

Nomination: 7753

Foundever

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 Foundever
Additional Contacts I would also like to have others receive emails about the disposition of our entries.
Page: Entry Information
Entry Title Foundever
Category A01 - A31 Employer of the Year > A05 - Employer of the Year - Business & Professional Services
Employer of the Year Submission Format Written Answers

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

As a global leader in the customer experience industry, Foundever™ makes the difference for customers 9 million times daily. With 170,000 associates across 45 countries, we're the team behind the best experiences for +800 of the world's leading brands. Our award-winning culture is built on +40 years of industry-leading experience and commitment to improving the employee experience.

Driven by our values, our people are at the heart of our success, empowering brands to build stronger relationships with customers. We give our best and encourage our associates to do the same. Our employee satisfaction improved significantly in the past years, from 26.5 eNPS in 2020 to over 50 in 2022 and 2023 – recognizing our investment in employee wellbeing. Our promise to our employees is: "Create your best moments". In 2024, Foundever was recognized with the Best Places to Work Award, four European Inspiring Workplaces Awards and numerous Comparably Awards including Best Global Culture and Best HR Teams.

To achieve excellence in service, we drive several programs to develop the potential of our associates: My Associate Experience (MAX) - our voice of the employee program, EverBetter (wellbeing) and CXperts (encouraging best performance and recognizing our best talents around the world).

b. Outline the organization's employee-relations achievements since the beginning of 2022 that you wish to bring to the judges' attention (up to 250 words). Required

At Foundever, we're committed to the belief that "the employee experience is the customer experience". We've launched several initiatives to ensure our workforce remains motivated and delivers excellence. Our Walking Management program ensures leaders stay connected with the teams, by listening to calls, observing our experts doing their job and talking with them about their work and challenges, fostering a customer-centric approach and enabling direct feedback.

Peak Awards is our prestigious global recognition program, inspiring top-notch service for our clients, with the CXperts Challenge spotlighting outstanding customer service associates.

Prioritizing work-life balance, our EverBetter program promotes wellbeing among associates. Its 2022 success saw 43,000 participants, growing to 61,000 as of today, collectively covering over 5 million miles. A 2023 campaign, "Around the World in 30 Days," allowed sports and wellness achievements to contribute \$6,000 to Libraries Without Borders.

The Foundever Games 2024 continues this spirit, aligning with the Olympic Games this year to challenge associates with mind and body exercises in a team setting. Diversity and Inclusion are ingrained in our ethos, with recognitions from the Financial Times as a Leader in Diversity for 2023, high scores on Glassdoor (4.0) and Comparably (81/100) and the Comparably awards for Best Company for Diversity, for Women, and for Work-life Balance.

Our Conversation at HeART initiative celebrates local culture by introducing art (paintings, murals, etc.) into our sites, with contributions from local artists in Athens, Curitiba, Casablanca, Cebu, Cali and Cape Town.

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

Collecting regular feedback from our associates enables us to fulfill positive results and excellence in our service. Our annual survey has high response rates (85% in 2022, 86% in 2023), with a consistent eNPS growth trend, giving us supported information to improve programs, processes, and benefits. Our 51.3 eNPS is significantly higher than the global benchmark of other industry players (24 according to CultureAmp, 14.9 according to Perceptyx).

The more familiar our associates are with our experience programs (MAX, CXperts, EverBetter, Walking Management), the higher the eNPS (eNPS above 70). To deepen our understanding, we ran statistical analysis which proved that the higher the eNPS, the lower the attrition. The participation in these programs allowed our associates to co-create new tools, like our global intranet EverConnect or the Foundever personas (chatbot assistants: e.g., Maria in Portugal; Talia in Philippines). Foundever won two Business Intelligence Group (BIG) Innovation Awards for the innovation and creativity of our EverConnect intranet and our ethical telemarketing solution 'Hot Leads', developed in partnership with a client. At Foundever, 97% of our senior management are hired from the local community, enabling us to have the knowledge to work globally, respecting the local culture.

From external satisfaction surveys, our ratings are also high. Our 2024 survey for the Best Places to Work Awards shows that 8 out of 10 associates recommend Foundever to a friend and are satisfied with their role.

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

Our "Create Your Best Moments" video illustrates our employee value proposition and our dedication to crafting the finest employee experience for everyone who works with us. It embodies the message and sentiment we share with our employees from the very moment they begin their journey with Foundever as candidates.

The MAX (My Associate Experience) video highlights the program that places the voice of the employee at the heart of our operations. This program thrives on the feedback and active participation of our associates, vividly demonstrating how a superior associate experience translates into an enhanced customer experience. Their input has enabled us to develop or refine tools and processes that streamline our employees' day-to-day tasks.

The Walking Management advertisement was a video produced as part of a celebration day, elucidating the purpose of the program to embody what we've outlined in the preceding questions.

Additionally, we're sharing several links to our website to display Foundever's achievements and initiatives.

Webpage Link

https://youtube.com/playlist?list=PLqRWnZljwQctG1DzcBdwEKJ_0HfIUswc&si=fxKGq_PuSd4oNwwP
(https://youtube.com/playlist?list=PLqRWnZljwQctG1DzcBdwEKJ_0HfIUswc&si=fxKGq_PuSd4oNwwP)

Would you like to add an additional webpage link?

Yes

Webpage Link 2

<https://foundever.com/news/foundever-wins-two-2024-big-innovation-awards/> (<https://foundever.com/news/foundever-wins-two-2024-big-innovation-awards/>)

Would you like to add an additional webpage link?

Yes

Webpage Link 3

<https://foundever.com/news/foundever-wins-4-comparably-2023-best-places-to-work-awards-for-three-years-running/>
(<https://foundever.com/news/foundever-wins-4-comparably-2023-best-places-to-work-awards-for-three-years-running/>)

Would you like to add an additional webpage link?

Yes

Web Page Link 4

<https://foundever.com/news/foundever-donates-6000-usd-to-libraries-without-borders-as-part-of-its-annual-wellness-challenge-for-charity/> (<https://foundever.com/news/foundever-donates-6000-usd-to-libraries-without-borders-as-part-of-its-annual-wellness-challenge-for-charity/>)

Would you like to add an additional webpage link?

Yes

Web Page Link 5

<https://foundever.com/about/esg/> (<https://foundever.com/about/esg/>)

Would you like to add an additional webpage link?

Yes

Web Page Link 6

<https://foundever.com/blog/conversation-at-heart-philippines-creating-connection-on-walls/>
(<https://foundever.com/blog/conversation-at-heart-philippines-creating-connection-on-walls/>)

Would you like to add an additional webpage link?

No

Supporting Document

No File Uploaded

Would you like to add an additional supporting document?

By your submission of this entry to The Stevie Awards, you verify that you have read and agreed to abide by the regulations, terms and conditions of the competition. (<https://stevies-sage.secure-platform.com/a/page/enter/Rules-terms>)

Terms and Conditions

I Agree