



Gratitude

Expressing Gratitude is ingrained in our culture. Leadership or Team meetings start with an expression of gratitude. We believe that being grateful for the many things we have received increases our set point for happiness. Research has also validated this. At Happiest Minds, all meetings commence with spending some time expressing gratitude or silently being grateful. We institutionalize gratitude as a ritual by encouraging our people to freely use SMILES Cards which are placed at the reception in all our three facilities. We encourage Happiest Minds to use these for colleagues, family, and friends so that this ritual will cascade and have far-reaching benefits for a kind, compassionate and happy society. We also encourage our people to use the iAPPRECIATE Portal to appreciate or thank a colleague.

- **Go Gratitude:** A note of gratitude is sent to the family of the Happiest Mind to say how happy we are that they are one of our valued Happiest Mind and that we are very proud of and grateful to their contribution to the Company
- **Say It With SMILES:** The SMILES Card is used to reach out to fellow Happiest Minds, family, and friends. It is used to express gratitude, to acknowledge, appreciate, recognize, heal, forgive... The Way to Be Happy is to make others Happy, for happiness is itself a kind of gratitude