

## Diversity at triconetes360

# DIVERSITY IS THE WAY FORWARD

Diversity is increasingly becoming the key to success. This is particularly true for us as a call centre. We come into contact with thousands of people on a daily basis. They are all different, making up an interesting and colourful mixture of nationalities, lifestyles, genders, ages, and so much more. This is why it is only natural for us to create the same wide range of diversity among our employees.

While diversity is generally slow to catch on in other places, triconetes360 has already incorporated it into its company values. We see diversity as the natural state of our organisation. We want to move on from artificially created corporate structures in which organisational blindness is the norm, and we have made a start in this direction. Under our “we connect” vision, we press ahead with deliberate diversity.

Inclusion is particularly important to us. There is no point in recruiting lots of different people if they are not able to flourish in a way that suits their talents and preferences!

**We use our corporate and management structures to build a safe working environment where each member of the team can contribute their own individual skills and receive the same development and career opportunities.**



# Diversity – one term with many dimensions.

In order to comprehensively boost and maintain diversity at tricones360, we group everyone's differences and similarities according to six dimensions: gender, generation, disabilities, culture and background, religion and worldview, as well as sexual orientation.

## GENDER

**At tricones360, tasks and responsibilities are distributed regardless of gender.**

Out of our 2,473 employees, over half are women (52 percent). Women make up 39 percent of team lead roles and take on 58 percent of the project management.

A total of 36 percent of the managers of our locations are female and women assume 43 percent of the managerial responsibilities in our administration. In addition, everyone at tricones360 no matter what the assigned or legal gender receives the same development opportunities, equal pay and the option to work part time.

## DISABILITIES

**Call centres have traditionally been a sector where many people with disabilities can find a job.**

The same is true for tricones360.

But we are going one step further.

For more inclusion, we are examining our work processes and want to optimise them so that people with disabilities can work to their full potential.

## RELIGION AND WORLDVIEW

**At tricones360, mutual respect naturally incorporates religion and worldview.** No matter what the beliefs, whether they are Buddhist, Christian, Hindu, Jewish or Muslim, we take the holidays and rituals of different religions into account and organise our schedules accordingly. If possible, we also set up a multifaith space for prayer.

## GENERATION

**Generally speaking, jobseekers over 50 years of age have fewer chances on the employment market.**

At tricones360, we welcome them with open arms. We value the depth of life experience they bring to the table.

It gives our so-called "Best Aged" a level of confidence and self-composure within the team that cannot be shaken, especially not by upset customers. Our oldest employee is 78.

## CULTURE AND BACKGROUND

**Showing professional appreciation for everyone's cultural heritage is a key success factor for tricones360.**

This applies to both our relations internally within the company as well as externally with our customers. Knowing languages and customs of other nations can result in new customer groups. We have already laid a solid foundation in this regard. The employees working at our locations come from 38 different countries.

## SEXUAL ORIENTATION

**tricones360 stands for an open working environment without prejudice.** We promote a corporate culture that goes beyond the norm of a heterosexual partnership to ensure that no one feels they need to justify their own sexual identity or orientation.

