



CSC DIVERSITY AND BELONGING

2022 Annual Report



A Message from Shanais

Diversity and inclusion are more than just policies, programs, and headcounts. They're intricate, multifaceted concepts at the center of bringing people together. They're commitments to understanding and empowering those who may be different from you. And at CSC, they're our **greatest strength**. Combining that strength with our focus on belonging empowers us to move forward with purpose, as we work to ensure a diverse environment representing our communities, our identities, and our destinations. This is our diversity, equity, and inclusion (DEI) journey.

You can liken progress in these areas to a fancy party, as author and strategist Vernā Myers has famously said: "Diversity is being invited to the party. Inclusion is being asked to dance." But the essence of belonging—that critical component that we as a company lean so deeply into—is what changes the game. Belonging is having a say in the location, the music, the decorations, and the guest list for that fancy party. As a company of more than 7,500 people worldwide and growing, we continue our work to make sure each of our people share in that belonging. While we're all unique, we're also one company, #CSCStrong, and we're **better together**.

Shanais Milliard

Diversity and Belonging (D&B) Program leader



Global Perspectives

At CSC, diversity and belonging have always been part of our culture. Each person does their part to create a space where everyone is not only valued and respected, but empowered to be their best, most authentic selves. It's through this commitment to fostering an inclusive environment that we've found not only success, **but opportunity**. Opportunity that presents itself by embracing unique and global perspectives to create innovation and a competitive edge that enables us to always perform at our best.

We recently completed one of our largest acquisitions—coming together with **Intertrust Group**. We now proudly have more than 7,500 dedicated employees. Our presence spans 31 countries and

we have capabilities in more than 140 jurisdictions. And our 200-plus years of combined history and individual initiatives provide a strong foundation on which to build our inclusionary efforts.

Together, as one company, we'll lean into diversity as one of our greatest strengths. We'll find connections among ourselves and take meaningful actions toward becoming an ever more diverse organization where everyone can thrive.

While there's always more work to do, this report is a snapshot of our ongoing efforts to meet our people where they are, understand their needs and challenges, and find ways to thrive as we move ahead.



There are so many inclusive events, clubs, and groups where I can find people who have similar interests.

An employee in Enterprise Technology



Pillars of Diversity

Our Diversity and Belonging Program is supported by five key pillars, each representing one of five key aspects that, collectively, will create a greater sense of belonging among our employees. Each pillar is anchored in the belief that we all have the power to make positive change.

As we continue to make strides in these areas, we do so by living Our Values—teamwork, service, tenacity, agility, and being genuine. We're inspired to be our best and treat others with kindness and respect. Though we have many diverse employees, we are one company that encourages everyone to bring their best selves to work every day.



Diversified talent

Increasing the number of diverse candidates at the beginning of the recruiting pipeline



People development

Increasing diversity in leadership at all levels



CSC Gives Back

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



Connection and celebration

Building employee resource groups and celebrating our diverse heritages



Shared commitment

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

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As a gender non-conforming woman, I interviewed wearing a man's suit and tie. Nobody looked at me weirdly, called me sir, or asked intrusive questions. They measured my resume and what I brought to the table, not what I looked like. Everything else fell into place after that.

An employee in Human Resources



Our DEI Journey



See where we've been, where we are, and where we're going

As part of our shared commitment to growth and understanding, we've offered several education and awareness sessions to our employees. The dates listed next to the respective sessions show when they launched. These sessions are ongoing and offered year-round.

Before the D&B Program launch

- Launched annual Diwali celebration
- Implemented mental health and wellness workshops
- Implemented mothers' rooms for nursing moms in several office locations
- Created enterprise-level Pillars of Diversity
- Began partnership with Code Differently, which provides training and education needed to excel in technology-driven workplaces

2020

October 2020 | Official D&B Program launch

November 2020
D&B seminar: "Navigating Uncomfortable Conversations around Race, Racism, Gender Equality, Ableism, and more"

December 2020
Black Employee Network (BEN) launch

November 2020
Strategic Equality Alliance (SEA) launch

November 2020
D&B seminar: "How to Identify and Minimize Bias"

December 2020
Identified job descriptions, resumes, and interview structure as areas of focus to eliminate biases in candidate selection

2021

January 2021
Presented pronoun-inclusive email template

February 2021
Launched Community Ambassador Program (CAP) to provide training, resources, and a network of support to already engaged employees so they can help in the proactive networking and pipeline building of untapped diverse talent across all CSC's locations

January 2021
Published the first annual D&B calendar

February 2021
Women in Technology article series launch

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Our DEI Journey

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2021

May 2021

Mental Health Month lunch and learn

June 2021

LGBTQ+ Pride Month lunch and learn

June 2021

Juneteenth lunch and learn

July 2021

Self-advocacy lunch and learn

August 2021

Representation lunch and learn

August 2021

Women in Leadership article series launch

August 2021

D&B seminar: "Understanding the Impact of Microaggressions"

September 2021

Sat on the Delaware State and the National Association of African Americans in HR, Delaware Chapter, "Justice, Equity, Diversity, Inclusion" panel

September 2021

Participated in Leadership Delaware's "A New Normal" workshop

October 2021

Cultural Cooking lunch and learn

November 2021

Black Hair in the Workplace lunch and learn

November 2021

Veterans Resource Group launch

November 2021

D&B seminar: "Understanding the Impact of Stereotypes"

November 2021

Introduced "My D&B Day" floating holiday

December 2021

"Introduction to Kwanzaa" lunch and learn

2022

February 2022

Black History Month Roundtable Discussion

March 2022

Women in Tech webinar

April 2022

Launched pilot project with The Precisionists, Inc., to create jobs for people across a broad range of disabilities

May 2022

Introduced Community Ambassador Program companywide

May 2022

Launched Strategic Equality Alliance Mentoring Program

August 2022

Participated in an LGBTQ+ Business Roundtable

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Our DEI Journey

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2022

- September 2022
Launched Hispanic Origin Latinx American Network (HOLA)
- October 2022
Launched CSC PROUD, an LGBTQ+ awareness group
- November 2022
Came together with Intertrust Group (ITG)
- November 2022
Hiring Heroes: Veterans in Tech Webinar
- December 2022
Launched THINK Differently, a neurodiversity awareness and equality group
- December 2022
Launched Shoulder to Shoulder, a gender equality group

Plans and initiatives for the program

- Establish more employee resource groups
- Build on ITG's pre-acquisition initiatives, specifically workshops and programs such as:
 - » Continued implementation of the [Workplace Pride LGBTIQ+ Global Benchmark](#)
 - » Neurodiversity and Productivity in the Workplace lunch and learns
 - » Philanthropic support for women-owned and minority-owned ventures and historically marginalized communities
 - » "Second Innings," a women-focused hiring program for those looking to reenter the workforce
 - » "She Leads," a women-in-leadership program
 - » Signing of the [Women's Empowerment Principles with Global Compact](#); the principles offer guidance to businesses on how to promote gender equality and women's empowerment in the workplace
- Highlight diverse, local organizations in internal communications to garner visibility and employee support
- Host annual events to promote celebration and connection, including:
 - » Global Diversity Month
 - » LGBTQ+ Pride
 - » Ramadan
 - » Rosh Hashanah



Our Impact by the Numbers



Each day, we strive to boost the power of our diversity—something we're immensely proud of. And while we still have work to do, here's what we accomplished in 2022:



DIVERSIFIED TALENT

↑ Increase over previous year in:

15%+

Minority employee count

12%+

Women employee count

9%

Minority new hires

9%

Women new hires

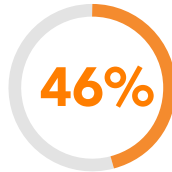


Launched **pilot project** with The Precisionists, Inc.

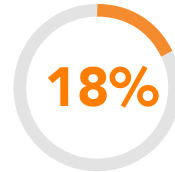


PEOPLE DEVELOPMENT

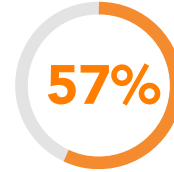
Hosted quarterly Diversity and Belonging educational sessions with **more than 300 leaders** in attendance



46% of leadership positions are held by women



18% of leadership positions are held by minorities



57% of employees are women



28% of employees are minorities



CSC GIVES BACK



500+ hours donated by volunteers to build and promote inclusivity



\$10,000+

donated to various organizations



CONNECTION AND CELEBRATION

15+

D&B-related virtual and in-person events



200+

attendees for events



SHARED COMMITMENT



Established diversity philanthropic spending budget



Spread diversity awareness and offered learning opportunities across all locations through internal communications

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I'm finally in a place that invests in its employees, not just in the work they do, but in their diversities, cultures, and backgrounds.

An employee on the Business License Team



Diversity and Belonging Champions

CSC's people are committed to creating a positive, more welcoming tomorrow. While there are many employees who deserve to be featured, we're honored to present a few of our D&B champions from around the globe.



Name:

Jeff Tong

Title:

Associate trainer

Office location:

London, U.K.

Joined CSC:

November 2020

For Jeff Tong, diversity and belonging is all about feeling valued.

"It means appreciating and celebrating how different everyone is and how everyone's experience coming to this company is always valued," says the DBS associate trainer in CSC's London office.

Jeff's championing of diversity and dedication to creating safe, welcoming spaces stem from his childhood, when he sometimes felt like an outsider looking in. Born to Chinese parents in London, one of just two Asian students in school, he was bullied because of his heritage and often the target of microaggressions.

But things got better as he got older and began his studies at Arts University Bournemouth. "About 10% of the students were international, and quite a lot of them didn't speak English as their first language," Jeff says. "They automatically gravitated toward me as an English-speaking native in the U.K., but they identified me as being part of them because of my skin color, hair color, and ethnic background. It was a good opportunity to really help these students, so I became a race equalities officer at university for three years."

His horizons expanded after university when he volunteered for Pride in London, the annual LGBTQ+ festival, where he remains an active volunteer. "I became even more exposed to appreciating other people's differences and backgrounds," he says. Seeing others' confidence provided a boost for his own, making it easier for him to be there for someone younger who was going through the same experiences.

Jeff is also doing his part to make CSC's London office welcoming for everyone. He's a member of the office's social committee, which hosts a lunch for new hires every quarter. The

committee also organizes an annual winter party to encourage employees to connect.

Jeff's drive to foster understanding extends to the groups he participates in. He's a member of CSC's Black Employee Network (BEN), an employee resource group dedicated to engaging and supporting Black employees in the company's growing global network. He loves that the group is open and people can connect with one another. "They're very welcoming to people of all colors and cultures. I'm a guest here; I know I'm entering their safe space. You have to appreciate their backgrounds and beliefs and fit in, rather than think you know everything. I want to do better and be a good ally and be able to bridge gaps." Jeff is also a co-founder of CSC PROUD, one of the company's newest employee resource groups. CSC PROUD provides a safe space for LGBTQ+ and ally employees, dedicated to lifting queer voices, promoting awareness and belonging in the workplace, celebrating true selves, and connecting to communities in a meaningful way.

In reflecting on his experiences growing up and those of his parents, Jeff is more committed than ever to bringing people together. "My parents dealt with a great deal of racism when they first came to the U.K.," he says. "They were very reserved when they first got here and wanted to make sure us kids were safe, because we were vulnerable. That's why I want to push diversity and belonging forward—so people are more aware of the cultural differences between people and appreciate them, rather than being afraid."



Name:

Pete Steiner

Title:

Vice president

Office location:

Wilmington,
Delaware

Joined CSC:

February 2018

Pete Steiner loves an underdog.

“I’ve always had this inherent interest in people who don’t get an opportunity,” he says. “And when they get that chance, they shine. The heroes of my life are people who have been put in a spot where they’ve been allowed to challenge themselves and challenge the assumptions of themselves. And then you just get out of the way and watch how successful they can be.”

A member of CSC’s Community Ambassador Program (CAP), Pete has been credited with giving several new employees a path to success. The program provides training, resources, and a network of support to already engaged employees so they can help in the proactive networking and pipeline building of historically marginalized talent across CSC’s locations. He’s also involved with The Precisionists, Inc. (TPI), an organization that creates jobs for people across a broad range of disabilities. “I’ve been involved with them for the last four or five years,” Pete says. “They help us find people with unique capabilities who do very productive work.”

Giving neurodivergent people a chance to succeed goes beyond simply doing the right thing. There’s also a business value, Pete says. “A team of diverse employees brings

innovation. Perspectives and experiences are shared, and better solutions are delivered,” he says.

As vice president of Enterprise Technology, Pete also has a hand in creating a space where those working remotely can feel equally welcome. With CSC’s recent acquisition of Intertrust Group, there are now about 300 people employed in Enterprise Technology, many of whom are spread across various locations. “A welcoming workspace helps create personal connections—and technology can enable those connections,” he says. “Working remotely, with cameras on, can direct conversation. It can facilitate personal connection, and you have to take advantage of the technology and the chances you have to build relationships.”

The people of CSC are willing to express thoughts and run with ideas in areas like diversity and belonging. “They’re open and supportive,” Pete says, “and I hadn’t really experienced that until I joined the company. CSC is doing an excellent job when it comes to diversity and belonging. We know that there are untapped people with untapped capabilities who want to contribute, and we’re excited to be unlocking the door for them.”

“A team of diverse employees brings innovation. Perspectives and experiences are shared, and better solutions are delivered.”

—Pete Steiner



Name:
Olga Sterling-Rossiter

Title:
Workflow coordinator for Inside Sales

Office location:
Wilmington, Delaware

Joined CSC:
February 2018

Olga Sterling-Rossiter believes her role in life is to serve others however she can and says advocating for the voiceless is her way to do just that.

“Everybody is welcome at the table. Your ZIP code, the clothes you wear, the car you drive, the position you hold, what you look like—they simply don’t matter to me. What matters to me is who you are as a person, to your core. When you get past what you see, what you hear, and, in most cases, what you *think* you know about somebody else, you can help serve them, wherever they are,” she says.

Positivity and passion for others have been part of Olga’s life from an early age. “I’ve had my share of feeling like an outcast. I’ve had my share of finding things that just weren’t fair because of the way I looked and the way I spoke. But my parents never let me or my brothers feel like failures. And because of that and my faith, I look at every day as an opportunity. Every single day we have an opportunity to live our purpose better than the day before.”

As an adult, Olga found herself on the frontlines of creating a more equitable education system as an advocate for parents and their children. Her passion spurred her to partner with [First State Educate](#), a nonprofit that works with parents to demand excellence in education in Delaware. She also developed her own nonprofit, A Necessary Noise, focusing on leveling the curriculum for all children, so education is consistent and fair across the state. “I’m working with a behavioral specialist at an elementary school and others involved in education,” she explains. “We’re putting our

heads together to advocate for an equitable school curriculum across school zones and districts in Delaware. The education a child receives should not be contingent upon their address or ZIP code. Every child deserves the right to receive current, clear, and consistent curriculum materials.”

Olga recently graduated from an equity practitioner program and says doing equity work at community schools and workplaces is probably one of the hardest things in the world to do. “You’re dealing with bias, racism, bigotry—all the things that keep us from moving forward as a people. But getting that equity practitioner certificate was the best thing I ever did for myself,” she says. “Finding equity and building equity means continuously working to get rid of the biases so you can get to the core of a person’s issues or concerns and provide a platform for them to be successful.”

While her work is far from complete, Olga is certainly up for any challenges that may arise. “I’m always looking to build on who I am as a person. Asking myself, ‘How can I be better? How can I teach others to be better?’ In whatever capacity I can be useful, I want to be. And as I’ve gotten older, I’ve realized there’s nothing stopping me from doing that—from creating my nonprofit or writing a book or anything else,” she says. “And the beautiful part is, anyone to the left or right of me can do the same thing. If we work together, if we move forward together, those small steps that we’re taking now can go from footprints in the sand to imprints in concrete. And that’s when we really make a difference.”

“Every single day we have an opportunity to live our purpose better than the day before.”

—Olga Sterling-Rossiter

Looking Ahead

Over the next several years, CSC will be guided by Our Mission, **Thrive '25**, which extends to our Diversity and Belonging Program. Our efforts will focus on three directives: to build, to lead, and to transcend. And we'll do it by working together. With an emphasis on education, awareness, and empathy, we'll increase the impact of the program by continuing to **do things that matter**.

We will **build** an enduring and far-reaching program that will grow to meet the needs of our people now and in the future.

We will **lead, discovering new ways** to create and develop spaces of belonging. Never settling for the status quo, we'll continue to invest in a place where every employee feels free to bring their true self to work and feels comfortable sharing information about who they are, if they wish.

And finally, we will **transcend**. We'll **go beyond the limits** of geography, culture, and other factors to celebrate one another and deepen our understanding and appreciation of our differences. We're proud of the work we've done so far, and we're committed to the journey that lies ahead. Together, we are more resilient and more equitable. Some people call this diversity and inclusion—we call it being genuine.



Paul Whelan
President and CEO



Diversity and inclusion are a major part of our organization. CSC values and respects individuality by embracing diversity to encourage employees to participate in the opportunities and decision-making process.

An employee on the Business License Team



**For more information, visit our
[Diversity and Belonging page.](#)**