

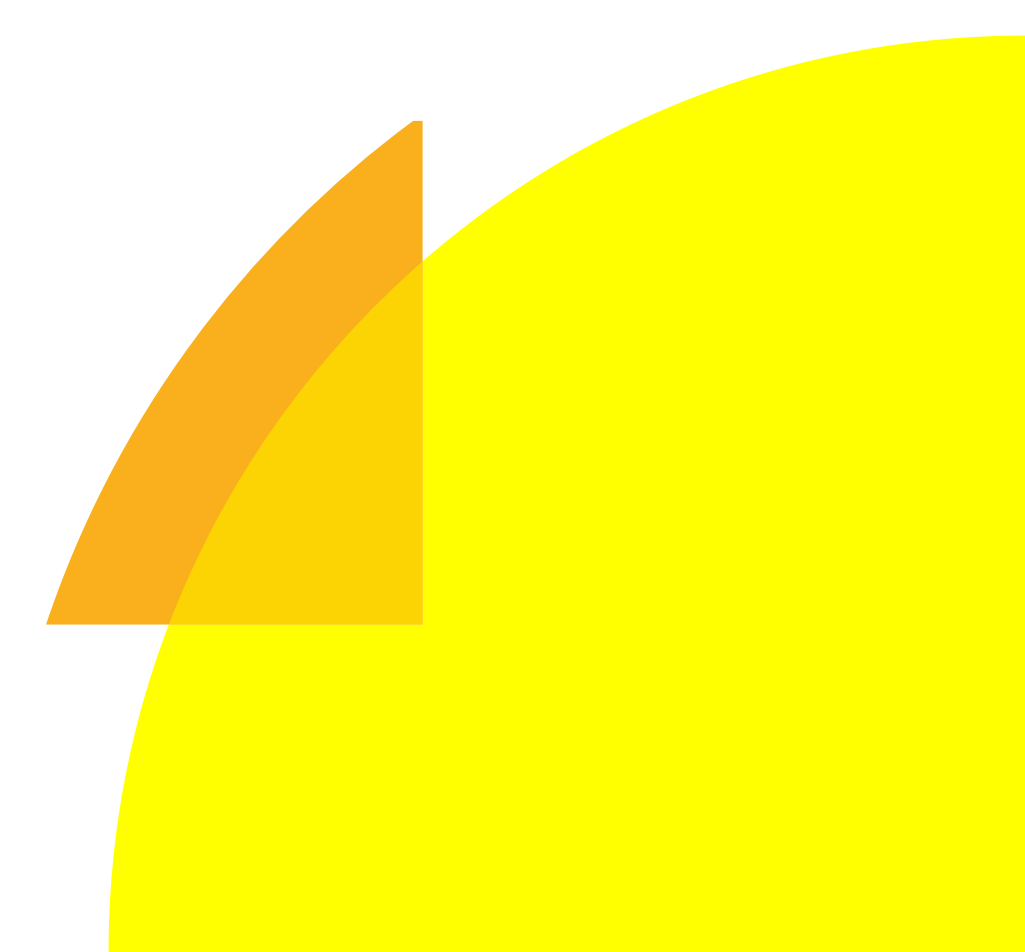
# CSR Program

## 2021

**DCX**

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# Message from the CEO

## Transformation is in our name.

We believe that through the work we do, we can make our world a better place and bring a positive, transformative impact.

Impact or change has a ripple effect. To bring a positive, lasting impact on people and the rest of the world, the transformation must always begin with ourselves, in our case, that is, within the people of TDCX.

This leadership mindset perfectly applies to our operations as a preferred global employer. It also applies to our Corporate Social Responsibility program. With this, we now proudly present the three pillars of our CSR strategy: #BeHappier, #BeKinder, and #BeGreener.

**#BeHappier** encompasses all of the initiatives that aim at uplifting the lives of our employees, from diversity and inclusion, to engagement and wellbeing, to great compensation and career acceleration.

**#BeKinder** focuses on helping out and empowering local communities. We do this through partnerships with non-profit organizations so we can pursue educational development, community support and relief programs.

**#BeGreener** recognizes the need for us all to play our part in preserving the environment. We do so by continuously improving our workspace sustainability efforts, by reducing our carbon footprint, and by promoting environmental preservation.

In retrospect, creating a positive impact has always been in our DNA. Long before we had formal talks of having a structured CSR program, our employee volunteers globally, who we fondly call TDheroes, have been doing their share in helping vulnerable people, underserved communities, and the environment.

People have always been at the heart of our operations since day one, and through the years, we've worked hard to make our people feel that way. What drives us at TDCX is the idea that things could be better, could be more. Life is already happy, but we know there's always room for more happiness. We're already good as we are now, but we know we can **#BeMore**.

*Laurent Junique*

**Laurent Junique**

Chief Executive Officer



# About TDCX

## A Global Boutique BPO

Founded in 1995, TDCX (formerly known as Teledirect Telecommerce) has grown into a boutique outsourced business service provider delivering transformative digital customer experience to the world's most loved brands.

**Operating in 13 strategic locations**

**Winner of over 270 industry awards**

**More than 10,000 talented employees**



Singapore

Malaysia

Thailand

Philippines

Hong Kong

China

Japan

Spain

Colombia

## Why TDCX

We set the stage for business excellence by allowing brands to zero in on growth.

### Scale Faster

Focus on your core competencies while our expert teams do the rest.

### Go Further

Our unique global footprint can be your springboard to success.

### Perform Better

We're pros at helping brands deliver premium results.

# Our Unique Global Footprint

We are headquartered in Singapore and have a strong presence in China, Colombia, Hong Kong, India, Japan, Malaysia, Philippines, Spain, and Thailand.

**49 Nationalities**

**21 Campuses**

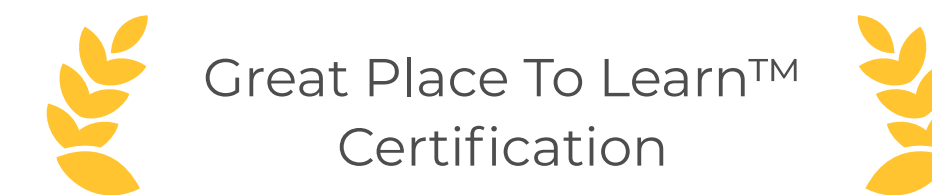
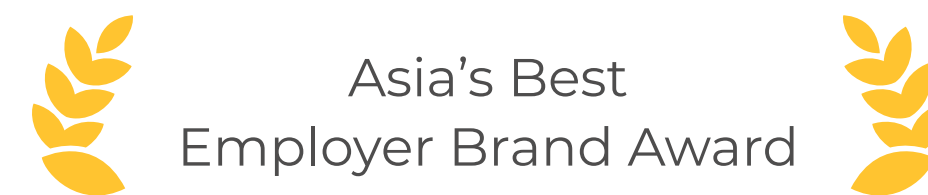
**13 Cities**

**9 Countries**



# TDCX Triumphs

At TDCX, we are dreamers and achievers. Our amazing teams and incredible brand partners allow us to make magic happen!



- Best Outsourced Programme/Section Contact Centre of The Year
- Best New Contact Centre
- Singapore's Best Employers in 2020
- Top 100 Asia's Best Employer Brands
- Employer of Choice Award (Private Sector)
- HR Leader Gold Award
- Best Companies to Work For In Asia
- Efficiency Innovation Award (Analytics E-Dashboard)
- Best Use of Recruitment Technology
- Top Ranked E50 Winner
- EY Entrepreneur of The Year 2018 (Outsourced Solutions)
- Philippines Best Employer 2020

# Our CSR Commitment

## VISION

We envision a socially responsible organization that positively transforms its people, local communities, and the environment.

## MISSION

Our mission is to advocate initiatives aligned with globally recognized standards contributing to holistic community development.



# CSR at TDCX

We are committed to bringing positive transformation to empower our people, to uplift communities, and to promote environmental sustainability.



#BeHappier

## Empower People

To achieve the positive impact we aim to bring, the transformation must first begin within the heart of our organization – our people. We want our employees at every level to feel safe and empowered. We strive to create an optimal environment by advancing human rights and economic empowerment, creating diverse and gender-equal workplaces, and investing in our people’s development and wellness.



#BeKinder

## Uplift Communities

We believe in transforming communities and creating a positive social impact by giving back, one project at a time. From pursuing educational development, promoting inclusive economic growth, supporting healthcare workers, providing disaster relief, partnering with NGOs, to responsible sourcing, our social-facing programs are aimed at helping and uplifting members of the community.



#BeGreener

## Promote Sustainability

Our responsibility toward our planet grows as we grow our business. We embrace our role in promoting sustainability through offsetting our carbon footprint, conserving water, recycling, banning single use plastics, and advocating environmental preservation and sustainable merchandise across all our sites. At TDCX, we want to do business with a purpose beyond profit by encouraging positive environmental change.

# Our CSR Commitment



**#BeHappier**

- Human Rights
- Economic Empowerment
- Diversity & Inclusion
- Gender Equality
- Learning & Development
- Wellness & Safety



**#BeKinder**

- Education
- Inclusive Economic Growth
- Supporting Frontliners
- Disaster Relief Programs
- Partnerships with NGOs
- Responsible Sourcing



**#BeGreener**

- Carbon Neutral
- Water Conservation
- Recycling in all Offices
- Banning Single Use Plastics
- Environmental Preservation
- Sustainable Merchandise

# #BeHappier



*The rights of every employee at TDCX are safeguarded by internal and global standards, thereby creating a safe and happy workspace for everyone.*

## Human Rights

At TDCX, people have always been at the center of everything we do. We hold human rights in the highest regard. It is embedded in our culture to respect everyone and treat each other fairly. We know that our business can be more by being a catalyst for positive change. For this reason, we are committed to protecting, preserving, and advancing human rights in all aspects of our operation. We understand the extent of our responsibilities to our partners, clients, and people, and we act on it with all our stakeholders' best interests in mind. Our actions and procedures are governed by our core values, corporate policies on human rights, code of conduct, as well as United Nations' Universal Declaration of Human Rights.

This core area of our CSR program is aligned with goals number 3, 5, 10, and 16, from the United Nations' 17 Sustainable Development Goals: Good Health and Wellbeing, Gender Equality, Reduced Inequality, and Peace, Justice and Strong Institutions.

# #BeHappier

## Economic Empowerment

At TDCX, our compensation packages are above the industry average to enable people to not only provide for themselves but also to have the capacity to prosper and live comfortably. We work with the mindset that people should have equitable access to opportunities, skills, resources, and sustainable wages to give them the full power to raise their standards of living and exercise control over their economic and life choices.

This core area of our CSR program is aligned with goals number 8, 9, and 10, from the United Nations' 17 Sustainable Development Goals: Decent Work and Economic Growth, Industry, Innovation and Infrastructure, and Reduced Inequality.



*TDCX provides competitive compensation packages and benefits for we want our people to be economically empowered and better enjoy the fruits of all their labor.*

**#BeHappier**

## Diversity and Inclusion

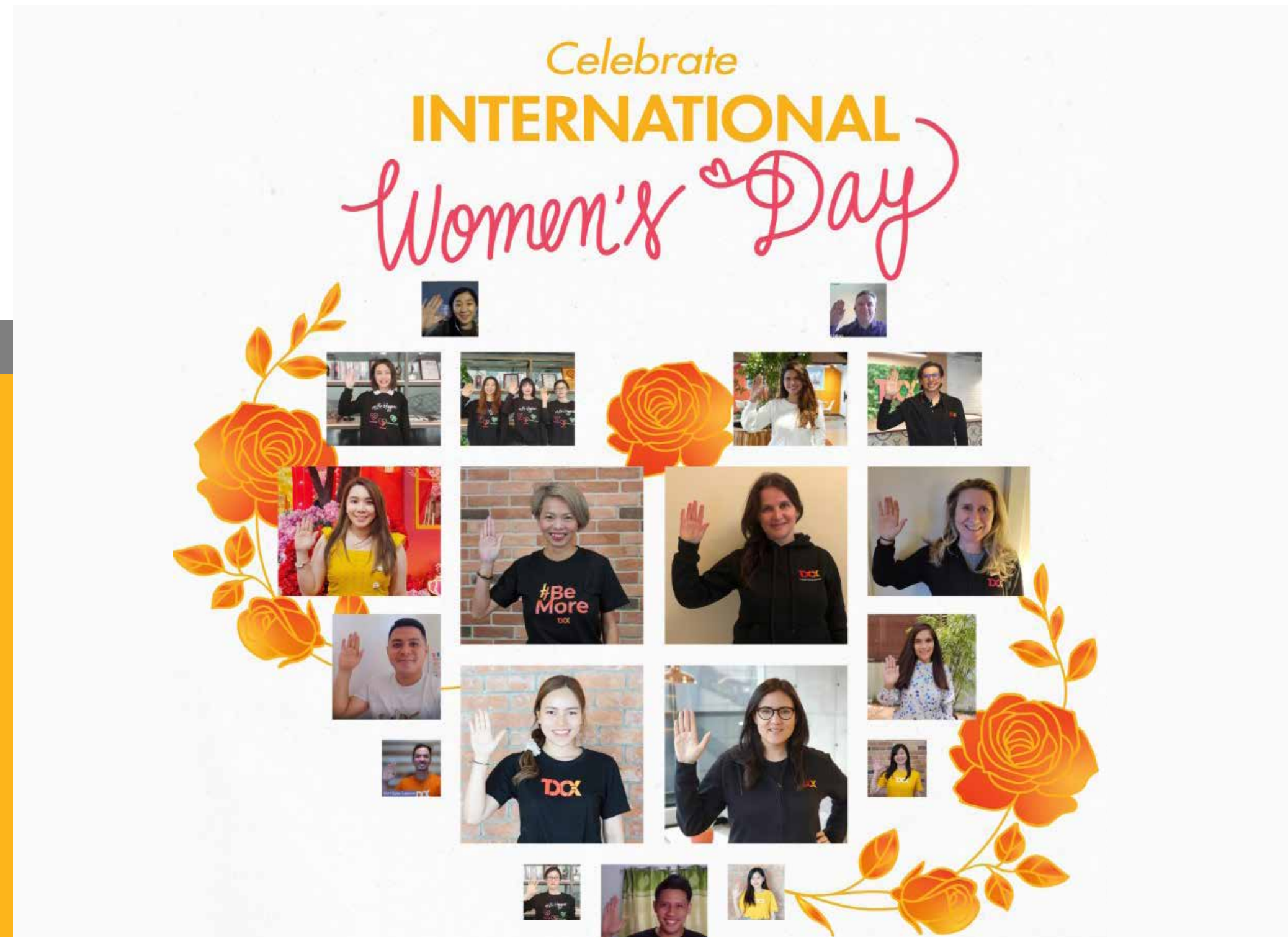
As a multicultural organization, we are no stranger to diversity & inclusion in the workplace. We're a company that proudly celebrates uniqueness on every occasion we can get. Our Talent Acquisition Team follows a no-nonsense approach: hire the best talents to achieve the best results. We welcome the most qualified people regardless of physical abilities, religion, age, gender, or race.

This core area of our CSR program is aligned with goals number 5 and 10 from the United Nations' 17 Sustainable Development Goals: Gender Equality and Reduced Inequality.



*Diverse faces: Employees at TDCX Japan have a grand time at their kick-off party.*

# #BeHappier



TDCX supports the International Women's Day #ChooseToChallenge campaign.

## Gender Equality

We pride ourselves on being a gender-equal organization. We operate with modern ideas and methodologies and deviate from antiquated work views. Since day one, we have championed gender inclusivity, pay equity, and equal opportunities for all. We are proud of our women in top leadership and management roles, continue to advance their rights to enhance gender balance, and nurture a safe space for everyone through our anti-harassment policies and procedures.

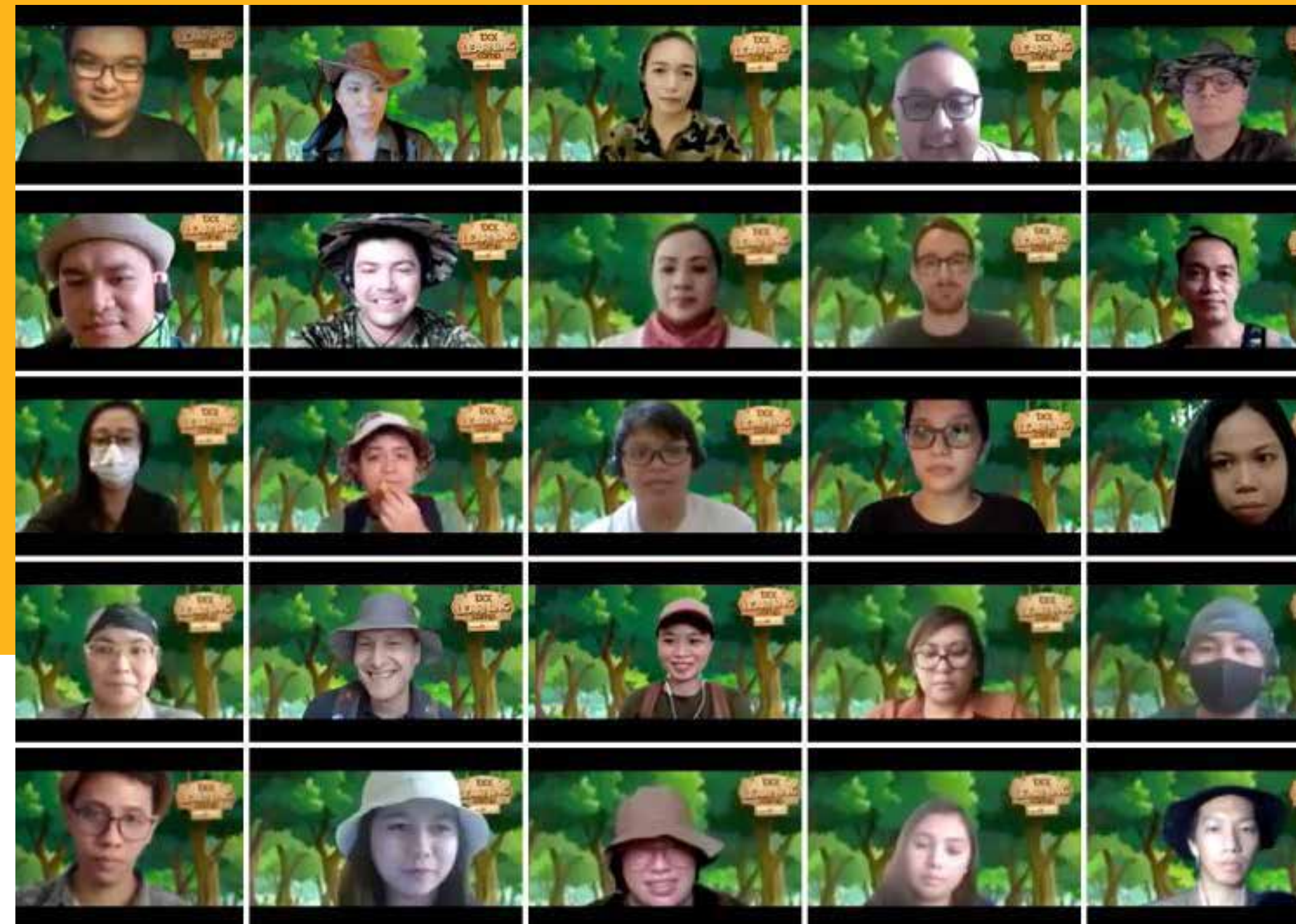
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# #BeHappier

## Learning & Development

At TDCX, everyone is entitled to grow; we make learning and development available at every level through our coaching sessions, training programs, and career development plans. We have made great strides recently by adding online learning platforms to our wealth of learning and engagement tools. By investing in our people, we nurture an empowered, highly qualified workforce.

This core area of our CSR program is aligned with goals number 8 and 9 from the United Nations' 17 Sustainable Development Goals: Decent Work and Economic Growth, and Industry, Innovation and Infrastructure.



*TDCX launches LinkedIn Learning Camp to support our employees' professional growth.*

# #BeHappier



*TDCX China employees enjoying a fun teambuilding session.*

## Wellness & Safety

Taking care of our employees is synonymous with taking care of our business. We attach great importance to workplace wellness & safety as we understand that what keeps an organization alive is a happy, healthy workforce. We want our people to feel and perform their best and we give them much-needed support in many forms: premium workspaces for higher levels of productivity, physical and virtual fitness sessions and seminars, annual health check-ups, comprehensive medical benefits, best working conditions, work-life balance culture, and more.

This core area of our CSR program is aligned with goal number 3 from the United Nations' 17 Sustainable Development Goals: Good Health and Wellbeing.



**#BeKinder**



*TDCX Malaysia believes in education for all. Here they are at the Malaysian Association for the Blind to record audiobooks for the library.*

## Education

Education is the ultimate tool toward a community's progress. We're committed to investing in education to create a life-enhancing impact on the lives of learners across the globe. With the help of our partner organizations, we make donations of time, money, and skills to support and better equip students in public institutions.

This core area of our CSR program is aligned with goal number 4 from the United Nations' 17 Sustainable Development Goals: Quality Education.

## Inclusive Economic Growth

We believe that businesses have a pivotal role in eradicating poverty and we aspire to grow without leaving anyone behind. We are guided by the beliefs that everyone shall be given equal opportunities and that growth shall be inclusive. As a socially engaged organization, it is both our dream and mission to see people from under-resourced communities flourish by being given the chance to be empowered. All of our campaigns supporting local communities are focused on developing skills, promoting entrepreneurship, and providing digital empowerment to those most in need.

This core area of our CSR program is aligned with goals number 1 and 10 from the United Nations' 17 Sustainable Development Goals: No Poverty, and Reduced Inequality.



*TDCX Philippines empowers communities with its Women, Industry & Social Enterprise (W.I.S.E) Caravan.*

**#BeKinder**



## Supporting Frontliners

COVID-19 has pushed brands around the world to support the very frontliners that are working hard to keep us safe. We responded to this challenge by designing a global program called 4F or Friday Food for Frontliners that aims to provide nutritious meals in support of healthcare workers.

This core area of our CSR program is aligned with goal number 3 from the United Nations' 17 Sustainable Development Goals: Good Health and Wellbeing

*Originally rolled out in the Philippines last year, Friday Food for Frontliners or 4F Project has become a global initiative TDCX conducts to provide meals in support of healthcare workers.*

# #BeKinder

## Disaster Relief Programs

Natural disasters are inevitable and a cause of concern worldwide. As a global organization, we take it upon ourselves to act in the wake of calamities and provide immediate assistance to affected communities. With the establishment of our TDCX Disaster Relief Program, we make the conveyance and distribution of relief supplies faster and more effective than ever.

This core area of our CSR program is aligned with goals number 1, 2, 3, and 6, from the United Nations' 17 Sustainable Development Goals: No Poverty, Zero Hunger, Good Health and Wellbeing, and Clean Water & Sanitation.



Providing international relief: TDCX Malaysia extends help to the victims of Typhoon Ulysses in the Philippines by sending relief goods to St. Michael Homes, a local non-profit organization.

**#BeKinder**



*TDCX Singapore regularly conducts a donation drive for NGO Red Cross.*

## Partnerships with NGOs

Collaboration is the key to produce impactful results. We're confident that forging sustainable and lasting partnerships with local and international organizations will help us realize our goals. When our drive for positive change is coupled with the expertise and commitment of non-profit organizations, we'll be able to create a societal impact that empowers every community we touch.

This core area of our CSR program is aligned with goal number 17 from the United Nations' 17 Sustainable Development Goals: Partnerships to achieve the Goals.

## Responsible Sourcing

TDCX believes in actively and consciously sourcing and procuring products and services in an ethical, sustainable, and socially conscious way. All of our suppliers need to meet the standards of our Global Supplier Code of Conduct which clearly outlines our expectations in terms of labor, ethics, health and safety, the environment and management systems.

This core area of our CSR program is aligned with goal number 12 from the United Nations' 17 Sustainable Development Goals: Responsible Consumption and Production.



*Corporate giveaway items are sourced responsibly from vendors that make use of sustainable materials like this bamboo cell phone holder.*

# #BeGreener

## Carbon Neutral

One of our specific sustainability targets is to become carbon neutral within this decade. We are committed to contributing to climate change mitigation by offsetting our carbon emissions and investing in environmentally responsible business practices. All of our carbon offsetting programs come from sources that are independently certified and are mainly focused on projects across Asia.

This core area of our CSR program is aligned with goals number 7, 11, 12, and 13, from the United Nations' 17 Sustainable Development Goals: Affordable and Clean Energy, Sustainable Cities and Communities, Responsible Consumption and Production, and Climate Action.



*In its bid to start offsetting their carbon footprint, TDCX Colombia joins a tree planting activity at Arce Swamp.*

# #BeGreener

## Water Conservation

Water conservation is a global concern. At TDCX, our focus lies on addressing water scarcity and improving water quality through reducing our consumption and promoting efficient use of water through our internal policies and strategies.

This core area of our CSR program is aligned with goals number 6, 11, 12, and 13, from the United Nations' 17 Sustainable Development Goals: Clean Water and Sanitation, Sustainable Cities and Communities, Responsible Consumption and Production, and Climate Action.



*TDCX Philippines donates water filtration units to Libaong Elementary School in Panglao, Bohol.*



## #BeGreener



*TDCX Thailand practices trash segregation to minimize refuse materials ending up in landfills.*

## Recycling in all Offices

With our offices being centrally located in the most bustling business districts in the world, we take a shared responsibility in promoting healthier cities through sustainable workplaces. From centralized recycling bins, modern recycling methods, to creative upcycling techniques, we implement innovative strategies at work to reduce our office waste to a minimum.

This core area of our CSR program is aligned with goals number 11, 12, 13, 14, and 15, from the United Nations' 17 Sustainable Development Goals: Sustainable Cities and Communities, Responsible Consumption and Production, Climate Action, Life Below Water,

## #BeGreener



*TDCX PH campaigns against single-use plastics by including a tumbler in its Welcome Pack for new joiners.*

## Banning Single Use Plastics

We take a strong stand against throw-away culture. Nothing elevates the world's problem of environmental pollution faster than excessive use of disposable items. We pledge to ban single-use plastics across our offices to counter the demand of plastic production and prevent tons of harmful plastics from entering the waste stream.

This core area of our CSR program is aligned with goals number 11, 12, 13, 14, and 15, from the United Nations' 17 Sustainable Development Goals: Sustainable Cities and Communities, Responsible Consumption and Production, Climate Action, Life Below Water, and Life on Land.



*Employees at TDCX Spain conducts a beach cleanup to help protect the coastal environment.*

## Environmental Preservation

The environment we are living in is the home of all life and it is our duty to protect it. Our aim to preserve it encompasses all our sustainable business decisions, from making responsible investments in nature-based solutions, to championing social responsibility as a major force in conserving the environment, to participating in specific environmental preservation projects in the areas in which we operate.

This core area of our CSR program is aligned with goals number 11, 12, 13, 14, and 15, from the United Nations' 17 Sustainable Development Goals: Sustainable Cities and Communities, Responsible Consumption and Production, Climate Action, Life Below Water, and Life on Land.

## Sustainable Merchandise

We are pushing for global use of sustainable merchandise as further action toward eliminating waste in our workplaces. Our commitment toward eco-friendly products is a combination of effort among us, our suppliers, and our partners, and we're in it for the long haul. We strive to become not just a part of the positive change but also encourage it well beyond our business.

This core area of our CSR program is aligned with goals number 10, 11, and 12, from the United Nations' 17 Sustainable Development Goals: Reduced Inequality, Sustainable Cities and Communities, and Responsible Consumption and Production.



*Here's a sample of the recycled paper bag that TDCX uses for some of its tokens.*

# United Nations Sustainable Development Goals



The United Nations declared 17 Sustainable Development Goals in 2015 tackling global concerns to “ensure that all people enjoy peace and prosperity by 2030.” And in 2020, we have aligned our global corporate social responsibility program in support of these universal goals. By integrating these goals into all our CSR efforts, we’re contributing to a greater cause – the bigger picture of helping create a better world for all.

# Mapping Our Program to the UN SDGs

	1 NO POVERTY	2 ZERO HUNGER	3 GOOD HEALTH AND WELL-BEING	4 QUALITY EDUCATION	5 GENDER EQUALITY	6 CLEAN WATER AND SANITATION	7 AFFORDABLE AND CLEAN ENERGY	8 DECENT WORK AND ECONOMIC GROWTH	9 INDUSTRY, INNOVATION AND INFRASTRUCTURE	10 REDUCED INEQUALITIES	11 SUSTAINABLE CITIES AND COMMUNITIES	12 RESPONSIBLE CONSUMPTION AND PRODUCTION	13 CLIMATE ACTION	14 LIFE BELOW WATER	15 LIFE ON LAND	16 PEACE, JUSTICE AND STRONG INSTITUTIONS	17 PARTNERSHIPS FOR THE GOALS
#BeHappier	Human Rights		●		●					●						●	
	Economic Empowerment							●	●	●							
	Diversity & Inclusion									●							
	Gender Equality									●							
	Learning & Development				●			●	●								
	Wellness & Safety			●													
#BeKinder	Education			●													
	Inclusive Economic Growth	●								●							
	Supporting Frontliners			●													
	Disaster Relief Programs	●	●	●		●											
	Partnership with NGOs	●	●	●	●	●	●	●			●	●	●	●	●		●
	Responsible Sourcing											●					
#BeGreener	Carbon Neutral						●				●	●	●				
	Water Conservation					●					●	●	●				
	Recycling in all Offices										●	●	●	●	●		
	Banning Single Use Plastics										●	●	●	●	●		
	Environmental Preservation										●	●	●	●	●		
	Sustainable Merchandise									●	●	●					

# Reporting Commitment

We pledge transparency in our activities and openness in our communication.

There is no other way to build trust around our CSR program but to earn it, slowly, every step of the way. This year, we've boldly taken the first step to becoming a more responsible company. In the months and years to come, expect us to deliver competent and reliable reporting of our programs and progress through quarterly newsletters and annual reports. We know that sustainability reporting will not only allow us to measure the impact of our activities but also guide us on how to better achieve the transformation we aim to bring.





[www.tdcx.com/about/our-csr](http://www.tdcx.com/about/our-csr)

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