

Nomination: 5966

Enshored

Page: General Information
Provide information about the company to be considered for the award. If you will be nominating an individual, specify the nominee's employer.
Name of Organization/Company Enshored
Additional Contacts I would also like to have others receive emails about the disposition of our entries.
Page: Entry Information
Entry Title Enshored
Category A01 - A31 Employer of the Year > A31 - Employer of the Year - Other Industries
Employer of the Year Submission Format Written Answers
a. Briefly describe the nominated organization: its history and past performance (up to 200 words). Required Enshored provides tailored outsourcing solutions to disruptive startups. We're powering the unicorns of tomorrow, like Paddle and Rocksbox, with outstanding customer experience, content moderation, sales and marketing and back office support. Launched in 2014 and headquartered in Long Beach, California, we employ a growing team of 1500+ people in the Philippines, Portugal and USA. Our mission is to empower startups, emerging economies and individuals to achieve their vision. We attract the unconventional, those that want to make an impact. Everyone at Enshored shares a universal drive to be good citizens of the world. We're striving to provide financial security for traditionally low-paid workers in their developing economies, even in adversity. It doesn't stop at our front door: We're also supporting people impacted by global issues in Afghanistan and Ukraine. As our CEO Ian Jackson says, these issues are 'everyone's business'. Named on the annual Inc. 5000 list for the third year running, with three-year revenue growth of 575% we're proud to have achieved an A+ culture score of 4.9/5 on Comparably, in the top 5% of employers. Many of our client teams have grown exponentially, with 40% coming from referrals, helping us achieve over \$13m turnover in 2021.

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

Our mantra is 'Values Matter, Principles Matter, People Matter'. We aim to give people in developing economies exceptional career opportunities and support, to move them and their families out of poverty.

Nothing demonstrates this better than our Employee-Relations achievements. Since 2020 we have:

1. Opened new European Headquarters in Lisbon, Portugal in 2022, demonstrating our commitment to employee wellbeing, choosing a country with progressive work-life balance laws.

2. Established a ground-breaking Empowerment Framework:

Business-wide, 1500+ people across 3 countries:

Created new Empowerment department, integrating people development, process excellence and data science.

Launched 'Powering Growth' brand, including our Tribe magazine, championing inspirational individuals.

Employees ('Heroes'):

Achieved above-median living-wage salaries for all roles.

Entry-level jobs pay in the top quartile for similar positions locally.

Industry-leading benefits for all, including: Healthcare from the first month and performance-based bonuses.

3. Protection in Adversity:

In response to Covid-19:

Worked with local governments to obtain vaccines.

Paid a Covid bonus 6x higher than the largest BPO operators - twice.

Launched medical relief fund and quarantine care packs for employees and their households.

Provided two weeks off fully-paid to recover (not the standard in our industry).

Declined the Filipino government's offer to introduce a 10% pay cut.

Supported badly hit clients with short-term Covid rate reductions.

Kept positions open for ALL employees whose clients were impacted.

Fire, flooding and wind damage are regular challenges in the Philippines and we continue to provide support, including financial assistance to 30 people impacted by the typhoon in Cebu in 2021.

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 organization's past performance (up to 250 words). Required

Our actions go deeper than larger BPOs, which drives outstanding results:

Impact on Employees (our Heroes):

High referral: 83% agree they would recommend working at Enshored to a friend.

Low attrition: At just 30%, attrition is significantly below our peers.

Diversity: Ranked in top 5% for diversity on Comparably

Engagement: Ranked in top 5% for employee engagement and 4.9/5 culture score on Comparably

Headcount growth: Grown by 50% from 1000+ to 1500+ in 2021-2022

Client Impact:

Good work pays off. 40% of our clients (social media, eCommerce, FinTech, consumer goods manufacturing) come from referrals.

UK-based meta SaaS company Paddle chose Enshored for our values. Our team in Manila seamlessly joined their Customer Support team in just 4 weeks, increasing coverage from 8 to 24-hours and driving up customer satisfaction from 82% to 92%.

Business Impact:

Three-year revenue growth of 575%

Expansion to new European Headquarters in Lisbon, Portugal, targeted to grow from 50-100 to 500 by 2024

Top BPO company on Clutch comparison site

CEO Monthly named Ian Jackson "Most Influential CEO in California 2021".

Impact on Global Issues - Principles before Profits:

We have contributed well over \$100k since 2020 to:

Establish industry-leading pandemic, medical-related and natural disaster relief funds

Fund educational technology skills programmes for young people in our communities

Evacuate 52 children from Ukrainian orphanages to a temporary home in Scotland

Donate \$20k and provide long-term support to help 20 women leave Afghanistan and resettle in Ireland.

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

The supporting document demonstrates how Enshored is breaking new ground as an outstanding employer:

Our Values = Our DNA: We attract the unconventional, the people that want to make an impact. It's why CEO Monthly named Ian Jackson "Most Influential CEO in California 2021" and it's why we are set to grow from 1500+ to 5000+ employees in the next 3 years.

Part Company, Part Tribe:

Our exceptional Empowerment initiatives are providing financial security for individuals and their families in developing economies: from hardship funds to team development, achieving above-median living wage salaries for all roles.

Our brand-new European Headquarters in Lisbon, Portugal demonstrate our commitment to progressive work-life balance laws.

Employees (Heroes): Our actions have achieved low attrition, high eNPS, ranking in the top 5% for diversity and employee engagement on Comparably.

Customers: From content moderation, to back office or operational outsourcing, our good work pays off. 40% of our work comes from referrals, with clients like Paddle choosing us for our values.

Business: Revenue has increased by 575% in 3 years, profit increased to \$1.9m in 2020-2021 and our workforce has grown to 1500+.

Principles Before Profits: We have contributed over \$100k to help tackle global challenges, most recently partnering with Dnipro Kids, a Scottish charity which successfully evacuated 52 children from orphanages in Ukraine to Scotland. As our CEO Ian Jackson says, "Enshored is a BPO. Refugee support is not our business, but we have made it our business because population displacement is now becoming everyone's business."

Webpage Link

<https://www.comparably.com/companies/enshored> (<https://www.comparably.com/companies/enshored>)

Would you like to add an additional webpage link?

Yes

Webpage Link 2

<https://clutch.co/profile/enshored#summary> (<https://clutch.co/profile/enshored#summary>)

Would you like to add an additional webpage link?

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Webpage Link 3

<https://www.enshored.com/issue-3-of-tribe-is-here/> (<https://www.enshored.com/issue-3-of-tribe-is-here/>)

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Web Page Link 4

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Web Page Link 5

<https://www.enshored.com/tribe-afghanistan-where-the-futures-not-female/> (<https://www.enshored.com/tribe-afghanistan-where-the-futures-not-female/>)

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Web Page Link 6

<https://www.enshored.com/enshored-pledge-support-for-afghan-refugees/> (<https://www.enshored.com/enshored-pledge-support-for-afghan-refugees/>)

Would you like to add an additional webpage link?

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Web Page Link 7

<https://www.enshored.com/founders-story/> (<https://www.enshored.com/founders-story/>)

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Web Page Link 8

<https://www.enshored.com/insights/?blog-category=blog-cat-awards> (<https://www.enshored.com/insights/?blog-category=blog-cat-awards>)

Would you like to add an additional webpage link?

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Web Page Link 9

<https://www.enshored.com/insights/?blog-category=blog-cat-awards> (<https://www.enshored.com/insights/?blog-category=blog-cat-awards>)

Would you like to add an additional webpage link?

Yes

Web Page Link 10

www.enshored.com (<http://www.enshored.com>)

Supporting Document

Download File (<https://stevies-sage.secure-platform.com/file/14382/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWVpYUlkIjoxNDM4MiwiaWYxsb3dOb3RTaWduZWVcmwiOiJGYWxzZSIsImInbm9Enshored%20-%20Stevie%20Awards%20for%20Great%20Employers%20-%20Employer%20of%20the%20Year.pdf>)

Would you like to add an additional supporting document?

No

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