

# BPESA GBS ALCHEMY AWARDS 2023

TOGETHER WE RISE  
IN EXCELLENCE

ENTRY SYSTEM OPENS 01 AUGUST 2023

RISE  
INSPIRE  
SUPPORT  
EMPOWER

## INTRODUCTION

The **Annual BPESA GBS Alchemy Awards** programme is a highlight for the sector. The past few years have seen fantastic growth and as BPESA, we are excited to celebrate excellence of our people and organisations at the annual celebration.

The launch of the BPESA GBS Alchemy Awards has been done in collaboration and alignment with CapeBPO to ensure consistency across the categories and criteria for Western Cape based individuals and entities.

All entrants across the country are encouraged to enter the Annual BPESA Alchemy Awards with only Western Cape based entrants needing to enter the same categories and submissions on the CapeBPO entry system as well. Both entry systems will open on the 1st of August but participants have the month of July to consider which categories will be entered and work on responses to the detailed criteria outlined in the BPESA Awards Booklet

## TIMELINE

- Awards Campaign Launch – **13 July 2023**
- Award Entry System Overview Webinar – **27 July 2023**
- Judges Announcement – **27 July 2023**
- Awards Portal Open for Entries – **01 August 2023**
- The Awards Entry Deadline - Portal Closes – **15 August 2023**
- Judging – **16 August 2023 to 18 September 2023**. Judges are made up of an independent national and international team.
- Shortlist Interviews – **02 October 2023 to 16 October 2023**
- Winners announced – **09 November 2023**

Awards – Winners will be celebrated during the 2023 National GBS Conference (Venue TBC)  
All finalists recognised – **7<sup>th</sup> November 2023** & Winners Announced at Banquet – **9<sup>th</sup> November 2023**



## HOW TO ENTER

Entry platform opens on the **1<sup>st</sup> August 2023**. For now, go through the categories and criteria and start prepping your entries so that you are ready to submit when the portal opens. Remember that there is a mix of both video responses as well as opportunity to upload supporting documents.

Go to the Awards link via the BPESA website, under GBS Event 2023.

**Top Tip**- Ensure you provide sufficient evidence (descriptions, testimonials, results etc.) to support your entries. Stand out and allow the judges to see and hear you in your responses.

### Entry Rules and Guidelines:

- The portal will guide you on system entry requirements.
- We will be hosting a webinar on the **27<sup>th</sup> July 2023** to take you through the Awards Entry System.
- Please make sure all your **personal / organisational details are accurately entered**, including contact details – We need to be able to reach you.
- Please **prepare your entry in advance** as the entire entry is done via one-way video which you will do live when entering. For Organisation Awards, your one-way video can be as creative as you want and can include multiple people (provided they fit into the camera view) and uploaded as an MP4 file.
- Only submit the top entrants from your organisation / team to a maximum of **eight individuals per category**.
- An individual and organization may enter more than one category
  - a) If the submission qualifies for that category
  - b) Is not the same submission i.e. the same submission may not be entered into multiple categories
- Entry is free of charge.
- Both BPESA Members and non-members may enter.
- No submissions may be entered after the closing date.
- The judges' decision is final, and no correspondence will be entered into.
- There are several rounds of judging.
- Individuals from all GBS organizations are eligible to apply – including but not limited to BPO's (Third-Party Providers), BPS's, Shared Services, Call & Contact Centres, Internal Support Departments, Government Institutions.
- Winners will be announced at the GBS Investor Conference between the 8th and 10th November 2023.

**IMPORTANT NOTE:** To ensure consistency for both the BPESA and CapeBPO Awards, categories and criteria have been aligned. **Only entrants based in the Western Cape will be required to submit their entries across both CapeBPO and BPESA platforms.** The remaining regions only need to submit their entries on the BPESA awards portal.

**We wish you the best of luck!**



## **THE BPESA GBS ALCHEMY AWARDS CATEGORIES**

### **INDIVIDUAL AWARDS**

#### **Top GBS Professional Awards:**

- Top GBS Customer Service Professional Award
- Top GBS Marketing / Sales Professional Award
- Top GBS Collections Professional Award
- Top GBS Team Leader / Supervisor Award
- Top GBS Operational Manager Award

#### **Top GBS Support Professional Awards:**

- Top GBS Workforce Planning Professional Award
- Top GBS Trainer / Coach Award
- Top GBS Quality Professional Award
- Top GBS Analyst Award
- Top GBS Support Professional Award
- BPESA CEO – Top Women in GBS Leadership Award

### **ORGANISATIONAL AWARDS**

#### **Innovations and Top Solutions Awards:**

- Top Technical Innovation Award
- Top Non-technical Innovation Award
- Top Work from Home / Hybrid Solution Award

#### **External Support Services Award:**

- Top Support Services Provider Award

#### **Impact Sourcing Awards:**

- Top Impact Sourcing Operation Award
- Top Impact Sourcing Partner Award

#### **Campaign Awards**

- Top Offshore Campaign Award

#### **Operator Awards:**

- Top BPO Operator Award
- Top Captive Operator Award
- Top Professional & Shared Service Centre Award
- Top Emerging Operator Award
- Top GBS Community Impact Award

## INDIVIDUAL AWARD ENTRY CRITERIA / T's & C's

1. Should I or my company choose to attend the Awards Gala Banquet on the 19<sup>th</sup> of November, I agree that it is at my / my companies cost
2. I understand that by entering the Annual BPESA GBS Alchemy Awards that I am not automatically regarded as a finalist.
3. By entering the awards, I acknowledge that my / my company's information can be shared with a panel of judges that have been carefully selected by BPESA, and will be judging the awards operating under a Non-disclosure agreement between BPESA and the Judge.
4. I agree that my / my company's details, outside of the entry requirements, is not shared with the judges. Only information relevant and required for Judging will be shared with the judges.
5. I agree that as an individual entrants I have been internally nominated / supported by a manager / direct report within the organisation.
6. I agree that I have been in my current role for the last 6 or more months and still occupy this role.
7. Should I be shortlisted:
  - a) I will send a high-resolution image of myself and my company's logo for inclusion in the finalists' announcements.
  - b) I agree to be interviewed by the judges.
  - c) I agree to be interviewed by BPESA or Media. (This applies even if I do not win in the category entered into).
  - d) I agree to provide evidence supporting my submission to validate my entry. I acknowledge that the evidence pack needs to be prepared in advance and that the submission of evidence request will hold a 24hr turnaround time and if not received within this timeframe, will be disregarded and entry scored without the requested evidence.

### For Individual Entrants, Ensure That the Entry:

1. Entered is in the correct category.
2. Describes the individual's role and responsibilities within the organisation.
3. Demonstrates why you are exceptional and deserves recognition.
4. Outline your performance or targets between July 2022 – July 2023 and any noteworthy achievements in this time frame.
5. Define any activities, projects or initiatives that you have undertaken, participated in or instigated – which has enhanced performance of your environment.
  - a) Indicate what impact this has had on teams/departments or the organisation and provide evidence of the achievement.
6. Demonstrate how your role and efforts has supported positive customer experiences. Ensure your responses are well-articulated in the video to highlight the impact.





## TOP GBS CUSTOMER SERVICE PROFESSIONAL AWARD

The Top GBS / BPO Customer Service Professional award is for individuals working in a service delivery capacity at an advisor / consultant / agent – customer engagement level.

**Note:** *This award is not for external CX consultant vendors*

The award is focused on individuals who demonstrate how they excel at and exceed their daily responsibilities providing excellent customer experience. This individual consistently achieves high performance scores and results as a service professional within their role, thereby making a meaningful difference to the customer on behalf of the organisation and brand.

This category awards recognition of competencies in delivering operational / transactional services within a function, with emphasis on measurable service levels / KPIs and continuous improvement in performance.

1. What are your KPI's? Please provide evidence of meeting/exceeding your KPI's and service levels.
2. What channels do you personally support in the organisation? Select all that apply.
  - a) Inbound calls
  - b) Outbound calls
  - c) Web chats
  - d) Video chats
  - e) Emails
  - f) Social media
  - g) Back-office support
  - h) Mail/post
  - i) Fax
3. What do you believe makes a successful individual in a role similar to yours?
4. What achievements have you accomplished for your organisation, and what awards/accolades (internal and/or external) have you received in the last 12 months?
5. What are the biggest obstacles/challenges you face daily to do your job?
6. How do you assist / support vulnerable customers?
7. Describe in detail 2 different situations where you have gone above and beyond the call of duty.
8. If you could change one thing in your organization, what would it be and why?
9. What are you currently doing as part of personal improvement and development?
10. Why do you believe you deserve to win this award?



## TOP GBS SALES/MARKETING PROFESSIONAL AWARD

The Top GBS / BPO Sales / Marketing Professional award is the category for individuals working in a marketing/ sales capacity at an advisor / consultant / agent customer engagement level.

**Note:** *This award is not for external sales / marketing consultant vendors*

The award is focused on individuals who demonstrate how they excel in and exceed their daily responsibilities to provide measurable sales results as well as brand service and customer experience. This individual consistently achieves high performance scores and results as an adviser / service professional within their role, thereby making a meaningful difference to the organisation and brand.

1. This category awards recognition of competencies in delivering operational / transactional services within a function, with emphasis on measurable service levels / KPIs and continuous improvement in performance.
2. What are your KPI's? Please provide evidence of meeting/exceeding your KPI's and service levels.
3. What channels do you personally support in the organisation? Select all that apply.
  - a) Inbound calls
  - b) Outbound calls
  - c) Web chats
  - d) Video chats
  - e) Emails
  - f) Social media
  - g) Back-office support
  - h) Mail/post
  - i) Fax
4. What do you believe makes a successful individual in a role similar to yours?
5. What achievements have you accomplished in the last 12 months for your organisation?
6. What awards/accolades (internal and/or external) have you received in the last 12 months?
7. What are the biggest obstacles/challenges you face daily to do your job?
8. How do you assist / support vulnerable customers?
9. Describe in detail 2 different situations where you have gone above and beyond the call of duty.
10. If you could change one thing in your organization, what would it be and why?
11. What are you currently doing as part of personal improvement and development?
12. Why do you believe you deserve to win this award?

## TOP GBS COLLECTIONS PROFESSIONAL AWARD

The Top GBS / BPO Collections Professional award is the category for individuals working in a collections capacity at an advisor / consultant / agent customer engagement level.

**Note:** *This award is not for external sales / collections consultant vendors.*

The award is focused on individuals who demonstrate how they excel in and exceed their daily responsibilities to provide measurable collection results as well as brand service and customer experience. This individual consistently achieves high performance scores and results as an advisor / collections professional within their role, thereby supporting the customer and making a meaningful difference to the, organisation and brand.

This category awards recognition of competencies in delivering operational / transactional services within a function, with emphasis on measurable service levels / KPIs and continuous improvement in performance.

1. What are your KPI's? Please provide evidence of meeting/exceeding your KPI's and service levels.
2. What channels do you personally support in the organisation? Select all that apply.
  - a) Inbound calls
  - b) Outbound calls
  - c) Web chats
  - d) Video chats
  - e) Emails
  - f) Social media
  - g) Back-office support
  - h) Mail/post
  - i) Fax
3. What do you believe makes a successful individual in a role similar to yours?
4. What achievements have you accomplished for your organisation, and what awards/accolades (internal and/or external) have you received in the last 12 months?
5. What are the biggest obstacles/challenges you face daily to do your job?
6. How do you assist / support vulnerable customers?
7. Describe in detail 2 different situations where you have gone above and beyond the call of duty.
8. If you could change one thing in your organization, what would it be and why?
9. What are you currently doing as part of personal improvement and development?
10. Why do you believe you deserve to win this award?

## TOP GBS TEAM LEADER/SUPERVISOR AWARD

The Top GBS / BPO Team Leader / Supervisor award is the category for individuals working at a Team Leader / Supervisor level.

The award is focused on individuals who demonstrate competencies in managing and supporting operational teams within a function or service line. Individuals who excel on aspects including coaching, teamwork, group dynamics, attainment of team goals, performance across customer SLAs / KPIs, enhancing team value to client and customer engagements particularly across transactional efficiencies, productivity enhancements, resource utilization and continuous improvement.

This category awards recognition of demonstration of exceptional leadership, first-line management skills, commitment to team development along with coaching abilities, are results oriented showing evidence of guiding their team to consistently perform at a high level and have analytical reasoning and vocational competence.

1. Please provide an overview of:
  - a) Your responsibilities
  - b) Number of teams you are responsible for and the number of members in each team
  - c) Your KPI's and team SLA's and how you and your teams have performed against these targets
2. Describe your leadership style.
3. Provide an overview of your daily team engagement including how often you meet with your team/s, coaching and mentoring, monitoring, and motivating.
4. How do you measure the success of your role?
5. Describe how you have supported enabling diversity and inclusion of employee's and team within your role.
6. Describe how you are supporting your teams to assist vulnerable customers.
7. What are your top 3 objectives for your team/s and how do you drive to achieving these?
8. What do you believe makes a successful individual in a role similar to yours?
9. What achievements have you accomplished for your organization and client / brands you support, and what awards/accolades (internal and/or external) have you received in the last 12 months?
10. What are the biggest obstacles/challenges you face daily in relation to your job?
11. Describe in detail 2 different situations where you believe you have gone above and beyond the call of duty.
12. If you could change one thing in your organization, what would it be and why?
13. What are you currently doing as part of personal improvement and development?
14. Why do you believe you deserve to win this award?





## TOP GBS OPERATIONAL MANAGER AWARD

The Top GBS / BPO Operational Management award is the category for individuals working at an operational management level. The award is focused on rewarding innovation, broad management skills and recognition of competencies in managing multiple operational teams within a function or service (Team Leaders / Supervisors must report into the Operations Manager).

Recognition of leadership and significant developments and positive improvements in CX (customer experience) for the organisation / client along with a commitment to the delivery of organisational objectives. Team performance aligned to organisational, client and customer targets. Efficiency and productivity enhancements, inclusive resourcing, resource utilization, technology / digital transformation, cross-functional value, analytics, and continuous improvement will be considered.

1. Advise on the number of locations you manage.
2. Advise on the number of team/s you manage and how many individuals in the team/s i.e., staffing ratio for Agents to Supervisors, Team Leaders and Supervisors and Supervisors per Manager.
3. What are the key performance targets/performance objectives for the organisation? Of these, which are you responsible for? How do you ensure that these are achieved?
4. Describe the overall strategy behind the organisation, its functions and how it contributes to the overall success.
5. Describe your leadership style.
6. What is the annual staff and annualised attrition and absenteeism scores and what is being done to either maintain them or improve them for operational efficiency
7. Describe how you have supported enabling diversity and inclusion of employees within your role.
8. Expand on your digital transformation / adoption of AI within the organisation from your vantage point?
9. How do you engage your direct reports?
10. How do you measure the success of your role?
11. Have you implemented any local / global standards, legislative / compliance requirements into the organisation? If so, expand?
12. What are your top 3 objectives for your team/s and how do you drive to achieving these?
13. What do you believe makes a successful individual in a role similar to yours?
14. What achievements have you accomplished for your organisation, and what awards/accolades (internal and/or external) have you received in the last 12 months?
15. What are the biggest obstacles/challenges you face daily to do your job and how have you overcome these without compromising operational delivery?
16. What are your plans for the future of the organisation and if you could change one thing in your organization, what would it be and why?
17. What are you currently doing as part of personal improvement and development?
18. Why do you believe you deserve to win this award?



## TOP GBS WORKFORCE PLANNING PROFESSIONAL AWARD

The Top GBS / BPO Workforce Planning Professional award is for a non-customer facing individual whose primary role is to provide resource planning support and insight to the BPO operation.

**Note:** *This award is not for external Workforce Planning consultant vendors*

The award is focused on individuals who have a strong understanding of the operational opportunities and challenges and be actively involved in driving delivery improvements and achieving the best use of an organisation's workforce and resources.

The entrant needs to show excellence in relation to balancing the needs of the operation, the client, the customer, transaction forecasts against the availability, and productivity of resources. to ensure the best fit between employees and their jobs and associated KPI's and SLA's, while avoiding workforce shortages or spares in line with financial goals.

1. What level would you consider your current role?
  - a) Manager
  - b) Supervisor
  - c) Assistant
  - d) Director
2. Advise on the number of individuals/teams you support.
3. Provide a specific example of a forecasting and scheduling challenge and illustrate how you overcame the challenge.
4. What lessons have you learnt in your role as they relate to staff, resources and service levels? Illustrate with examples where relevant. Expand on how you would forecast and resource for a new campaign/project/client.
5. What tools/techniques/methodologies do you make use of to deliver required outcomes? Expand on if you have included AI into your resource tool-box.
6. How do you assist in reducing agent/front line staff absenteeism?
7. How do you balance training and upskilling of agents/front-line staff with availability for the customer?
8. Describe how you have supported enabling diversity and inclusion of employees within your role.
9. What is the most important part of your role? Expand on the reasons why.
10. What achievements have you accomplished for your organisation, and what awards/accolades (internal and/or external) have you received in the last 12 months?
11. What are the biggest obstacles/challenges you face daily to do your job?
12. If you could change one thing in your organization, what would it be and why?
13. What are you currently doing as part of personal improvement and development?
14. Why do you believe you deserve to win this award?



## **TOP GBS TRAINER / COACH PROFESSIONAL AWARD**

The Top GBS / BPO Trainer / Coach award is for a non-customer facing individual whose primary role is to provide training, coaching and skills development. The individual can be from within the operation or a third-party supplier. Recognised by their organisation, company employees and clients as experts in their field. Be able to demonstrate the positive impact improvements within the organisation.

The award is focused on individuals who evidences measurable results and improvement as well as innovative methodologies including pedagogy and facilitation. Offer evidence of positively impacting organisational objectives through Improved EX (Employee Experience) and CX (Customer Experience) via successful delivery of key learning and development initiatives. The entrant needs to show an in-depth understanding of learning and development and learning and coaching management approaches and techniques with a passion for helping people develop and grow.

1. Is your role internal (where you work exclusively for one brand) or do you work for a third-party supplier servicing more than one client? Please elaborate.
2. Advise if you solely service the GBS sector (BPO / BPS / SSC / CCC operations) or beyond the GBS sector and operations within.
3. What level would you consider your current role?
  - Manager, Supervisor, Assistant or Director
4. What do you believe makes a successful individual in a role similar to yours?
5. (For applicants operating in primarily sales-based centres only) Describe a sales focused training programme you designed and delivered. Include how you defined needs and what the results of the training programme were.
6. (For applicants operating in primarily customer service-based centres) Describe a customer service focused training programme you designed and delivered. Include how you defined needs and what the results of the training programme were.
7. How do you motivate trainees to follow your instruction? Please offer examples of what you do and how.
8. What tools/techniques/methodologies/ digital solutions do you include in your training?
9. How do you measure the success of your role? Support with evidence.
10. Describe how you have supported enabling diversity and inclusion of employees within your role.
11. Is your training material aligned to any local/international standards? If yes, advise.
12. What is the most important part of your role? Expand on the reasons why.
13. What achievements have you accomplished for your organisation, and what awards/accolades (internal and/or external) have you received in the last 12 months?
14. What are the biggest obstacles/challenges you face daily to do your job?
15. If you could change one thing in your organization, what would it be and why?
16. What are you currently doing as part of personal improvement and development?
17. Why do you believe you deserve to win this award?

## TOP GBS QUALITY PROFESSIONAL AWARD

The Top GBS / BPO Quality Professional award is for a non-customer facing individual whose primary role is to provide adequate support, controls and measures to deliver compliant, quality service as set-out by the organisation and client on behalf of the end-user / customers.

The award recognises individuals who display passion about delivering customer experience and quality through front line advisers with a deep understanding of current legal and compliance requirements in relation to their operation, their clients, and customers. Evidence of improvements implemented or influenced through improved processes & measures or innovative methodologies.

1. Is your role internal (where you work exclusively for one brand) or do you work for a third-party supplier servicing more than one client? Please elaborate.
2. What level would you consider your current role?
  - a) Manager
  - b) Supervisor
  - c) Assistant
  - d) Director
3. What do you believe makes a successful individual in a role similar to yours?
4. What tools/techniques/methodologies / digital or AI solutions do you include in your quality assessing and engagements?
5. What initiatives and/or projects have you been involved in with respect to quality enhancements?
6. How do you engage staff with your quality findings? Please describe in detail.
7. How do you measure the success of your role? Support with evidence.
8. How often do you calibrate your quality process and what do you check to ensure that it's in line with others in a similar role?
9. How do you ensure that the quality standards you set are in line with a) client and b) customer expectations?
10. What actions have you implemented to deal with any dissatisfied customers?
11. Is your assessments and material aligned to any local/international standards? If yes, advise.
12. What achievements have you accomplished for your organisation, and what awards/accolades (internal and/or external) have you received in the last 12 months?
13. What are the biggest obstacles/challenges you face daily to do your job?
14. If you could change one thing in your organization, what would it be and why?
15. What are you currently doing as part of personal improvement and development?
16. Why do you believe you deserve to win this award?

## TOP GBS ANALYST AWARD

The Top GBS / BPO Analyst award is for a non-customer facing individual who work on their own or lead a team.

The award is focused on individuals who demonstrate how they have successfully implemented a robust model for collecting, analysing, and acting on employee and customer insights as well as operational processes. These should outline;

- The established framework
- Data collation, tools, techniques, and methodologies.
- How client requirements have been met and exceeded
- How insights have been utilized to improve customer experience Process improvements
- Innovations implemented

1. Is your role internal (where you work exclusively for one brand) or do you work for a third-party supplier servicing more than one client? Please elaborate.
2. What level would you consider your current role?
  - a) Manager
  - b) Supervisor
  - c) Assistant
  - d) Director
3. What do you believe makes a successful individual in a role similar to yours?
4. What initiatives and/or projects have you been involved in with respect to data analysis enhancements?
5. How do you measure the success of your role? Support with evidence.
6. How do you ensure that the data analysis process and approach are in line with international best practice?
7. Name an insight you discovered which assisted in improving customer experience.
8. What is the most important part of your role? Expand on the reasons why.
9. What achievements have you accomplished for your organisation, and what awards/accolades (internal and/or external) have you received in the last 12 months?
10. What are the biggest obstacles/challenges you face daily to do your job?
11. If you could change one thing in your organization, what would it be and why?
12. What are you currently doing as part of personal improvement and development?
13. Why do you believe you deserve to win this award?





## **TOP GBS SUPPORT PROFESSIONAL AWARD**

Top GBS / BPO Support Professional award is for a non-customer facing individual whose primary role is to support the customer facing operation. The entrant can either work on their own or lead a team and can include individuals from BPO support areas such as, but not limited to Human Resources (HR), Business Development (BD), Project Managers, Fraud, Risk, Communications, IT, Marketing and Finance.

The award is focused on individuals who have a strong understanding of the operation and operational opportunities and challenges and how their role aligns to and supports the operational goals, employee needs, the client's requirements, and (CX) customer experience.

The nominee must be recognised by their client (internal / external) as an expert in their field delivering exceptional support, effective and efficient service to the operation showing the impact they have had on the operations performance. Demonstration of business improvements, performance enhancements, innovative solutions where positive results have emerged should be outlined.

The Top GBS / BPO Support Professional award nominee must demonstrate a commitment to the continuous improvement of the operation, colleagues, peers, employees and themselves.

1. Is your role internal (where you work exclusively for one brand) or do you work for a third-party supplier servicing more than one client? Please elaborate.
2. What level would you consider your current role? Manager, Supervisor, Assistant or Director
3. What initiatives and/or projects have you been involved in with respect to performance enhancements within your team which positively impacted:
  - a) the organisation you service
  - b) the front-line, customer facing staff
  - c) increased organisational diversity
  - d) the customer
- a) What do you believe makes a successful individual in a role similar to yours and how do you measure success in your role?
- b) How often do you meet and engagement with direct management/operations management to review results/feedback/ideas?
- c) How do you ensure that your approach is in line with international best practice?
- d) What is the most important part of your role? Expand on the reasons why.
- e) What achievements have you accomplished for your organisation, and what awards/accolades (internal and/or external) have you received in the last 12 months?
- f) What are the biggest obstacles/challenges you face daily to do your job?
- g) If you could change one thing in your organization, what would it be and why?
- h) What are you currently doing as part of personal improvement and development?
- i) Why do you believe you deserve to win this award?



## BPESA CEO - WOMEN IN GBS LEADERSHIP AWARD

The BPESA CEO - Women in GBS Leadership Award is offered to a female leader who is a worthy recipient showing commitment to the country, the sector, their employees, organisation and clients.

This award will recognise a female leader who has gone above and beyond to share their strong leadership qualities with those around them. Ethical Conduct: Upholds high ethical standards and demonstrate integrity in their professional conduct. They should be a role model for ethical and servant leadership and inspires trust and respect from their colleagues and peers.

**The award is open to nominations only. Nominees will be contacted to confirm their agreement to be entered into the Women in GBS Leadership Award.**

The entrant / nominee must reside in South Africa.

Please respond to the below on behalf of the nominated individual;

1. As a respected and recognised leader within the GBS sector please outline the outstanding leadership skills and success the nominee has achieved in their field.
2. Advise on the significant achievements the individual has contributed to the GBS industry. This could include notable projects, innovations, or initiatives that have made a positive impact.
3. Unpack how the nominee has shown a strong commitment to mentoring and supporting emerging leaders.
4. Show how she has committed to actively promoting gender equality, diversity, and inclusion within their organization and beyond.
5. Has shown notable influence in the sector (whether through thought leadership, policy advocacy, or driving positive change).
6. Has / is showing and active involvement in community or social causes in the country.
7. Why you believe the individual you are nominating deserves to win this award.



## **ORGANISATIONAL AWARD CRITERIA**

### **For Organisational Entrants, Ensure That the Entry:**

1. Entered is in the correct category.
2. Demonstrates why the organization is exceptional and deserves recognition.
3. Outline your performance or targets between July 2022 – July 2023 and any noteworthy achievements in this time frame.
4. Define any activities, projects or initiatives that you have undertaken, participated in or instigated – which has enhanced performance of your environment.
  - a) Indicate what impact this has had on teams/departments or the organisation and provide evidence of the achievement.

Shortlisted entries should ensure inclusion of requested documentation e.g.

Evidence of commitment to South Africa's GBS & BPO Sector

1. Sector leadership and excellence
2. Performance against targets
3. Impact on the customer, employee, staff, client, organization, and operation and where applicable, community
4. Consistent delivery and continual improvement
5. Showcase aspirational sector behaviour
6. Best practice / standards alignment / adoption
7. Show commitment to South Africa and job creation

### ORGANISATIONAL AWARD ENTRY CRITERIA / T's & C's

1. Should my company choose to attend the Awards Gala Banquet on the 19<sup>th</sup> of November, I agree that it is at my companies cost
2. I understand that by entering the Annual BPESA GBS Alchemy Awards that I am not automatically regarded as a finalist.
3. By entering the awards, I acknowledge that my company's information can be shared with a panel of judges that have been carefully selected by BPESA, and will be judging the awards operating under a Non-disclosure agreement between BPESA and the Judge.
4. I agree that my company's details, outside of the entry requirements, is not shared with the judges. Only information relevant and required for Judging will be shared with the judges.
5. Should my company be shortlisted:
  - a) The company will send a high-resolution company logo for inclusion in the finalists' announcements.
  - b) The company agrees to be interviewed by the judges.
  - c) The company agrees to be interviewed by BPESA or Media. (This applies even if I do not win in the category entered into).
  - d) The company agrees to provide evidence supporting the submission to validate the entry. We further that the evidence pack needs to be prepared in advance and that the submission of evidence request will hold a 24hr turnaround time and if not received within this timeframe, will be disregarded and entry scored without the requested evidence.

## TOP TECHNICAL INNOVATION AWARD

Innovation is the process of transforming new ideas, innovations / inventions into products, services / process improvements that deliver tangible benefits to organisations or stakeholders. Innovation is intended to satisfy a need over a continual time-period or for a specific challenge. It may also involve the transformative approach to accomplish existing ideas and inventions to provide tangible improvements.

The Top Technical Innovation Award will be awarded to successful deployment of an innovative technology in an operation which was implemented over the past 24 months. If the submission was made in 2022, unless significant enhancements have been made on the same innovation, it should not be entered into the 2023 awards.

The award is not exclusively for the technology itself, but a combination of how the technology has been considered and implemented into the organisation with a view towards solving the identified challenge. The entry should address the challenge and the outcome of the technological innovation / solution demonstrating the;

Impact on the business:

- Impact on the employees or employee experience (EX) / customer / (CX) customer experience and the ROI achieved
- Quantifiable and qualitative results which overview of the approach taken

1. Outline the innovation being submitted. Was the innovation developed inhouse or with a third-party supplier? Please elaborate.
2. What challenge was the was the solution addressing? Expand on whether the challenge is a unique issue within the local / global GBS sector or not and how the challenge was solved through the innovation?
3. Did the innovation/solution come in on time and within budget? Elaborate and explain how the organization justified the investment?
4. How did the solution enhance service and business performance.
5. What challenges, if any, did you have to overcome when implementing the innovation/solution?
6. Expand on organisational adoption / change management if applicable?
7. How do you measure success of the innovation/solution? Support with evidence.
8. Why do you believe this innovation deserve to win this award?

## TOP NON-TECHNICAL INNOVATION AWARD

Innovation is the process of transforming new ideas, innovations / inventions into products, services / process improvements that deliver tangible benefits to organisations or stakeholders. Innovation is intended to satisfy a need over a continual time-period or for a specific challenge. It may also involve the transformative approach to accomplish existing ideas and inventions to provide tangible improvements.

The Top Non-Technical Innovation Award will be awarded to successful deployment of a non-technological innovation deployed within an operation and was implemented over the past 24 months. If the submission was made in 2022, unless significant enhancements have been made on the same innovation, it should not be entered into the 2023 awards.

The award is not exclusively for the solution / innovation itself, but a combination of how the innovation has been considered and implemented into the organisation with a view towards solving the identified challenge. The entry should address the challenge and the outcome of the solution demonstrating the;

- Impact on the organisation, business and performance.
  - Impact on the employees or employee experience (EX) / customer / (CX) customer experience and the ROI achieved
  - Quantifiable and qualitative results which overview of the approach taken
1. Outline the innovation being submitted. Was the innovation developed inhouse or with a third-party supplier? Please elaborate.
  2. What challenge was the was the solution addressing? Expand on whether the challenge is a unique issue within the local / global GBS sector or not and how the challenge was solved through the innovation?
  3. Did the innovation/solution come in on time and within budget? Elaborate and explain how the organization justified the investment?
  4. How did the solution enhance service and business performance.
  5. What challenges, if any, did you have to overcome when implementing the innovation/solution?
  6. Expand on organisational adoption / change management if applicable?
  7. How do you measure success of the innovation/solution? Support with evidence.
  8. Why do you believe this innovation deserve to win this award?





## TOP WORK FROM HOME / HYBRID SOLUTIONS AWARD

This award is presented to the company who has developed a successful home / remote agent programme either before the pandemic or as a result of it.

Entrants will be asked to provide details including how the operation runs, and the plans and practices which have been put in place to support employee engagement, culture and client and customer experience (CX). The award is open to both in-house and third party / BPO operations.

1. Overview the organisation including its strategic objectives.
2. Provide your reasons for initially setting up a home / remote agent programme.
3. Outline in detail the programme being submitted, including but not limited to start date of the programme, how many home agents you have as a percentage of your total agent workforce.
4. Provide insight into the organisation / client / customer-data security controls and mechanisms when using home / remote agents.
5. Key Performance Measurements – specify what measurements are in place, how these are measured and what the performance against these measurements are for remote agents.
6. Expand on the organisation's remote agent engagement strategy, what approaches are taken and how employee engagement and employee experience (EX) is measured.
7. Provide an overview of the programme's approach to WFM. Include the tools in place to support the programme.
8. How does the organisation recruit for home agents? Include the approach to DEI and Impact Sourcing.
9. Advise on any employee behavioural differences between on-site and remote employee's and how you have managed across the two groups?
10. How do you support employee wellness?
11. Expand on company culture and associated initiatives?
12. What challenges, if any, did you have to overcome when implementing the remote / home agent programme?
13. How do you measure success of the programme / model? Support with evidence.
14. Overview the organisation's approach to ensuring the programme's quality including:
  - a) How the organisation measures and manages quality
  - b) How customer interaction quality including factual accuracy and interaction handling is managed
  - c) Performance against quality targets
15. What business continuity / disaster recovery strategies do you have in place – expand?
16. What is the ROI of the home agent programme and other benefits to the company? Please explain in as much detail as possible. Support with evidence.
17. Expand on the organisation's future plans for the programme.
18. Why do you believe you deserve to win this award?



## TOP GBS SUPPORT SERVICES PROVIDER AWARD

The entry for the Top GBS Support Services Provider must be entered as a joint submission by the client/s and Service Provider.

The entry needs to demonstrate how the Service Provider positively impacted the client/s, the operation/s, the employees and customer experience (CX) through the partnership/s, innovation/s, solution/s, and service. Quantifiable results need to be demonstrated.

1. Explain the services provided to the client/s organization.
2. Was the service provider engaged to solve a specific problem, or is this an ongoing relationship/partnership?
  - a) If solving a specific challenge, please outline the problem and how this was addressed. Was more than one engagement/solution addressed, please expand.
  - b) If an ongoing relationship/partnership, please elaborate on what makes this unique and award winning. Was more than one engagement/solution addressed, please expand.
3. What were the measurable performance criteria or deliverables that were established at the start of the engagement and have these been achieved/exceeded?
4. How did/does the service provider exceed client expectations? Include client testimonials.
5. Provide evidence that demonstrates that the partnership has enhanced service and business performance. Include;
  - a) How was / is the customer impacted through the partnership
  - b) How employees were impacted through the partnership
  - c) What has the ROI been for the investment with the Service Provider
6. How can the partnership/engagement be enhanced in the future?
7. Why do you believe you / your organisation deserves to win the Top Service Provider award?

## TOP IMPACT SOURCING OPERATION AWARD

Impact Sourcing is the practice of intentional recruitment and hiring of individuals from marginalized communities with a view to a career. In South Africa for the GBS & BPO sector, marginalized individuals are excluded youth i.e.: young work-seekers – up to the age of 35, from low-income households who are at risk of long-term and sustained unemployment.

The practice of Impact Sourcing drives and manages the improvement of access to formal employment and decent work for excluded individuals thereby allowing them to improve their conditions, acquire a career and support their families and communities.

This award will consider the entrant who demonstrated the highest percentage number of Impact Workers hired into their organisation over the past 12 months - be it to fill a new position or replace a current position. Broad adoption of Impact Sourcing as an endorsed and central strategy into the hiring approach across the organisation.

**NOTE:** Official report submissions to the quarterly GBS Jobs Report will be taken into consideration for all Impact Sourcing Operation award submissions.

Please advise on;

1. Current FTE headcount
2. The number of new jobs over the past 12 months (from July 2022).
3. The number of youth (18 – 34 yrs of age) that were hired as permanent employees - inclusively hired Impact Workers to fill these new job positions.
4. The number of youth (18 – 34 yrs of age) that were hired as permanent employees - inclusively hired Impact Workers to replace vacant positions based on attrition.
5. The actual percentage (based on current FTE's) of Impact Workers hired into the organisation over the past 12 months (from July 2022).
6. The organisations approach to Impact Workers once they are hired into the organisation.
7. The organisation's adoption of Impact Sourcing as an intentional, inclusive hiring methodology and offer evidence of this approach.
8. Why do you believe you deserve to win this award?



## TOP IMPACT SOURCING PARTNER AWARD

Impact Sourcing is the practice of intentional recruitment and hiring of individuals from marginalized communities with a view to a career. In South Africa for the GBS & BPO sector, marginalized individuals are excluded youth i.e.: young work-seekers – up to the age of 35, from low-income households who are at risk of long-term and sustained unemployment.

The practice of Impact Sourcing drives and manages the improvement of access to formal employment and decent work for excluded individuals thereby allowing them to improve their conditions, acquire a career and support their families and communities.

This award will consider the entrant who demonstrate effective initiatives / programs which have been provided by a partner to a GBS / BPO operator.

**NOTE:** This award is for external partners / suppliers not linked to the GBS / BPO operator (not for internal GBS / BPO operator programs).

### Entry Criteria

1. Can you provide an overview of your organization and its mission when it comes to Impact Sourcing within the GBS & BPO sector?
2. What specific strategies and initiatives do you employ to promote and facilitate Impact Sourcing for GBS & BPO operators?
3. How do you identify and select potential Impact Sourcing candidates? What criteria do you use to determine their eligibility?
4. Could you provide examples of successful Impact Sourcing partnerships or collaborations you have facilitated over the past year (from July 2022) and what were the outcomes and impact of these partnerships?
5. How do you measure the social and economic impact of your Impact Sourcing initiatives? Do you have any specific metrics or indicators that you use to assess the effectiveness of your programs?
6. What kind of ongoing support or assistance do you provide to the GBS / BPO operators in terms of Impact Sourcing to support longer-term success and sustainability of these initiatives / programs?
7. Can you share any challenges or obstacles you have encountered while implementing Impact Sourcing strategies for GBS / BPO operators and how did you overcome them?
8. Please provide testimonials or feedback from GBS / BPO operator partners / clients you have worked with, highlighting the positive impact of your support and guidance in their Impact Sourcing journey?
9. Why do you believe you deserve to win this award?

## TOP OFFSHORE CAMPAIGN

The Top Offshore Campaign award considers any South African based GBS / BPO / third-party operator who services international / offshore accounts – where an international client has contracted the third-party to engage with the clients' customers.

Entrants are invited where a notable partnership between the client and BPO provider / third-party operator can be demonstrated. Results will need to highlight how and where customers and employees benefit from the partnership. The campaign can be no less than 6 months active to qualify for entry and if ended must have ended in 2023 not before. The entry should be a joint Client / Operator entry.

1. Please advise which source market/s the client and campaign are from:
  - a) United Kingdom
  - b) Australia
  - c) USA
  - d) Canada
  - d) Europe (Specify Country)
  - e) Asia (Specify Country)
  - f) Africa (Specify Country)
  - g) Other
2. Has the client previously offshored to South Africa?
3. What was the original campaign request and how did your organisation respond to the opportunity?
4. Please overview the campaign including: (if you are shortlisted)
  - a) Size (number of FTE's)
  - b) Sector being serviced
  - c) In/outbound (specify)
  - d) Sales/service (specify)
  - e) Back-office (specify)
  - f) Service channels in use
  - g) Duration of campaign (start date and if applicable end date)
5. Why did the client choose the organisation and the location (South Africa)? Support with client testimonial.
6. Advise if the client is sharing the campaign / project with any additional South African based BPO's/ third party operators i.e. are you the sole service provider / vendor to the client?
7. What additional, unexpected benefits has the organisation offered to the client?
8. What improvements (if any) have been realized in performance levels?
9. If the client services their customer on this campaign from multiple locations and via more than one organisation, how does your organisation compare? Show supporting evidence.
10. What makes the relationship stand out above others?
11. Was / is DEI / ESG / Impact Sourcing a client requirement? If so, please advise how you responded to and have included this requirement in your delivery. Evidence required.
12. What makes the campaign stand out above others within your organisation? Demonstrate statement with tangible evidence.
13. Why do you believe you deserve to win this award?



## TOP GBS OPERATOR AWARD

The Top GBS / BPO Operator award considers operations which have been in business for more than five years. The Operator can be a domestic or international BPO servicing the domestic / international market or both.

Recognition will be given to the Top GBS / BPO Operator who shows excellence at every level of operation. Entrants must demonstrate a clear strategy as well as understanding of the client's (internal or external) objectives and how the operation has assisted through professional deployment of required services to meet and exceed clients' objectives. High Employee Experience (EX) as well as Customer Experience (CX) needs to be evidenced.

Entrants should have a clear understanding of the business as well as where relevant, the clients' business with appropriate resources and systems to ensure ongoing, scalable success with clear and measurable targets and ongoing performance against targets. The entrant must showcase robust people processes, reward and recognition opportunities, continuous development focus and effective communication across the organisation.

Evidence of positive, tangible impact of the operation to its own brand, employee's, community, and client as well as adoption of or alignment to necessary compliance and legislation and international best practices or standards. Innovative, solutions-oriented with a clear and focused approach to customer experience.

1. Please provide a short overview of the organisation including its strategic objectives.
2. Provide evidence of performance measurements along with client required targets and performance against these targets.
3. Provide insight into the organisation/client/customer-data security controls and mechanisms.
4. Expand on performance measurements that are in place, how these are measured and what the performance against these measurements are.
5. Expand on recruitment models, approach to diversity and equity, employee engagement strategies, what approaches are taken and how employee engagement and employee experience (EX) measured.
6. What makes your skills strategy, engagement, recruitment, training, and development stand out above the rest?
7. Please provide annualised attrition (positive and negative attrition - external voluntary and forced as well as internal positive attrition) and absenteeism scores and explain what efforts/initiatives are in place to reduce absenteeism and attrition?
8. Provide an overview the organisation's approach to WFM. Include the tools in place to support the division/department.
9. Detail if any wellness focused initiatives, toolkits, physical infrastructure and/or support access is in place for employees.

## TOP GBS OPERATOR AWARD (cont.)

10. Overview the organisation's approach to quality, including;
  - a) How the operation measure and manage quality
  - b) How customer interaction quality including factual accuracy and interaction handling are managed. Include Customer Experience (CX) strategy and scores.
11. What focus has been given to the organisation's layout and ergonomics including but not limited to - noise reduction, natural light access, ablution facilities, furniture, desktops, technology access and use etc.
12. How is the organisation planning for and managing Disaster Recovery and Business Continuity?
13. Does the organisation adhere to any local/international standards including specific legislative compliance? If yes, elaborate which standards and why these have been adopted and to what benefit of the organisation.
14. What are the biggest challenges the organisation faces? How are these challenges being addressed?
15. Expand on the organisation's digital transformation and AI journey and plans.
16. Why do you believe you deserve to win this award?

## TOP CAPTIVE OPERATOR AWARD

This award is attributed to a captive / in-house operation that demonstrates leading practices for internal clients, staff, and customers. Top performers in this category will offer insights into how the operation underpins the running of the overall business and brand strategies and contributes to the wider business? How interfacing with internal clients and customers supports the brand.

Entrants must showcase robust people processes, reward and recognition opportunities, continuous development focus and effective communication across the operation. High Employee Experience (EX) as well as Customer Experience (CX) needs to be evidenced.

Evidence of positive, tangible impact of the operation to the brand. Clear and measurable targets with ongoing performance against the targets. Adoption of or alignment to relevant international best practice or standards, compliance, and legislation. Innovative, solutions-oriented approach and a clear and focused approach to customer experience are important aspects in this award.

1. Please provide a short overview of the organisation including its strategic objectives.
2. Provide evidence of customer experience (CX) measurements and performance against these targets.
3. Provide insight into the organisation/client/customer-data security controls and mechanisms.
4. Expand on performance measurements that are in place, how these are measured and what the performance against these measurements are.
5. Expand on the organisation's employee engagement strategy, what approaches are taken and how employee engagement and Employee Experience (EX) are measured.
6. Please provide annualised attrition (positive and negative attrition - external voluntary and forced as well as internal positive attrition) and absenteeism scores and explain what efforts/initiatives are in place to reduce absenteeism and attrition?
7. Provide an overview the organisation's approach to WFM. Include the tools in place to support the division/department.
8. What makes your skills strategy, engagement, recruitment, training, and development stand out above the rest?
9. How has the organisation inculcated DEI, ESG and Impact Sourcing into the recruitment process?
10. Detail if any wellness focused initiatives, toolkits, physical infrastructure and/or support access is in place for employees.
11. Overview the organisation's approach to quality, including;
  - a) How the operation measure and manage quality
  - b) How customer interaction quality including factual accuracy and interaction handling are managed

## **TOP CAPTIVE OPERATOR AWARD (cont.)**

12. What focus has been given to the organisation's layout and ergonomics including but not limited to - noise reduction, natural light access, ablution facilities, furniture, desktops, technology access and use etc.
13. What Business Continuity and Disaster Recovery plans have been put in place?
14. Does the organisation adhere to any local/international standards including specific relevant legislative compliance? If yes, elaborate which standards and why these have been adopted and to what benefit of the organisation.
15. What are the biggest challenges the organisation faces? How are these challenges being addressed?
16. Expand on the organisation's digital transformation and AI journey and plans.
17. Why do you believe your organisation deserves to win this award?



## **TOP PROFESSIONAL & SHARED SERVICE OPERATION AWARD**

The Top Professional & Shared Service Operation award considers operations either within a multi-unit organisation tasked with supplying the business with specialised services (Finance, IT, HR, Facilities, Logistics, Sales, etc.) or an outsourced third-party operation supplying services to an external client. Top performers in this category will be considered against evidence of overall effectiveness of the operation, process and performance excellence, quality focused, adoption of technology transformation / digitization, innovative people practice with a focus on continuous improvement. Support of the South African GBS sector goals to be evident.

1. Overview the Shared Service Centre including its services offered and strategic objectives as an operating unit either as a third- party or inhouse operation.
2. Provide insight into the organisation/client/customer-data security controls and mechanisms.
3. Key Performance measurements – specify what measurements are in place, how these are measured and what the performance against these measurements are.
4. Expand on the organisation's employee engagement strategy, what approaches are taken and how employee engagement and employee experience (EX) measured.
5. What makes your skills strategy, engagement, recruitment, training, and development stand out above the rest?
6. How has the organisation inculcated DEI, ESG and Impact Sourcing into the recruitment process?
7. Detail if any wellness focused initiatives, toolkits, physical infrastructure and/or support access is in place for employees.
8. Overview the organisation's approach to quality, including;
  - a) How the operation measure and manage quality
  - b) How customer interaction quality including factual accuracy and interaction handling are managed
9. Please provide annualised attrition (positive and negative attrition - external voluntary and forced as well as internal positive attrition) and absenteeism scores.
10. What efforts/initiatives are in place to reduce absenteeism and attrition?
11. Overview the organisation's approach to quality and how the organisation measures and manages quality.
12. Provide evidence of the organisation's performance against both internal SLA's and client specific SLA's.
13. How is client engagement and ROI measured (whether internal or external)? Support with client testimonial/s.
14. Does the organisation adhere to any local/international standards including specific legislative compliance? If yes, elaborate which standards and why these have been adopted and to what benefit of the organisation.
15. What are the biggest challenges the organisation faces? How are these challenges being addressed?
16. Expand on the organisation's digital & AI transformation journey and plans.
17. Why do you believe your organisation deserve to win this award?





## **TOP EMERGING GBS OPERATOR AWARD**

The Top Emerging GBS Operator is open to Emerging Operators (including BPO, ITO, SSCs, and Captive (in- house sites)) who have been in business for less than five years (internationally or in South Africa). The Operator can be a domestic or international operator servicing the domestic market, international market, or both. The category is not open to sites which have relocated or have expanded from their original site, it is for new organisations / operations.

Recognition will be given to the Top Emerging GBS Operator who shows excellence at every level of operation and shows progress against the initial implementation plan. Entrants must demonstrate a clear strategy as well as understanding of the client's objectives (internal / external) and how the operation has assisted through professional deployment of required services to meet and exceed clients' objectives.

Entrants must demonstrate a clear understanding of the business as well as their role in relation to the clients' business (internal or external client) with appropriate resources and systems to ensure ongoing, scalable success. The ability to showcase robust people processes, reward and recognition opportunities, continuous development focus and effective communication across the organisation.

Evidence of positive, tangible impact of the operation to its own brand, employee's, community, and client. Clear and measurable targets and ongoing performance against the targets. Adoption of or alignment to international best practice standards, compliance, and legislation. The measurement of this award includes individuals with an innovative, solutions-oriented approach and a clear and focused approach to customer experience.

1. Please provide a short overview of the organisation including its strategic objectives.
2. Provide evidence of performance measurements along with client required targets and performance against these targets.
3. Provide insight into the organisation/client/customer-data security controls and mechanisms.
4. Expand on performance measurements that are in place, how these are measured and what the performance against these measurements are.
5. Expand on recruitment models, approach to diversity and equity, employee engagement strategies, what approaches are taken and how employee engagement and employee experience (EX) measured.
6. What makes your skills strategy, engagement, recruitment, training, and development stand out above the rest?
7. Please provide annualised attrition (positive and negative attrition - external voluntary and forced as well as internal positive attrition) and absenteeism scores and explain what efforts/initiatives are in place to reduce absenteeism and attrition?
8. Provide an overview the organisation's approach to WFM. Include the tools in place to support the division/department.

## **TOP PROFESSIONAL & SHARED SERVICE OPERATION AWARD (cont.)**

9. Detail if any wellness focused initiatives, toolkits, physical infrastructure and/or support access is in place for employees.
10. Overview the organisation's approach to quality, including;
  - a) How the operation measure and manage quality
  - b) How customer interaction quality including factual accuracy and interaction handling are managed. Include Customer Experience (CX) strategy and scores.
11. What focus has been given to the organisation's layout and ergonomics including but not limited to - noise reduction, natural light access, ablution facilities, furniture, desktops, technology access and use etc.
12. How is the organisation planning for and managing Disaster Recovery and Business Continuity?
13. Does the organisation adhere to any local/international standards including specific legislative compliance? If yes, elaborate which standards and why these have been adopted and to what benefit of the organisation.
14. What are the biggest challenges the organisation faces? How are these challenges being addressed?
15. Expand on the organisation's digital transformation and AI journey and plans.
16. Why do you believe you deserve to win this award?



## TOP GBS COMMUNITY IMPACT AWARD

The Top GBS Community Impact Award is awarded to the organization that demonstrates a sustainable commitment to the community by getting involved and supporting social impact or improvement through programmes that assist individuals / families / institutions within marginalized and excluded communities.

Expand on the organisations strategy, impact activities, programme/s which have been undertaken within the past 12 months (since July 2022) to benefit a community and the results, impact seen.

**NOTE:** *This is not an Impact Sourcing Award*

1. Please specify which areas the organisation is involved with. Select all that apply.
  - a) Donations (Cash or products) Donations (Blood, etc.) Events
  - b) Fundraising Campaigns Volunteering (Services or staff) Endorsements
  - c) Other
2. How many years has the organisation been involved with the community?
3. What percentage of employees are involved in the community initiative?
4. Provide details of the monthly Per-Person time dedicated to the community.
5. How does the organisation choose which community initiatives to support? Elaborate on the process and support with evidence.
6. Describe the main community activities undertaken in the last 12 months (July 2022). Elaborate on how the community has benefited from the organisation supporting these initiatives. Support with evidence.
7. Describe how the organisation's involvement in community initiative has enhanced morale and motivation amongst employees.
8. How has success of the programme been measured? Support with evidence.
9. How has a balance between the needs of the organisation (i.e., achieving service level targets) and those of the community initiatives been achieved?
10. Expand on the organisation's future plans for the programme.
11. Why do you believe your organisation deserve to win this award?

THANK YOU & BEST OF LUCK!