

Our People, Our Strength

Committed to building our business on the foundation of human capital and corporate culture in line with our Vision, Mission, and Values.

People first approach

As our greatest asset, we strive to attract, develop, and retain the most qualified and talented people to work at GIG. We achieve this by creating a culture of trust and loyalty to the brand and by providing a dynamic workplace. GIG assigns top priority to our employees' health and well-being while upskilling them through a constructive learning culture.

GIG believes that diversity and inclusion lead to better decision-making, while also delivering better outcomes for our stakeholders. We aim to build, develop, and foster a diverse culture where every employee feels comfortable, confident, and empowered.

GIG is committed to delivering excellence through innovative and focused learning opportunities. Our Learning and Development strategy aims to build a solid employee value proposition by continuous nurturing and upskilling them. GIG conducts structured talent development programs, covering technical training, soft skills training, and much more. GIG also supports employees in acquiring professional qualifications and certifications where relevant.

HR Strategy

Working Environment:

We foster a positive and inclusive workplace that values diversity, collaboration, and employee well-being. We also offer work-life balance initiatives such as remote work options in case of emergencies.

Learning & Development:

We develop learning and development programs that align with both the employees and the organization's goals. We also offer a variety of training opportunities including workshops, online courses, and virtual training. We have created a career development plan, 'Succession Plan' for employees to enhance their skills and competencies.

Digital Initiatives:

We implement the HR system to automate HR tasks like payroll, leave management, recruitment, employee self-services, and performance management.

Other Initiatives:

We recognize the best employees and departments through our 'Employee of the month' and 'The Best Department' initiatives to empower people. We also implement employee engagement initiatives such as employees birthdays celebrations, social events, and wellness programs.



+3,950
GROUP EMPLOYEES



40%
FEMALE EMPLOYEES AT THE GROUP LEVEL (APPROX.)



260+
WOMEN HIRES IN 2023



54
DIVERSE NATIONALITIES



+3,400
NO. OF LEARNERS



+38,550
HOURS OF LEARNING



GIG HR FOCUS IN 2024

- **Recruitment, Retention, Compensation, and Development:** Engaging in strategies that successfully attract, develop, reward, and retain a talented, diverse, and engaged workforce that reflects our diversity.
- **HR Digitalization:** Developing, improving, and streamlining processes, systems, and technologies that enhance our efforts to provide data-driven, measurable, and quality services, with a focus on continuous improvement.
- **Customer Service:** Engaging in strategies and practices that enhance the customer experience through responding to their needs, delivering high-quality services, as well as demonstrating knowledgeable and timely communication.
- **Well-Being, Engagement, and Belonging:** Supporting and promoting the health and well-being of the GIG community, through the implementation of strategies that raise awareness and promote inclusive employee experiences which value all backgrounds and perspectives.
- **ESG:** Placing more focus on environmental, social and governance activities in the scope of the activities and responsibilities of HR.