

Nomination: 7390

Ato Jiao

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 Globe Telecom, Inc.
Additional Contacts I would also like to have others receive emails about the disposition of our entries.
Page: Entry Information
Entry Title Ato Jiao
Category C01 - C16 Individual > C02 - Chief Human Resources Officer of the Year
Individual Submission Format Written Answers

a. Briefly describe the nominated individual: history and past performance (up to 200 words). Required

Since becoming Globe's Chief Human Resources Officer in 2010, Ato Jiao has been an invaluable asset to the organization, playing a pivotal role in re-establishing it as a formidable challenger brand and eventually leading the telecommunications industry.

In 2009, Globe was grappling with significant challenges, including declining market share, missed financial targets, and high attrition rates. Recognizing the urgent need for transformation, Ato took it upon himself to spearhead a massive culture and purpose transformation within the organization.

Ato and his Human Resources team embarked on a comprehensive review of the organization, recognizing the importance of changing behaviors within. To sustain this transformation, he redefined Globe's corporate values, transforming them into digestible statements known as The Globe Way.

Within a short span of 9 months, the organization witnessed a remarkable upswing in employee satisfaction ratings. Moreover, after years of decline, Globe began making substantial progress in business revenues.

In recognition of his strategic contributions to the organization, Ato was bestowed with the prestigious People Manager of the Year award in 2015, a testament to his exceptional impactful leadership. Under his leadership, Globe has consistently garnered acclaim as the Employer of Choice and Workplace of the Year from renowned award-giving bodies.

b. Outline the nominee's achievements since the beginning of 2021 that you wish to bring to the judges' attention (up to 250 words). Required

Even with business continuity as a primary concern, supporting employees' holistic well-being and growth remained Ato Jiao's topmost priority. Following the effects of the pandemic, each initiative he led was anchored in Globe's people-first culture.

-Directed the transition to the cutting-edge HR information system (HRIS), Workday, enabling employees to handle self-service tasks;

-Embraced digital learning by upgrading Newton 2.0, Globe's learning platform, to provide development opportunities, which achieved a record-breaking activation rate of 99%, with 8,213 activated users and a training reach of 401,544 hours.

-Implemented continuous innovation of technologies to protect and monitor employee health, including building Globe Labs, the company's own RT-PCR lab, and the launch of #VacclnAction, the organization's vaccine drive which achieved a 99.7% vaccination rate and administered over 114,000 COVID-19 tests by the end of 2022.

-Transitioned the workforce to a hybrid work model with a 3-day return to office policy in Q2 of 2022, accompanied by a one-day celebration that engaged 5,551 employees from 221 office locations;

-Launched the Internal Career Marketplace, a talent repository that identifies high-potential employees and fosters a strong pipeline of internal talent;

-Promoted diversity and equal opportunities, with women now comprising 44.5% of the entire workforce as of 2022;

-Transformed DUDE into a wellness and employee listening bot, providing a platform for employees to voice feedback and concerns while receiving vital wellness support;

-Shifted milestone events and programs to a hybrid setup, allowing regional offices to participate regardless of location.

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

With Ato Jiao at the helm of HR, Globe has not only solidified its footing as the number one force in the telecommunications industry but also strengthened its reputation as an employer of choice.

Through his leadership, Ato has fostered a high-performing workplace where employees feel engaged, enabled, and energized to produce their best work. These initiatives have proven to be a success, as evidenced by Globe's 92% engagement rating in 2022, one of its highest in the past five years, even amidst the post-pandemic recovery efforts.

The company's investment of over \$1 million in learning and development has paid off, as demonstrated by the 99% activation rate on its digital learning platform, proving how Ato's substantial commitment to fostering employee growth and development has been met with success.

His visionary strategies, unwavering commitment to employee satisfaction, and outstanding leadership have propelled Globe to unprecedented heights, setting new benchmarks for success in the industry. In 2022 alone, Globe has been recognized with 32 awards for being an employer of choice, a 50% growth in the count of HR awards since 2018, and >75% growth since 2020. This consistent recognition further underscores Ato's ability to create an environment that attracts and retains top talent while fostering a culture of excellence.

These initiatives highlight the significance of actively listening to employees. Through the implementation of user-friendly, responsive, and reliable digital interventions, Globe demonstrates how effective employee engagement that guarantees employee well-being and satisfaction can be further supported by digital infrastructures and initiatives.

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 collaborative and people-oriented organizational culture that Ato Jiao fostered has been recognized widely in the industry. The organization has received honors from award-giving bodies in the field of business and corporate leadership, such as:

LinkedIn Talent Awards

Best Employer Brand on LinkedIn (2022)

Stevie Awards for Great Employers:

- Gold, Employer of the Year (2021, 2022)
- Gold, Achievement in Employee Engagement (2021)
- Silver, Most Valuable HR Team (2021)
- Silver, Achievement in Internal Communications (2022)
- Silver, Most Innovative Deployment of HR Technology (2022)
- Bronze, HR Team of the Year (2022)

Stevies International Business Awards:

- Gold, Company of the Year - Telecommunications - Large (2022)
- Gold, Most Valuable Corporate Response (2021)
- Silver, Achievement in Human Resources (2021)
- Silver Stevie, Company of the Year (2021)
- Silver, Most Valuable Corporate Response (2022)
- Bronze, Achievement in Human Resources (2022)

ACES Awards:

- Asia's Best Workplace of the Year (five-peat; 2021, 2022)
- Industry Champions (2021, 2022)

HR Asia Awards:

Best Company to Work For in Asia, Telecommunication (2021, 2022)

Employee Experience Awards:

Gold, Best HR Communication Strategy (2021)

Facebook:

Best in Innovation, DUDE (2021)

CEO World Awards:

- Gold, Team of the Year - Globe HR (2021)
- Gold, Company of the Year - Telecommunications (2021)
- Gold, Team of the Year during COVID (2021)
- Bronze, Company Innovation of the Year, DUDE (2021)

HR Excellence Awards Singapore:

- Silver, Excellence in Crisis Management and Recovery (2021)
- Silver, Excellence in HR Team Collaboration (2021)

Webpage Link

<https://www.globe.com.ph/about-us/newsroom/business/three-wins-18th-annual-international-business-awards.html#gref> (<https://www.globe.com.ph/about-us/newsroom/business/three-wins-18th-annual-international-business-awards.html#gref>)

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<https://business.inquirer.net/201141/globe-chro-ato-jiao-is-people-manager-of-the-year>
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