

Nomination: 6108

ValueLabs

<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> ValueLabs LLP
<b>Additional Contacts</b> I would also like to have others receive emails about the disposition of our entries.
<b>Page: Entry Information</b>
<b>Entry Title</b> ValueLabs
<b>Category</b> A01 - A31 Employer of the Year > A07b - Employer of the Year - Computer Software - More Than 250 Employees
<b>Employer of the Year Submission Format</b> Written Answers
<b>a. Briefly describe the nominated organization: its history and past performance (up to 200 words). Required</b> ValueLabs is a global technology company specializing in software product engineering, data technology, design, and consulting, powered by our Digital Flywheel®.  This year marks our 25th anniversary as a company. What started off as a philanthropic act of building free-of-cost, computer-based learning programs for school students in 1997, has now expanded to an operation spanning 26 locations, 7,000 associates, and 250 clients worldwide.  Over the past 25 years, we have been a shining example of how a business can lead when built on a strong set of values – particularly through events like the dot com bust, the 2008 global financial crisis, and the COVID-19 pandemic. Our industry-leading Client NPS (net promoter score) of 88 and Employee NPS of 74 is testament to this spirit of unselfishness and love with which our employees and clients have been served all throughout.  Today, ValueLabs stands tall as a one-stop shop for all things technology and design. Combining our expertise with the ability to take risks on our clients' behalf as strategic partners, we successfully create tangible value for them.  Our founding principles and purpose as a business are best summed up in four words: "Doing the Right thing. Always."
<b>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</b> NPS:  Our commitment to improvement and evolution is why our employee NPS has risen from 20 to 74 since 2020 (compared to the industry benchmark of 50).  Meritocracy:  We identify and promote high-potential employees to leadership roles irrespective of gender, age, or ethnicity. Employees have the freedom to explore areas they enjoy working on as we afford equal importance to talent, experience and education. We nurture young graduates with accelerated career paths.  Well-being & medical benefits:  Our Employee Assistance Program supports employees and their families by hosting vaccination drives, and organizing wellness activities to address social anxiety, work-life balance, and depression. We have increased our industry-leading medical insurance benefits by up to 5x over the past 2 years, proactively introduced COVID-19 insurance at no additional cost to employees, and created financial trusts for the families of employees who passed away in an untimely manner.  OKRs & appraisals:  Our industry-first six-monthly appraisal cycle has resulted in low attrition and higher engagement, with five OKR-based bi-annual hikes post-pandemic (while several organizations laid people off). We're innovating, with Crypto options programs as an upcoming part of our benefits offering.  Innovation:  We employ 'Ideathon' frameworks to solve client and internal business problems, and deliver continuous innovation and engagement. Our 'ThinkTank CoE' structures and ensures regular mindshare to hackathons for out-of-the-box thinking, and the 'Imagine' entity encourages employees to explore technological interests and implement real-world projects.  Education:  ValueLabs sponsors leading international tutors for employees' children, through the 'ImagineEd' program - helping them develop holistic fundamentals.

**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 commitment to employees goes beyond the 9-5 as we support their careers and families; hence our continually increasing Client and Employee NPS.

Our revenue has grown by over 50% this year, and we've had five successful six-monthly appraisals even during COVID-19, making us an outlier in the industry that maintained status quo at its best, and saw deep pay cuts/lay-offs at its worst.

We recognize that an employee's family is an extension of the company and ensure they are served through summer camps so parents don't have to worry about childcare during vacations, and world-class tutoring for children through 'ImagineEd'. If an employee passes away due to an untimely death, we create financial trusts for their family and kids' education.

When our employees feel cared for, it shows in their work, and even in this extremely competitive market, our attrition levels are in the single digits.

We consistently receive recognition for our innovation and delivery excellence, including:

- The Alconics Award – for excellence in artificial intelligence
- The Stevie® Award (Silver) – for innovation and best use of technology
- The TITAN Business Award (Gold) – for innovation in customer service
- The Best DevOps Consulting and Service Firm 2022

Our core philosophy enshrined in the ValueLabs Stack helps us focus on the well-being of employees and inspiring clients.

The initiatives we have executed are born out of the genuine desire to do what is right by our employees and clients, which is unprecedented in our 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**

From CEO's desk:

"We were one of the first companies to enable WFH before mandates, powered solely by the intent to do what was right for the well-being of our employees and their families, and our decision on moving back to office will be based on the same.

By design, we won't be among the first few companies to call employees back to office as it's good to take things gradually with all safety considerations in place while the pandemic still exists.

One of our colleagues was in a very critical condition, battling for his life for over 2 months because of COVID. We were there for him and his family financially and emotionally all through – with medical expenses running above \$130,000. He has survived, and is recovering.

Incidents like these strengthen my faith in the power of the Stack, the power we wield when we come together as OneCompany®, a family that has infinite love and support for each other.

There was also a case of an employee we unfortunately lost to COVID. His lung transplant would have cost \$150,000. Unfortunately, he didn't make it to the lung transplant – I don't even know him, I've not seen him, yet I told the team to do whatever it takes, and that they had a blank cheque to save his life. Though we were not successful, we had approved a \$150,000 for the lung transplant from company funds. We're going to do the right thing, regardless of what happens."

**Webpage Link**

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([https://www.linkedin.com/posts/valuelabs\\_valuelabs-2021-highlights-activity-6882595569919959040-r7gQ/?utm\\_source=linkedin\\_share&utm\\_medium=ios\\_app](https://www.linkedin.com/posts/valuelabs_valuelabs-2021-highlights-activity-6882595569919959040-r7gQ/?utm_source=linkedin_share&utm_medium=ios_app))

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([https://www.linkedin.com/posts/valuelabs\\_dream-employer-of-the-year-world-hrd-congress-activity-6914875493682999296-DMsZ/?utm\\_source=linkedin\\_share&utm\\_medium=ios\\_app](https://www.linkedin.com/posts/valuelabs_dream-employer-of-the-year-world-hrd-congress-activity-6914875493682999296-DMsZ/?utm_source=linkedin_share&utm_medium=ios_app))

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**Supporting Document**

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**Supporting Document 2**

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