

Evolving our Employment Experience



Our Champions around the world love their jobs, and we love our Champions. While many companies constricted in the past year, we have experienced expansive growth. We have pushed ourselves to the edge to remain agile and innovative, while keeping our people safe. Just when we think we cannot go any further, we evolve.

We are a global company with an edge.

At Everise, we don't do the status quo. We are an award-winning company that believes great companies revolve around great people.

Our Values:



Our people-first culture attracts a diverse range of people that are the best at their skillsets. We've learned that diverse thinking enables innovation, which accelerates growth. That's why we call our people "Champions".

We Take Pride In Our:

- **Award-winning culture:** We've won >30 awards for our culture and innovative solutions

BUSINESS EXCELLENCE
2020 • WORLD COB AWARDS

CORPORATE EXCELLENCE
2020 • ASIA PACIFIC ENTERPRISE AWARDS

**BEST COMPANIES TO
WORK FOR IN ASIA**
2020 • HR ASIA

**HR LEADER
OF THE YEAR**
2020 • HR EXCELLENCE AWARDS

**EXECUTIVE
OF THE YEAR**
2020 • BUSINESS INTELLIGENCE
GROUP

- **Top talent stays here:** Our average tenure is greater than 2.5 years.
- **Diverse client exposure:** 30% of our agents are cross-trained for other lines of business to assist with seasonal demand surges.
- **Career development programs:** 80% of job postings are filled internally.
- **Work flexibility:** with a robust work at home and on-site programs, our people are able to find positions that work best for them.
- **Competitive benefits:** See last page for more details.

Positive Work Environment

What our current and former employees say about us!



I like working here. The management is always collaborative and open to suggestions and opinions. Multicultural environment, where every employee is followed and supported at every step of the work.

– Current Employee
Quality Analyst | Limerick

Everise is an awesome place to work in. Its people-first culture and celebration of diversity allows you to be yourself and feel comfortable with your coworkers.

– Current Employee
Customer Service Representative
Guatemala City

We Celebrate Our People

We pride ourselves on being people-first! Our employees are recognized for their hard work with our Rockstar awards. There may be thousands of Everisers around the world, but we still take the time to do birthday and anniversary recognition.

Rockstar Awards • Birthdays • Anniversaries

You Rock
AWARDEES

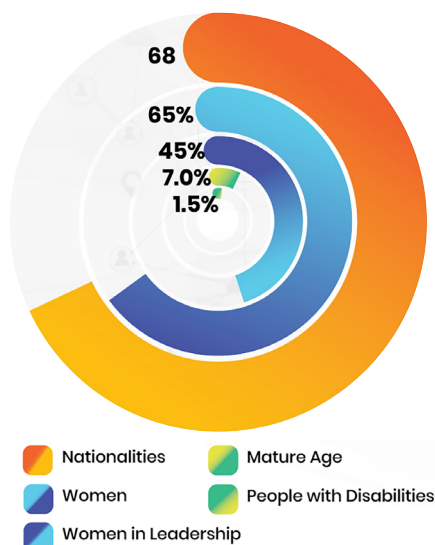
GAME CHANGER
AWARD

Rockstar
of the **Week**
AWARD

Who We Hire

Representation Matters

We've learned that diverse thinking enables innovation, which accelerates growth, and we know that employees prefer working for companies with pro-diverse work cultures and view those as positive indicators for acceptance, collaboration, and growth.



How We Hire

"Since our founding, we have challenged the traditional workplace to enable a more inclusive work culture; we've challenged the gender pay gap by eradicating pay inequality; and, we've challenged gender bias by ensuring women are represented at every level, promoting women to management roles and mentoring the next generation of female leaders."

Sheena Ponnappan
Everise's Chief
People Officer



Our Commitment Continues

A strategic focus on diversity requires dedicated vision, so Everise has created a Diversity and Inclusion (D&I) council that is charged with researching developing, and proposing mechanisms that will help create a supportive, and inclusive work environment for Everise employees.

Accelerate Your Career Development

Everise offers career opportunities to mold and enhance our future leaders.

- **Accelerator:** We offer instructor-led classroom trainings to teach foundational skills to Supervisors and ensure consistent coaching and management processes across all global sites.
- **Everise University:** Everise has developed its very own learning platform designed to allow employees to benefit from a large pool of knowledge 24/7.
- **Mentorship:** We pair promising employees with department leaders who provide career coaching and skills development. This powerful mentor relationship increases our peoples readiness for career advancement.
- **Everise Global Exchange Program:** We offer our high performing leaders the opportunity to share their technical expertise, develop new skills, and gain firsthand experience with diverse business environments and cultures across our global network.



Gain Valuable Experience By Working With The Most Loved Brands

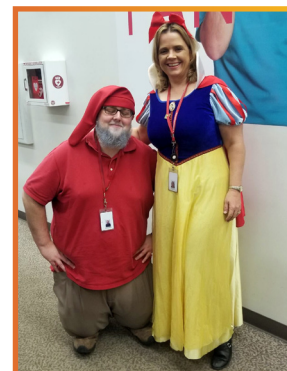
Our focus is on making great work experiences for our people, our clients, and their customers. We do that by providing our employees the opportunity to do meaningful work that makes a difference.

Just Some Of The Impact Our Everisers Are Making:

- Beta testing smart home products before their launch for a leading technology company.
- Working on the forefront of informing US residents about the COVID-19 vaccine.
- Helping seniors navigate through the complex healthcare insurance system to ensure that their needs are met.

It Isn't Just All Work And No Play, Though!

We offer engagement opportunities both on-site and virtually! From our futbol team in Guatemala to our dress up days in Twin Falls, Idaho and Everise Cares activities in the Philippines, Everisers know how to have a good time.



Our work at home employees are not left out either with opportunities to participate virtually with online yoga classes and book clubs.



Be sure to check us out online to see more.



@weareeverise



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Evolving Careers and Elevating Benefits

Hiring top talent is important but keeping top talent is critical. Our people are our #1 asset so we know that providing excellent benefits is crucial to our success. At Everise, we provide a comprehensive benefits package to keep our people happy and healthy.

Our World Class Benefits:

- Medical & Pharmacy Benefits
- Dental Benefits
- Vision
- Basic Life and ADD
- Short Term Disability
- Supplemental Long-Term Disability
- Critical Illness
- Hospital Care
- Accidental Injury
- Hyatt Legal Services
- Gold's Gym Membership Discount
- Auto & Home Discount
- Pet Insurance
- Employee Assistance Program
- Tuition Reimbursement



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