Month. CSC Pride merchandise and apparel was also available for purchase from the company eStore.

Navratri

Across our India-based locations, celebrations from Oct. 3-12 marked Navratri, an annual Hindu festival. Music, bursts of color, dancing the Garba, and a fashion show performance marked this special occasion.

Hispanic Heritage Month

Colleagues in our Delaware headquarters enjoyed Latin music and cuisine during an event hosted by HOLA members. Outside of headquarters, all colleagues were invited to the festivities during a virtual lunch-and-learn.

Diwali

Across several locations including the Cayman Islands, the Bahamas, India, the U.K., the U.S., and the British Virgin Islands, candlelight displays illuminated workspaces. Traditional garments and decorations adorned the offices, and food and celebratory dances marked our annual in-person festival of lights.



Community Champions

CSC people care—about our communities, our environment, and one another. Each year colleagues, teams, and offices work together to magnify their positive impact.

While there are many who deserve to be featured, here are a handful of our community champions who continue to make a difference.

Champion Office: Cayman Islands

Environmental awareness is a way of life in the Cayman Islands.

“We’re an island nation and therefore we are more at risk for environmental changes and climate change,” explains Sabine Calvetti, vice president, AML reporting and compliance client services.

Cayman team members have taken matters into their own hands, doing everything they can to promote sustainability to protect their tropical paradise. “We’re probably one of the offices that’s ahead of the curve when it comes to sustainability,” says Ben Connelly, senior project and operations manager.

The office established a community and environment committee in early 2022, now led by Sabine (chair) and Ben (vice chair). “The committee is driven by colleagues who really want to make a difference,” Sabine says. Other charities that have received the office’s support include Meals on Wheels, the Cayman Islands Crisis Centre, the local chapters of the Red Cross and Humane Society, and Circle of Love. “We also do Christmas gift-giving to kids in need,” Ben adds.

“When we first went on companywide calls about sustainability, people were talking about how they’d gotten rid of trash bins in the office and were adding bins for recycling,” he says. “We’ve had recycling bins in Cayman for years. And then someone would mention adding time-sensitive lights in the offices; well, we already have that. We’re more conscious of it because of where Cayman is.”

Ben says the office is located in a newer business center on the island. “The company behind building these offices is very forward-thinking when it comes to environmental issues,” he says. That’s due in large part to Hurricane Ivan, a Category 5 storm that devastated the Caribbean nation in 2004.

In addition to their in-office efforts, the team works with the Cayman Islands Chamber of Commerce in supporting beach cleanups. They’ve also scheduled their own cleanup for the beginning of the year and donated to the Chamber for other environmental initiatives. “CSC Gives Back helped sponsor the assistance package given to the Chamber,” Ben says.

There are other sustainability and environmental projects the Cayman team would like to get involved with. “There’s a sanctuary on the island where turtles can lay their eggs safely,” Ben says. “After they hatch, the turtles are released into the wild, which helps because turtle populations have decreased here over the years. I’d love to have CSC get involved in a project like that.”

Focusing on sustainability, Sabine says, ensures that the planet will remain beautiful and places like Grand Cayman’s beloved Seven Mile Beach will be here for generations to come. “We want to save the environment for our children and our children’s children so they can prosper and live.”

But life on an island paradise is not without its hardships. “For quite a wealthy country, there are still people beneath the poverty line who are really struggling day to day,” Ben says. One charity the team works with is Circle of Love, a community organization that assists the elderly and children.

“They prepare a big breakfast for kids annually, usually in the summer,” Sabine says, adding that the group also provides school supplies to children. She says there’s a big breakfast event every October where all the senior citizens on the island come together, adding that the team held a dress-down day at the office to raise money for Circle of Love.

Sabine and Ben both praise the work of Colleen Mulligan, CSC Gives Back program manager. “Having someone at a company in charge of philanthropic activity is one of the best things I’ve ever seen a company do,” Ben says.



Champion Office: Wilmington, Delaware

Two years ago, Steve Fox, Eric Randall, and Sanjay Dadhich were tasked with creating an icebreaker activity for members of a leadership team who were gathering at CSC’s headquarters in Wilmington. What they accomplished was an annual project that’s had a lasting effect.

“As we started planning, we realized we could focus on a community service project to supplement traditional team-building activities,” says Eric, a technology director. “We thought volunteering would strengthen our team while contributing to our community.”

Sanjay, a senior manager of technology, had volunteered with Special Olympics of Delaware (SODE) in the past and suggested they work at the organization’s Summer Games. “I’ve had family members compete as athletes in SODE in prior years, so I’m quite familiar with the effort needed to make this event happen,” Sanjay says.

Hundreds of athletes, coaches, and unified partners from all over the state competed in bocce, powerlifting, softball, swimming, tennis, and track and field. The Games were held at the nearby University of Delaware Whitney Athletic Center.

For 2024, more than 30 CSC volunteers helped set the event up, assisted SODE staff with registration, made sandwiches for the athletes, cheered on participants during track and field and tennis competitions, and helped present medals. Volunteers came from Delaware, Pennsylvania, New Jersey, California, Utah, Florida, and the Channel Islands, and were helping out all over the site. “We checked

in athletes, organized them into heats, and escorted them to the starting line,” Steve says. “We also filled water stations, directed athletes to the podium, and announced the winners. We were involved in all logistical aspects of the event. One of our most important tasks was lining the track and cheering on the athletes as they competed.”

Sanjay says giving back to the community makes volunteers more appreciative of their own situations. “It instills pride and put smiles on our faces,” he says. “Seeing athletes that face different challenges in life enjoy the games with pure happiness brings joy to all the volunteers.”

Steve, a senior manager of technology, says deciding to work with SODE was the right choice. “It was really very rewarding, helping others and being part of the community,” he says. Steve helped plan, organize, and update communications for the CSC volunteers.

“The other leaders who came to Delaware for this event genuinely appreciated the opportunity. Several people told me they’re going to see how they can volunteer on their own in the future and not just with this group,” Steve says.

“It was a huge success, and we helped out in so many ways,” says Eric. “But for me, spending time with the athletes was incredibly rewarding and made me feel like I was part of something truly meaningful. Giving back is a fun way to connect with others and make a difference in each other’s lives. You can’t walk away from an event like that without feeling good.”



Champion Office: Dublin, Ireland

Finding volunteers for charitable work isn't an issue for colleagues in the Dublin office.

"Everybody just jumps in and helps with something," says Maria Alexiuc, a Funds and Capital Markets manager. "These campaigns have been organized by different teams and involve a lot of work. We have to challenge what is possible and sometimes sacrifice our personal time to make these things happen. But it's amazing how good it feels to do good," she says.

They've supported LauraLynn children's hospice, Irish Cancer Society, Irish Blood Transfusion, Irish Heart Foundation, My Lovely Horse Rescue, St. Francis Hospice, The Breast Cancer Research Institute, and Team Hope for Shoe Box Appeal, just to name a few.

"My colleagues became involved with these organizations because they or their family or a friend have somehow been heartened by them directly," explains Maria. "Someone in their family might have been helped by Irish Cancer Society. Someone had trauma or the institution helped them in some way and they're happy to pay it forward."

Maria even organized a blood donation campaign after receiving a transfusion while she was in the hospital. "The blood I received was donated by someone who only thought of doing good for someone without expecting anything in return," she says. "I felt I owed this to that kind person whose blood I received." Nearly 20 CSC colleagues visited Irish Blood Transfusion and donated.

Dublin colleagues have also held programs dedicated to embracing diversity and building belonging. They hosted a lunch-and-learn session with representatives from Belong To, a national service and advocacy organization serving LGBTQ+ youth. "We had tremendous attendance, with a lot of questions on how to be better allies and respectful and understanding colleagues," says Denga Phiriga, a senior relationship manager who also leads the office's Diversity and Belonging (D&B) Committee. For International Women's Day in March, a panel discussion was held about inspiring inclusion. Other D&B events have included celebrating Lunar New Year, a Pride Paint and Prosecco and Bake Off, and the Annual Hike to Howth, a trek along the Howth Cliff walk with 11 multinational colleagues participating.

Denga says CSC aims to foster a culture where people feel safe to be themselves and talk about the challenges they might be facing. "We encourage all employees to speak up—we're here to listen," she says. "Let's work harder to understand people who don't look like us, sound like us, or behave like us, because everyone's beauty is in their uniqueness. And people have been open to doing just that. Everyone here is always keen to learn about inclusivity. They're quick to attend training sessions for various topics relating to belonging and inclusivity."

The office also calls attention to the environment. The weeklong Earth Day festivities included an event highlighting sustainable fashion. A guest speaker encouraged the purchase of thrift and vintage clothing instead of mass-produced, disposable fast fashion and clothing that ends up in landfills. "This event made me aware of the impact fashion has on the environment, and it made me think about how I contribute to this and what I can improve," says Maria. Colleagues also planted pollinator and edible plants on the balcony to enhance the space. "We encouraged environmental consciousness and got to know our coworkers better," she says.

No matter the cause, colleagues in Dublin are always happy to lend a hand.



Champion Offices: Bengaluru, Chennai, Mumbai

Instead of throwing things away, colleagues in India are upcycling—essentially making something out of nothing.

"Sustainability is a key element of corporate responsibility and aligns with personal values of living in harmony with nature and reducing our ecological footprint," says Disha Dugar Jhunjhunwala, associate vice president of company secretarial (CoSec) and Legal in India. This is one reason Disha and her peers have excitedly taken up the charge of finding a new approach to an old problem—resource scarcity.

"The upcycle challenge kicked off in April and had a strong impact by inspiring people to look at waste differently and find innovative ways to reuse things," she explains. "It fostered a sense of responsibility and creativity in addressing environmental issues, leading to more sustainable practices both at work and in our personal lives."

Disha says the challenge generated a lot of interesting entries across the four India offices. "Colleagues sent in videos and pictures of people using coconuts to make pots. They used old scrap paper to create origami flowers and very pretty boats."

The motivation to become more environmentally conscious stems from a collective recognition of the urgent need to address climate change and resource scarcity. "Earth Day celebrations and internal competitions helped foster a culture of sustainability by encouraging employees to think creatively about reducing waste and conserving natural resources."

On Earth Day, a water conservation information session was held, which emphasized practical solutions such as rainwater harvesting and efficient water usage. The local sustainability team sent out a mailer asking people to share their stories about planting trees. "We wanted them to share how much they planted and gave prizes to those who took part. The prizes were a way to encourage people to plant more trees," she says.

But environmental consciousness isn't the only issue colleagues in India are pushing forward—inclusion is another. Disha is also the Strategic Equality Alliance (SEA) lead in India, where they've hosted programs about creating a more diverse and welcoming community. "Our Holi event emphasized cultural harmony by bringing together people of different

backgrounds to celebrate a festival of colors," she says. "Our Pride Month celebration highlighted the struggles and triumphs of the LGBTQ+ community. It was a powerful reminder of the importance of visibility and acceptance, reinforcing the commitment to create an environment where everyone can be their true selves."

The impetus to create a more inclusive community came from the understanding that diversity strengthens the workplace and fosters a sense of belonging. "The SEA in India is motivated by the belief that celebrating diversity through cultural and social events leads to a more vibrant and supportive work environment," Disha says. That belief also ties back to the enterprise-wide program pillar of Celebration and Connection.

A visit from a professor from Oceanic College—a facility for people with disabilities, the hearing-impaired, and the vision-impaired—is another example of how colleagues are inspiring inclusivity in their office. Disha says the professor conducted a sign language lesson that was broadcast to all the offices in India. "That session was so popular people wanted to volunteer at the college and work with the children there," she says.

"Diversity and belonging are crucial because they create a supportive and innovative environment where everyone feels valued," Disha concludes. "Embracing diverse perspectives and experiences enriches the workplace culture and helps drive the organization toward greater creativity and success."



Champion Office: St Helier, Jersey

There may be only about 100,000 people on their small island, but colleagues in the Jersey office are making a big difference in improving the community both inside and outside of the office.

Kirsty Maloney serves as an unofficial ringleader for getting the office's more than 270 colleagues involved in community efforts outside of work. She's the main reason why volunteering is so popular there. "I make opportunities easy for people," the business support team leader says with a laugh. "I practically give them to people on a plate. I tell them about an opportunity and explain what they would have to do and that it's ready to go. And then I ask if we can do it—and I've not had a 'no' yet. So I love it!"

Whether through donating time or funds, Jersey colleagues have supported charities like the Grace Crocker Foundation, which provides support to families with hospitalized children, and Jersey Employment Trust, which supports people with disabilities getting back in the workplace. The office also has its own football team, which plays in charity matches throughout the year.

FREEDA, which helps victims of domestic violence, is another organization the office supports. This time, colleagues used their green thumbs. "In July, we did up the garden in their safe house, where women and their children can go for protection against domestic violence," Kirsty says. "CSC Gives Back gave us funds and five of us spent a day cleaning, planting, and weeding to beautify their garden. Now it's a lot nicer for anyone who wants to use it."

Elsewhere, volunteers have planted trees and cleaned up beaches. In the office, Kirsty says they've set up recycling stations in staff kitchens and are working toward becoming paperless. "Our motivation to become more environmentally conscious stems from a deep sense of responsibility to protect the planet for future generations," she says, adding that there's also the benefit of seeing the immediate impact their actions have on the environment. "Our work is helping to foster a more equitable and resilient society."

That desire for equity led Kirsty and another colleague to set up a local diversity and belonging committee. "There's already an enterprise-wide program, but we wanted something at the local level too. We're sending out various surveys to collect feedback so we can put an action plan together. I think some good things will come from that," she says. "We've also supported the Channel Islands Pride event in September. We hold various lunch-and-learns with external speakers to raise awareness on topics like neurodiversity."

These and other small steps are helping create a more inclusive community where all colleagues feel valued, respected, and included, regardless of their background or circumstances. "When people from diverse backgrounds come together, they bring different approaches to problem-solving, which can lead to more creative and effective solutions," Kirsty says. "In my experience, diverse teams are more innovative because they challenge conventional thinking and introduce new ways of tackling challenges."

One benefit of living on a small island is being able to witness change happening. "You can see the difference what we're doing makes in the community," Kirsty says. "People here are interested in giving back. We're a good group of people who really live by Our Values."



Champion Office: Amsterdam, Netherlands

Cansu Konak Jansen's passion for sustainability draws power from an ancient Greek proverb—"a society grows great when old men plant trees in whose shade they shall never sit."

"The first time I heard that, it touched my heart," says Cansu, a global risk manager in the Amsterdam office. Cansu is among those leading CSC's sustainability efforts in the Dutch capital. "We're very active in green initiatives. We've hosted workshops on reducing plastic use and organized cleanups at Sloterdijk and Vondelpark in Amsterdam and Zandvoort beach." The Amsterdam office even teamed up with colleagues in the Cayman Islands to host a companywide webinar on minimizing plastic waste during 2024 Earth Day celebrations.

The beach cleanup was done in conjunction with Ocean Initiative, a team of scientists whose mission is to protect marine life and the ecosystems on which they depend. CSC colleagues spent a day removing debris from Zandvoort beach.

The office also supports Soupalicious, a program that donates part of every soup sale to charities like food banks and tree-planting projects. "We repurpose coffee grounds for mushroom cultivation, which are then used in the restaurant in our building as a sustainable alternative to meat and soy," she says.

In September, the Amsterdam group celebrated SDG Flag Day in support of the United Nations (U.N.) Sustainable Development Goals (SDGs) for the second consecutive

year. Their efforts are closely tied to the Netherlands' commitment to the Paris Agreement, the treaty designed to fight climate change and global warming. "We're trying to build a community around sustainability and show how the initiatives we take directly align with the SDGs," Cansu says. "People in the Netherlands love to take the lead around the environment and create a sense of urgency and responsibility."

She says the nation is very committed to transitioning to a more sustainable future by cutting oil dependence, promoting electric cars, and more. "This is the tone from top to bottom in our country. That's why our office has so many sustainability initiatives. And we've had full support from the organization."

"We're committed to making an enduring environmental impact," Cansu explains, adding that the office's work not only enhances the local community but also inspires others to join in protecting the planet and supporting those around them, fully aligning with CSC's broader mission of positively impacting the world.

Leading and participating in these sustainability initiatives has allowed Cansu to immerse herself in an issue deeply meaningful to her. "The positive feedback from different CSC locations has been incredibly motivating, showing that our efforts are appreciated and needed. This experience has strengthened my belief in the importance of sustainability and has made my work at CSC even more fulfilling by connecting it to a cause close to my heart."



Looking Ahead

Our 2025 commitments and initiatives

It's clear we've laid the groundwork for meaningful progress with our initiatives in 2024. Our accomplishments reflect our dedication to diversity and belonging (D&B), our commitment to making our communities better off tomorrow than they are today, and our ongoing efforts toward sustainability. The foundation we've built will serve as a launchpad for a future marked by even greater impact.

We're intent on enhancing our global talent acquisition to ensure diverse representation across all regions and roles, cultivating a workforce as varied and dynamic as the communities we serve. By expanding our mentorship programs for marginalized groups and strengthening our partnerships with educational and community organizations, we'll develop clearer pathways for underrepresented talent and foster equitable opportunities for leadership. Our Global Career Framework will continue to provide transparency around career paths and opportunities. And ongoing bias training will allow us to continue breaking down barriers and creating a more inclusive culture.

Our dedication also extends beyond the walls of our organization. By intentionally aligning our philanthropic efforts with sustainability and D&B causes, we'll magnify the impact we have on the world around us. Working closely with our community champions, we'll boost local engagement and raise visibility for our community giving initiatives, so that our global offices are unified in their contributions.

Lastly, we'll continue to create awareness about our environmental footprint and what we can do collectively reduce it. By educating and empowering our colleagues, we'll promote tangible changes that contribute to a healthier planet. We'll also continue to hold ourselves accountable for our impact and progress made through external reporting according to reporting regulations.

With our three programs, we're moving toward a future that is not only diverse and inclusive but also sustainable and enriched by community contributions. We're celebrating our shared impact and building on our achievements to generate positive, lasting change.



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