



# Embracing Diversity, Equity and Inclusion:

A Journey Towards Empowered and  
Inclusive Culture at Everise





## Contents

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Message by Sudhir Agarwal,  
Founder & CEO, Everise  
p. 03

Introduction by Sheena Ponnappan,  
Chief People Officer, Everise  
p. 04

Overview of Everise's mission, vision  
and values related to DEI  
p. 05

Our DEI Evolution Over The Years  
p.07

Empowering Employee Voices  
p. 08

Women in Leadership  
p. 10

External Partnerships & Accolades  
p. 12

Conclusion  
p. 13

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## Delivering Customer Happiness

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## Message by Sudhir Agarwal

Founder & CEO, Everise

*"I am delighted to present this report on Diversity, Equity, and Inclusion (DEI) at Everise, where we showcase our unwavering commitment to fostering an inclusive workplace environment. Since our founding in 2016, we have made leaps and bounds in our DEI journey, and I am excited to share our efforts, programs, and successes with you."*



At Everise, we firmly believe that DEI is not just an essential aspect of responsible business practices; it is the cornerstone of our organization's culture and success. We understand that by embracing diversity, fostering equity, and promoting inclusion, we can harness the collective power of our people to drive innovation, enhance employee engagement, and create lasting value for our stakeholders.

Our DEI initiatives are built upon the principles of respect, fairness, and equal opportunity. We have made significant strides in cultivating a diverse workforce that reflects the communities we serve, recognizing that diversity of perspectives is a catalyst for innovation. By valuing different backgrounds, experiences, and identities, we have created an environment where everyone feels seen, heard, and empowered to bring their authentic selves to work.

By ensuring DEI sits at the heart of its employee engagement, retention and recruitment programs, Everise has been able to grow the diversity of its workforce by leaps and bounds. These efforts have today earned Everise industry-wide recognition as a preferred employer. The company is rated 4.6 out of 5 in employee ratings

on Glassdoor, and has been awarded over 10 awards and accolades in diversity and inclusion and gender inclusivity over the years.

I am immensely proud of the progress we have made on our DEI journey, but our work is far from complete. We remain dedicated to continuous improvement, seeking feedback from our employees, partners, and stakeholders to refine our strategies and practices.

I extend my sincere gratitude to our employees, partners, and stakeholders who have actively supported and embraced our DEI initiatives. Together, we will continue to foster an environment where diversity is celebrated, equity is prioritized, and inclusion is a fundamental part of who we are.

Thank you for your trust and unwavering support.

Sincerely,

**Sudhir Agarwal**  
Founder & CEO, Everise



## Introduction by Sheena Ponnappan

Chief People Officer, Everise



*"It is with great pleasure that I introduce this impact report on Diversity, Equity, and Inclusion (DEI) at Everise. As Chief People Officer, my role is to champion the development and well-being of our most valuable asset: our people."*

In today's global landscape, DEI is not just an aspirational goal; it is a vital imperative for organizations committed to sustainable growth and positive social impact. At Everise, we recognize that a diverse and inclusive workforce drives innovation, enhances customer experiences, and fosters a culture of belonging. Our success lies in the collective strength of our people, with their unique backgrounds, perspectives, and talents.

To ensure our commitment to DEI became a tangible reality, we implemented a holistic strategy and execution plan across our organization. Our programs and initiatives are designed to empower our employees, break down barriers, and foster an inclusive workplace culture where everyone has a voice and an opportunity to thrive. They seek to:

- Empower our employees from the ground up, with employee resource groups (ERGs), which provide safe spaces for employees to connect, share experiences, and drive positive change. They serve as advocates, helping us identify and address the unique needs of different communities within our organization. By championing diversity and fostering a sense of belonging, our ERGs contribute to a more inclusive and engaged workforce.
- Drive equity as a core pillar of our DEI strategy. We recognize that true inclusion can only be achieved by addressing systemic inequities and creating equal opportunities for all. Our commitment to equity is reflected in our recruitment and promotion processes, which prioritize fairness and meritocracy. We invest in training and development programs that equip our employees with the skills and knowledge needed to thrive in an inclusive workplace.
- Power positive change beyond our organization. We actively engage with external partners, organizations, and communities to drive important conversations and activities that shape mindsets, biases and action for change.

I look forward to sharing more on these programs with you in this report. As we continue our DEI journey, we remain committed to listening, learning, and evolving. We embrace feedback and value the diverse perspectives of our employees, partners, and stakeholders.

I extend my deepest gratitude to all our employees for their passion and dedication to fostering a diverse, equitable, and inclusive workplace. It is through your collective efforts that we can truly make a difference and create a workplace that brings a smile to our faces everyday.

Best Wishes,

Sheena Ponnappan  
Chief People Officer, Everise



# Our Mission, Vision and Values Related to DEI

Since its inception in 2016, Everise has consistently strived for a highly inclusive and diverse workforce, as well as a workplace and culture founded in respect for human rights and empowerment. To drive sustainable change, we have implemented a range of comprehensive DEI programs across our global operations.



Inclusive recruitment, career development and employee management programs.



Wage equity programs that close pay gaps and address biases.



Flexible work arrangements that promote gender equity, enabling Everise to draw on untapped talent pools including stay-home mothers and Persons with Disabilities.



Mentorship and development programs to realize the leadership potential of high-potential employees.



Education and awareness, such as unconscious bias training for recruitment teams and regular webinars to power conversations on topics that can shape thinking, self esteem and decision making of employees.



Advocacy and support for key causes or events, organizing initiatives to highlight the role of women and minority groups in building equality in the workplace.



Employee resource groups for women, LGBTQIA+, the mature aged, and many more, to provide support to diverse groups and communities.

## Everise in 2023

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



Over 200,000 client experiences annually



Over 16,000 employees



~90% work-from-home employees from 2020 to 2022



Fluent proficiency in 32 languages



Certified Most Loved Workplace® - 2021 to 2023








Over 60 clients around the world, many of whom are fortune 1,000 companies



# Our DEI Evolution Over the Years

Over the years, our consistent focus on putting DEI at the center of the employee experience has resulted in shifting the needle substantially on key DEI metrics.

	DEI Metric	2017	2022
	Total number of nationalities & languages in the workforce	30 nationalities	64 nationalities speaking 32 languages
	Women in the workforce	48%	65%
	Women in leadership	30%	46%
	Persons with Disabilities	0.7%	2.64%
	LGBTQIA+	Unavailable	0.6%

We take employee feedback seriously, creating regular opportunities to give continuous feedback to the management and company. In doing so, we take the pulse of employee sentiment, identifying both the areas that employees were most satisfied with, as well as the areas we can do better.

## Recent Highlights:



~85% favorability score in our inaugural Diversity & Inclusion Internal Employee Survey conducted in 2022.



~88% overall satisfaction score achieved in our Just 15 2023 Survey, including the following key areas where employees were most satisfied:

Strength in leadership - 94%

Engagement with Everise - 90%

Commitment to work - 93%

Learning opportunities - 83%

Employee recognition - 81%





# Empowering Employee Voices

At Everise, we believe that every employee's voice matters and that fostering a sense of belonging and respect is essential in an inclusive workplace. Our initiatives and programs empower our employees to contribute their diverse perspectives and experiences, driving innovation and collaboration across our global organization. Here are some of the key initiatives and progress we have made in this space:

## Inclusive Recruitment and Career Development:

We have implemented inclusive recruitment practices that aim to attract and hire a diverse talent pool. Our career development programs provide equal opportunities for growth and advancement, ensuring that all employees have the chance to reach their full potential. For instance, in recruiting veterans, we engage on job boards targeting veterans, employee referrals as well as job fairs, to reach out to the veteran community. Everise also prioritizes development of our internal employees, with over 80% of our employment opportunities being filled from within the organization.



## Wage Equity Programs:

We are committed to closing pay gaps and addressing biases through our wage equity programs. By ensuring fair and equal compensation, we create a more equitable and inclusive work environment.



## Flexible Work Arrangements:

Our flexible work arrangements promote gender equity and enable us to tap into untapped talent pools, including stay-at-home mothers and Persons with Disabilities. By accommodating the diverse needs of our employees, we foster a more inclusive and supportive culture.



## Mentorship and Development Programs:

Our LEAP mentorship and development program unlocks the leadership potential of high-potential employees. These programs empower individuals to grow and advance in their careers. One of Everise's signature programs is our College of Insurance, which sponsors employees in getting their health insurance license, enabling them to upskill and grow professionally.



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## Education and Awareness:

We invest in education and awareness initiatives to foster a culture of inclusion. This includes unconscious bias training for recruitment teams and regular webinars that facilitate conversations on topics that shape the thinking and decision-making of our employees. Our learning platform and resource, Everise University, allows employees to benefit from access to a large and growing pool of knowledge at anytime. Everise Accelerator Training, which is a week of instructor-led classroom training to teach foundational coaching and management skills to supervisors, is also available to all employees.



## Advocacy and Support:

We actively advocate for key causes and events that promote equality in the workplace. Through organizing initiatives and supporting organizations, we highlight the role of women and minority groups in driving positive change.



## Employee Resource Groups (ERGs):

Our employee resource groups play a pivotal role in supporting diverse communities and fostering inclusion. We have established ERGs for women, LGBTQIA+, mature-aged employees, and more. These groups provide a supportive platform for networking, mentorship, and community engagement.

## Recognizing and Celebrating Diverse Employee Contributions:

We believe in recognizing and celebrating the diverse contributions of our employees. Our Rock Star Awards and Hall of Fame Awards recognize outstanding performance and exemplify our company's core values. We also celebrate events such as International Women's Day and Month, organizing engaging activities and e-talks to empower and celebrate the achievements of women in our organization.



Everise employees power five Employee Resource Groups representing and supporting various minority community interests.

## PRIDE Network

EVERISE | Pride Network

Shedding light on LGBTQIA+ issues through regular education engagements and employee communications, this network drives awareness of an important minority group within the organization.



Best Photo Award Winner, Everise Prideshion 2023

## PRIDEshion Fashion Show

The Everise Philippines team channeled their creativity and passion to support the Pride agenda into fashion. Named the Prideshion Show with the tagline "Reimagining Pride with Recycled Fashion", the fashion parade event beautifully blended the themes of pride and sustainability. Several beautiful outfits were designed and created from scratch, mindfully using sustainable materials donated by employees. The glamorous designs were then paraded in an awe-inspiring fashion show in a bid to raise awareness for pride month in 2023.

## Ability Champions Network

EVERISE | Ability Network

Supporting the needs of Persons with Disabilities (PWDs) within our organization, this group advocates for growing and supporting the ~2% of our workforce who are PWDs.

## Heritage Network

EVERISE | Heritage Network

Creating an environment where people of various heritages feel seen and valued, this network celebrates the uniqueness of diverse cultures that make up Everise.

## Global Women's Network

EVERISE | Global Women's Network

A community created by women for women, the network drives mentorship opportunities to match young women who need an extra boost to find their voice with experienced mentors who have walked their path.

## Salute Network

EVERISE | Salute Network

Promoting awareness around the military veteran community in our organization, the network runs e-talks and internal engagements, as well as an annual Toys for Tots initiative, which collects donations of toys and funds to support local children in need.

## Toys for Tots

In partnership with the Marine Toys for Tots Foundation, which seeks to assist the US Marine Corps in providing economically disadvantaged children in the US with toys. In 2022, Everise's Salute Network outfitted three Everise facilities to collect toy donations and promote awareness for the cause, driving monetary donations to their online website.



# Women in Leadership

At Everise, we believe in fostering a diverse and inclusive workplace that empowers women to thrive and achieve their fullest potential. From gender equality initiatives and mentorship programs, to leadership opportunities and career development, we are committed to creating an environment where women feel supported and valued.

Our commitment to empowering women and promoting diversity is reflected in Everise's workforce, where women represent **65% of our talent**, with **46% of them in leadership positions**.

We create an inclusive workplace by fostering a sense of belonging and respect among all employees. Every interaction has the potential to create value and engagement for our people. We champion various initiatives designed to eliminate gender disparities and ensure all employees have access to equal opportunities and benefits. These include:



Gender-inclusive recruitment, career development and employee management programs. Providing unconscious bias training for interviewers, talent acquisition and hiring managers, utilizing diverse images in job postings, and pursuing partnerships with organizations that assist women to get back in the workforce after taking time off.



Wage equity programs that challenge the gender pay gap and gender bias.



Enabling flexible work arrangements for promoting gender equity, including work-at-home, flexible hours and scheduling, enabling employees to balance work and personal responsibilities.



Mentorship & Development: Our LEAP Mentorship Program is dedicated to realizing the leadership potential of Everisers across roles, departments and geographies.



Education & Awareness: Everise Talks, our monthly platform, powers conversations on topics that can shape the thinking, self esteem and decision making of employees.



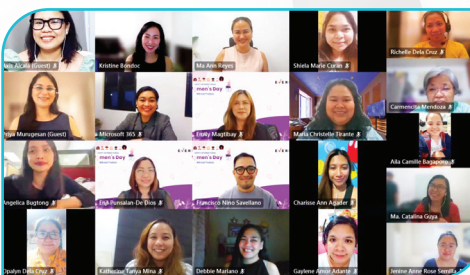
Advocacy & Support: We strongly support International Women's Month. Throughout the month, we organize initiatives to highlight the role of women in building equality in the workplace. These can include livelihood learning sessions for single mothers, career talks for graduating students, webinars on women's health, and many more.



Employee Support: Our Global Women's Network, an employee-powered resource group, is dedicated to supporting and empowering female employees. Various resources and a listening ear are at our employees' disposal.



Self-defense classes for women



Celebrating International Women's Day



## Celebrating International Women's Month Across the Globe

### UNITED STATES

Advocate for gender equity and equality, driving this primarily through our Global Women's Network which is focused on empowering female employees through a dedicated mentorship program. Celebrating International Women's Day and Month with a series of engagement activities and e-talks.

### PHILIPPINES

Supporting and empowering women in the workplace by celebrating International Women's Month through a series of engagement programs to celebrate the site's commitment to DEI.

These included a self-defense class which taught female attendees basic defense and protection, Everise Talks where female employees are able to share their experiences, including a special edition "Breaking the Bias", where panelists included distinguished guests such as Lieutenant Colonel Francel Taborlupa from the Armed Forces of the Philippines, Priya Murugesan, Founder of Indian Women in Enterprise in the Philippines, and Axis Alcala, a band manager and partner in an architect firm. The panel shared how they overcame biases in their respective industries, traditionally perceived to be male dominated. They further shared how Everisers can create an open environment for women, and advice to those navigating journeys in adulthood, career, motherhood and self discovery.

### LATIN AMERICA

Participated in a 'Women in Leadership in the BPO industry' panel to discuss successes, challenges and motivations of women in leadership positions. Guatemalan HR Director Pamela Mancilla represented Everise in championing and broadening awareness of how far women have come, and how much more is needed for women to truly step up to leadership positions in an equitable and fair manner.



Participating in industry events such as this "Women in Leadership in the BPO Industry" panel helps drive awareness and conversations around gender equity in the workplace.



# External Partnerships & Accolades

DEI is not the goal of any sole organization. Instead, it is a collective industry-wide effort. At Everise, we understand the importance of collaboration and engagement with external partners to drive meaningful change in this domain. Through strategic partnerships and active involvement in industry initiatives, we have garnered accolades and recognition for our commitment to fostering an inclusive workplace culture.

## Partnerships for Social Impact:

We collaborate with organizations and non-profits that share our vision of promoting DEI and creating a more equitable society. By partnering with like-minded entities, we leverage collective expertise and resources to drive impactful social change.



The Everise Philippines lights a Lamp of Hope for underprivileged communities in rural areas.

Everise Philippines organizes various CSR activities that champion diverse causes and keep employees engaged in giving back to the local community, including advocating HIV awareness as part of our PRIDE Month activities, and supporting children born with HIV through a partnership with Project Red Ribbon's Duyan Program. Most recently, the team participated in the Lamps for Hope initiative, partnering with MASA Inc, a non-profit organization whose mission is to light up and empower communities by creating and deploying solar lamps. The team spent a day building several lamps that were donated to families and students in underdeveloped areas lacking electricity.

## Industry Recognition:

Everise's DEI efforts have received acclaim and accolades from prestigious industry bodies. We have been recognized as a leader in promoting diversity and inclusion through awards and rankings that validate our commitment to fostering an inclusive work environment.



## Education Through Collaboration:

Through our external partnerships, we contribute to driving awareness and adoption of best DEI practices beyond our organization. By collaborating with industry associations, government bodies, and community organizations, we advocate for inclusive practices that have a broader impact on society.



By forging external partnerships and achieving recognition for our DEI efforts, we demonstrate our commitment to making a difference not only within our organization but also in the communities we serve. We believe that collaboration is key to driving lasting change, and we are proud to work alongside like-minded partners who share our passion for diversity, equity, and inclusion.



# DEI Remains Firmly Rooted Within Everise's DNA

*"In my 13 years of BPO experience, my passion has been to help people. In each role in previous companies, my goal was to become a frontline manager. I never thought beyond this level of leadership, until I came to Everise. As a member of the LGBTQIA+ community, it was easy to believe that I would not, or could not, 'fit in', at the senior leadership level. Everise has aligned me with several senior leaders along the way, who have guided me to be the best version of myself, by measuring me on my performance and not my lifestyle. I feel safe to be my organic self at Everise, and trust that my career will continue to flourish if I continue to put in the work. No longer did I feel there is a ceiling to my potential. I have recently been promoted to a Senior Manager role and I am excited to continue to reach for the stars. I see a clear path forward to becoming a Director and beyond, by being exactly who I am – a leader who believes in the power of a company who is accountable to diversity, equity, and inclusion. I am a proud Everiser!"*

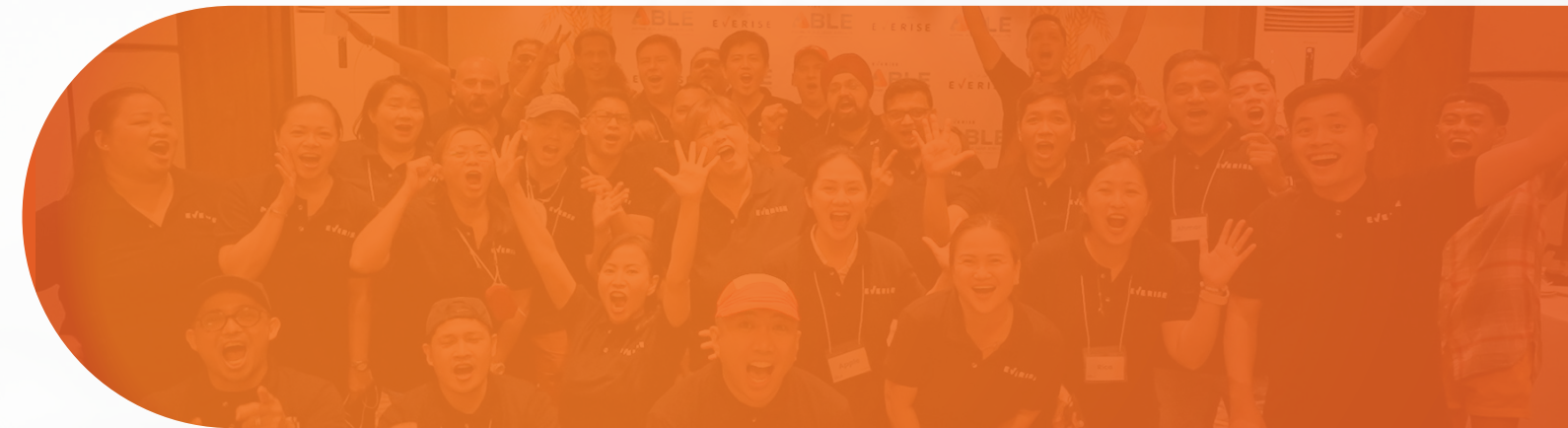
**– Member of the LGBTQIA+ Community, Everise US**



*"A little over a year ago, I saw a posting for a VP position at Everise that appeared to be a good fit. As I researched on the company, I became intrigued at all the awards that recognized not just the company, but various teams and leaders. I felt this could be a great opportunity. During my interviews, I asked probing questions about the culture, diversity and inclusion, and growth. All the answers impressed me. As a mature-aged individual, I wanted to ensure the next company I joined gave opportunities to those based on aptitude, abilities and performance, and did not hold*

*employees back based on perceptions about age. I joined the company and found that everything mentioned was true. I was so excited to have finally found a company that truly values its champions and gives opportunities to those who are keen to learn. I was recently promoted, further underscoring to me the company's commitment to diversity and inclusion."*

**– Member of the Mature-Aged Community, Everise US**



Everise's journey towards DEI has been marked by several achievements and milestones. We have fostered an inclusive workplace culture through initiatives such as inclusive recruitment, wage equity programs, flexible work arrangements, and education on unconscious bias.

Our commitment to DEI has garnered industry recognition and accolades, validating our efforts to create a more diverse and equitable environment. We have partnered with organizations and thought leaders to influence and shape DEI practices beyond our organization.



As we move forward, our dedication to DEI remains steadfast. We will continue to listen, learn, and evolve, adapting our practices to ensure ongoing progress. Our goal is to inspire others, drive positive change, and create a future where diversity is celebrated and inclusion is the norm.

Together, we will build a workplace where every individual feels valued, empowered, and embraced for their unique contributions. Everise is committed to driving lasting impact and fostering a culture of diversity, equity, and inclusion.





Champions of Customer Happiness

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