

Nomination: 5797

## A values-driven approach to workplace design at Icertis

<b>Page: General Information</b>
Provide information about the company to be considered for the award. If you will be nominating an individual, specify the nominee's employer.
<b>Name of Organization/Company</b> Icertis
<b>Additional Contacts</b> I do not wish to list additional contacts
<b>Page: Entry Information</b>
<b>Entry Title</b> A values-driven approach to workplace design at Icertis
<b>Category</b> B01 - B59 Achievement > B30c - Achievement in Workplace Design - for More Than 100 Employees - Single Location
<b>Achievement Submission Format</b> Written Answers
<b>a. Briefly describe the nominated organization: its history and past performance (up to 200 words). Required</b> Icertis is an unmatched leader in intelligent Contract Lifecycle Management (CLM) technology. With category-defining innovation, the AI-powered Icertis Contract Intelligence (ICI) platform turns business contracts from static documents into strategic advantage by structuring and connecting the critical contract information that defines how an organization runs.  Founded in 2009 with now 11 offices, Icertis began with a modest shared office in Pune and then moved to a dedicated 25,000 sq.ft. single floor space. Over the years, its office expanded and evolved as the company quickly grew to where it is today with 2,000+ global employees serving countless iconic brands operating in more than 90 countries and 40 languages with more than 10 million contracts under management.  Icertis' contract management software has been validated by leading business analyst firms, industry associations, media outlets, partners, and customers, with top marks for usability, flexibility, and organization-wide capability. The company is proudly committed to a values-driven approach to doing business. How it gets there is as important as the destination. As such, Icertis is frequently recognized as a top place to work for its focus on its FORTE values (Fairness, Openness, Respect, Teamwork, and Execution). Icertis sought a workplace design that reflected its core values.

**b. Outline the team's or organization's achievements since the beginning of 2020 that you wish to bring to the judges' attention (up to 250 words). Required**

Icertis shifted to the Work from Home model in March 2020, when the COVID-19 pandemic swept the globe. Two years later when it became safe to return to the office, Icertis decided to transform its traditional office in Pune into a new hybrid workplace model that encourages collaboration, co-creation, and celebration.

A company survey revealed that employees wanted a space that provides a break from the monotony of office routines, a place to bond and celebrate successes, the flexibility to do serious work and rejoice, and a healthy environment.

To build the office of the future grounded in its FORTE values, Icertis set out to create a:

- welcoming, flexible, and immersive environment that empowers employees
- uniquely crafted space to nurture the experience of each individual where team members could learn, work, play, create, and rest
- connected and integrated space

The redesigned space opened in February 2022 and features:

- a modern, bright, and immersive environment that includes branding, interactive digital walls, and navigational signs
- better ventilation using biophilia with air purification and live green plants
- a cafe and fully stocked kitchen pantry with booth seating, high rise tables, and games for work, play, and celebrations
- open and closed meeting room options
- gender-neutral washrooms
- seated ramp for employees with a disability
- easy cleaning and sanitization
- 80 seats for flexible/movable seating

The transformative office in Pune has created excitement among Icertians in the Bellevue headquarters, inspiring steps toward a second workplace redesign.

**c. Explain why the achievements you have highlighted are unique or significant. If possible compare the achievements to the performance of other players in your industry and/or to the team's or organization's past performance (up to 250 words). Required**

Since opening, Icertis has seen a constant flow of employees in the new space. It is never unoccupied.

More than 40% of team members started visiting the space regularly, which is notable as most had previously preferred working from home.

Team members hold meetings, host celebrations, the CEO visits the cafe to meet with employees, and all enjoy gathering around the Good Vibes pantry. Feedback has been overwhelmingly positive.

Given that the hybrid model was put into place when the great resignation was hitting the tech industry hard, it was especially important to create a unique place for employees to feel connected, inspired and empowered.

A recent study shows that 33% of respondents said the design of an office affects their decision to work for a company. The study also shows that biophilic design in the office has a strong, measurable impact on employee well-being, productivity, and creativity. Recognizing this, Icertis added biophilic green features to create a healthier and energizing environment.

Additionally, Icertis ensured inclusivity in its design. A Deloitte report found that inclusive cultures are 6x more likely to be innovative and agile, and 8x more likely to achieve better business outcomes. Icertis' space featuring gender-neutral washrooms and a seated ramp help to make all team members feel accepted, comfortable, confident, and supported.

Aligning with its FORTE values (Fairness, Openness, Respect, Teamwork, Execution), the space demonstrates its dedication to its team and customers. Moreover, the innovative design has contributed to Icertis' position as a visionary in the industry.

**d. Reference any attachments of supporting materials throughout this nomination and how they provide evidence of the claims you have made in this nomination (up to 250 words). Optional**

Human Spaces Report: The Global Impact of Biophilic Design in the Workplace - the survey of 7600 employees from 16 countries supports the value that Icertis brings by incorporating green elements into office design. Key findings include:

- A third (33%) of office workers say that the design of an office would affect their decision to work at a company.
- Only 42% report having live plants in the office and an alarming 47% report having no natural light in their office.
- Just under half (47%) of all respondents agree that they have felt stressed in their workplace within the last three months. This finding emphasizes the importance of identifying and enforcing practices that can improve well-being at work – such as biophilic design.
- Two thirds (67%) of respondents report feeling happy when walking into bright office environments accented with green, yellow or blue colors.
- 24% of respondents say that their workplace does not provide them with a sense of light and space.

Deloitte Review: The Diversity and Inclusion Revolution - this report underscores the importance of Icertis' actions to create workspace features that support diversity and inclusion. The report finds that inclusive cultures are (page 85):

- two times more likely to meet or exceed financial targets
- three times more likely to be high performing
- six times more likely to be innovative and agile,
- and eight times more likely to achieve better business outcomes

**Webpage Link**

<https://www.icertis.com/news/icertis-recognized-as-a-top-100-company-to-work-for-by-seattle-business-magazine-for-fifth-consecutive-year/> (<https://www.icertis.com/news/icertis-recognized-as-a-top-100-company-to-work-for-by-seattle-business-magazine-for-fifth-consecutive-year/>)

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**Supporting Document**

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