

## GSA's Service Provider Top Employer Index



Being recognised as the GSA's Top Employer demonstrates that your organisation attracts and retains the best possible talent.



The sourcing industry is changing rapidly. It's all about collaboration to drive innovation and business value. People are a company's most valuable asset and never more so than in service delivery where the focus has significantly moved from cost cutting to value-add. Teams are no longer focused on merely implementing processes, they are the ones redesigning the processes and taking clients on their transformation journeys. They need to master soft, relationship skills as well as understand how emerging technologies can create real value to their employers' and their clients' businesses.

Buy-side organisations outsource to access talent – they expect your team to be better at the service delivery than their own. It is for this reason that the GSA, on the back of member demand, has launched the Service Provider Top Employer Index. The Index will recognise which service providers invest the most in the attraction, development and retention of their talent for the greater benefit of their people, their clients and the broader sourcing industry, as well as themselves.

**In a time where automation is becoming the norm, the real differentiator service providers can harness are their people. Promoting that you have the best employees to help your customers is paramount to success and service providers that fail to invest in their employees do so at their peril.**

Being recognised as a GSA Top Employer demonstrates your organisation's commitment to optimum performance through continuous improvement in people practices, as well as your commitment to industry sustainability.

The Index will recognise organisations which:

- promote strong leadership, culture and values
- put people front and centre to their business growth strategies
- successfully attract and retain the best possible talent
- invest in continuously upskilling their people
- pay much more than lip service to inclusion and diversity programmes

The GSA's Service Provider Top Employer Index is a voluntary opt in programme which has been developed as part of its #ReshapingSourcing campaign – designed to showcase and promote the positive qualities of the sector.

Taking part in the Index will help benchmark your organisation against the rest of the industry. Knowing your ranking will give greater understanding of how you compare to your industry counterparts and where you should focus your future efforts.

**Organisations have the choice of entering the UK and/or Global Index.**



Those in our top 10 will be celebrated publicly and will be automatically shortlisted for the Employer of the Year Award.



Once the two different Indexes have been compiled, those that get ranked as part of our top 10 will be celebrated publicly and will be automatically shortlisted for the Global and/or UK Employer of the Year Award (subject to your chosen index). The organisation/s that get ranked number 1 in each Index will then be given the title of Global/UK Service Provider Employer of the Year.

The winner of the Global Employer Award will be announced as part of the GSA Global Sourcing Awards in Cape Town, South Africa on 1st – 3rd October 2018, and the winner of the UK Award will be announced as part of the UK Symposium on 21st – 22nd November in London.

## **CRITERIA - GSA's Service Provider Top Employer Index**

The GSA will be measuring an organisation's ability and commitment to the development of its staff as well as creating a dynamic environment that results in high employee satisfaction. We will do this by asking organisations to demonstrate and give evidence against a series of 5 key criteria.

We will be recognising the achievements of both SMEs and larger corporate organisations.

The information you provide as part of your submission should relate to statistics achieved anytime between the months of January 2017 – August 2018.

Please ensure you include the following information at the start of your submission:

- State if you are entering the Global and/or UK Index
- Total number of employees globally
- Global footprint - office/site locations and number of employees in each

### **Scoring:**

The GSA will compare how well each organisation has performed under the following 5 key headings:

#### **Commitment to creating a diverse work environment (20%)**

- Please outline the top-level objectives of your Diversity & Inclusion Programme/Strategy
- Please outline your most recent achievements against targets supporting this Diversity & Inclusion Programme/Strategy and provide two employee journeys/stories to bring this to life

#### **Recruitment and retention (15%)**

- Share your organisation's approach to recruitment and outline innovative ways you engage with potential employees i.e. local community projects, internships, graduate programmes etc
- Please share your organisational wide annual attrition rate for the last 3 years to date

#### **Learning and development (30%)**

- Please demonstrate by using two recent initiatives your approach to career development and share the results of the initiatives to the individuals and company. Please include testimonials from those involved
- Please provide details on the following:
  - overall approach to professional learning development including appraisal process and investment in internal and external training
  - statistics on the training and courses employees undertake at your organisation (type of training provided, percentage of employees that have undertaken formal training courses, average man hours per employee dedicated to development per year)
  - approach to identify and encourage career progression
  - the use of schemes such as apprenticeships, mentoring
  - of those employees that have gone through some form of formal training, please provide the statistics (percentages) of those that then go on to be promoted and/or move up through the business within two years of receiving their training

#### **Workplace environment and employee satisfaction (20%)**

- Summarise your organisation's commitment to creating a positive environment to work, what new investments have you made in the workplace that have potentially improved the lives of your employees?
- What is your corporate culture and how do you convey that to your employees?
- Do you run a formal programme to measure employee satisfaction? If so, please provide a bullet pointed list of the details including aims/objectives and frequency
- Please provide statistics from recent employee satisfaction surveys you have undertaken
- Please state your corporate stance on the following:
  - flexible work arrangements (flexible hours, homeworking etc)
  - support for employees by providing additional services
- Please demonstrate by using one recent example, how your organisation creates a sense of community amongst your staff
- Does your organisation offer a rewards and recognition programme? If so, what does this involve? Please outline the major statistics related to this programme including the numbers of people that go through it and the key outputs



**Industry contribution and recognition (15%)**

- Demonstrate how your employees contribute to the wider community. Outline projects and initiatives that “give back” to others e.g. through peer networks, community programmes
- Please outline any industry accolades/recognitions you have achieved in recent years e.g. your position in the Stonewall Workplace Equality Index

Maximum 2500 words split under the 5 headings

TO ENTER VISIT <https://www.globalsourcingsummit.com/global-awards>

ENTRY DEADLINE = 5PM, FRIDAY 10<sup>TH</sup> AUGUST 2018