

Cognizant<sup>®</sup>

# Consulting Excellence Submission

MCA 2023



# Annual Declaration

## OUR COMMITMENT

Embedding consulting excellence into the Cognizant agenda

### Achieving excellence

To achieve this goal, we are committed to understanding challenges, becoming aware of opportunities and being driven to solve for our employees. Our aim is to work as one and provide our professionals with the skills and resources to conduct innovative work and build meaningful career paths.

### Proud members of the MCA

Our values are at the forefront of everything we do and are an important part of how we conduct our consulting business. To supplement this, we are proud to be members of the MCA and play a key role in driving the progression of the Consulting profession.

### Committed to Consulting Excellence

The MCA's Consulting Excellence principles align directly with our values which form the bedrock of our culture. This document outlines the four key pillars and evidence behind our commitment from across our consulting business and our wider firm.

# The Cognizant Agenda

## Our Values



Start with a  
point of view



Seek data,  
build knowledge



Always strive,  
never settle



Work as one



Create conditions  
for everyone  
to thrive



Do the right thing,  
the right way

Our Values are the **guiding principles of our culture**—how we behave and what we expect of one another.

Just as we all are responsible for our clients' success, each of us is responsible for **living these values, working as one** and fully activating the **collective strength** of our company.

## CONSULTING EXCELLENCE

1

**Client Service &  
Value**

2

**Professional  
Development**

3

**Diversity & Inclusion**

4

**Ethical Behaviour**

## COGNIZANT VALUES



**Start with a point of view**

I apply my expertise to gain trust, and to lead our clients forward.



**Seek data, build knowledge**

I use facts to guide my actions and decisions.



**Always strive, never settle**

I act with agility and creativity, determined to stay one step ahead.



**Work as one**

I deliver solutions that draw upon the full power and scale of Cognizant.



**Create conditions for everyone to thrive**

I include, enable and invest in everyone around me.



**Do the right thing, the right way**

I always make the ethical choice.

**OUR VALUES  
ALIGN WITH  
THE MCA'S  
FOUR  
PILLARS OF  
EXCELLENCE**



# CLIENT SERVICE & VALUE

Start with a point of view.

## OUR FOCUS AREAS



### Transparency

Succeeding through open exchange of ideas and information



### Passion

A collective can-do attitude, with the enthusiasm and commitment to go the extra mile



### Customer Focus

Bringing our expertise and point of view, based on our collective knowledge, to exceed customer expectations powers our success

## PRINCIPLES

Our main purpose is to engineer modern businesses to improve everyday life.

At Cognizant, we treat every client with equal importance and make sure that we surpass quality in every area for the services we deliver. Our promise is to deliver a distinctly superior experience to our clients; client satisfaction is in our DNA.

## KNOWING THE POWER OF ECOSYSTEMS, WE ORCHESTRATE ACROSS LEADING PARTNERS AND TECHNOLOGY STRENGTHS



# PROFESSIONAL DEVELOPMENT

Seek data, build knowledge.  
Always strive, never settle.

## Cultivating a Culture of Ideas and Continuous Learning

Cognizant understands that the professional development of our employees is the single most important investment we can make in our success as we aim to bring expertise to our clients every day.

We take a holistic approach to professional development that encompasses structured career planning, measurement of performance and learning.

## Cognizant Academy

Cognizant Academy is the inhouse learning and development wing of our organization. Its focus is equipping associates with the skills they need to gain customer trust, lead clients forward and contribute directly to Cognizant's vision of becoming the pre-eminent technology services partner to the Global 2000 C-suite.

### ACADEMY AT A GLANCE



**457\***  
L&D professionals



**DEDICATED**  
Capability Academies



**WORLD-WIDE PRESENCE**  
India, North America, GGM



**STATE-OF-THE-ART**  
Learning tools and platforms



**HARNESSING THE POWER**  
Of curiosity and growth mindset

# DIVERSITY & INCLUSION

Work as one.  
Create conditions for everyone to thrive.

## OUR COMMITMENTS

Hold ourselves  
accountable.

Be courageous.

Continually learn and  
adapt.

Create change within  
and beyond Cognizant.

Stay focused.

## WE EMBRACE DIVERSITY

At Cognizant, we are working every day to create conditions for everyone to thrive. It's a commitment that extends far beyond our own workplaces. When all of us show up as **inclusive** leaders—**deeply aware** of and **empathetic** to others, with the courage to harness the power of diversity in everything we do—we elevate our work and create a powerful ripple effect on our teams, clients, and communities.

## EFFORTS

**Founding Member** of the World Economic Forum's Coalition to Tackle Racism in the Workplace

### Creating a More Inclusive Cognizant via Groups



# ETHICAL BEHAVIOUR

Do the right thing, the right way.



## Training & Certification

All of our professionals undertake mandatory compliance training and execute an annual certification acknowledging their commitment to the principles in our Code.



## Sustainability

Cognizant is on a journey to weave environmental and social considerations into every element of our business.



## Support Networks

We are committed to ensuring that an individual does not face retaliation for reporting ethics and compliance concerns in good faith. Our employees have the option to report their concerns to their immediate team lead, to HR, to a member of our Diversity Networks, or to our confidential helpline.



## PRINCIPLES

Each day provides opportunities to show that we are truthful, ethical, and principled. Every time we interact with clients, prospects, partners, and one another, we are making a statement about our company's character. Staying true to our values of integrity, ethical behavior, and lawfulness is critically important to our firm and embedded in everything we do.

## OUR CODE OF ETHICS

### We Earn Trust

We continually strive to be a trusted business partner and corporate citizen. In pursuing this goal, we must consistently incorporate ethical standards into our day-to-day business activities.

### We Do the Right Thing, the Right Way

Our clients, shareholders, and communities depend on our commitment to perform with the highest level of integrity.

### We Respect People and the Environment

We are committed to a safe and healthy work environment.

### We Live Up to Our Responsibilities

Our commitment to doing business ethically includes respecting privacy, protecting information, and safeguarding assets.



**Cognizant**

Consulting  
Excellence  
Submission  
*for MCA*

**Cognizant.**

**We engineer modern businesses.**

See how at [www.cognizant.com](http://www.cognizant.com)

