

Values



CYIENT

VALUES *(come)* FIRST

Amidst the constant reinvention of business,
Cyient navigates with a lighthouse of values.

**We sail forward,
with a guiding beacon.**

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INTEGRITY



Values**first**

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PARTING NOTE:
THE FIRST VALUES
ARE VERBS, NOT
NOUNS.

FOUNDER'S MESSAGE

"Albert Einstein once emphasized how success should not be treated as the end-goal but rather a by-product of the actual destination. The goal should be to teach and reinforce the correct values in ourselves. This holds true for an organization as much as it is vital for an individual.

Our value is the sum of our values. And at Cyient, it has been a part of our DNA ever since our journey began in 1991. We identified an indisputable value system that would act as the foundation of the culture, behaviors, and actions of Cyientists. And today, it runs deep in our veins.

The ValuesFIRST outline the set of characteristics expected not only from Cyient as an entity but also from every individual – in external interactions and internal activities. We will keep growing and reinventing ourselves over time, but these are the values that will help us clear the clutter and withstand the test of time.

Therefore, the FIRST values are not just "good" to have. They are the "must" haves. I envision a future where these continue to act as a beacon and guide us to navigate, sustain, and re-calibrate ourselves. Let us all evolve together with the anchor of the FIRST values."

BVR MOHAN REDDY

Founder and Firm Believer



VALUES NAVIGATOR

Our values define us

A deeply rooted, carefully crafted, and consistently demonstrated value system sets us apart from the crowd. The same holds for organizations that look beyond the horizons of monetary goals to create an environment of sustainability, team spirit, and growth. As competition grows and the ecosystem evolves around us, these inherent values give a competitive edge like none other.

A HIGHLY DEVELOPED VALUE SYSTEM IS LIKE A COMPASS. IT SERVES AS A GUIDE TO POINT YOU IN THE RIGHT DIRECTION WHEN YOU ARE LOST.

IDOWU KOYENIKAN

Wealth for All: Living a Life of Success at the Edge of Your Ability





Ever since Cyient (then Infotech) came into being in 1991, we understood the value of 'values'. And that is how ValuesFIRST were carefully carved to define our ethical resolve and fuel our esteem.

To celebrate their significance and reinforce them with a rebranded packaging, we came up with a new look for ValuesFIRST.

The **'5 Rays'** represents the light that the 5 values emit to direct the organization.

The Enhancer dot ties the values to CYIENT.



The colors represent diversity and are tied to each value respectively.

Teal - Fairness | Green - Integrity | Red - Respect | Orange - Sincerity | Blue - Transparency

The ValuesFIRST still uphold their significance in our business processes, AGILE culture, and work lives. While we continue to evolve, our values remain consistent in meaning and impact. And they will continue to guide us in the "Cyient Way of Life".

THIS NAVIGATOR WILL HELP YOU DO PRECISELY WHAT IT IS CALLED... NAVIGATE!

It will help you familiarize, equip, and endow the ValuesFIRST with the help of real-life scenarios, experiences, initiatives, and expectations. By understanding HOW we work with our customers, colleagues, shareholders, communities, and the environment, you will be able to internalize ValuesFIRST.



fAIRN

LESS

Whether we win or lose, we do it fairly. We aim to pursue equity and solidarity in the workplace so that our associates and customers experience an encouraging environment, irrespective of their cultural backgrounds.

Workplace fairness starts with understanding and ends at maximal individual and company efficiency. In our high-performance culture, fairness does not mean we treat everyone the same, but that we give everyone equal opportunity to be their best selves and contribute to their full potential. We ensure that by listening to your grievances, taking in feedback, and providing equal opportunities backed by impartial and unbiased decisions.



**FAIRNESS IS THE
ABILITY TO RISE
ABOVE OUR
PREJUDICES**

WES FESSLER

Apart from the obvious observation that associates who joined Cyient via acquisitions retain their entire seniority on accounts of fairness, I can vividly think of an instance where Cyient stood tall on the Fairness meter.

When there was a founded fear of automation in the business units, we dealt it with sensitivity and openness. Not only did we find common grounds between the two opinions, we also established that if the associates expect certain things from the organization, the same applies to them. Needless to say, the issue was resolved without a hitch.

This is what Fairness means to me.

PNSV NARASIMHAM (NAM)

President & Chief Human Resources Officer



WHAT WE PROMISE: HOW WE PLAY OUR PART





WE ARE ALL IN

We promise radical inclusion across a diverse spectrum with specially designed programs like Inclusion Ambassadors and Women in Tech - Breaking Glass Ceilings

WE ARE ALL AVAILABLE

We promise to always hear you with Open Door Policies, offer you complete support, and maintain discretion wherever needed

WE ARE ALL TOGETHER

We promise to support every associate's growth with fair policies, unbiased recognition, and continuous Associate Satisfaction (ASAT) tracking

WE GO ALL THE WAY

We promise to go the extra mile to ensure an enriched customer experience with end-to-end project visibility

WHAT WE EXPECT: HOW YOU SHOULD PLAY YOURS



Eilynn Lee, Senior Project Manager of Airfoil Sector, was onboarded back in 2005. Based out of Singapore, she recalls how she never felt alienated right after the acquisition. Cyient ensured there was no 'fear of change' with a fair transition process and a solid foundation. Not only were her queries addressed, but she was equipped with all relevant accesses to feel welcome!

EILYNN LEE

Senior Project Manager

WHAT WORKS?

- Just, objective, unopinionated decisions
- Open environment to share concerns
- Effective communication and attention to every stakeholder
- Consistency and credibility at all levels

WHAT DOES NOT WORK?

- Disclosure of financial and/or business interests
- Hasty judgment or arbitrary favoritism
- Partiality depending upon backgrounds
- Conflicts of interest

FAIRNESS IN THE WORLD AROUND US

During the 1936 Berlin Olympics, legendary American athlete Jesse Owens had fouled his first two attempts in the long jump. A German fighting for the same gold, Luz Long, advised Owens to re-mark his run-up to have more margin for error. This adjustment enabled Owens to qualify and eventually win the gold medal.

Luz Long proved that fairness is about ensuring that everybody stands at the same podium and everybody is given equal opportunity.

ON THE RIGHT: Jesse Owens in the 1936 Olympic games



THROUGH THE LOOKING GLASS

Our Values are Deeply Rooted In Our Journeys



Established a global footprint by acquiring DataView Solutions, UK, in 1999, Advanced Graphics Software, Germany, in 2000, and VARGIS, US, in 2004 with fair transactions of people, knowledge, and culture.



Created a joint venture with United Technologies Corporation in Puerto Rico in 2003 as a near-shore facility for export-controlled engineering design services to go the whole nine yards and create an ecosystem of unbiased collaboration.



Won second place in the "Company of the Year" category and was "highly commended" at the 2019 European Diversity awards owing to our institutionalized women mentorship and other ethical inclusion programs.

iNTEG

RITY

Cyient believes in standing up for our beliefs and keeping promises. We aim to craft a workplace that cultivates the development of high professional standards and values. In all dimensions of work, we align our actions with our words and deliver what we promise.

Going by the principle of "seeing the world as it is, not as you wish it to be," the value of Integrity ensures that we do the right thing because it is the right thing to do! It means adherence to moral and ethical values or the law of the land and maintaining confidentiality and honesty at all times. In essence, the virtue of Integrity establishes moral standards for decisions that affect others.



**SHOW YOURSELF
TO BE A MODEL
OF GOOD
WORKS, AND IN
YOUR TEACHING
SHOW INTEGRITY,
DIGNITY.**

TITUS 2:7

EE

I witness Integrity in our incessant efforts to provide a nurturing environment for associates to grow and innovate. I became a part of the Emerging Leaders Program (ELP) and the Business Leaders Program (BLP) right before the pandemic hit. And the team was quick to realize that there was no way to fly people over for workshops from different geographies. But that didn't stop us from delivering on our promise to curate an active learning opportunity. We redesigned the entire program for a virtual interface with maximum possible interactivity, diversity, and inclusivity.

This is what Integrity means to me.

KATE BANBROOK

Senior Learning Development Manager



WHAT WE PROMISE: HOW WE PLAY OUR PART





WE ARE ALL IN

We promise to ensure all changes are made with a sense of Integrity, and there is no space for delusion

WE ARE ALL TOGETHER

We promise to exercise power to render judgments that are in complete harmony with what we believe in

WE ARE ALL AVAILABLE

We promise to play fair and maintain rapport with every stakeholder while adhering to our moral codes

WE GO ALL THE WAY

We promise to be honest in performing all functions without being impacted by disruptions in the environments

WHAT WE EXPECT: HOW YOU SHOULD PLAY YOURS



Senior Director of Transportation-Digital BU, Leela Surampudi, believes that Integrity at Cyient is intellectual honesty applied to ambiguous situations. She has experienced it first-hand in diversity-inclusion practices, the active balance of genders in leadership roles, and the constant safeguarding of confidential settings.

LEELA SURAMPUDI

Senior Director of Transportation-Digital BU

WHAT WORKS?

- Personal responsibility and accountability
- Open, direct, and honest communications
- Accurate and complete financial and accounting information
- Upfront information and credit sharing

WHAT DOES NOT WORK?

- Improper influence over others
- Engagement in activities that create conflict
- Actions that are biased
- Mishandling of intellectual capital and property
- Non-admission of poor quality

INTEGRITY IN THE WORLD AROUND US

In 2012, during a cross-country race, Kenya's champion Abel Kiprop Mutai was just short of a victory when he mistakenly stopped nearly 10 metres before the finish line, thinking he had already crossed. Instead of seizing the otherwise unlikely opportunity to win the gold, runner up Ivan Fernandez Anaya, a Spanish athlete, stayed behind him and used gestures to guide Abel through the last leg of the race, and on to victory.

In choosing to help a fellow athlete claim his rightful win, Anaya won the race of Integrity.

ON THE RIGHT: Abel Kiprop Mutai



THROUGH THE LOOKING GLASS

Our Values are Deeply Rooted In Our Journeys



Chose the road less traveled by the Indian IT industry by deciding to offer GIS mapping and digitization services in 1991. Soon, we executed the first major GIS implementation project in India for Bharti Telenet (now Airtel) in 1999.



Founder and Chairman Dr. BVR Mohan Reddy was awarded the Padma Shri in 2017 for sincere contributions to trade and industry, the only recipient in the category that year!



Attained Gold Partner status with ESRI in 2020, enhancing a 25-year relationship of developing and delivering game-changing GIS solutions for customers across multiple industries!

r·RESPECT

CT

Respect extends from treating someone well for their qualities or traits to simply treating them with appreciation and dignity. We at Cyient respect the uniqueness of each. We aim to inculcate positive intent and promote healthy working relationships – with dignity, diversity, and recognition of self and others' opinions.

We are respectful only when we listen to opinions and speak with kindness. We cannot condone acts of discrimination or biased judgment anywhere, at any time. Only by practicing common courtesy and politeness can we recognize the strengths and accomplishments of others.



EDMOND MBIKA

When I joined Cyient, I was supposed to transfer my work and findings all the way over to Hyderabad. I didn't even know where Hyderabad was. Being a relatively new name in the market, the company needed validation and that's when ValuesFIRST showed its full form. I was Respected in every possible way to transition seamlessly. Dr. Reddy treated me equally and instilled a sense of pride in me. Since that day, I have never felt undermined, and I hope to carry it forward in all ways possible.

This is what Respect means to me.

JOHN RENARD

President, Cyient Europe and WGIC Board Member



WHAT WE PROMISE: HOW WE PLAY OUR PART



WE ARE ALL IN

We promise to ensure that all rights and backgrounds are respected to preserve workplace decorum

WE ARE ALL AVAILABLE

We promise to be respectable in all communications and include everyone in meetings, discussions, and celebrations

WE ARE ALL TOGETHER

We promise to take appropriate preventative actions promptly and hold people responsible whenever there is a breach

WE GO ALL THE WAY

We promise to listen to what everyone has to say, delegate meaningful work, and prevent bias

WHAT WE EXPECT: HOW YOU SHOULD PLAY YOURS



Benefits Administration Manager, Cassandra West reminisces how she witnessed respect at Cyient in the most personal and sensitive matters. When she was going through a health crisis, the doctors were unable to pinpoint the exact diagnosis and she almost had a breakdown on the phone with her HR. Needless to say, the team covered for her and constantly stayed in touch offering support and well-wishes. Soon, they found out that her ailment was due to hormonal imbalance caused by external factors!

CASSANDRA WEST

Benefits Administration Manager

WHAT WORKS?

- Promotion of a culture of mutual respect for internal and external entities
- Embracing individuality with discussions on alternative viewpoints
- Recognition of contribution and performance
- Identification and elimination of negative behaviors

WHAT DOES NOT WORK?

- Prejudice over unsubstantiated facts
- Creating barriers between workgroups
- Workplace politics related to performance, gender inequality, social background, etc.
- Negative commentary about the work or the organization
- Denial of credit to associates when it is due

RESPECT IN THE WORLD AROUND US

During meetings, generals and secretaries would flank around Barack Obama. While the inner ring of this huddle consisted of high-level leaders, the outer ring had the staff of these leaders. In a remarkable act of respect, the President often asked those staffers for their two cents.

He did so not only to show the staffers that they mattered, but to send a message to the principals that they should be listening to their staff and asking for feedback. Treating everyone as an equal, no matter their race, background, gender, sexuality or position is a true reflection of one's character.

Respect is what sets us apart even in a crowd of champions.

ON THE RIGHT: Barack Obama



THROUGH THE LOOKING GLASS

Our Values are Deeply Rooted In Our Journeys



Established the Infotech (now Cyient) Foundation in 2002 that has, over the years, enabled high-impact CSR initiatives in education, digital literacy, community development, and social innovation.



Expanded the US presence in the communications (AT&T, Verizon) and off-highway (Caterpillar) sectors in 2010 by respecting the local talent to continue their engagement with acquired companies.



Joined India 2022 business coalition in 2018 to lead the healthcare impact track and launched MedTechConnect to enable healthcare innovation and delivery to everyone, everywhere.

SINCER

PRITY

Utmost reliability and accountability for all our commitments is what Sincerity stands for. At Cyient, we believe in delivering what we promised and ensuring that 'our customers succeed.'

We measure ourselves against the yardstick of economic, ethical, and social sustainability. The first step toward Sincerity is creating a culture of honesty.



**BE A DOER, NOT
A DREAMER**

ALBUS DUMBLEDORE

Harry Potter & Philosopher's Stone

In Business Development, as we decipher complex business landscapes, our bid and pursuit strategy depends on critical inputs from senior leadership. And despite their schedules and our unrealistic demands, we have never missed out on a single deadline in the past decade! When commitment to customer delivery, cost, and quality is at stake, irrespective of a person's designation, people readily share time and expertise. This power of Sincerity propels Cyient each day.

This is what Sincerity means to me.

THIRUMAL AKKINEPALLY

Senior Director, Business Development



WHAT WE PROMISE: HOW WE PLAY OUR PART



WE ARE ALL IN

We promise to value the time and workloads that are put into making decisions on appropriate criteria with objectivity

WE ARE ALL TOGETHER

We promise to never blame or punish people for what they did not do and appropriately sanction those who violate obligations

WE ARE ALL AVAILABLE

We promise to promptly and voluntarily correct personal and institutional mistakes and improprieties

WE GO ALL THE WAY

We promise to ensure that all activities – online or offline, internal or external – are sincere in all possibilities

WHAT WE EXPECT: HOW YOU SHOULD PLAY YOURS



It was a ray of fresh sunshine for the Vice President of Communications, Vikram Chimalgi, to witness unadulterated sincerity in the highest business transactions. When a customer unknowingly paid much more than what was due, Cyient proactively made the voluntary disclosure without missing a beat! Needless to say, it turned out to be a long-term association and an incredible journey with the customer.

VIKRAM CHIMALGI

Vice President of Communications

WHAT WORKS?

- Adherence to commitments at every instance
- Professionalism regarding the sensitivity of work
- Commitment to authenticity and transparency
- Disciplined decision-making with suggestions from other associates

WHAT DOES NOT WORK?

- Unethical transactions
- Disloyalty towards the management or co-workers
- Withholding of information pertaining to important transactions

SINCERITY IN THE WORLD AROUND US

A great example of sincerity lies in Mahatma Gandhi's earnest efforts to implement non-violence aka ahimsa in the struggle for independence of India. Many resisted his methods of Satyagraha (Sanskrit for "Truth-force"), but he remained undeterred till the end. Soon, his doctrine moved thousands of people and permeated across the country.

Mahatma Gandhi was a devout Satyagrahi believed to have said "My ahimsa is firmer than the firmest metal known to scientists."

The greatest 'weapon' Gandhi had was his sincerity of purpose which led the country to "Swaraj" and influenced many civil and political rights leaders like Martin Luther King Jr. and James Bevel.

ON THE RIGHT: Mahatma Gandhi's Salt March that changed Indian history



THROUGH THE LOOKING GLASS

Our Values are Deeply Rooted In Our Journeys



Broke into the ER&D space by signing major outsourcing contracts with Pratt & Whitney in 2000 and Bombardier Transportation in 2002. We won against major players with just 8 engineers and established a name for ourselves.



Infotech Enterprises changed its name to Cyient in 2014 to become more globally relevant. We also launched a new brand globally with the distinctive brand promise of "Designing Tomorrow Together" – a promise we still hold true.



Inaugurated the Cyient Innovation Hub in 2014 to encourage new ideas and entrepreneurship, laying the foundation for the new business accelerator and creating an environment of intellectual honesty.

t·RANSPA

ARENCEY

Cyient is a firm believer in open-door policy and open communication. Everything from transparent billing processes to relevant information for collective decision-making is essential to overall success.

Transparency means having a clear, open, and trustworthy environment. Cyient strives for increased associate engagement and transparent company culture to foster comfort that allows associates to communicate freely.



DENISE MORRISON

In my first five years with Cyient, I developed a business case about my career path, which I wanted to turn towards core marketing. I pointed out everything – from my projects to my reviews to my skyrocketing rent! And that is when I saw how deep the Transparency runs in the veins of the company. Every notion, every action, every decision was transparent. I was heard out and in the end, I moved to core marketing with a renewed sense of validation and trust.

This is what Transparency means to me.

JEN DAVILA

Senior Marketing Manager



WHAT WE PROMISE: HOW WE PLAY OUR PART



WE ARE ALL IN

We promise to receive and offer feedback at every turn to improve workflows

WE ARE ALL TOGETHER

We promise to help associates feel valued and encourage creativity while keeping the stakeholders informed

WE ARE ALL AVAILABLE

We promise to involve ombudspersons, protect whistle-blowers, and run internal forums to be all ears for help

WE GO ALL THE WAY

We promise to be open and candid, admit errors, and reward contrarians with consensual data administration

WHAT WE EXPECT: HOW YOU SHOULD PLAY YOURS



At Cyient, the environment of innovation is supported by ValuesFIRST' says Parul Hirani, Senior Director for Special Projects. Once the management understands your ways of working, it adopts a transparent approach: 'Do whatever it takes – talk, enroll, collaborate with whomever you need to get the job done'. This is a priceless support mechanism.

PARUL HIRANI

Senior Director for Special Projects

WHAT WORKS?

- Proactive, open engagements with everyone
- Honest interactions between associates and leaders
- Detailed, simplified communications about goals and responsibilities
- Fair disclosure of accounting and financial information

WHAT DOES NOT WORK?

- Lack of clarity in disclosing information
- Lack of accountability
- Not including associates in the decision making
- Not sharing information with the public and internal stakeholders
- Having one-way communication
- Having hidden agendas

TRANSPARENCY IN THE WORLD AROUND US

In the 1980s, organizational theorists Robert Blake and Jane Mouton examined NASA's findings on the human factors involved in airline accidents. The responses to the first sign of a potential accident determined that decisions taken with too little information were often disastrous.

But when they dug deeper, they found another aspect to it. The pilots and the copilots were able to gain more visibility only when they maintained a transparent flow of information between themselves. Inclusive pilots said to their crews, in effect, "We've got a problem. How do you read it?" before choosing a course of action.

Transparency is the governance beyond the boardroom.



THROUGH THE LOOKING GLASS

Our Values are Deeply Rooted In Our Journeys



Launched the Sustainability Report in 2011 and pledged to become a carbon and water neutral business to develop future-ready solutions with utmost care and clarity of application.



Commenced operations in Australia (2005) and Japan (2008), creating new growth markets in the Asia-Pacific and East Asia regions with transparent operations and communications with new stakeholders.



Won the first of four "Supplier of the Year" awards from The Boeing Company in 2010 owing to the end-to-end visibility provided to our customers.



WE CELEBRATE OUR VALUES WITH ALL OUR STAKEHOLDERS

ON OUR CUSTOMERS

"We do not have a supplier-ship but a partnership where every engineer feels as a passionate owner of the project. The foundation of this partnership is based on common values and passion for excellence. One of the values of Cyient is continuous improvement which they bring about by investing in people. Their Experience Center is a great example of helping engineers see, touch, and experience their designs."

— **Tom Prete,**
VP of Engineering, Pratt & Whitney

ON OUR PARTNERS

"Cyient's extensive range of solutions and offerings are highly complementary to our mobile workforce management expertise. We look forward to embarking on a value-led journey to innovate and drive business outcomes."

— **Yuri Margoulis,**
Co-Founder and Managing Director, WorkForce Delta

ON OUR INVESTORS

"Our Capability & Domain associations with Cyient have ensured that values like honesty are taken seriously in the company. With a decent midcap value, Cyient displays excellent corporate governance and reliability."

— **2020 ISAT (Investor Satisfaction) survey**

"There are many positive points about Cyient including their corporate governance and relations with clients. Their strategy is another differentiator with transparent communications, sincere disclosures and information flow, and respectful valuation."

— **2018 ISAT (Investor Satisfaction) survey**

ON OUR ALUMNI

During my association with Cyient, I understood the value of time and was able to introduce the "ARC" process. The simple Acknowledge, Resolve, and Close principle allows people to minimize follow-ups and streamline communications for effective issue resolution. This is closely aligned with the values of fairness, sincerity, respect, and transparency. This is how ValuesFIRST, though appearing simple, impacts all associations between team members, peers, partners, leaders, and customers alike."

— **SA Lakshminarayana**
Former COO, UTG Businesses



THE VALUES FIRST ARE VERBS,
NOT NOUNS.



Don't let your special character and values
– the secret that you know and no one else
does, the truth – don't let that get swallowed
up by the great chewing complacency

AESOP



The ValuesFIRST will provide continuous guidance on how to treat our customers, make sense of our work life, and achieve our vision while increasing the overall effectiveness of our organization.
Breathe and believe in the **f.i.r.s.t**

CYIENT

Know more about ValuesFirst at guidance
www.cyient.com/valuesfirst