



LEADERSHIP AT TREDENCE

EMPLOYEE GUIDEBOOK →



OUR MARK OF **LEADERSHIP**



ACE FRAMEWORK



ADVISOR

TO THE CUSTOMER

- We build high order expertise
- We create impactful solutions
- We deliver high quality services
- We partner with complete ownership
- We build long term relationships

COACH-CAPTAIN

TO THE TEAM

- We lead from the front
- We are empathetic and respectful
- We build effective teams
- We provide actionable guidance and direction
- We embrace diversity and inclusion

ENTREPRENEUR

FOR THE BUSINESS

- We are creators
- We take risks and deliver results
- We are continuous learner
- We possess a strong business acumen
- We are resilient

We act with integrity & trust, and love to go easy, be warm and have fun



LEADERSHIP BEHAVIORS OF **ACE LEADERS**





ADVISOR

TO THE CUSTOMER





We build high order expertise



We possess **specialized knowledge and skillsets** that make us valuable to our clients



We **understand the client's business** and know how to influence it



We possess wide expertise and **yet can provide custom and specific advice**



We **assess the future of our client's business through structured frameworks** and guide them in the right direction

We create impactful solutions



We make a **lasting impact on client's business** through our solutions



We bring great depth and **rigor in the design and development of our solutions**



We **build solutions** keeping scalability in mind

We deliver high quality services



We have a relentless focus on **high quality delivery**



We show **Agility in our work – constant improvement, quick turnaround**, iterative development



We always **go the extra mile** for our clients



We partner with complete ownership



We believe that **Client's success is our Success**



We are **invested in our clients** and have our skin in the game



Our **focus traverses both** external and internal clients



We build long term relationships



We **keep our clients engaged** and well informed



We **create value for our clients** by solving their biggest problems



We demonstrate honesty and transparency in fulfilling client's expectations



We strive to **exceed expectations of our clients** across all engagements



We **identify untapped opportunities with our strong knowledge** and business acumen



COACH-CAPTAIN

TO THE TEAM





We lead from the front



We possess **the skills required to lead and coach** our teams



As leaders, we are **ready to roll our sleeves** and get our hands dirty if required



We **take tough, pragmatic decisions** when required



We bring the best out of our people



We own failures and share success

We are empathetic



We always take a **people-first approach**



We listen to **understand**



We **demonstrate Patience and Humility** in all our behaviors



We instill trust and **encourage open conversations**



We **create a respectful environment**



We build effective teams



We **empower our teams by providing them with adequate resources** and challenging assignments



We build the team of tomorrow by **investing in the right people** at an early stage



We **raise the bar** continuously



We strive to win as a team and enjoy the journey as well



We build Strong Morale and a Positive spirit in our teams



We provide actionable guidance and direction



We help people succeed by **providing specific actionable inputs**



We provide ample **opportunities for Learning and Development**



We help our team-mates **by providing a strong mentorship support**



We **encourage our people to learn** from both success as well as failure



We **empower people to build their careers** within and outside Tredence



We embrace diversity and inclusion in our teams



We value diversity in terms of people, skillsets, and experience



We encourage diversity in thoughts and opinions



We make certain that there is no discrimination in Tredence based on gender, age, religion, caste, sexual orientation, ethnicity, political affiliation, or any other factor



We have Zero tolerance against discrimination of any kind



ENTREPRENEUR

FOR THE BUSINESS





We are creators



We **lead with vision** and purpose



We attract people, resources and **opportunities to make our vision real**



We **create a lasting brand identity**



We **drive a culture of innovation** in our teams

We take risks and deliver results



We have **an appetite to take risks** and deliver



We deal with ambiguity with optimism, **focus and perseverance**



We can **employ good judgement** even when we have inadequate information



We stay **focused on our goals** but are flexible in our approach



We **exhibit high level of energy** and take swift actions to get things done



We possess a strong business acumen



We have a **strong awareness about what drives our business** – both external and internal factors



We **can differentiate the big from the small** and act accordingly



We have a **wholesome understanding of business** – Growth, P&L, CSAT, ESAT, Demand and Supply, Support functions, etc.



We are continuous learners



We **identify the trends** through an active study of our environment



We actively **promote the need for change** and prepare for it



We **facilitate people in adapting to the changes** through open, proactive and timely dialogue



We are resilient



We **maintain a positive attitude** at all times



We **continue to think and move forward** despite setbacks and failures



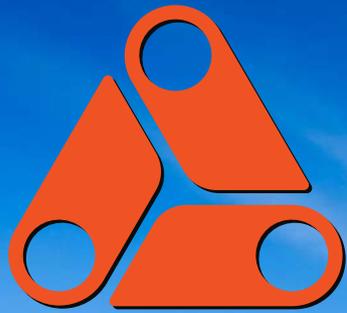
We **stay focused and composed** in stressful situations



We **look at obstacles (challenges) as opportunities** and failures as lessons



If we lose, we **get ready to play again**. If we win, we **prepare to play better**

The logo consists of three orange, interlocking shapes that resemble stylized mountain peaks or a triangular arrangement of three rounded, hook-like forms.

ACE

