



Consulting Excellence Submission

MCA 2024



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.

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

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.

MCA
A POSITIVE FORCE
FOR THE ECONOMY

 **cognizant**

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.



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

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.

SUSTAINABILITY

Work towards a sustainable future.



Commitment

At Cognizant, we are committed to reducing our own carbon footprint, and using our expertise to help our clients and associates do the same



100%

Renewable energy in all facilities by 2026



50%

Reduction in absolute emissions by 2030



NET ZERO

Cognizant commits to Net Zero Emissions by 2030.

WHAT WE DO ABOUT IT

Cognizant with Microsoft

Cognizant is expanding its collaboration with Microsoft to accelerate both digital and sustainability transformations through a new solution: The Cognizant® Sustainability Accelerator, powered by the Microsoft Cloud and Microsoft Cloud for Sustainability.

Cognizant and Alphabet

Tidal, a project inside Alphabet's Moonshot Factory, is developing a new platform to advance our understanding of ocean health and climate change. Cognizant will use its expertise to bring the Tidal platform to the broader aquaculture market.

Cognizant

Consulting
Excellence
Submission
for MCA

Cognizant.

We engineer modern businesses.

See how at www.cognizant.com



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