



# Global Inclusion and Diversity Report

September 2021





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# I. Our vision

Inclusive.

This word is one of our six values because we believe Pega is capable of achieving more when we create a culture that inspires each of us to fully contribute each and every day.

We encourage diverse thinking and collaboration for better outcomes for all. It's a deliberate and, at times, arduous process. Our goal is to amplify our innovation and connect us to each other, our clients, and the communities in which we live and serve.

It's more than accepting people who are different from us. It means adapting to the changing needs of diverse talent, clients, and markets to create an environment that welcomes differing opinions on how to solve problems and innovate. These differences include racial, cultural, generational, religious, economic, ability, gender, gender identity/expression, and sexual orientation – among many others.

A truly inclusive culture activates a wellspring of creativity and, in an increasingly competitive global market, inclusivity is – now more than ever – critical to success.



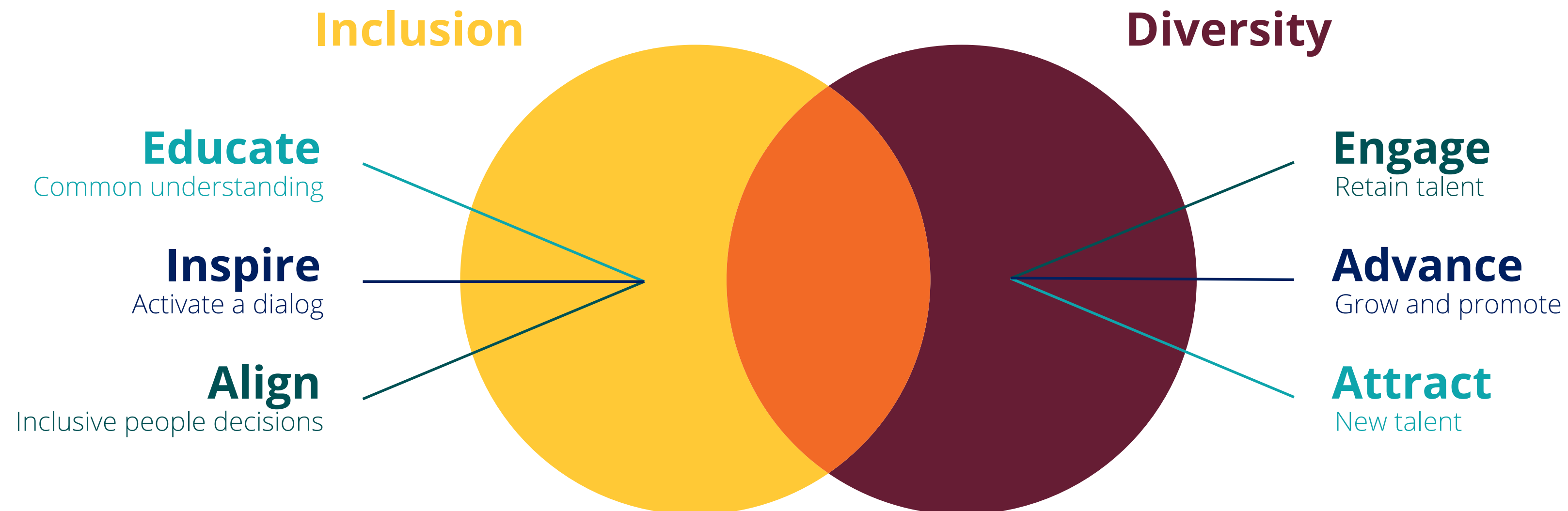
**Guy Pacitti**

Global Leader of Inclusion and Diversity



## Our approach

Inclusion is the environment we cultivate. It's the sense of collective belonging balanced with a feeling of being valued for our individuality. Diversity is that which we can calculate. It's reflected in the varied dimensions of our employees' identities.



**At Pega, we're dedicated to ensuring that our many diverse employees can fully contribute to our success with their whole selves.**

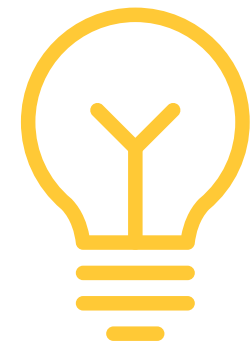


## Inclusion

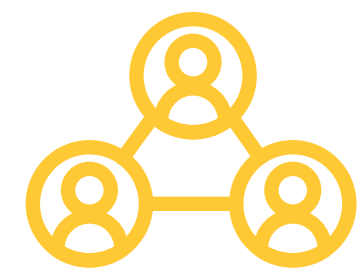
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We **educate** our employees to create shared understanding of each other's experiences.



We **inspire** and activate dialog by championing inclusive thinking and challenging the status quo.



We **align** the organization by embedding inclusion and diversity (I&D) practices throughout the employee lifecycle.

## Diversity

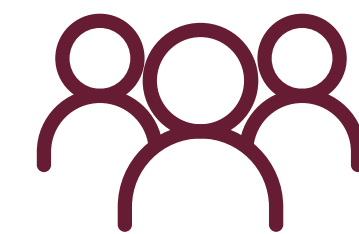
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We **engage** our diverse employee groups through planning and execution of programs that support our I&D and business objectives.



We **advance** our diverse talent by ensuring they have opportunities to develop skills and grow professionally.



We **attract**, recruit, and cultivate diverse talent.



# Our diverse talent

Pega is proud to be a global company operating in more than 20 countries with 6,000 employees with unique identities. Among the many facets of our identities, gender, regional, and US race & ethnicity representation reflect the unique composition of our organization.

**Gender**



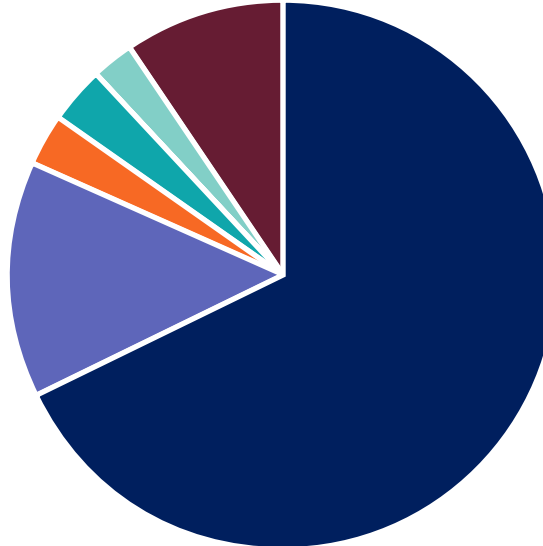
27% Women  
73% Men

**Region**



42% Americas  
29% India  
23% EMEA  
6% APJ

**US Race & Ethnicity**



67.8% White  
14.0% Asian  
3.0% Black/African American  
3.2% Hispanic/Latino  
0.1% Native American/Alaska Native  
0.1% Native Hawaiian/Pacific Islander  
2.5% Two or more races  
9.2% Undisclosed

Pega has largely made steady improvements in US racial and ethnic diversity hiring over the past three years increasing >40% during this time period. Our newly hired employees who identified as 1) Asian increased from 8.6% in 2019 to 13.5% in 2021, 2) Black/African American increased from 2.1% to 4.4%, 3) Hispanic decreased from 4.2% to 3.4%, and 4) multiracial increased from 2.8% to 4.2%.



## II. Our initiatives

### SUPPORTING OUR EMPLOYEES

Pega's policies, practices, and programs are in place to provide an inclusive and safe environment for our current and prospective employees. These include our **equal employment opportunity** policy, which ensures Pega engages, recruits, hires, promotes, trains, disciplines, and compensates in all job classifications – without regard to race, color, sex, religion, national origin, age, disability, sexual orientation, gender identity, veteran status, or any other category protected by law.

Pega's **code of conduct** (signed by all employees) safeguards our employees' commitment to treat each other with respect and fairness, as well as uphold the Pega values of being innovative, inclusive, passionate, engaging, genuine, and adaptable.

Supporting our diverse employees at various life stages is a key tenet of Pega's industry-leading **benefits package**. It includes spouse and domestic partner benefits, as well as generous, flexible, paid caregiver and adoption leave. Our **PegaUp!** program focuses on four pillars to support employees' overall well-being: physical, emotional, financial, and personal wellness. It offers a range of programs from fitness to mental health to employee assistance.

### SUSTAINING EQUITY

Pega and our senior leadership are committed to fairness, equality, and inclusion in all our business practices, including our approach to **total rewards**. We routinely examine gender pay before, during, and after our annual compensation cycle. We also review this analysis with our CEO and Board of Directors to ensure we remain focused on driving efforts that support and encourage equality in compensation across our organization.



# Employee resource groups

## EMPOWERING EMPLOYEES TO DRIVE CHANGE

Pega offers all employees the opportunity to participate in **employee resource groups (ERGs)** to help contribute to solving critical talent challenges for the company. Each ERG is led by a C-suite level executive sponsor who provides strategic direction to each self-governing group in the areas of 1) recruitment of diverse talent, 2) advancement of diverse talent, and 3) social impact efforts with external organizations that foster the advancement of the respective constituency. Nearly 20% of our employees are active members of at least one ERG.



Asian@Pega



Black@Pega



Latino@Pega



Pride@Pega



PwD@Pega



Veterans@Pega



Women@Pega

# Employee networks

Pega fosters engagement with colleagues from culturally diverse backgrounds across the globe and across functional groups with our **Cultural Diversity Awareness Network**, which encourages all employees in every country in which we operate to strengthen working relationships with people from other cultures who have different perspectives.

Our **Working Parents' and Caregivers' Network** fosters an environment of connection, support, and understanding. It is an employee-driven group focused on the unique needs of those who are navigating issues such as work-life balance, financial constraints, medical complexities, limited school and/or childcare, among others. This network provides information, resources, webinars, and events that allow members to engage colleagues for advice and recommendations.



## Candidates

### GUIDING DIVERSE HIRING PRACTICES

Pega's global Talent Attraction organization is empowered by a dedicated full-time Diversity Talent Attraction Consultant (TAC), whose sole responsibility is to enrich the pipeline of diverse candidates for all open roles – with full accountability for the company's relationships with sources of diverse talent. Additionally, this role is fully responsible for ensuring optimal diversity practices in the full candidate lifecycle as well as liaising with Pega's ERGs.

Other initiatives that support diverse hiring include interview panels representing diverse groups of employees, interview training for all hiring managers, and gender-neutral language in all job postings.

Across the company, Pega's diversity strategy includes commitment our hiring managers make to consider diverse candidates for all roles globally.







## Learning Experiences

### DRIVING A CULTURE OF INCLUSIVITY

Pega offers **Inclusive Leadership** workshops for all leaders to shift their thinking, gain new perspectives, use their voice, take meaningful action to create cultures of belonging, and plan their development to true advocacy.

Pega offers **Inclusive Workplace** workshops for all individual contributors to broaden their awareness of their own biases and personal predispositions to patterns in their relationships, including everyone's tendency to seek comfort in sameness and our own discomforts with the unknown.

### FORGING PARTNERSHIPS TO ACCELERATE THE ADVANCEMENT OF OUR DIVERSE TALENT

The **Babson College Women's Leadership Program** provides high potential women the opportunity to activate a personalized action plan with feedback from peers and executive coaches.

**The Leadership Consortium** brings participants from best-in-class companies together in a virtual development experience that accelerates leadership impact. The program is focused on high potential talent from underserved populations and is delivered by hand-picked Harvard Business School faculty. Leaders emerge as more self-aware executives who lead stronger teams and have broader strategic command of their organizations.

The Mass Tech Leadership Council's **Board-Ready Bootcamp** focuses both on preparing underrepresented tech leaders, including Black, Latinx, LGBTQ, and women tech executives, and on addressing the lack of diversity on tech boards with a high-impact curriculum on board fundamentals, strategy, governance, and practical insights.





## Family-friendly benefits

- Global parental leave, paid for 20 weeks (main caregiver) and four weeks (secondary caregiver)
- Bereavement leave, paid for two weeks (immediate family) and five days (other family members)
- Global well-being resources, webinars, programs, modules, and digital health/fitness platform to support well-being at work and at home
- Mental health awareness program to help mitigate mental/emotional health issues
- Meditation App: Free access to modules that provide an easy way to engage with meditation
- Fitness App: Comprehensive health and wellness platform (physical, emotional, financial)
- Global Employee Assistance Program vendor (counseling, well-being resources) for work-life balance and mental health
- Global family assistance policy (dependent care, adoption assistance, surrogacy, and fertility benefits)





### **PEGA ADVANCED ALLY PROGRAM**

At Pega, we recognize we can achieve more when we create a culture where everyone feels respected, valued, and that they belong. To achieve this, we inspire employees across the globe to act with a committed sense of allyship. Allyship means building relationships based on trust, consistency, and accountability with those who come from different backgrounds and taking deliberate actions on their behalf. This is why we created the Pega Advanced Ally program, which is comprised of six modules that provide employees a comprehensive set of tools and experiences to activate the practice of allyship everyday both in and out of the workplace.



# III. Our recognition

Pega is proud to have been recognized by the technology industry and beyond for its strong commitment to inclusion and diversity with the following awards:



Women on Boards: 2020 Winning Company



Parity: Best Companies for Women to Advance List 2020 and 2021



Comparably: Best Company for Diversity 2019



Great Place to Work: Best Workplaces for Women India 2019 and 2020



Avtar and Working Mothers: 100 Best Companies for Women India 2020



B&T Women in Tech: Advocacy Award 2021



CRN: Women of the Channel – Power 100 Award 2021

Discover our other [most recent awards](#) for Pega's industry-leading software, as well as innovative work done by our clients and employees.





## IV. Our responsibility

We're committed to being a responsible, global corporate citizen and an active contributor in the communities where our employees, partners, and clients live and work. We invest hundreds of thousands of dollars and inspire employee volunteerism to support the education and development of women, girls, and other underserved populations on their paths to careers in technology.





### THE PEGA SCHOLARS PROGRAM

The Pega Scholars Program is a global scholarship program for underserved students pursuing a degree in technology or computer science. Recipients of the award receive funding for undergraduate study at a two- or four-year accredited institution, as well as connections to industry mentors and leaders from Pega.



## Women

### Girls in Tech™

**Girls in Tech** is a global nonprofit focused on the engagement, education, and empowerment of women in technology. Pega is a strategic partner and a leading sponsor.

**Grace Hopper Celebration** is the AnitaB.org flagship event that brings the research and career interests of women in computing to the forefront and highlights the contributions of women to the tech world.

**Massachusetts Conference for Women** is the largest women's conference in the state, offering community and connection, information and inspiration, motivation, and momentum to participants.

**GirlUp** is a global initiative of the United Nations Foundation, helping girls access their inner power to advance the skills, rights, and opportunities of girls everywhere.

**Girls Who Code** is a global nonprofit working to close the gender gap in technology. They inspire and educate young women to pursue 21st-century opportunities.

**G|Code House** is a place-based community for young female and non-binary people of color pursuing careers in tech in Roxbury, MA.

**Udayan Care** protects and nurtures vulnerable children and youth through education, skilling, and women empowerment.

**Science Club for Girls** fosters excitement, confidence, and literacy in STEM for girls and young women from underrepresented communities.

**TechTogether** works to elevate the access, exposure, and inclusion of gender-marginalized individuals in interdisciplinary fields of technology.



Pega is proud to invest in non-profit organizations that share our mission of broadening the pipeline of future technologists from underserved backgrounds.





## Black



### **Black and Brown Founders**

gives entrepreneurs knowledge, tools, and cutting-edge tactics to launch startups.

**Black Girl Ventures** funds and scales tech-enabled, revenue-generating businesses founded by people who identify as Black/Brown and woman.

**Black Girls Code** is a nonprofit organization that focuses on providing technology education for African American girls.

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## LGBTQIA+

**lesbians  
WHOTech**  
QUEER | INCLUSIVE | BADASS


**Lesbians Who Tech** is the largest LGBTQ technology community in the world – committed to visibility, intersectionality, and changing the face of technology.

**THE TREVOR PROJECT** is the leading national organization providing crisis intervention and suicide prevention services to young LGBTQ people under the age of 25.

**Campaign Against Homophobia (Kampania Przeciw Homofobii)** is a non-governmental organization working for LGBT people and their relatives through political, social, and legal advocacy.

**Stonewall** is a nonprofit that empowers LGBT individuals, transforms institutions, confronts discrimination, and protects laws so that LGBT individuals have equal rights.

**Pride Foundation Australia** supports LGBTQIA+ people in Australia by advancing equity for the most disadvantaged LGBTQIA+ Australians.



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## Veterans

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### **TECHVETS**

**TechVets** is a nonprofit that transitions veterans into technology careers. Pega provides opportunities for veterans to participate in our training and certification hub, Pega Academy.

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**WithYouWithMe** Australia-based organization that aims to address underemployment among ex-military personnel, which it does by making technology roles more accessible, focusing on individuals' potential, not experience.

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## Underserved youth



**Year Up** aims to close the opportunity divide by ensuring young adults gain the skills and experiences they need to reach their potential through careers and higher education.

**BUILD** is a national youth organization that works to ignite the potential of youth from under-resourced communities and propel them to high school, college, and career success.

**Bottom Line** is a college access and educational equity nonprofit working with first-generation, low-income students across the U.S.

**Teach For Change** is an India-based initiative that runs four programs at government schools across India to help children realize their full potential. The literacy program develops speaking, reading, and writing exercises in the form of printed books that are distributed to children in government primary school.

**Youth for Seva** is an India-based movement that inspires youth to volunteer and provides them with meaningful opportunities to serve the community. Through its Abhyasika Program, they provide teaching faculty, facilities, electricity, and other basic amenities in impoverished and rural areas to help students with their academics.



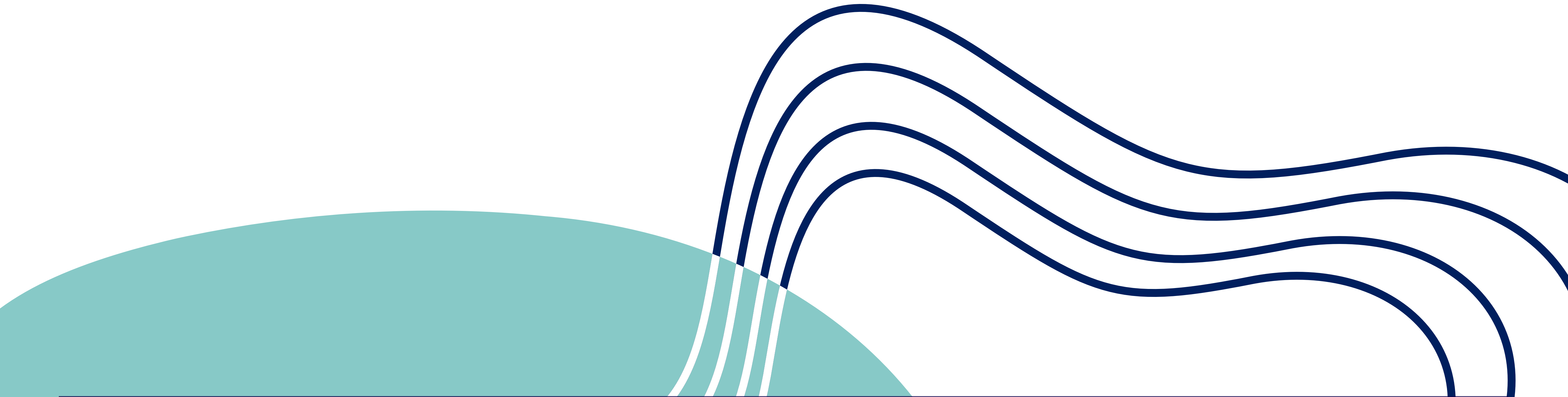
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**“At Pega, it’s imperative that we not only bring diverse talent together but also clear barriers to amplify everyone’s voice. We intentionally create an environment where everyone can experience a collective sense of belonging and feel valued for their individual attributes.”**

- Guy Pacitti  
Global Leader of Inclusion and Diversity





## About Pegasystems

Pega delivers innovative software that crushes business complexity. From maximizing customer lifetime value to streamlining service to boosting efficiency, we help the world's leading brands solve problems fast and transform for tomorrow. Pega clients make better decisions and get work done with real-time AI and intelligent automation. And, since 1983, we've built our scalable architecture and low-code platform to stay ahead of rapid change. Our solutions save people time, so our clients' employees and customers can get back to what matters most.

For more information, please visit us at [pega.com](https://pega.com)

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