



•tsia

**STAR Awards**

2023

2023 TSIA STAR Awards  
Featured Application

## MORE THAN JUST POLICIES

### Introduction

CSC is the world's leading provider of global business administration and compliance solutions, specialized administration services to alternative asset managers across a range of fund strategies, transactions involving capital markets participants in both public and private markets, domain name system management and digital brand and fraud protection, and corporate tax software solutions.

An organization of more than 8,000 employees with a presence across Europe, the Americas, Asia Pacific, and the Middle East, we truly are a global company. We've embraced the unique perspectives and backgrounds of the highly skilled individuals comprising our many teams and created a space where everyone is not only valued and respected, but empowered to be their best, most authentic selves. And we've leaned into diversity as one of our greatest strengths. Not merely a policy, program, or headcount, diversity and belonging are intricate parts of our culture. They're drivers of innovation, and a source of our competitive advantage.

Using insights from our colleagues, we continue to move in the right direction to ensure a diverse environment that represents our communities, who we are, and the great places we're going. Our Diversity and Belonging (D&B) Program is built on five pillars, each focusing on a key aspect that will collectively create a greater sense of belonging among our colleagues. Each pillar is rooted in the belief that we all have the power to make positive change.

### PILLARS OF DIVERSITY



#### 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



#### Connection and celebration

Building employee resource groups and celebrating diverse heritages



#### Shared commitment

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

The pillars help us to effect change and deliver on things like:

- DEI education and awareness on topics related to unconscious bias, microaggressions, stereotypes, and more
- Support for employee resource groups
- Diversity mentoring program
- Providing pronoun-inclusive email templates
- Providing training and resources to colleagues who assist in networking and pipeline building of diverse talent
- D&B-related workshops on topics related to mental health, LGBTQ2+ Pride, Juneteenth, self-advocacy, representation, etc.

We take an explain-educate-evaluate approach to measure our progress as we seek to foster an increasingly inclusive environment. Internally, we offer educational resources to further self-guided learning, employee programs, and more. Progress is tracked and measured using external benchmarks and engagement surveys.

### Looking ahead

We'll continue to find connections among us and take meaningful action to become an increasingly diverse organization where everyone feels welcome. While there's more work to be done, we'll continue to meet our people where they are, understand their needs and challenges, and find ways to thrive as we move ahead. Our immediate D&B focus includes building on initiatives, such as:

- More diverse hiring programs
- Establishing more employee resource groups
- Hosting annual events to promote celebration and connection



## Business Impact

### DIVERSIFIED TALENT INCREASE OVER PREVIOUS YEAR IN:



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

Our D&B Program helps us identify top talent and diversify our talent sources. With a diverse workforce, we can better understand the needs of clients and communities because our colleagues reflect them. One example is our partnership with The Precisionist Inc., an organization which identifies jobs for individuals across a broad range of disabilities. We've hired seven full-time colleagues as a result of this relationship.

## Client Impact

Each day, we strive to boost the power of our diversity. Diverse points of view increase empathy for clients, and diverse thinking drives innovation. The more diverse we are, the more we're able to connect clients to our brand and services. While diversity and inclusion have been in practice at CSC for many years, the D&B Program has been met with great enthusiasm since it was officially structured just three years ago. There has been increasingly growing attendance and global involvement in D&B events, engaging colleagues on multiple continents. CSC has been named a National U.S. Top Workplace in 2022 and 2023, based on results from employee engagement surveys. In those surveys, "inclusive" was the word most used by employees to describe CSC as of 2022.

“ I'm happy to work at a company that embraces diversity and belonging to ensure that everyone feels respected and valued regardless of race, color, national origin, religion, sexual orientation, or gender identity. For all employees to be the best and bring their best, I believe they should feel a sense of belonging. CSC has certainly been ascribed to ensuring that all employees feel included. ”

- Donna E., Marketing Coordinator

### PEOPLE DEVELOPMENT

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



of leadership positions are held by women



of leadership positions are held by minorities





of employees are women



of employees are minorities

### CONNECTION AND CELEBRATION

 **15+** D&B-related virtual and in-person events  **200+** attendees for events

Statistics from 2022.



For more information, visit the  
*TSIA STAR Awards Winners Page*