

Diversity, Equity and Inclusion at Everise



Building an Inclusive
and Empowering
Culture



EVERISE
Champions of Customer Happiness

Diversity

is a hallmark of Everise and by valuing diversity, we unlock the full potential of our workforce and promote creativity, productivity, and success.

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Delivering Customer Happiness





Message by Sudhir Agarwal

Founder & CEO, Everise

"Being people first and providing the best employee experience has guided our vision from day one."

I am delighted to present our second annual report on Diversity, Equity, and Inclusion (DEI) at Everise, where we share the impact of our DEI efforts of the past year. Being people first and providing the best employee experience has guided our vision from day one.

As Everise continues its growth trajectory to stand among the world's leading healthcare customer experience providers, our focus remains on growing and developing our people who are our biggest asset. DEI has been and must always be a core tenet of our culture and strategy.

It is my firmest belief that our diverse and inclusive workforce makes Everise a far stronger company than if we were otherwise. I am beyond proud of the progress we have made on our journey, but there is much more to come.

Thank you to our champs, partners, and stakeholders, for your trust and unwavering support on our collective DEI journey. We look forward to continuing to partnering for a future where people feel embraced, supported and empowered in any Everise workplace and community around the globe.

Sincerely,

Sudhir Agarwal
Founder & CEO, Everise



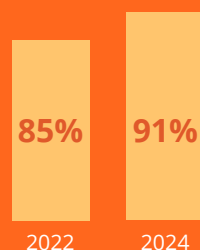
Building a future where
people feel embraced,
supported and empowered.



Introduction by Sheena Ponnappan Chief People Officer, Everise

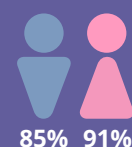
"DEI at Everise is built upon the principles of respect, fairness, and equal opportunity."

Following the success of our inaugural DEI report, I am proud to share the next edition which covers our journey, challenges, and successes with you. I am honored to share the latest results from our DEI Survey 2024.



Favorability scores, which indicate the percentage of employees across the company finding favorable qualities or practices within the organization as being good for them, likely to help them succeed, or have an advantage, rose from **85%** in 2022 to **91%** in 2024.

91% of female employees scored Everise favorably on DEI, while male employees scored Everise at **90%**.



Favorability for Persons with Disabilities (PWDs) scored at **82%** overall, the highest being in Guatemala at **92%**, with Philippines coming in a close second at **88%**, and the US at **77%**.

84% of U.S. military veterans scored Everise favorably on DEI.



DEI at Everise is built upon the principles of respect, fairness, and equal opportunity. We are so incredibly proud to have been recognized with various awards in the past year – including being ranked one of the Top 50 Companies for Diversity by DiversityInc, Stevie for Great Employers' Achievement in Diversity & Inclusion (Gold), Newsweek Most Loved Workplaces Certified Company for the fourth consecutive year, as well as Great Place to Work USA Certified for the first time.

As Everise continues to evolve into a global player, our DEI journey becomes ever more critical to our success. It is a fundamental driving force behind our commitments to sustainable growth and positive social impact. With the collective efforts and diversity of our people, I look forward to seeing how Everise's culture will grow and develop in the future.

Sincerely,

Sheena Ponnappan
Chief People Officer, Everise

Everise in 2024



Founded in 2016, Everise is a global leader transforming customer service for healthcare, transport, logistics, insurance, financial services and tech businesses. The company solves problems for the millions of customers of some of the world’s leading brands, by combining the best technology with compassionate service.



Operating in **8** strategic markets



28,000 employees



66 nationalities with **32** languages

People First, Always



Certified Most Loved Workplace® by Newsweek – Globally and in the US



Certified Great Place to Work® in the US



A Top Inspiring Workplace™ in North and Latin America

Diversity Matters



Championing Women

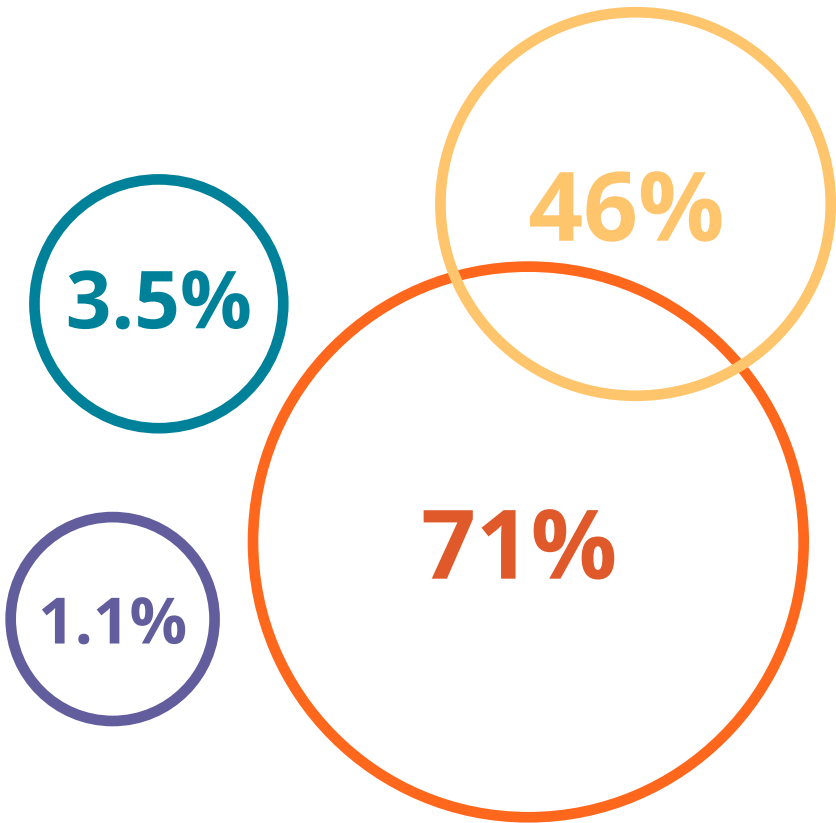
71% Women, with 46% Women in Leadership

Inclusive

3.53% Mature Aged

Nondiscriminatory

1.1% Persons with Disabilities



Champions of Customer Happines

Everise conducts over **200 million** client experiences annually

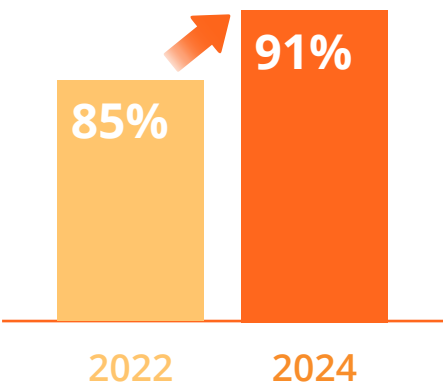


Measuring Our DEI Journey

A respect for human rights and employee empowerment has been the founding principle behind our culture since 2016, when the company was founded. From platforms and safe spaces for affinity and allyship, to taking steps to address equity in our recruitment and talent retention strategies, we have implemented a comprehensive range of DEI programs and initiatives across our global operations.

We have been measuring our performance on instilling a culture of DEI since 2022.

This year, Everise’s DEI Survey 2024 demonstrated a positive upwards trend in how employees are perceiving DEI in the Everise workplace.



4,343

Total respondents across 8 geographies

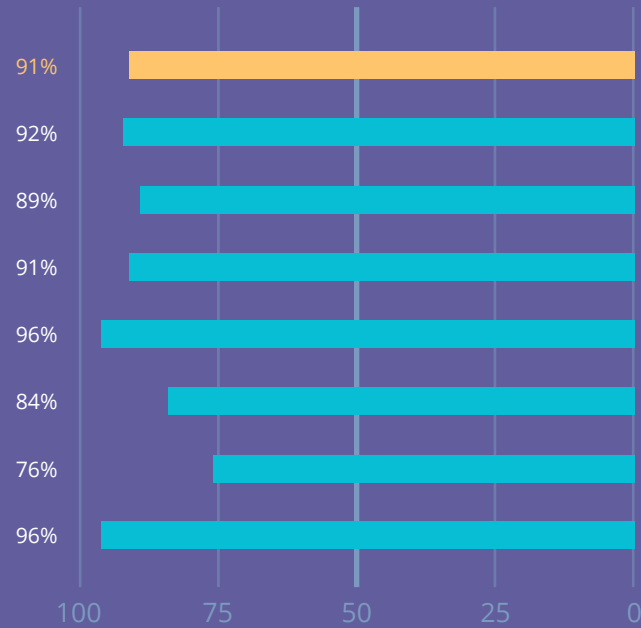
91%

Overall average favorability score

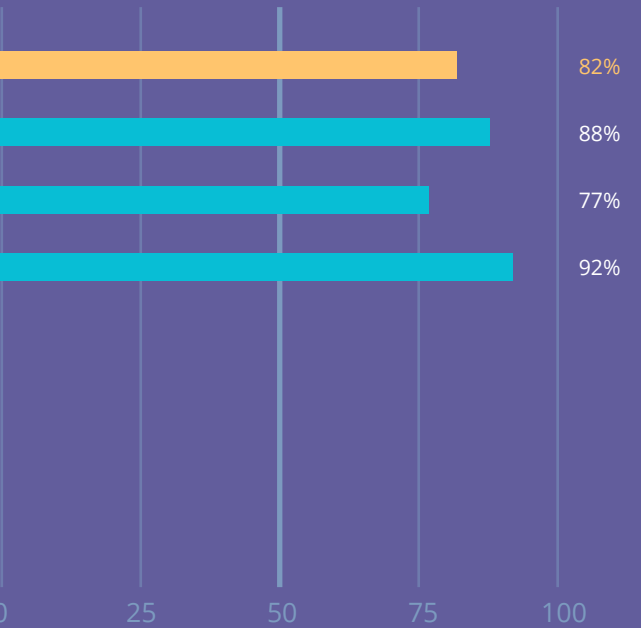
25

Questions asked in the survey

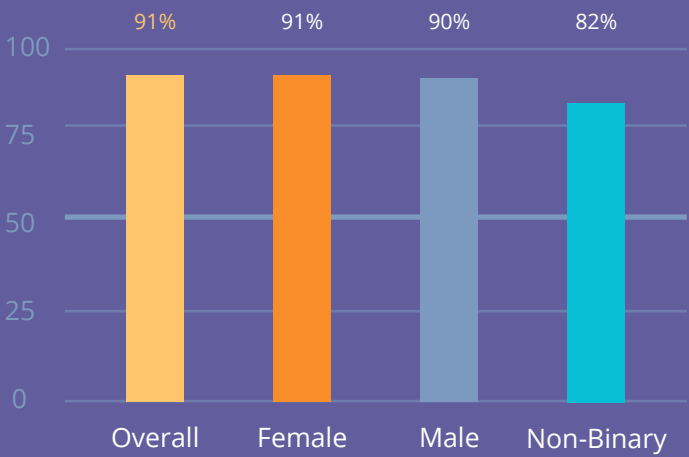
Overall Favorability Scores



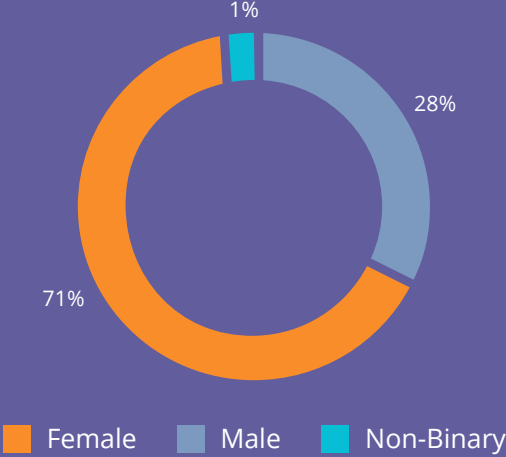
Favorability for PWDs



Favorability By Gender



Gender Classification



Looking Ahead

Based on the survey, some areas for potential improvement were identified amongst our employees. These included improving opportunities for them to identify people similar to themselves in leadership positions, as well as ensuring that their unique attributes, traits, characteristics, skills and backgrounds are valued at work.

As a next step to the survey, Everise pledged to organize more events and regular touchpoints enabling employees to shadow and connect with leaders across the organization, as well as with leaders of similar backgrounds. The company will also plan greater opportunities to celebrate diversity through various awareness and appreciation programs, develop employees through training masterclasses, as well as encourage employee volunteerism and giving.

Listening to Employee Voices

“Co-workers accept others whose backgrounds differ from their own.”

“Leaders value talent and the contribution employees make.”

“Everise provides effective educational programs about DEI for its workforce.”

“Our workplace doesn’t tolerate jokes based on personal characteristics such as race, gender, sexual orientation, or otherwise.”

★ ★ ★ ★ ★

“My organization strives to build diverse teams.”

“Leaders welcome and encourage differences of opinion.”

★ 5.0

“I am comfortable bringing up a DEI concern at work with my leader.”

★ ★ ★ ★ ★

Our DEI Evolution

DEI Metric	2017	2024
Total number of nationalities in workforce	30	66
Women in the workforce	48%	71%
Women in leadership	30%	46%
Persons with Disabilities	0.7%	1.1%
LGBTQIA+	N/A	1.14%



Women in Leadership

Women power over **71%** of Everise.

Fostering a diverse and inclusive workplace where women feel supported and valued is very much part of our mission to create a people-first culture. With **46%** of our leadership being women, valuing women as an equal and integral part of our workforce is embraced by and practiced from the top down.



Celebrating Women's Day in the Philippines with lots of pink, flowers, and inspiring women.

Some well-deserved pampering for the women of Everise in the Philippines.



Women of Everise



Women play hard too – Guatemalan Women's Month Soccer Tournament.

Celebrating and Championing Women

Celebrating and championing women takes long-term vision and planning. Throughout the years, we have consistently supported the women of Everise by:



Supporting women with the Global Women's Network, our employee-run resource group.



Implementing gender-inclusive practices across our recruitment and training programs, which include unconscious bias training and encouraging the use of diverse images in hiring materials.



Subsidizing and in some cases fully sponsoring further college education, providing flexible work schedules, for women balancing the needs of their home and family with their career aspirations.



Structuring a wage equity program that closes the gender pay gap and minimizes gender bias.



Offering flexible work arrangements and scheduling for employees, sensitive to their different backgrounds, requirements, and circumstances.



Running our LEAP Mentorship Program that matches senior women leaders with junior managers, inspiring them to grow.



Running Everise Talks, a monthly education and awareness platform, promoting conversations on important topics.



Providing open communication channels with leaders who are trained to foster an inclusive and psychologically safe environment, where women feel valued and respected.

Hearing From Our Women Leaders

This is a way of life for us

“When our Founder & CEO approached me to join Everise, I knew I would be in my dream job. And today, after seven years, I can say that’s exactly what it is. I’m able to do the best work of my life.

Everyday, we work across the globe to create opportunities for women to support women, and other groups as well, to ensure that we have a constant pipeline of women flowing into middle management and then on to the top and executive management roles.”

SHEENA PONNAPPAN
Chief People Officer



“Everise is doing a really good job as far as gender diversity is concerned for sure. Witness the fact that there are so many women in leadership. That is a sign that Everise is way ahead of the curve.”

HELEN FRANCO
Chief Legal Officer



KRISTINE BONDOC
SVP, Operations,
Philippines

“We have C-Level or senior leaders who provide direction from the top. They’re easily accessible, just one message away, and that’s what’s so great about being an Everiser.”

“Everise does a really good job at promoting diversity. We hire so many different cultures. It’s never an issue who we hire, and where they’re from. I’ve also seen more leadership roles for women in Everise than any other place I’ve worked. That helps us in a big way.”



JOHANNA ARTIDIELLO
VP, Payroll



“There’s really a concerted effort to make sure that there’s women and gender diversity at all levels of the organization.”

EMILY RICKMAN
EVP, Client Services

“We have a lot of programs that promote women in the workplace. But I believe that with all of our efforts over the years, we promote and extend equality regardless of what gender you are.”



MA ANN REYES
VP, Human Resources,
Philippines

“Everise truly values every voice equally. I have always been empowered to share my perspectives, take on new challenges, and develop personally and professionally.”

CHARLENE POON
Director, PR &
Brand Communications



“I have the opportunity to inspire other women in this organization, to inspire them and mentor those who also have aspirations to become leaders.”



LYNITA DURRANT
VP, Client Success

Supporting Our Minority Communities



Everise’s DEI efforts are underpinned by our five employee resource groups. These groups, founded and run by employees, are a means of providing a safe space and platform for allyship to members of our staff from minority groups.



EVERISE

Pride Network

Pride Network

Supports the interests of the LGBTQIA+ community, who comprise **1.14%** of our workforce.

EVERISE

Ability Champions Network

Ability Champions Network

Supports the needs of Persons with Disabilities (PWDs), who form **1.1%** of our workforce.

EVERISE

Heritage Network

Heritage Network

Creates an environment where people from the **66** heritages and cultures that comprise Everise can celebrate the uniqueness of diverse cultures.

EVERISE

Salute Network

Salute Network

Promotes awareness around the military veteran community, organizing opportunities to give back and contribute.

EVERISE

Global Women’s Network

Global Women’s Network

A community created by women for women, matching younger women with experienced mentors.

Social Responsibility & Impact



23 Corporate Social Responsibility activities organized in 2024.



15 awards and accolades attained for our commitment to DEI and people-first culture.



Supporting Typhoon Carina victims - July 2024

Volunteers offered cash and in-kind donations to provide relief to families affected by Typhoon Carina that hit the Philippines in July 2024.

Caring for sick children - April 2024

Sharing love and spreading smiles and support for the children of Ayuvi, a center in Guatemala that provides free treatment to patients with pediatric cancer.



Bringing holiday cheer to orphans - December 2024

Celebrated Christmas and brought presents and joy to the children of "Tahanan ng Pagmamahal" (Home of Love), an orphanage that supports the children's holistic development through shelter, spiritual growth, and psycho-social services.





Awards & Recognitions



STEVIE AWARDS FOR
WOMEN IN BUSINESS 2024

Women Helping Women - Gold



STEVIE AWARDS FOR
GREAT EMPLOYERS 2024

Achievement for Diversity & Inclusion – Gold



STEVIE INTERNATIONAL
BUSINESS AWARDS 2024

Woman of the Year - Silver



FAIR360 2024

Top 50 Noteworthy Companies for Diversity



NEWSWEEK 2024

Top 100 Global Most Loved Workplaces®



TOP MOST LOVED
WORKPLACES® 2024

Top Most Loved Workplaces® for Veterans



STEVIE AWARDS FOR
WOMEN IN BUSINESS 2024

Woman of the Year – Business Services – Silver



STEVIE AWARDS FOR
WOMEN IN BUSINESS 2024

Achievement in Developing & Promoting Women – Silver



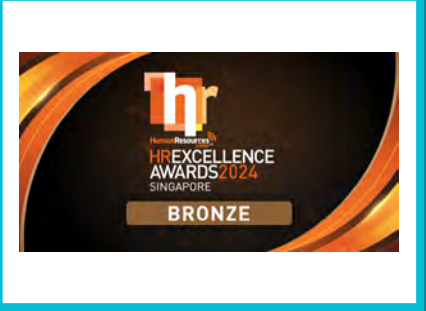
STEVIE AWARDS FOR
WOMEN IN BUSINESS 2024

Achievement in Diversity & Inclusion – Silver



EHEALTHCARE LEADER-
SHIP AWARDS 2024

Best Digital Leadership in Health Diversity, Equity & Inclusion - Platinum



HR EXCELLENCE AWARDS
2024

Excellence in Women Empowerment Strategy – Bronze



HR ASIA 2024

HR Asia - Diversity, Equity & Inclusion



ADVANTAGE CLUB 2024

Global Exceptional Women Awards – Leader



ONCON ICON AWARDS
2024

DEI Team Award – Top 10



NATIONAL
ORGANIZATION ON
DISABILITY 2024

NOD Leading Disability Employer Seal



Empowering Employee Voices

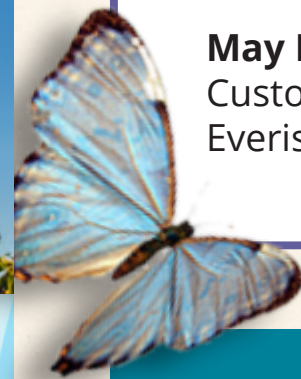


"Pursuing higher education was always a dream of mine but, due to financial constraints, that was never a possibility. As a mother of four, I was determined to show my kids the importance of believing in second chances and pursuing one's dreams. Being awarded an Everise Scholarship alleviated the financial burden associated with further education and empowered me to pursue a degree that aligns with my career aspirations.

My supervisor and colleagues were incredibly understanding and supportive, working out a schedule that accommodated my college demands. Words alone cannot adequately express my gratitude."

May Hope Baul

Customer Service Representative,
Everise Philippines



"As a member of the LGBTQIA+ community, it was important for me to work in a company environment that was inclusive and supportive of all employees. Everise is this and more for me. When I first approached the HR team to share that I am comfortable using the female restrooms at work, the team went above and beyond in accommodating my request. They protected my privacy, addressing concerns of other employees and – most importantly – educated employees on gender identity.

I love Everise and will always be a champion to represent our culture in this industry, here in my country."

– **Member of the LGBTQIA+ Community**
Everise Guatemala



"Everise's journey towards DEI in the workplace is a continued one.

We have strived to foster an inclusive workplace culture through initiatives that promote inclusive recruitment, wage equity, flexible work, and more.

Our efforts have been validated by various industry awards, and we have also partnered with external organizations and thought leaders to take DEI in our workplace to the next level.

As we continue our journey, we will continue to listen, learn, adapt, and evolve, to build a workplace where every individual feels valued, empowered, and supported."

Jerry Leonard

Senior Vice President, Human Resources
Everise



Champions of Customer Happiness

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Diversity

is a hallmark of Everise and by valuing diversity, we unlock the full potential of our workforce and promote creativity, productivity, and success.