



Fueling innovative  pathways to
ELEVATE
the future

“While the path ahead is clearly complex, Elevate should provide us with the momentum to drive a step change in operational excellence, focus our internal energies more strategically, better positioning us for the opportunities that lie ahead”

Townhall : 22nd July 2025

Costa Rica

The Power to Move Forward

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Agenda

01 Purpose and Vision

- Welcome
 - Elevate: purpose and vision
-

02 Partnership

- Why Genpact?
 - What's in it for you (benefits, career growth, support)
-

03

What's Next

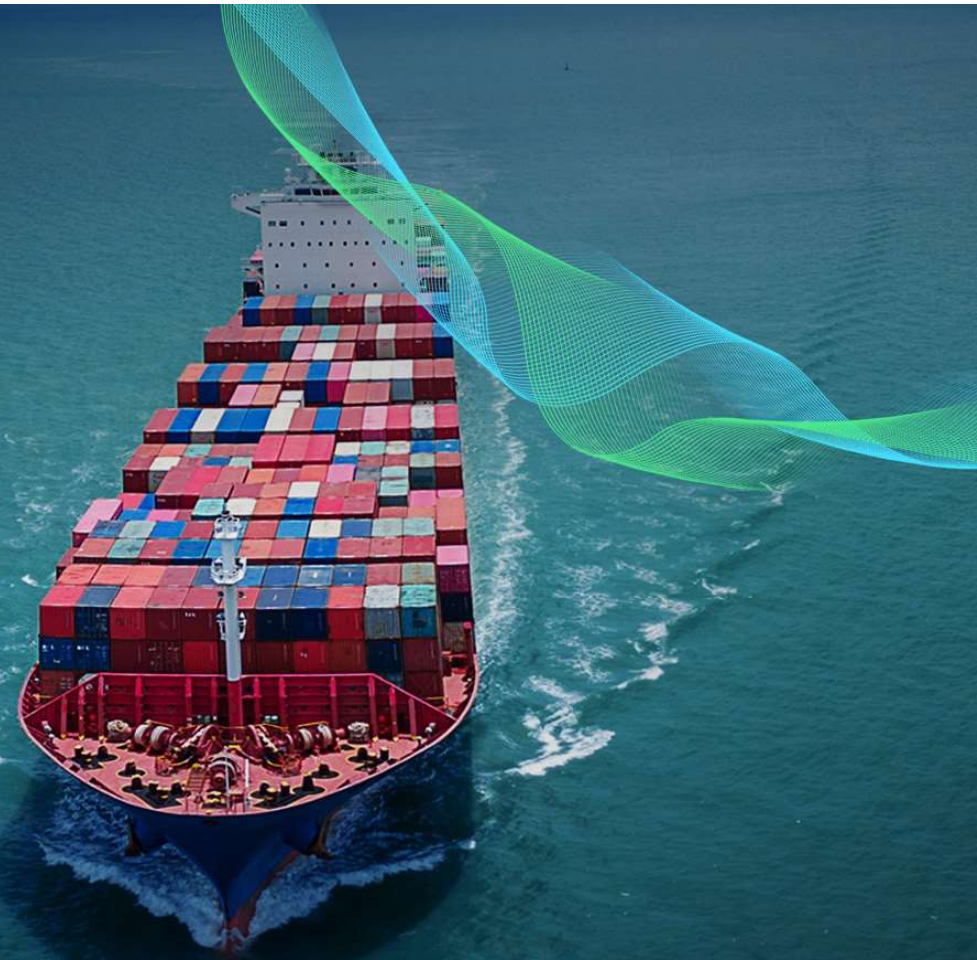
- What to expect on Day 1?
 - Next Step
 - Understanding the timeline
 - -Know your HR POC
-

What's next?



Purpose and Vision

- *Welcome*
- *Elevate: purpose and vision*



Elevate: purpose and vision

The Program Elevate aims to forge a strategic partnership with Genpact to enhance the WKC Finance Organization's capabilities and provide the following:



Drive 'operational excellence' and productivity enhancement throughout the organization by incorporating **industry best practices and benchmarks**'



Digital '**transformation of processes**' utilizing cutting-edge technology and data analytics to increase operational efficiency, effectiveness, and provide valuable business insights

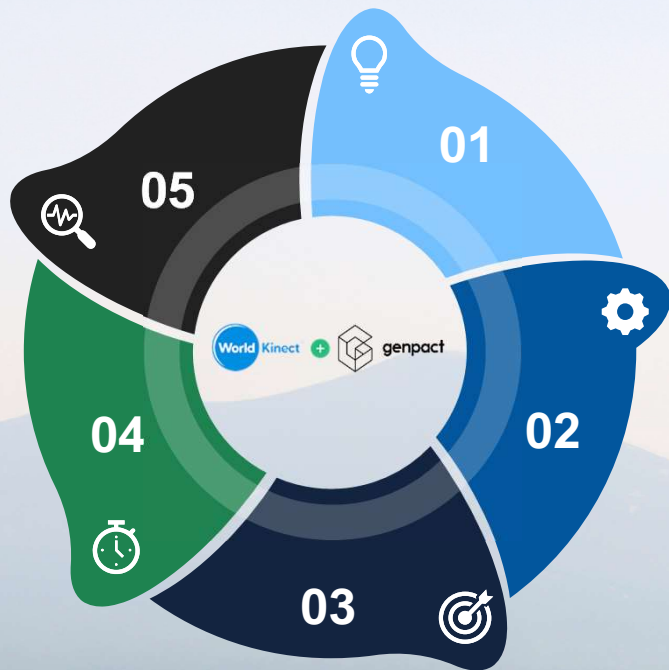



Work with an industry-leading partner who will serve as a '**strategic partner**' in the pursuit of World Kinect's organizational goals and objectives




Partnership: strengthening our partnership with human principles for success

Partnering for success



 **1** Shared purpose and vision


Use “we” language and celebrate joint wins and milestones. We are all one team, committed to WKC and your success

 **2** Active listening


We engage with curiosity, eagerness, and enthusiasm with every WKC employee to ensure every voice is heard

 **3** Investing in relationships

We build genuine connections, knowing that strong relationships will fuel strong results with WKC

 **4** Trust as a foundation

Foster open communication with WKC employees about changes and risks, and cultivate a relationship grounded in honesty to enhance team collaboration.

 **5** Feedback as a growth tool

We value feedback as a way to learn, adapt, and grow with WKC

Partnership

- *Why Genpact?*
- *What's in it for you (benefits, career growth, support)*



Welcome to Genpact!



About Genpact

100+

delivery centers
across **35+**
countries

800+
global clients

20+

years of **process,**
business, and
industry
knowledge

\$4.8bn
annual revenue
FY 2024

140k+

employees

42%
gender diversity

91k+

gen AI trained
employees

88k+
data and analytics
trained employees

Who we are

We are proud to be a great place to work



Named in **TIME's** World's Best Companies, 2024



Recognized by **AIM** as one of the 50 Best Firms For Data Scientists to Work for in 2024



Fast Company 100 Best Workplaces for Innovators, 2023



Genpact named to **Fortune's** List of America's Most Innovative Companies, 2023



Forbes: World's Best Management Consulting Firms 2024



Recognized with 25 awards at the **Brandon Hall** Human Capital Management Excellence Awards



One of America's Best Midsize Companies, 2024, says **TIME**



Frost & Sullivan, Sustainable Corporate of the Year – Service Sector, 2024



Genpact recognized as sustainability star, rated platinum in 2024, **EcoVadis**



Sustainalytics ESG Industry Top Rated 2024



Corporate Leading the Green Building Movement in India, **Indian Green Building Council**



World's Best Employers, 2024 list, **Forbes**

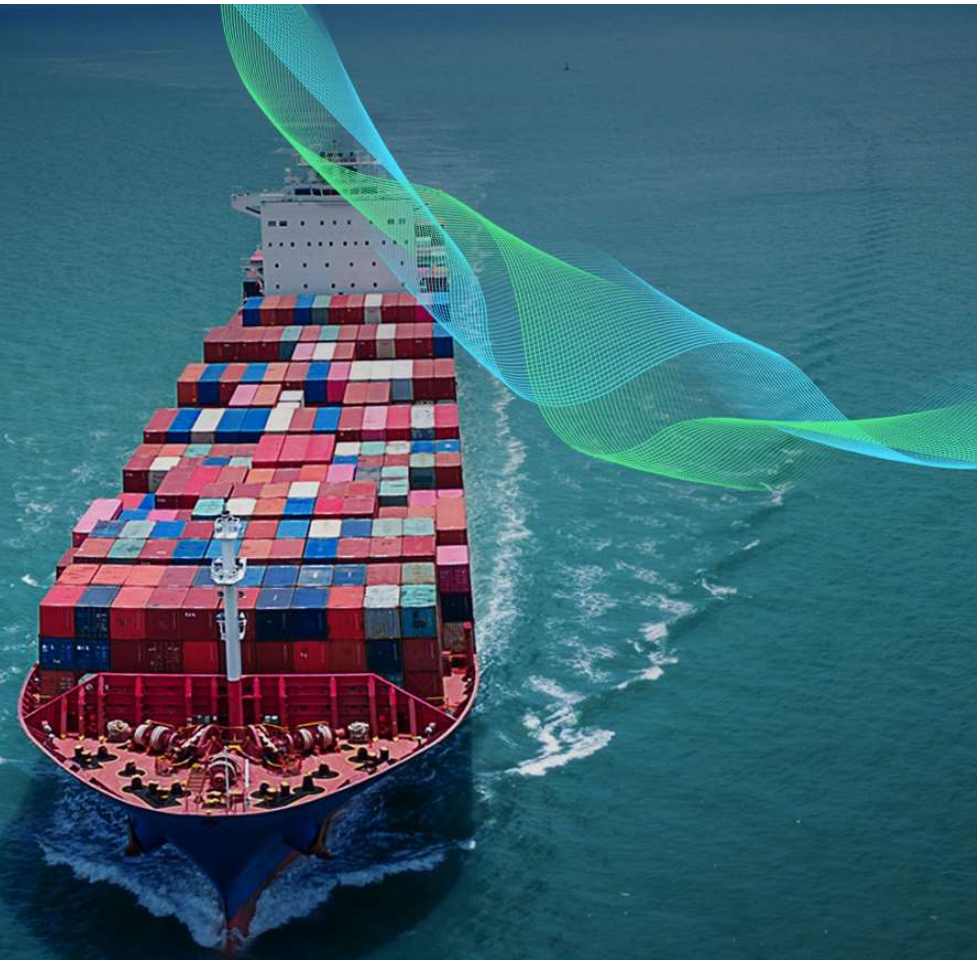


Best Employers for Women, 2024 list, **Forbes**



One of the World's Most Ethical Companies, 2024, **Ethisphere**

Genpact Costa Rica



Who we are

Genpact in Costa Rica



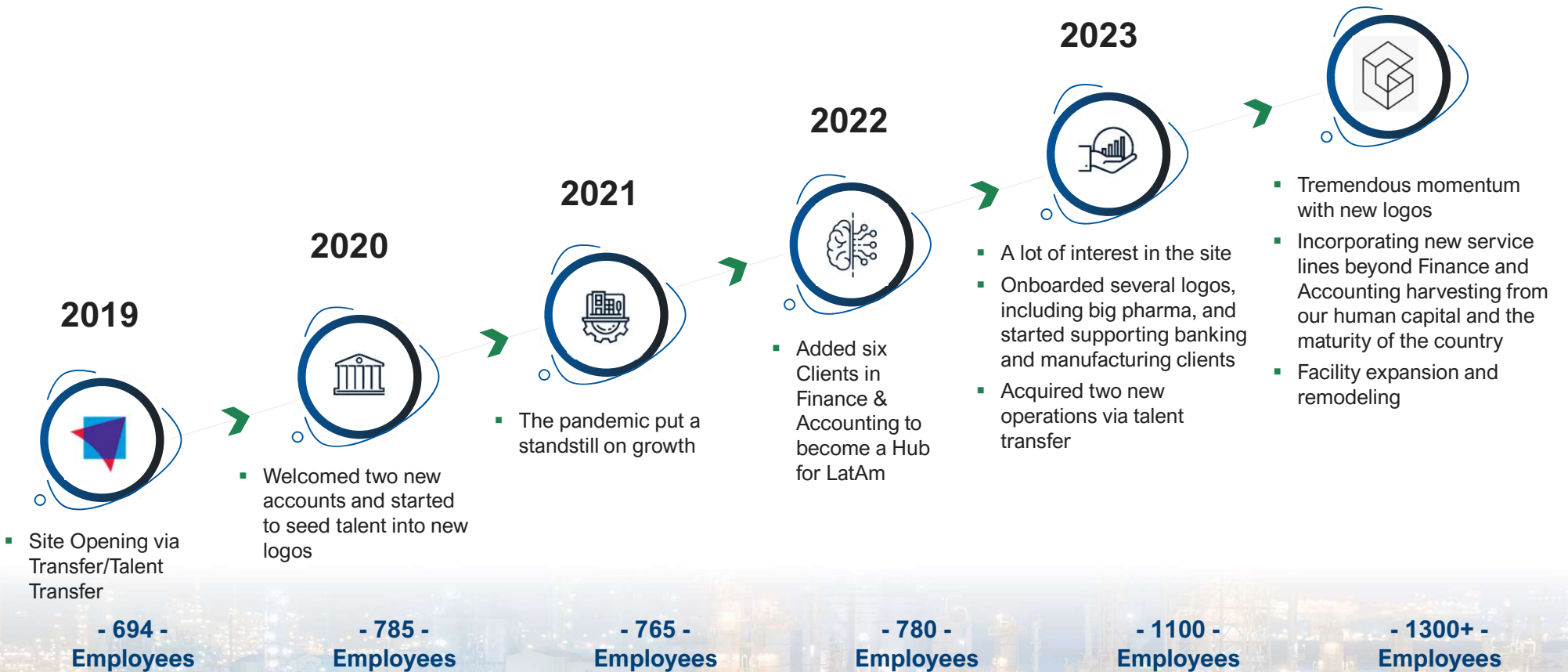
The beginning
of our history



**694 associates
joined Genpact,
bringing to life
our Genpact
Costa Rica Site
on October 29th,
2019**

We continue to grow from one logo single vertical to a multi-industry and service lines, expanding beyond digital operations

2024 - 2025



We are culturally aligned through Lean Six Sigma and Agile ways of working

Embedded in our DNA

- Powered by a pool of Lean Six Sigma and Agile-trained employees
 - **10,700+** Six Sigma Green Belt trained employees
 - **25,100+** Lean-trained employees
 - **480+** Black Belts and Master Black Belts
 - **45%** of top leadership Lean Six Sigma certified
 - **5000+** Agile practitioners and certified Scrum Masters across projects
- **Leadership Development Platform** – building a continuous talent supply chain for operational leadership roles and Agile coaching capabilities
- **Driven through the Organization** – not just a function but a culture that permeates visibly from leadership

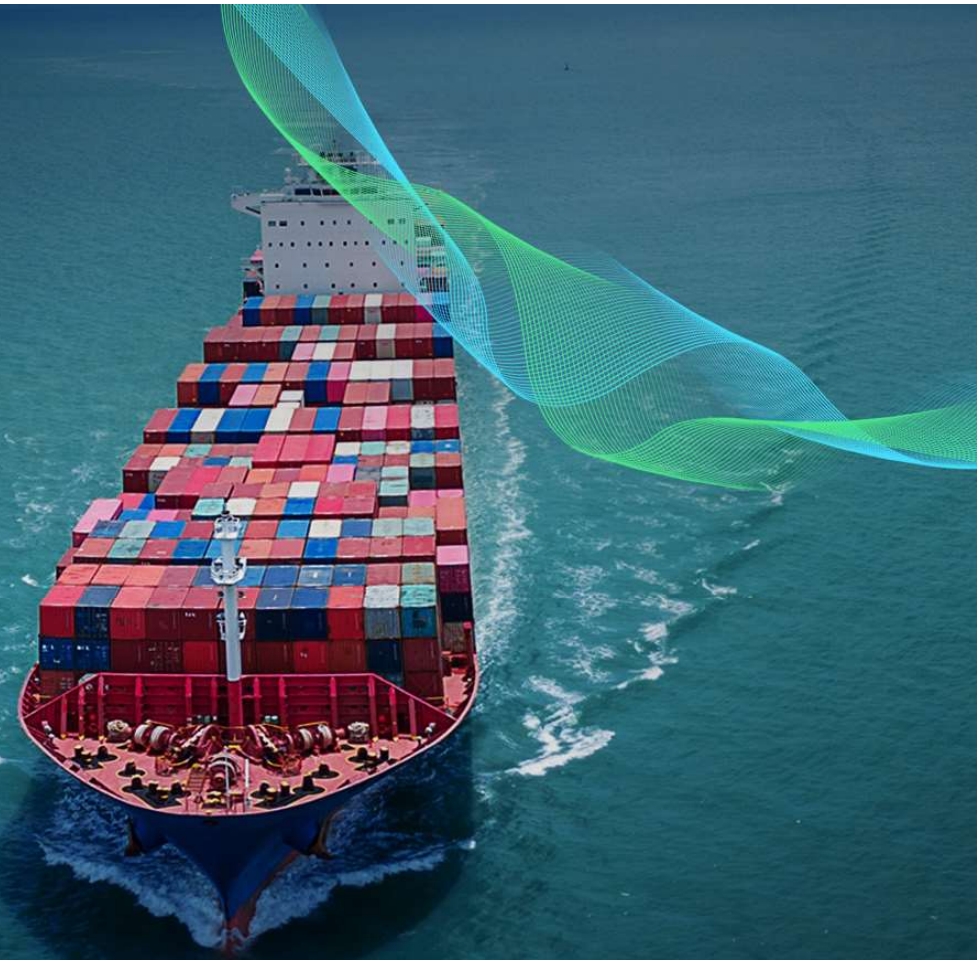
Key outcomes

- **\$2.79 BN** business impact delivered
- **\$1.1BN** P&L impact

- **57000+** ideas generated
- **26000+** ideas under implementation
- **530+** Six Sigma projects executed
- **80+** High Impact projects (> \$ 1 MN+) executed
- **2000+** Agile projects delivered annually



What this means for you



What's in it for you ?

What this means for you?

By joining Genpact, you will play a crucial role in driving operational innovation and excellence through the transfer initiative. Your expertise is essential for achieving our shared goals and advancing our mission

What to expect at Genpact?

Familiarity and stability



- You will continue working with your current teams, ensuring stability and consistency during your transition to Genpact

Learning and development



- Genpact's focus on learning and development aligns with your skills, offering career growth to enhance your expertise and skills

Continuity in ways of working



- Joining Genpact lets you excel in a company dedicated to Agile & Lean ways of working offering ability to scale across clients

Enhanced processes tech.



- Genpact's technologies and automated processes enhances your efficiency, empowering you to drive more effective processes

Support



- We support you with clear communication, resources, and information to ensure your confidence during this transition



What's in it for you ?

Career development opportunities

Genpact is committed to positive employee experience, engagement, and a culture of learning, innovation, and growth



Operations

- Multiple industries, clients, countries, and professional domains



Crossing functional

- Transitions, Solutions, Lean, Risk & Compliance, amongst others



Consulting

- Helping clients design efficient and effective business processes



Technology

- AI, Data, Automation and other technologies to support clients in their transformation journey



Global transfers

- To any Genpact Business Center across 35 countries



Cross domain

- Ability to learn and grow outside of Finance & Accounting into Supply Chain, Sales & Marketing, Human Resources, etc.

Genpact Named to Forbes' World's Best Employers List for Fourth Consecutive Year



What's in it for you ?

Part of our value proposition



Amber:

Our AI-enabled cultural assistant and engagement bot

Samba Café & Genglish:

Programs for improving and mastering English and Portuguese, from beginner to advanced

g e n () m e

Welcome to the Future of You

Our global learning framework – adapt learning to your career plans

Data Literacy program

Office tools upskilling, beginner to intermediate levels, open to all levels

TalentMatch

Connecting the best people to a better tomorrow

Our professional Cupid – aligns employee passion with customer needs

Digital Warriors Academy

Learn tools and technology by putting AI, PowerBI, RPA, and other tools into practice

...“learn, grow, succeed” remains the overarching philosophy

What's in it for you?



Re-skill at scale

212k

learning hours in LatAm



Total Learners in LatAm

5,266

63% of learners were re-skilled in AI trainings



Investing in internal growth

74%

Costa Rica Internal leadership promotions rate in 2025



Engagement score for Costa Rica and Mexico

86%

employees contacted by AI-based employee engagement chatbot

Agenda

03

What's Next

- What to expect on Day 1?
- Next Step
- Understanding the timeline
- -Know your HR POC



What to expect on your first Day



What stays the same on Day 1

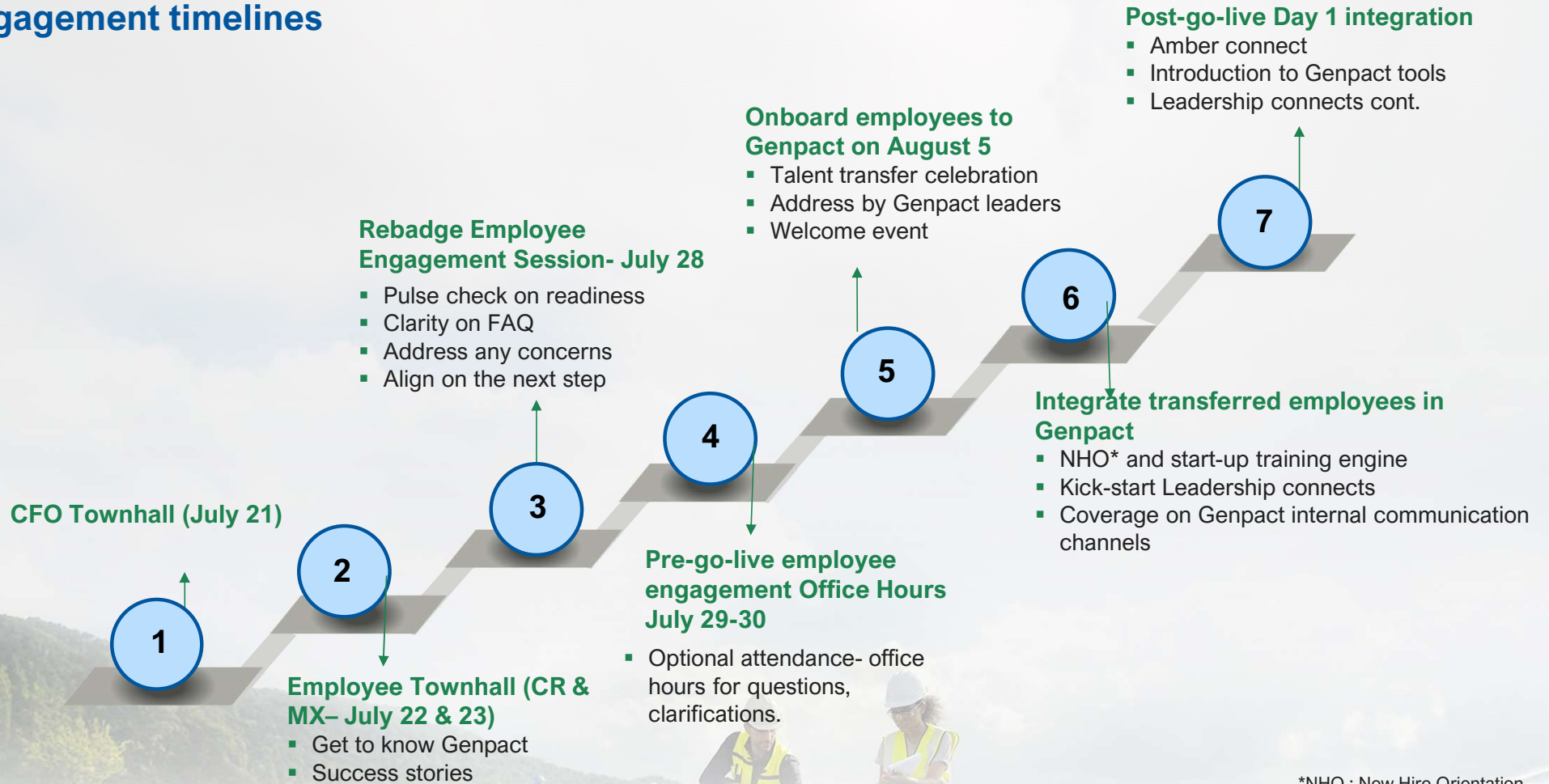
- Your roles and responsibilities will stay the same
- You will continue to work from home
- Our goal is zero business disruption for WKC



What's coming soon

- We have a thoughtful Transfer plan, and we commit to open, transparent communication
- We will roll out an engagement plan to help you understand:
 - What does this change mean for you?
 - Get to know Genpact
 - Prepare you for the transfer
- Over time, we will **grow** our operation, together with you, driving integration, standardization, and digitization

Engagement timelines



*NHO : New Hire Orientation

What Next ?

Your HR points of contact

Queries, concerns, questions, suggestions

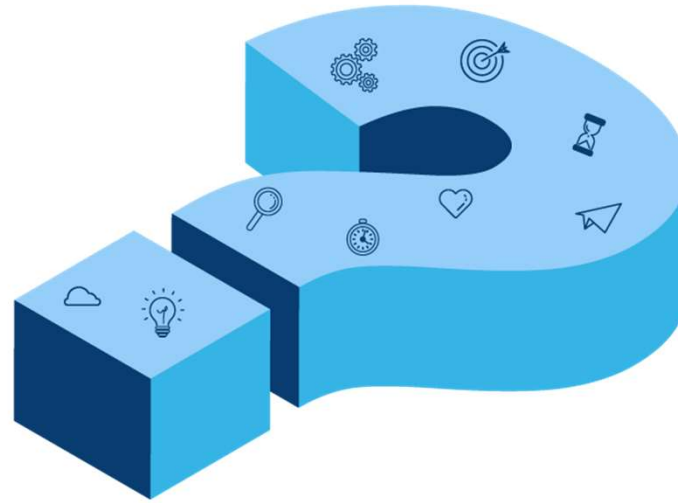
Costa Rica helpdesk:

- HR.CRTEAM@genpact.com
- Andrea.calderon@genpact.com
- Cindy.Cascante@genpact.com



Thank you

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Let's address the top questions
on your minds