

People

Creating a Culture of Empowerment

We have an inclusive work environment that develops talent, recognises excellent performance and rewards it. As an organisation, we value diversity in our workforce. We firmly believe that a supportive and empowering workplace is crucial for us to effectively serve our stakeholders, including our Mastekeepers, customers, shareholders, and the communities we operate in.

Our flourishing people-centric culture encourages Mastekeepers to unlock their true potential. Mastekeepers are emboldened to prioritise their well-being, trained to upskill and cross-skill, and above all, empowered to take decisions concerning their quality of work and life.

We have a lean management structure, and all 5,500+ Mastekeepers are trusted to make informed decisions with accountability. Our inclusive work environment finds its ground in:

- 1 Employee Experience
- 2 Enhancing Learning and Development
- 3 Employee Well-being
- 4 Diversity and Inclusion



Employee Experience Powers Business Strategy

At Mastek, we are committed to create differentiated employee experiences. We are in constant pursuit to deliver a world-class employee experience, allowing our Mastekeepers to enjoy an integrated, seamless, and rewarding work experience. To help everyone do their best work, we promote and nurture a unique Mastek 4.0 culture based on open engagement, defined ethical values and a high degree of information sharing.

We have achieved the effective establishment of worldwide online help-desk services for all Mastekeepers. Moreover, we have extended the capabilities of the Mastek BFF Chatbot to encompass our Oracle service line. The implementation of the Genesis HRIS is currently in its final stage, and we have achieved a successful go-live for various modules such as ESS (Employee Self Service), MSS (Manager Self Service), Performance Management System (PMS), Offboarding, LMS (Learning Management System), Succession Planning, Career Development, and Compensation. The integration of HRIS will help us sharpen our strategies, streamline operations, and ultimately fulfil our strategic goals by making informed decisions based on data.

To acknowledge our Masteekers' contributions to their teams and organisation, we introduced a Rewards and Recognition platform called 'MORE'. It has been fully configured to offer both monetary and non-monetary rewards, with around 20% usage.

Enhancing Learning and Development

We are deeply committed to constant learning to help people develop their real potential. To this end, we provide a broad range of training courses and development opportunities that promote upskilling. It also helps us build a talent pool that is prepared, thus creating a leadership line for the future.

94,000+

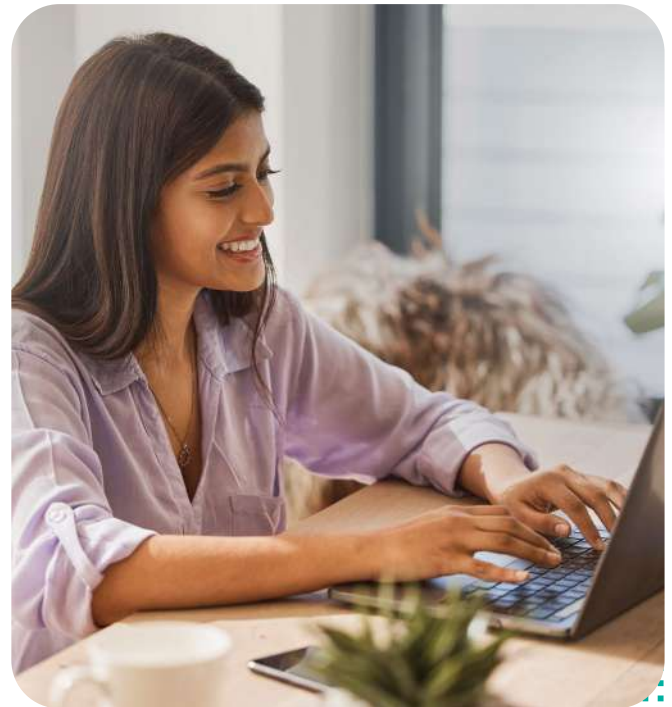
Learning hours

3.58

Overall average training rating

95%

Grads deployed across all businesses



Learn, Explore, Achieve and Progress (LEAP) Programme

Under the LEAP programme, we successfully deployed 91.8% of graduates to projects during the year. The Soft Skill Framework for the LEAP programme was enhanced based on the business needs by introducing one-on-one communication assessments that helped us identify and focus on bridging skills gaps in language and speech clarity for the offshore candidates.

We collaborated with TMG and business teams to expedite the deployment of the graduates by arranging project-driven interventions in areas like AWS Cloud, Power BI, Power Apps, MuleSoft, Salesforce, DevOps, and UI/UX.

A major highlight of the LEAP programme was the celebration of the 'Graduation Ceremony' for Digital Business. This ceremony was conducted in-person at the Mahape office in Mumbai and saw a footfall of 220+ graduates who completed their training during FY22 in various technology stacks.

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The Learn Anytime Anywhere Platform—Udemy for Business

The Learn Anytime Anywhere Platform—Udemy for Business, has been driving continuous self-learning across Mastek. During the year, our learners clocked in 93,618 learning hours, of which 60% were unique learners with an average of 27 learning hours.

Overall, we have 122 full stack-certified engineers, with 70 added in this fiscal. Our Masteekers are in the process of concluding their full stack journeys. The top learning areas included Spring Hibernate, React, Java, AWS, Testing, Javascript, Snowflake, NodeJS, Azure, Python, Power BI, Oracle & C#. On the certification front, 328 new certifications were added: Agile, AWS, Snowflake, Commerce Tools, Microsoft, Testing, Oracle, Project Management, Salesforce, UiPath and Snyk.

- Launched 'Communication Booster' theme-based quarterly calendar programme that includes sessions on creative confidence building, email communication, and assertiveness skills.
- Organised a dedicated in-person soft skills training programme, spread across three months, for the first time in Ahmedabad.
- A programme on Business Etiquette was facilitated for 169 Oracle Business graduates.

People



Employee Well-being

For us, employee well-being has been at the core of our initiatives and policies. We have always acknowledged and appreciated our Mastekeepers' commitment and long-term association with our organisation. Continuing with this tradition, we recently organised a Fellowship Awards ceremony to celebrate the service milestones of our Mastekeepers, and several were awarded for their long-spanning careers at Mastek. The awardees shared their excitement about receiving the awards and also shared their experiences of being associated with Mastek.

The overall well-being of our people is a vital aspect that determines the success of our organisation. By investing in their physical, mental, social, and emotional health, we create a positive work environment that promotes productivity, engagement, and job satisfaction.

- In the UK, we implemented a Mental Health First Aid Programme to support the Mastekeepers who needed assistance. We have 10 trained Mental Health First Aiders (MHF) who help Mastekeepers access the support they need during emotional distress.
- Globally, we organised 74 emotional wellness sessions that were attended by 3,225 Mastekeepers, 72 physical

wellness sessions that were attended by 5,586 Mastekeepers, 6 financial wellness sessions that were attended by 1,738 Mastekeepers and 4 social wellness sessions attended by 382 Mastekeepers.

- The UK Pension regulator conducted an enrolment drive, which was an important step in ensuring employee welfare. In terms of insurance, we renewed the insurance plan for Mastekeepers in Egypt effective February 2023. For Mastekeepers in India, the insurance policies are renewed effective April 2023.
- The Mastek Premier League (MPL) cricket tournament was successfully conducted in Mumbai, Ahmedabad, and Noida locations after a three-year hiatus. The response was overwhelming, with over 200 Mastekeepers participating in Mumbai, 205 in Ahmedabad, and 45 in Noida.
- In the UK, we opened a new office in Reading. This was followed by the launch of an Innovation Hub for Salesforce and Oracle business units in Arizona.
- Flabbergasted Friday: We organised Flabbergasted Friday events every month to bring employees together and conduct fun activities.

Diversity and Inclusion

We aim to attract and develop a diverse talent pool through our inclusive culture that is designed to make every Mastekeer feel valued. At Mastek, inclusion means respect, belongingness, empowerment, and progress. The Diversity & Inclusion Council ensures strong governance and guidance for the promotion of D&I activities.

Through consistent efforts, we seek to improve the gender ratio at our Company, through various initiatives, including recruiting more women in leadership roles. In FY23, our diversity ratio improved from 27% women at the beginning of the fiscal to 30% across Mastek Group. Our focused diversity efforts are reflected in the graduate women hiring as well wherein we hired 61% men and 39% women. We are also very proud to report that 100% women Mastekeers have returned to work with us following their maternity breaks.

We instated the 'ReShine' initiative to support the women keen on restarting their careers by inviting them to join Mastek. The initiative stems from Mastek's strong belief in diversity and creating equal opportunities for all. We are keen to build a culture that enables and empowers women to make a meaningful comeback to their careers.

Our commitment to ensure Mastek remains an inclusive, new-age, and safe place for all Mastekeers is acknowledged in several industry recognitions, including the 'ET Best Organisation for Women 2022-23' and 'ET Future-Ready Organisation 2022-23, as well as the recent Great Place to Work certification we received.

100%

Women rejoined post-maternity break

20%

Women within Executive Leadership Team (ELT)

Great Place to Work®

We have been officially certified as Great Place to Work in India and the UK. This recognition is a testament to our collective commitment to ensure Mastek remains a conducive, empowering, and inclusive workplace where people are appreciated and respected for being their authentic selves and everyone comes together to drive excellence, lead from the front and live our values while doing so.

Diversity at Various Locations

