



Diversity and Belonging 2023 Annual Report



A Message from Rod

As I look back at the history of CSC and how much we've accomplished together, I'm excited by how much more we can do. Following our [coming together with Intertrust Group](#), we spent the last year building on our respective strengths, learning from each other, and working closely together. We've combined forces, taking the best from each organization, becoming stronger as one than either of us had been alone.



We're now more than 8,000 strong with a presence that spans the Americas, Europe, the Middle East, and Asia-Pacific. With each talented person who joins us, we're enhancing the people-centered culture that makes us who we are. We share a common set of values among all our colleagues—service, teamwork, tenacity, agility, and being genuine, and each person offers unique perspectives, experiences, and talents that help drive this great company forward.

In turn, we welcome them to a space where they're comfortable being their best, full, and authentic selves. We share a commitment to creating a workplace where everyone, regardless of their background, identity, or experience, feels accepted, valued, and respected. At the same time, we're taking meaningful action to address biases, dismantle obstacles, and create opportunities for growth. With a focus on belonging and fairness, we embrace diversity, equity, and inclusion—not merely as ideals, but as fundamental principles that drive our success and shape our future.

This annual report highlights our dedication to fostering diversity and belonging within our walls as well as within the communities we serve. You'll see examples of how, when we work together, we strengthen our connections with one another, create opportunities for historically underrepresented groups, and broaden our awareness, understanding, and appreciation of our differences. While there's always work to be done, we're dedicated to delivering a better, more inclusive tomorrow.

A handwritten signature in blue ink, reading "Rod Ward III" with a stylized flourish at the end.

Rod Ward III, President and CEO

Our Global Perspective

With offices on five continents and locations and capabilities in 140 jurisdictions around the world, CSC is truly a globally diverse organization.



More than **8,000** colleagues strong



Americas

3,325 colleagues

57.0% of workforce are of **women**

40.8% of workforce are of **men**

2.2% of workforce did not disclose

Europe, Middle East, and Africa

2,598 colleagues

52.1% of workforce are of **women**

42.9% of workforce are of **men**

5.0% of workforce did not disclose

Asia-Pacific

2,580 colleagues

40.3% of workforce are of **women**

58.5% of workforce are of **men**

1.2% of workforce did not disclose

Pillars of Diversity

Our Diversity and Belonging (D&B) Program is supported by five pillars, each representing an important area of interest. Each pillar is anchored in the belief that we all have the power to make positive change.



Diversified Talent

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



Connection and Celebration

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



People Development

Increasing diversity in leadership at all levels



Shared Commitment

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



CSC Gives Back

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



Diversified Talent

By attracting, hiring, and retaining a mix of skilled people, we're able to remain a multitime Top Workplace, a global industry leader, and the trusted partner to many of the world's most successful organizations.

One of the ways we've engaged diversified talent has been through our Career Comeback program. Formerly known as Second Innings and introduced in October 2021 across our India locations, it focuses on reintegrating people into the corporate world after an employment break. This has been particularly helpful in giving women an opportunity to restart their careers following the birth of a child, a stint as a caregiver, or an extended absence due to any number of reasons.

Another avenue is our Community Ambassador Program (CAP), an enterprise-wide network of engaged colleagues who proactively develop relationships with organizations that are sources of local talent, with a specific focus on historically underrepresented groups. We have colleagues serving as CAP ambassadors in locations across multiple countries, including Ireland and the U.K.

Rather than looking for a perfect fit, we use programs such as these to find people who align with [Our Values](#) and help us deliver superior results.



“As a product of a historically Black college and university (HBCU), I know that schools like my alma mater produce some of the brightest, most talented, and most driven students in the country. I got involved with CAP because I wanted to connect these impressive people with an equally impressive organization. I wanted to pay it forward.”

Greg Dale, CAP ambassador to Delaware State University



People Development

Through an array of initiatives and opportunities, we make conscious efforts to invest in the success, happiness, and growth of our people.

In our Amsterdam office, colleagues participate in a mentoring program through Workplace Pride, an Amsterdam-based not-for-profit organization that aims to boost LGBTQ+ inclusion in the workplace through research, training, and network building. Many of our colleagues in India participate in the She Leads series, a local organization providing personal effectiveness workshops, leadership programs for women, and more.

Enterprise-wide, we launched the Strategic Equality Alliance Mentoring (SEAM) program to identify and develop diverse emerging talent. An eight-month diversity mentoring program, SEAM pairs colleagues who have similar career goals, specifically among historically marginalized groups. “It’s a rewarding experience for everyone involved. You get to learn and challenge your own perspectives,” says Susie Hudson, a senior learning and development specialist. She was paired with Keon Wiles, an associate Human Resources technology engineer, who also speaks highly of the program. “I certainly have thrived and grown from this program,” he says. “I’ve learned a lot about myself, and I’ve also gained a new friend.”

We’re proud to provide resources to help our colleagues ascend to new heights in their careers, and we’re even prouder of the commitment each of our colleagues has shown to their own development.



2023 TSIA STAR Award Winner
in Best Practices in Diversity,
Equity, and Inclusion (DEI)



CSC Gives Back

CSC Gives Back and D&B often come together to support initiatives related to historically marginalized communities.

To help provide minors with more educational opportunities, several of our colleagues partnered with skill development organizations like Yes, We Tech! In their seven-week internship experience, program participants can receive an IC3 certification for digital literacy and a soft skills certification from Conover. Teens receive free transportation and work with business and technology leaders like April Keenan, a senior product owner. “I love helping others by sharing how I got to where I am today,” she says. “We discussed all the moving parts in a technology project to let them know there is much more than just coding in technology.”

Support of the LGBTQ+ community has also been a focus for many of our colleagues. In addition to the celebrations, Pride Month was filled with purpose. Colleagues supported organizations that create safe spaces and areas of opportunity for the LGBTQ+ community, like the U.K.-based Diversity Role Models. More than \$1,500 was donated by our colleagues and then doubled through our companywide match program. Additionally, proceeds from Pride-themed merchandise sold through our online store were donated to other similar causes.

By supporting and building relationships with various charitable groups, we’ve been able to magnify the impact of both our CSC Gives Back and Diversity and Belonging programs.



Shared Commitment

To help increase awareness and understanding, we've created several resources, including our D&B charter.

The charter is an anchor of our D&B program and incorporates aspects of the newly acquired Intertrust Group's past DEI efforts. Colleagues have access to a range of free LinkedIn Learning courses, allowing them to delve into areas of diversity, equity, and inclusion at their own pace.

Biannual colleague engagement surveys where participants remain anonymous provide us with powerful insights into the state of diversity at CSC. Leaders, Human Resources business partners, and the D&B Program manager reply directly to D&B-related comments from their teams, addressing questions or concerns with candor and sincerity. These insights help us develop action plans, review policies, and identify methods to address additional challenges and opportunities.



Connection and Celebration

At an enterprise level, we host a variety of celebrations related to specific observances. Celebrate Diversity Month and Diwali were two of the most widely recognized observances across our locations in 2023.

In April, colleagues in our Spain, China, and U.S. offices held food days to showcase cuisines from various cultures for Celebrate Diversity Month. We offered several webinars related to different facets of diversity, including gender and neurodiversity, and also held in-person showcases in our U.S. headquarters.

Customary lights illuminated offices during our Diwali celebrations that took place in November. In Mumbai, Amsterdam, London, as well as other locations, traditional dances and presentations took place to spread the excitement of the holiday. These celebrations, colleague resource groups (CRGs), and other measures allow us to learn about and appreciate each others' rich histories and cultures and bring our colleagues together.



Strategic Equality Alliance (SEA)

Derived from our Connection and Celebration pillar, the Strategic Equality Alliance (SEA) is our companywide, global, all-inclusive allyship community.

Colleague-led, the group helps foster a culture of inclusion for all—regardless of race, ethnicity, religion, gender identity, neurodiversity, or sexual orientation—through education and workplace collaboration. It provides professional and social networking opportunities for colleagues who are already on or just beginning their allyship journey. And most significantly, it serves as the governing body for our existing CRGs and acts as a resource for those interested in charting their own culturally inclusive community.

As colleagues come together to create spaces that build trust and promote allyship, SEA acts as the common thread. Since 2020, seven CRGs have been established. Each group helps to create a sense of belonging, inspire conversation, offer new perspectives, and drive innovation through events and initiatives open to all colleagues who'd like to participate.

Colleague resource groups



Black Employee Network

Founded December 2020



Veterans Resource Group

Founded November 2021



HOLA

Founded September 2022



CSC PROUD

Founded October 2022



Th!nk Differently

Founded December 2022



Shoulder to Shoulder

Founded December 2022



SoberConnect

Founded December 2023

Champions of Diversity and Belonging

While there are many colleagues who deserve to be featured, we're honored to present a few of our D&B champions from around the globe.



Name:

Luca de Bortoli

Title:

Financial
Account Manager

Office location:

Amsterdam,
The Netherlands

Joined CSC:

September 2021

Luca de Bortoli was born in an Italian alpine village on the border with Austria and Slovenia. As a child, he was exposed to a melting pot of languages and customs. It may sound idyllic to some, but for Luca, life wasn't easy. "Being a mixture of three cultures and languages, I've never felt like I belonged to a national identity," he explains.

Luca says he was a flamboyant child in an area that, although steeped in diversity, did not accept any different sexual expression. When he moved to the Netherlands for university, his life changed. "I can't describe the sense of liberation. It was life-changing in the most positive way." Luca was finally among people who acknowledged the value of diversity and who gave him the freedom to be his authentic self. "Look at me—I'm a proud, nationally ambiguous, young, trilingual, gay man!" he says. "My diversity is my unique selling point, and ever since I dropped that mask of shame and self-hatred that had been imposed on me, I've felt truly alive."

His individuality and proactiveness has helped create a welcoming space for his work colleagues to do the same. Luca is a member of CSC PROUD, which has given him an opportunity to network with colleagues from abroad. "I helped with a presentation about the history of Pride that was open to everyone, regardless of location. And I helped organize initiatives in Amsterdam." He says diversity and belonging play an important part in stimulating the inclusivity of socially marginalized groups and showing them it's OK to be different. "It's especially important to have diversity and belonging at work. Joining CSC PROUD and actively participating in our informative events has helped me know more about my own community, see different perspectives, and learn from a wide variety of unique individuals. I was so lucky to find this colorful group," he says.

Although he's come to accept who he is, Luca says he'll never forget the confusion, loneliness, and shame he felt growing up. "I want everyone to be aware of diversity as a source of enrichment, never as a reason to be ashamed, to hide, or to feel unfortunate. Be proud, embrace it, share it," he says.



Champions of Diversity and Belonging



Name:
Monica Melendez

Title:
Marketing
Team Leader

Office location:
Wilmington,
Delaware, U.S.

Joined CSC:
May 2016

Spending approximately 2,000 hours a year with your work colleagues means you most likely see them more than your family. That's why Monica Melendez feels it's critical that people feel free to be who they really are in the office.

"If you can't bring your authentic self to work, and feel like you are valued and belong, you end up pretending to be something you're not or sacrificing part of yourself for your work," she says. "Think about the toll that can take on not only your mental health but overall company culture and team morale." And Monica has worked hard to ensure that's not the case for her or her CSC colleagues. Instead, she helped to create a space where everyone can be their genuine selves. She's been a co-leader of the Black Employee Network and is a current leader of the Hispanic Origin and Latinx American (HOLA) network, two of several colleague resource groups at CSC.

Her commitment to others and her community has also led to collaborations with the company's philanthropic program, CSC Gives Back. She organized an HOLA meeting highlighting the CSC Gives Back program and ways to drive meaningful change, specifically in Latinx communities. She's participated in fundraising efforts for Easterseals, Making Strides Against Breast Cancer, and Stanley's Dream, a charity started by a colleague that awards research grants for childhood brain cancer research.

CSC's Diversity and Belonging Program has imbued her idealistic heart with hope for the future. "It's given me an opportunity to not only make change at CSC but provide a pathway and legacy for others to do so." Being named a D&B Champion, Monica is confident that she's moving in the right direction in her purpose. "I hope it shows others that you can be impactful wherever you are and that small acts can culminate in a culture of inclusion."



Champions of Diversity and Belonging



Name:
Mario Bystriansky

Title:
Human Resources
Business Partner

Office location:
London, U.K.

Joined CSC:
February 2021

Moving to London from a small Slovakian village at 19 years old completely changed Mario Bystriansky's perception of diversity.

"Growing up, my exposure to different cultures, ethnicities, and backgrounds was very limited," he says. "It also meant that learning and understanding about my own identity as a gay man was very limited." He moved to London to learn English and improve his job prospects back home. In doing so, he found a melting pot of different cultures, a place to be his authentic self, and a new home away from home. "Being in London keeps reminding me there's much to discover about your fellow humans who might not look or act like you," says Mario.

Mario volunteers for Opening Doors, a U.K. charity supporting members of the LGBTQ+ community who are more than 50 years old. He helps deliver training sessions, mostly to health and social care professionals, to educate them about the needs of the community, which can be very specific.

His efforts to foster diversity and acceptance also extend to the workplace. As a leader of CSC PROUD, he and his colleagues work to create a safe space. "There are many workstreams we're focusing on, but one key purpose of the group is to educate on LGBTQ+ issues—breaking down those unknowns and learning about each other one session at the time," Mario says. Through roundtable discussions, virtual and in-person events, and more, Mario and his group mates continue to engage their colleagues.

As Mario continues to have an impact on his community and peers, his commitment to inclusivity remains both unwavering and personal. "Being a member of a marginalized group, you get to hear many stories about people being pushed to the side, mistreated, ignored, and deprived of opportunities," says Mario. "That's why diversity and belonging are so important. I never want others to feel those things, and if I can do something to help make someone feel seen and like they belong, I'll do it. It's the right thing to do."



Champions of Diversity and Belonging



Name:
Anita Hariharan

Title:
Vice President,
Private Equity
Funds

Office location:
Mumbai, India

Joined CSC:
February 2021

Anita Hariharan is an unabashed supporter of diversity and belonging (D&B) in the workplace, just as she is at home.

She and her spouse come from diverse cultural backgrounds, with conservative families in northern and southern India. “There are vast differences in our food, language, rituals, and daily lifestyles,” Anita says. “We celebrated the best of both worlds during our wedding rituals, and this bonded our families very well.” She says their acceptance of each other’s differences brought in fresh perspectives, and they’re engaging their daughter in those differences. “She’s speaking multiple languages, tasting cuisines, as well as celebrating cultural events in a combination that only makes us smile,” says Anita, who has been Diversity and Belonging lead in India since 2021. As a D&B lead, her appreciation for differing opinions, cultures, and points of view has helped propel her into action in the workplace.

“Two D&B sessions with external speakers who hold exposure in the DEI space stand out to me. One was part of an International Women’s Day event, which I moderated with our HR lead. The other was with Sangeeta Murthi Sahgal, the co-founder of Diversity Dialogs. Both sessions were enlightening and drew massive participation from our global audience.”

While much was accomplished in 2023, Anita is already looking ahead to what more can be done and how she can do her part in creating a welcoming space for all. “It’s a responsibility that we all share—finding ways to make things happen in our workplace in a way that benefits everyone involved,” says Anita. “The more empathetic and collaborative we can be, the larger the impact, especially in the workplace. Cultural awareness can bring understanding, engagement, and fun all at the same time, and I’m proud to be part of an organization that attends to global diversities across our offices.”



Champions of Diversity and Belonging



Name:
Amber Ricketts

Title:
Talent
Development
Partner

Office location:
Wilmington,
Delaware, U.S.

Joined CSC:
July 2019

Amber Ricketts leads by example, an approach she says embraces “the hard stuff, the easy stuff, and everything in between.”

As one of the founders of CSC PROUD, the LGBTQ+ colleague resource group, she’s been instrumental in growing the awareness and impact of the group. She’s helped organize companywide programs focused on topics such as how to be an ally, International Transgender Day of Visibility, and many more.

“Being able to bring this community together, share stories, learn new things, and have a visible presence within CSC has been truly meaningful and enriching,” Amber says. She’s always known the importance of diversity and belonging, especially in the workplace. “We spend more time at work and with our colleagues than we do at home with our families,” she explains. “We put so much creativity, passion, and energy into our work. We’re lucky here at CSC, but imagine if you were that dedicated to your career and you didn’t feel safe, or you felt as though you were

hiding a part of yourself? Could you be as effective and dedicated as you wanted to be? Diversity and belonging are most important in the workplace. It’s the right thing to do, and it’s the smart thing to do.”

In addition to CSC PROUD, Amber is a member of the Strategic Equality Alliance (SEA) leadership team. Her role has allowed her to help colleagues launch new groups under the SEA, facilitate lunch-and-learn programs, and participate in events like CSC Cares Day and Celebrate Diversity Month.

Reflecting on her 20 years of experience with intentional inclusion efforts, both preceding and during her time at CSC, Amber is grateful to have experienced leaders around her lifting and championing diverse voices. “It’s had an incredible impact on me, both professionally and personally. That’s why I’d like to offer that experience to others. It’s also important for me as a parent to show my sons how to continue to work toward being good humans.”



Looking Ahead

In this changing environment, new ideas are helping us foster a place of inclusion. Diversity and belonging are more important today than ever. And while we've accomplished a tremendous amount so far—winning our first TSIA STAR Award for Best Practices in Diversity, Equity, and Inclusion—there's still so much more we look to accomplish.

Looking ahead, we hope to have a more diverse CSC in terms of race, ability, gender, ethnicity, age, and other characteristics as we actively seek to increase representation at all levels. Our emphasis on creating a space of belonging, where all colleagues feel valued, includes fostering a sense of respect regardless of one's background.

Piloted by brave leaders from CSC offices, our colleague resource groups will expand geographically and continue to play a crucial role in advocating for communities. We'll keep growing our D&B education and awareness series, integrating anti-racism initiatives and policies to combat systemic racism and promote racial equity while raising awareness to promote understanding. We'll keep expanding our mentorship programs to support historically marginalized colleagues as they advance in their careers. And we'll keep engaging our colleagues, noting our accomplishments, and taking their concerns into consideration as we communicate anonymously with colleagues via our biannual colleague survey.

While societal and economic changes may influence portions of our D&B program in the years ahead, we're committed to driving positive change within our offices and where we live. Together, we'll model the change we hope to see—finding connection in our similarities, celebrating our differences, and embracing the fact that we're truly better together.

Shanai' McLeod

Diversity and Belonging
Program Manager



**Named the 2023 Technical.ly
Culture Builder of the Year
in Delaware, U.S.**





**For more information,
visit our [website.](#)**