

Nomination: 6834

Everise Values Diversity & Inclusion

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 Everise
Additional Contacts I do not wish to list additional contacts
Page: Entry Information
Entry Title Everise Values Diversity & Inclusion
Category B01 - B59 Achievement > B09 - Achievement in Diversity and Inclusion
Achievement Submission Format Written Answers
a. Briefly describe the nominated organization: its history and past performance (up to 200 words). Required <p>Founded in 2016, Everise delivers happiness to millions of customers worldwide. We excel at solving customer problems on behalf of some of the world's biggest brands. Our unique approach combines customer and technical support with AI, automation, analytics, and secure cloud-based technology. Known as a leader in customer experience outsourcing, Everise offers high-growth start-ups and Fortune 500 companies the talent, tools, and technology they need to scale their brands across markets rapidly. Some of the world's most loved brands have products and services that are tested, protected, supported, and sold by Everise.</p> <p>Everise is an equal opportunity employer with a diverse workforce representing over 64 nationalities, capable of serving 6.3 billion individuals in 32 languages. Women play a significant role, comprising 65% of our workforce, with 46% in leadership positions. We also value the contributions of mature-age employees, who make up 7% of our team. Additionally, we employ individuals with disabilities (PWD employees), accounting for 2% of our workforce.</p> <p>Everise has established itself as a market leader in healthcare customer experience, offering more than 40 different services in payer, health and life insurance, benefits management, and provider and health systems. The company has achieved over 30% growth in this vertical throughout 2022.</p>
b. Outline the team's or organization's achievements since the beginning of 2021 that you wish to bring to the judges' attention (up to 250 words). Required <p>Everise has embraced diversity as a core value and implemented initiatives that foster an inclusive environment for employees from diverse backgrounds. The company's efforts have resulted in various achievements, such as:</p> <ul style="list-style-type: none">• Diverse Workforce: Everise has a multicultural and multilingual workforce, employing over 62 nationalities across 8 countries, reflecting a global perspective in their operations.• Gender Diversity: Women make up 65% of Everise's workforce, with 46% of women in leadership positions, showcasing the company's commitment to gender equality and promoting women's advancement in the workplace.• Employee Resource Groups (ERGs): Everise established 5 main ERGs to support various minority groups and special interests. These ERGs provide safe spaces for employees to connect, raise issues, and create a sense of camaraderie.• Inclusive Recruitment and Career Development: Everise prioritizes inclusive recruitment practices and offers career development programs that provide equal opportunities for all employees.• DEI Training and Education: Everise invests in training programs and initiatives that promote diversity, equity, and inclusion, enhancing employee awareness, challenging biases, and promoting inclusive decision-making.• Awards and Recognition: Everise's commitment to DEI has earned them accolades such as being listed among the "Best Companies to Work For in Asia" and "Most Caring Companies" by HR Asia.• Employee Satisfaction and Engagement: Everise conducted a Diversity and Inclusion survey in 2022, receiving an 85% favorability score across all markets. <p>Overall, Everise's efforts in embracing diversity, fostering inclusion, and providing equal opportunities demonstrate their commitment to creating a workplace that values and respects every employee.</p>

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

Everise has adopted unique and significant workforce diversity and inclusion strategies within the Business Process Outsourcing (BPO) industry. Here's why:

Comprehensive Approach: Everise's strategies go beyond gender diversity and encompass a wide range of dimensions, including nationality, language, age, disability, and LGBTQ+ representation. This comprehensive approach ensures that the company embraces diversity in all its forms, creating an inclusive environment that celebrates differences.

Employee Resource Groups (ERGs): Everise's establishment of ERGs for various minority groups sets it apart from many companies in the industry. These ERGs provide a support system and foster a sense of belonging for employees, enhancing their engagement and retention.

Measurable Results: Everise's achievements in workforce diversity and inclusion are backed by measurable results. The company has witnessed significant growth in the number of nationalities and languages represented in its workforce, as well as an increase in the representation of women in leadership positions.

Industry Leadership: Everise's proactive initiatives, such as unconscious bias training and educational webinars, distinguish it as an industry leader in driving meaningful change. Unlike others who often lag behind in implementing comprehensive diversity and inclusion strategies and fail to achieve comparable results.

Everise's comprehensive approach, focus on ERGs, measurable results, and industry leadership in diversity and inclusion make its strategies and achievements unique and significant within the BPO industry. Prioritizing workforce diversity and inclusion not only creates an inclusive and engaging work environment but also gains a competitive advantage in attracting top talent and strengthens Everise's reputation as an employer of choice.

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

Everise's commitment to diversity and inclusion is strongly supported by a wide range of attachments materials, which provide ample evidence of the company's values and dedication to diversity and inclusion:

- Diversity Equity Inclusion Workplace Certification demonstrates Everise's commitment to fostering a diverse and inclusive workplace.
- Recognition as one of the Top 100 Workplaces with the Best D&I Initiatives 2021 by Mogul.
- Inclusion in Diversity Inc's Top 50 Companies for Diversity List.

Additionally, Everise has received numerous accolades and awards that affirm its inclusive culture, including being named the Best Place to Work by HR Asia Awards, featured in Newsweek's Top 100 Most Loved Workplaces, and receiving the Top Inspiring Workplace Awards in North America. These recognitions further validate Everise's dedication to employee well-being and happiness.

Everise has received various accolades and recognition. Here are some supporting articles and links that provide further insights into Everise's commitment to diversity and inclusion:

- "Winning Secrets: Everise's CEO leads with a people-first mindset, and here's how it's working out."
- "The Role of Diversity in Evolving the Workplace."
- "Everise's unwavering belief that great companies revolve around great people"
- "Women Icons Network, At Everise We Are Witness to the Business Impact of Gender Diversity in Leadership."

Supporting documents such as case studies on DEI, company information, snippets of e-talks and e-training, snippets of ERG groups, and Everise Culture 2023, provide comprehensive insights into the specific programs and initiatives implemented by Everise to foster diversity and inclusion.

Webpage Link

<https://vimeo.com/420526078?share=copy> (<https://vimeo.com/420526078?share=copy>)

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Webpage Link 2

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Webpage Link 3

<https://vimeo.com/740585958> (<https://vimeo.com/740585958>)

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Web Page Link 4

https://www.linkedin.com/posts/everiseglobal_rise-together-with-everise-alfa-activity-7060176310886690816-loiz?utm_source=share&utm_medium=member_desktop
(https://www.linkedin.com/posts/everiseglobal_rise-together-with-everise-alfa-activity-7060176310886690816-loiz?utm_source=share&utm_medium=member_desktop)

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https://www.linkedin.com/posts/everiseglobal_managermakeover-internationalwomensmonth-activity-7044268749293568000-MF4h?utm_source=share&utm_medium=member_desktop
(https://www.linkedin.com/posts/everiseglobal_managermakeover-internationalwomensmonth-activity-7044268749293568000-MF4h?utm_source=share&utm_medium=member_desktop)

Would you like to add an additional webpage link?

Yes

Web Page Link 6

<https://info.weareeverise.com/resources/infographics/diversityinclusionsurvey2022> (<https://info.weareeverise.com/resources/infographics/diversityinclusionsurvey2022>)

Would you like to add an additional webpage link?

Yes

Web Page Link 7

<https://www.humanresourcesonline.net/winning-secrets-everise-s-ceo-leads-with-a-people-first-mindset-and-here-s-how-it-s-working-out>
(<https://www.humanresourcesonline.net/winning-secrets-everise-s-ceo-leads-with-a-people-first-mindset-and-here-s-how-it-s-working-out>)

Would you like to add an additional webpage link?

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Web Page Link 8

<https://weareeverise.com/the-role-of-diversity-in-evolving-the-workplace/> (<https://weareeverise.com/the-role-of-diversity-in-evolving-the-workplace/>)

Would you like to add an additional webpage link?

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Web Page Link 9

<https://www.humanresourcesonline.net/winning-secrets-everise-s-unwavering-belief-that-great-companies-revolve-around-great-people>
(<https://www.humanresourcesonline.net/winning-secrets-everise-s-unwavering-belief-that-great-companies-revolve-around-great-people>)

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<https://womeniconsnetwork.com/business-impact-of-leadership-gender-diversity-at-everise-william-foo/> (<https://womeniconsnetwork.com/business-impact-of-leadership-gender-diversity-at-everise-william-foo/>)

Supporting Document

Download File (<https://stevies-sage.secure-platform.com/file/17030/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWRpYUlkIjoxNzAzMCwiYWxsY3dOb3RTaWduZWVcmwiOiJGYWxzZSIsImNbnm90>
Everise%20Corporate%20Overview%202023.pdf)

Would you like to add an additional supporting document?

Yes

Supporting Document 2

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Culture%20Overview%202023.pdf)

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Supporting Document 3

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Yes

Supporting Document 4

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Supporting Document 5

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Would you like to add an additional supporting document?

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Supporting Document 6

Download File (https://stevies-sage.secure-platform.com/file/17036/eyJ0eXAiOiJKV1QiLCJhbGciOiJIUzI1NiJ9.eyJtZWVpYUlkIjoxNzAzNiwiYWxsbn3dOb3RTaWduZWRVcmwiOiJGYWxzZSIsImInbm9yEverise%20Agent%20Recruiting%20and%20Hiring%202023_.pdf)

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