

CAPE3PO

AWARDS

REFLECTIONS OF THE FUTURE



INFORMATION PACK
2022



ABOUT THE AWARDS

In partnership with the City of Cape Town and Western Cape Government, CapeBPO is excited to announce the rejuvenation of its flagship BPO Awards initiative.

The CapeBPO Awards aims to honour and celebrate the outstanding contributions of the BPO sectors' top-performing and innovative individuals and companies, supporting CapeBPO's mission of connecting the industry's leading achievers, providing a platform to acknowledge visionary ideas, and reward those individuals and companies who have excelled over the past 12 months.

Each year the awards attracts hundreds of entries that exemplify the talent, dedication and innovation of individuals and companies across all aspects of the BPO sector, showing us countless reasons why our industry continues to prosper. These sterling candidates will be showcased at the CapeBPO Annual Awards Gala on 27 May 2022 held at the Century City Convention Centre.

We look forward to celebrating with you all at what will be an unmissable event.

WHO WE ARE

CapeBPO is the City of Cape Town and the Western Cape's strategic business partner responsible for the growth and development of the BPO industry in Cape Town and the Western Cape, South Africa.

CapeBPO has two key functions:




Attract overseas companies to our shores to improve their productivity and efficiency with strong outsourced operations.



Facilitate the training and deployment of the youth of Cape Town and the Western Cape into careers within the BPO sector.

WHY ENTER?

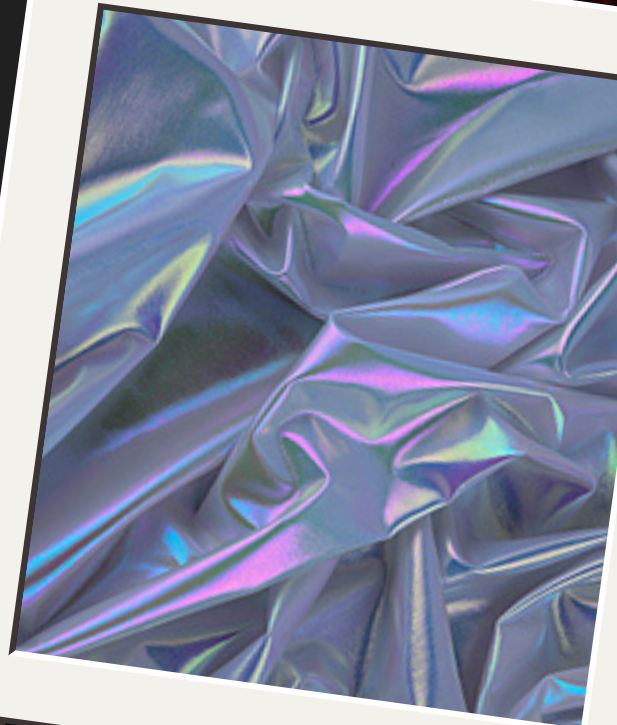
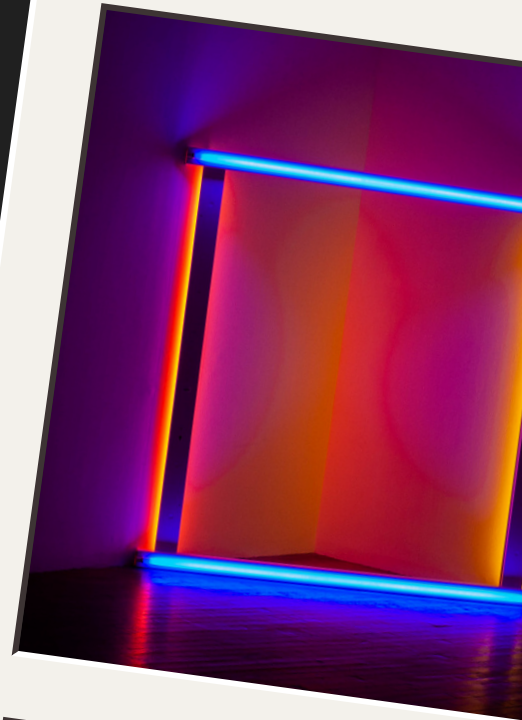



The CapeBPO Awards are like no other. We'll highlight the ups, acknowledge the downs, and celebrate you. Let us share your achievements with the world! The awards are our chance to celebrate you and share your stories. That's why we encourage you to put your best foot forward, because we think you're worth making a song and dance about!

If your colleague or manager is a superstar, shining despite the pandemic; or if your company has implemented a new initiative capable of changing the contact centre industry; we call on you to nominate them. The CapeBPO Awards is a fantastic opportunity to honour the impressive success stories of our community.

This year, to further enhance the awards' status of being the largest BPO event in the Western Cape, we have extended our category selection, streamlined the entry process, and improved the criteria to ensure a broader network of industry players are acknowledged.

We invite all individuals and organisations operating in the South African BPO industry to showcase the talents of Cape Town's evolutionary BPO community.



THINK
ABOUT
THINGS
DIFFERENTLY



TIMELINE

ENTRIES OPEN

7 December 2021

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4 February 2022

ONLINE JUDGING

5 February 2022

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24 March 2022

SHORTLIST ANNOUNCED

25 March 2022

FACE-TO-FACE JUDGING

19 April 2022

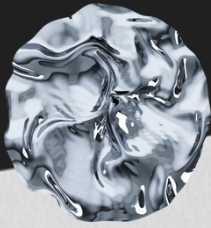
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29 April 2022

AWARDS GALA

27 May 2022

CATEGORIES



Individual Awards

- Top BPO Customer Service Professional
- Top BPO Sales / Marketing Professional
- Top BPO Collections Professional
- Top BPO Team Leader / Supervisor
- Top BPO Operational Manager
- Top BPO Workforce Planning Professional
- Top BPO Trainer / Coach
- Top BPO Quality Professional
- Top BPO Analyst
- Top BPO Support Professional



Company Awards

- Top Technical Innovation
- Top Non-Technical Innovation
- Top Support Services Provider
- Impact Sourcing Award
- Top Offshore Campaign
- Top BPO Operator
- Top Captive Operator
- Top Shared Service Centre
- Top Emerging Operator
- Top Remote / Home Agent Program
- Top Community Spirit Initiative



RULES & TERMS

1. Entry for the awards is FREE of charge.
2. All applications must be submitted in English and electronically with supporting documents (if applicable) using the '[CapeBPO Awards Application Portal](#)'. Any entry received by any other means including via email, fax, post, or hand delivered will not be accepted.
3. Entries can be edited in draft mode up until the closing date.
4. Entries close on 4 February 2022.
5. No entries can be edited after final submission.
6. No entries will be accepted after the closing date.
7. Upon written request, entries may be withdrawn by the entrant prior to 12h00 on Friday, 4 February 2022.
8. The entrant or the representative of the entrant, must have worked or be directly associated with the business, project or solution that is featured in the entry, for a minimum of 12 months.
9. Organisations may enter multiple award categories, however all submitted entries must be tailored for each category.
10. The judges will shortlist three finalists from each award category and the finalists will be announced on 25 March 2022. Finalists will also be listed on the official CapeBPO Awards web page and distributed via email and social media channels.
11. The CapeBPO Awards are judged by a panel of independent judges. This includes an extensive auditing process.
12. Face-to-face interviews to determine the winners will take place between 19 & 29 April 2022 at a predetermined location. All finalists will be notified of their scheduled interview details via email approximately two weeks prior to the interviews.
13. Finalists will be required to present a 10-minute presentation relating to their submission and answer pre-set questions from the live judging panel.
14. Award winners will be announced during the CapeBPO Awards dinner on 27 May 2022.
15. One award winner and one runner-up will be announced from the finalists in each category.

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INDIVIDUAL AWARDS

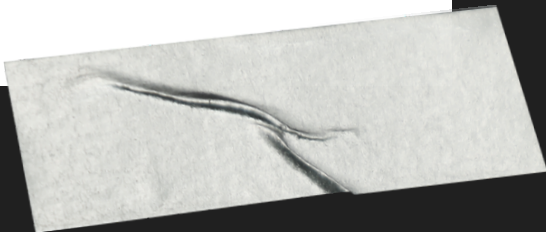


TOP BPO CUSTOMER SERVICE PROFESSIONAL

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

The award is focused on individuals who demonstrate how they exceed their daily responsibilities to provide excellent 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.

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 KPIs? Please provide evidence of meeting / exceeding your KPIs and service levels.
 2. What channels do you personally support in the organisation? Select all that apply.
 - Inbound calls
 - Outbound calls
 - Web chats
 - Video chats
 - Emails
 - Social media
 - Back-office support
 - Mail / Post
 - Fax
 3. What do you believe makes a successful individual in a role similar to yours?
 4. What achievements have you accomplished in the last 12 months for your organisation?
 5. What awards / accolades (internal and / or external) have you received in the last 12 months?
 6. What are the biggest obstacles / challenges you face daily to do your job?
 7. Describe in detail two different situations where you have gone above and beyond the call of duty.
 8. If you could change one thing in your organisation, 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?
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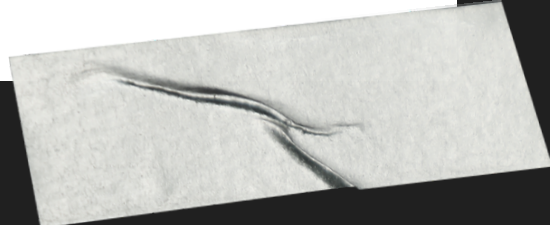


TOP BPO SALES / MARKETING PROFESSIONAL

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

The award is focused on individuals who demonstrate how they 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.

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 KPIs? Please provide evidence of meeting / exceeding your KPIs and service levels.
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 5. What awards / accolades (internal and / or external) have you received in the last 12 months?
 6. What are the biggest obstacles / challenges you face daily to do your job?
 7. Describe in detail two different situations where you have gone above and beyond the call of duty.
 8. If you could change one thing in your organisation, 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?
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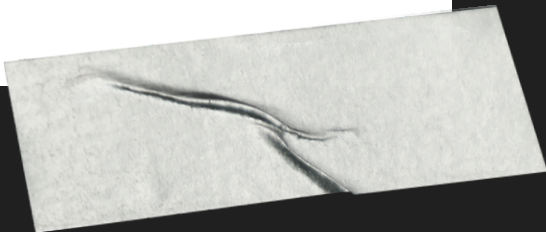


TOP BPO COLLECTIONS PROFESSIONAL

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

The award is focused on individuals who demonstrate how they 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 / service professional within their role, thereby 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 KPIs? Please provide evidence of meeting / exceeding your KPIs and service levels.
 2. What channels do you personally support in the organisation? Select all that apply.
 - Inbound calls
 - Outbound calls
 - Web chats
 - Video chats
 - Emails
 - Social media
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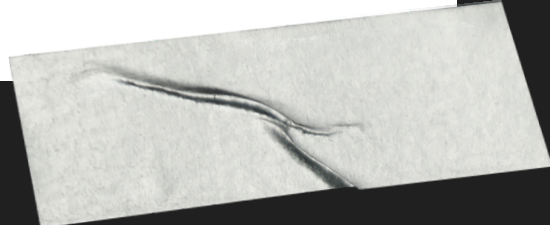
TOP BPO TEAM LEADER / SUPERVISOR

The Top 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. Individuals who excel on aspects including 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, be results oriented showing evidence of guiding their team to consistently high performance with analytical reasoning and vocational competence.

The Top BPO Team Leader / Supervisor award will recognize an inspirational leader who leads by example and takes responsibility for their team.

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 KPIs and team SLAs 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. What are your top three objectives for your team/s and how do you drive to achieving these?
 5. What do you believe makes a successful individual in a role similar to yours?
 6. How do you measure the success of your role? Support with evidence.
 7. What achievements have you accomplished in the last 12 months for your organisation?
 8. What awards / accolades (internal and / or external) have you received over the past 12 months?
 9. What are the biggest obstacles / challenges you face daily to do your job?
 10. Describe in detail two different situations where you have gone above and beyond the call of duty.
 11. If you could change one thing in your organisation, 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?
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TOP BPO OPERATIONAL MANAGER

The Top BPO Operational Management award is the category for individuals working at an operational management level.

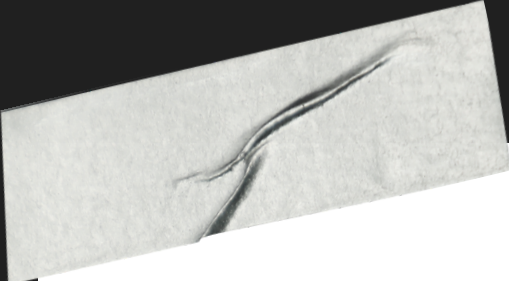
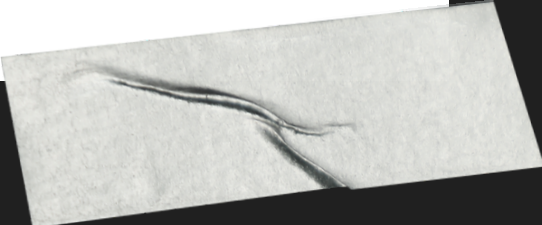
The award is focused on rewarding innovation, broad management skills and recognition of competencies in managing multiple operational teams within a function or service. Team Leaders / Supervisors must report into the Operations Manager.

Recognition of leadership and significant developments and improvements in customer experience for the organisation / client along with a commitment to the delivery of organisational objectives. Team performance aligned to client / customer targets. Efficiency and productivity enhancements, 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
 - Team Leaders to Managers
3. Describe the overall strategy behind the organisation, its functions and how it contributes to the overall success.
4. What are the key performance targets / performance objectives for the organisation? Of these, which are you responsible for? Please provide evidence of meeting / exceeding your KPIs and service levels / targets including your team/s results.
5. Describe your leadership style.
6. What is the annual staff turnover from within your operational area of control? Include positive turnover (staff who move within the organisation out of your operational control).
7. Please provide annualised attrition (positive and negative attrition - external voluntary and forced as well as internal) and absenteeism scores.
8. What efforts / initiatives are in place to reduce absenteeism and attrition?
9. How do you engage your direct reports?
10. What are your top three objectives for your team/s and how do you drive to achieving these?
11. What do you believe makes a successful individual in a role similar to yours?
12. How do you measure the success of your role? Support with evidence.
13. What achievements have you accomplished in the last 12 months for your organisation?

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14. What awards / accolades (internal and / or external) have you received over the past 12 months?
 15. What are the biggest obstacles / challenges you face daily to do your job?
 16. What are your plans for the future of the organisation?
 17. If you could change one thing in your organisation, what would it be and why?
 18. What are you currently doing as part of personal improvement and development?
 19. Why do you believe you deserve to win this award?
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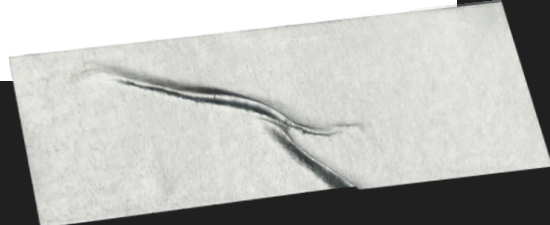


TOP BPO WORKFORCE PLANNING PROFESSIONAL

The Top 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.

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.

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 jobs, 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 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?
 6. How do you reduce agent / front line staff absenteeism?
 7. How do you balance training and upskilling of agents / front-line staff with availability for the customer?
 8. What contributions have you made to the success of the organisation? Elaborate with evidence.
 9. What is the most important part of your role? Expand on the reasons why.
 10. What awards / accolades (internal and / or external) have you received over the past 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 organisation, 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?
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TOP BPO TRAINER / COACH

The Top 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.

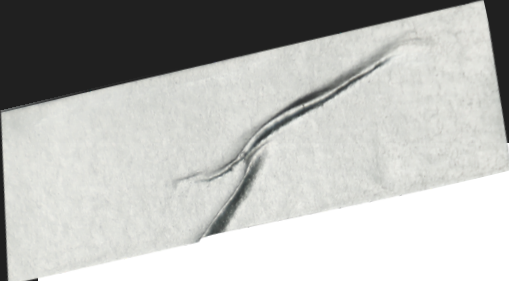
The award is focused on individuals who show measurable results and improvement as well as innovative methodologies including pedagogy and facilitation. Offer evidence of impacting organisational objectives through improved customer experience via successful delivery of key learning and development initiatives. The nominee needs to have 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.

Recognised by their clients and customers as experts in their field and be able to demonstrate the impact they have had on improvement of learning and development programs.

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 BPO sector (BPO / BPS / SSC / CCC operations) or beyond the BPO sector and operations within.
3. What level would you consider your current role?
 - a. Manager
 - b. Supervisor
 - c. Assistant
 - d. 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 program you designed and delivered. Include how you defined needs and what the results of the training program were.
6. (For applicants operating in primarily customer service-based centres) Describe a customer service focused training program you designed and delivered. Include how you defined needs and what the results of the training program were.
7. How do you motivate delegates to follow your instruction? Please give examples of what you do and how.
8. What tools / techniques / methodologies do you include in your training?
9. How do you measure the success of your role? Support with evidence.
10. Is your training material aligned to any local / international standards? If yes, advise.
11. What contributions have you made to the success of the organisation / team / individuals you have engaged with? Elaborate with evidence.
12. What is the most important part of your role? Expand on the reasons why.

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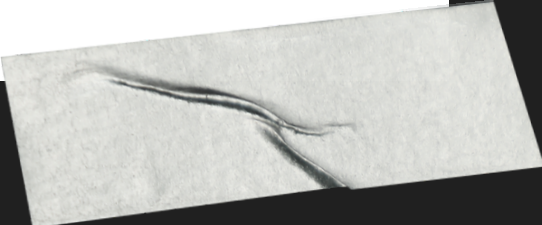
13. What awards / accolades (internal and / or external) have you received over the past 12 months?

14. What are the biggest obstacles / challenges you face daily to do your job?

15. If you could change one thing in your organisation, 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?

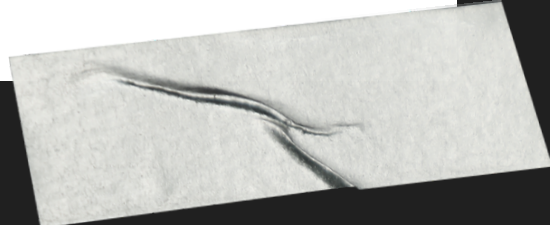




TOP BPO QUALITY PROFESSIONAL

The Top BPO Quality Professional award is for a non-customer facing individual whose primary role is to provide adequate controls and measures to deliver compliant, quality service to end 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 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 is 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 contributions have you made to the success of the organisation / team / individuals you have engaged with? Elaborate with evidence.
 13. What awards / accolades (internal and / or external) have you received over the past 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 organisation, 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?
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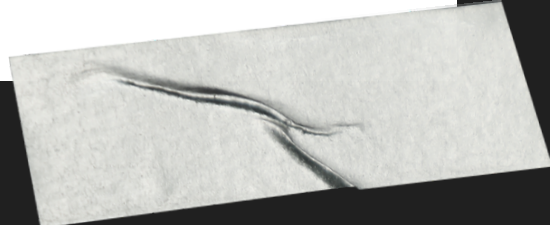


TOP BPO ANALYST

The Top 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 customer insights and 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 contributions have you made to the success of the organisation / team / individuals you have engaged with? Elaborate with evidence.
 9. What is the most important part of your role? Expand on the reasons why.
 10. What awards / accolades (internal and / or external) have you received over the past 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 organisation, 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?
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TOP BPO SUPPORT PROFESSIONAL

The Top 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, the client's requirements, and customer experience.

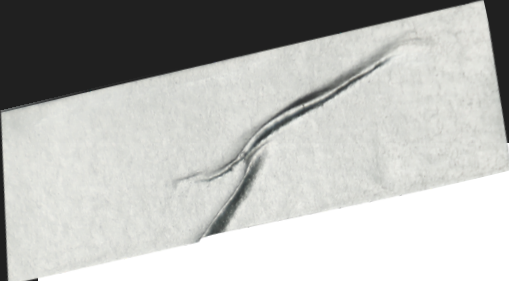
The nominee must be recognised by their client (internal / external) as an expert in their field delivering exceptional support, effective and efficient service to the operation showing the impact they have had on the operations performance. Demonstration of business improvements, performance enhancements,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

The Top BPO Support Professional award nominee must demonstrate a commitment to the continuous improvement of the operation, colleagues, peers, 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?
 - 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 performance enhancements within your team which positively impacted: Elaborate with evidence.
 - a. The organisation you service
 - b. The front-line, customer facing staff
 - c. The customer
5. How do you measure the success of your role? Support with evidence.
6. How often do you meet and engagement with direct management / operations management to review results / feedback / ideas?
7. How do you ensure that your approach is in line with international best practice?
8. What is the most important part of your role? Expand on the reasons why.

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9. What awards / accolades (internal and / or external) have you received over the past 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 organisation, 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?



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COMPANY AWARDS

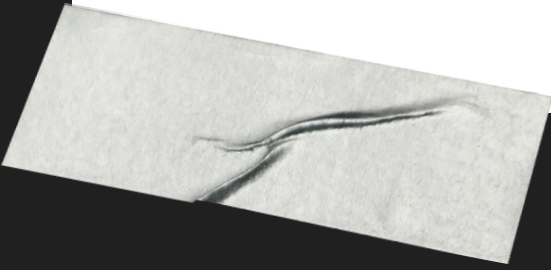


TOP TECHNICAL INNOVATION

Successful deployment of innovative technology in the operation within the past 24 months.

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

- Impact on the business
- Impact on the customer and customer experience
- ROI achieved
- Quantifiable and qualitative results
- Overview of the approach taken

1. Was the innovation developed in-house or with a third-party supplier? Please elaborate.
 2. Outline the innovation being submitted.
 3. What challenge was the solution addressing?
 4. Expand on if the challenge is a unique issue in the sector or not and how the challenge was solved through the innovation.
 5. Did the innovation / solution come in on time and within budget? Elaborate.
 6. How did the organisation justify the investment?
 7. Provide evidence that demonstrates that the solution has enhanced service and business performance.
 8. What challenges, if any, did you have to overcome when implementing the innovation / solution?
 9. How do you measure success of the innovation / solution? Support with evidence.
 10. Why do you believe you deserve to win this award?
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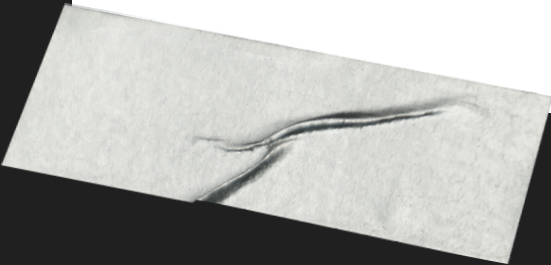


TOP NON-TECHNICAL INNOVATION

Successful deployment of new non-technological innovation / solution in the operation within the past 24 months.

The entry should address the initial challenge identified and the outcome of the non-technological innovation / solution which demonstrates;

- Impact on business performance
- Impact on the customer and customer experience
- ROI achieved
- Quantifiable and qualitative results
- Overview of the approach taken

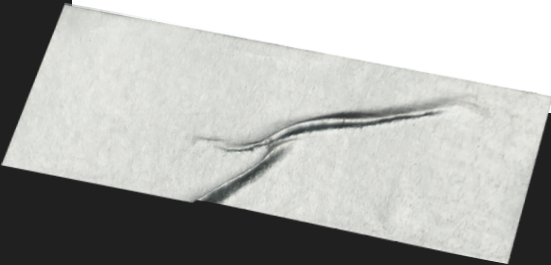
1. Was the innovation developed in-house or with a third-party supplier? Please elaborate.
 2. Outline the innovation being submitted.
 3. What challenge was the solution addressing?
 4. Expand on if the challenge is a unique issue in the sector or not and how the challenge was solved through the innovation.
 5. What measurable goals / targets was the innovation / solution intended to achieve?
 6. Did the innovation / solution come in on time and within budget? Elaborate.
 7. How did the organisation justify the investment?
 8. Provide evidence that demonstrates that the solution has enhanced service and business performance.
 9. What challenges, if any, did you have to overcome when implementing the innovation / solution?
 10. How do you measure success of the innovation / solution? Support with evidence.
 11. What advice would you offer an industry peer when engaging in a solution of this nature?
 12. Why do you believe you deserve to win this award?
- 



TOP SUPPORT SERVICES PROVIDER

The entry for the Top 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 and customer experience through the partnership/s, innovation/s, solution/s, and service. Quantifiable results need to be demonstrated.

1. Provide a high-level case study outlining the service providers services to the client/s organisation.
 - a. Was the service provider engaged to solve a specific problem, or is this an ongoing relationship / partnership?
 - b. If solving a specific challenge, please outline the problem and how this was addressed.
 - c. If an ongoing relationship / partnership, please elaborate on what makes this unique and award winning.
 2. 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 testimonial/s.
 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. Show evidence of ROI.
 6. How can the partnership / engagement be enhanced in the future?
 7. Why do you believe you deserve to win this award?
- 

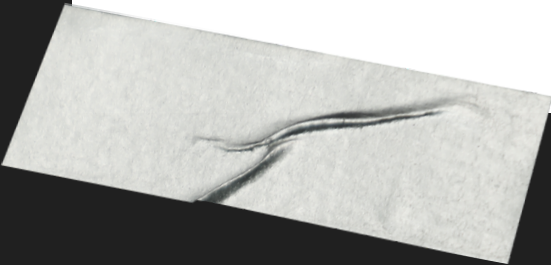


IMPACT SOURCING

Impact Sourcing is the practice of recruiting and hiring marginalised individuals. In South Africa for the 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 sustained unemployment from the world of work.

The practice of Impact Sourcing drives and manages the improvement of access to formal employment and decent work for marginalised 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 fulfil 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.

1. Current FTE headcount
 2. Please advise on the number of new jobs over the past 12 months.
 3. Please advise on the number of youths that were hired as Impact Workers to fill these new job positions.
 4. Please advise on the number of youths that were hired as Impact Workers to replace vacant positions based on attrition.
 5. Report the actual percentage (based on current FTE's) of Impact Workers hired into the organisation over the past 12 months.
 6. Expand on the organisations approach to Impact Workers once they are hired into the organisation.
 7. Advise on 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 OFFSHORE CAMPAIGN

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

Entries 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 to qualify for entry and if ended must have ended in 2020 not before. The entry should be a joint Client / Operator entry.

1. Please advise which source market the client and campaign are from:

- United Kingdom
- Australia
- USA
- Canada
- Europe (specify country)
- Asia (specify country)
- Africa (specify country)
- Other

2. Please advise if the client has 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;

- 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. What additional, unexpected benefits has the organisation offered to the client?


7. What improvements (if any) have been realised in performance levels?

8. 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.

9. What makes the relationship stand out above others?

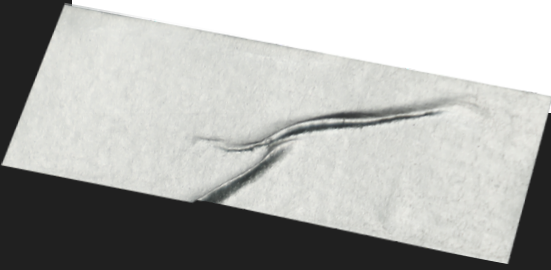
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10.What makes the campaign stand out above others? Demonstrate statement with tangible evidence.

11.Why do you believe you deserve to win this award?





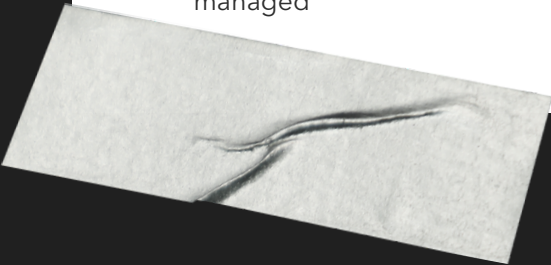
TOP BPO OPERATOR


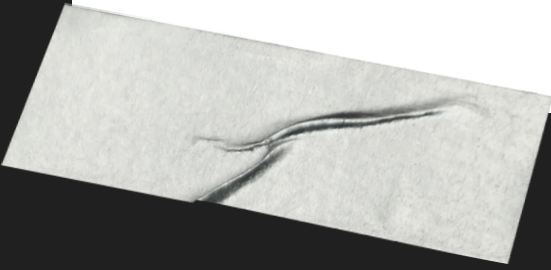
The Top BPO Operator award considers operations which have been in business for more than five years. The Operator can be a domestic or international BPO servicing the domestic / international market or both.

Recognition will be given to the Top 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.

Nominees 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. Overview 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. Key Performance measurements - specify what measurements 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 is measured.
 6. Please provide annualised attrition (positive and negative attrition - external voluntary and forced as well as internal) and absenteeism scores.
 7. What efforts / initiatives are in place to reduce absenteeism and attrition?
 8. Expand on skills strategy, engagement, recruitment, training, and development across the roles.
 9. Detail if any wellness focused initiatives, toolkits, physical infrastructure and / or support access is in place for employees.
 10. Provide an overview of the organisation's approach to WFM. Include the tools in place to support the division / department.
 11. Overview the organisation's approach to quality, including;
 - a. How the operation measures and manages quality
 - b. How customer interaction quality including factual accuracy and interaction handling are managed
- continued...
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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. Include images where relevant.
13. Does the organisation have a business continuity plan? If yes, expand.
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 transformation journey and plans.
- 16 Why do you believe you deserve to win this award?



TOP CAPTIVE OPERATOR

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.

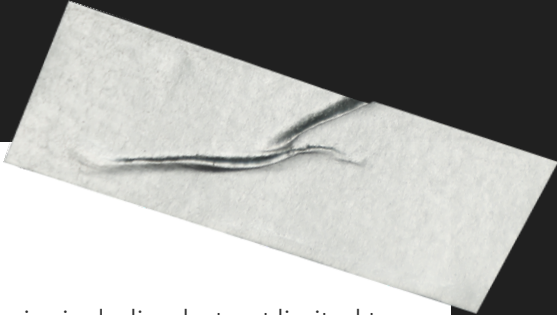
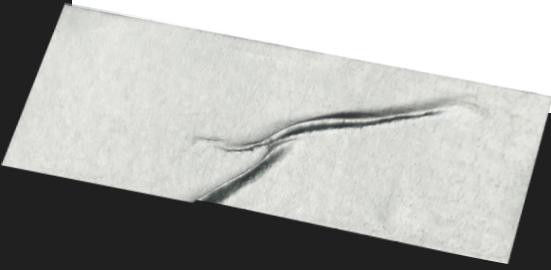
Entrants must showcase robust people processes, reward and recognition opportunities, continuous development focus and effective communication across the operation.

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 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. Overview the organisation including its strategic objectives.
2. Provide evidence of customer experience measurements and performance against these targets.
3. Provide insight into the organisation / client / customer-data security controls and mechanisms.
4. Key Performance measurements – specify what measurements 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 measured.
6. Please provide annualised attrition (positive and negative attrition - external voluntary and forced as well as internal) and absenteeism scores.
7. What efforts / initiatives are in place to reduce absenteeism and attrition?
8. Expand on skills strategy, engagement, recruitment, training, and development across the roles.
9. Detail if any wellness focused initiatives, toolkits, physical infrastructure and / or support access is in place for employees.
10. Provide an overview the organisation's approach to WFM. Include the tools in place to support the division / department.
11. Overview the organisation's approach to quality, including;
 - a. How the organisation measures and manages quality
 - b. How customer interaction quality including factual accuracy and interaction handling is managed
 - c. Quality targets set by the internal client (business) or organisation
 - d. How the organisation measured against these sets of targets

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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. Include images where relevant.
 13. Does the organisation have a business continuity plan? If yes, expand.
 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 transformation journey and plans.
 17. Why do you believe you deserve to win this award?



TOP SHARED SERVICES CENTRE

The Top Shared Service Centre (SSC) award considers operations either within a multi-unit organisation tasked with supplying the business unit with specialised services (Finance, IT, HR, Facilities, Logistics, Sales, etc.) or an outsourced SSC on the basis of a service level agreement with an external client.

Top performers in this category will be considered against evidence of overall effectiveness of the SSC, 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 BPO sector needs to be evident.

1. Specify the Financial & Accounting services active with the SSC (not services on offer);

- Accounts Payable (AP) or Procure-To-Pay (PTP)
- Accounts Receivable (AR) or Sales-Order-To-Cash (SOTC)
- Purchase Order Approval
- e-Invoicing
- Order To Cash
- Collections
- Records-To-Reports (RTR)
- Fixed Assets Management (FA) or CAPEX Management
- Freight Bill Processing
- Vendor Query Management
- General Accounting
- Tax Report & Analysis
- Tax Filing
- Value Added Tax
- Expense Processing
- Travel & Expenses
- Order Entry
- Other

2. Specify the Supply Chain / Purchasing services active with the SSC (not services on offer); *

- Purchase Order Request
- Negotiations & Purchase Collaboration
- Contracting Process Automation
- Contract Life Cycle Management
- Vendor Catalogue
- Bidding & RFP Process Automation
- Quotation Management

continued...



3. Specify the Vendor / Supplier Portal services active with the SSC (not services on offer); *

- Vendor / Supplier On-boarding
- e-Invoicing
- Transaction Tracking
- Query Management
- Item Update
- Other

4. Specify the Human Resources services active with the SSC (not services on offer);

- Employee Reimbursements
- Travel & Expense
- Medical Claims
- Official Expenses
- Cash Advance Request
- Payroll Additions / Deductions
- Leave Management
- New Hire On-boarding
- Personnel Appraisals / Reviews
- Off-boarding
- HR Administration
- Workforce Employee Data Administration
- Expatriate Administration
- Skills & Competency Administration
- Pension & Retirement Benefit Administration
- Other

5. Specify the Contract Management services active with the SSC (not services on offer); *

- Company Lease - Rental House / Vehicle / Others
- Employee Contracts - Full-time / Consultant / Part-time
- Other


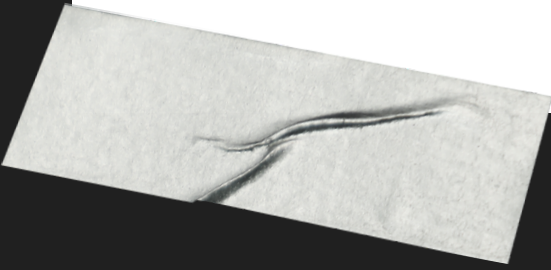
6. Overview the Shared Service Centre including its strategic objectives as an operating unit either as a third-party operation or an in-house operation.

7. Provide insight into the organisation / client / customer-data security controls and mechanisms.

8. Key Performance Measurements - specify what measurements are in place, how these are measured and what the performance against these measurements are.

9. Expand on the organisation's employee engagement strategy, what approaches are taken and how employee engagement measured.

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6. Please provide annualised attrition (positive and negative attrition - external voluntary and forced as well as internal) and absenteeism scores.
 7. What efforts / initiatives are in place to reduce absenteeism and attrition?
 8. Overview the organisation's approach to quality and how the organisation measures and manages quality.
 9. Provide evidence of the organisation's performance against both internal SLAs and client specific SLAs.
 10. How is client engagement and ROI measured (whether internal or external)? Support with client testimonial/s.
 11. 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.
 12. What are the biggest challenges the organisation faces? How are these challenges being addressed?
 13. Expand on the organisation's digital transformation journey and plans.
 14. Why do you believe you deserve to win this award?

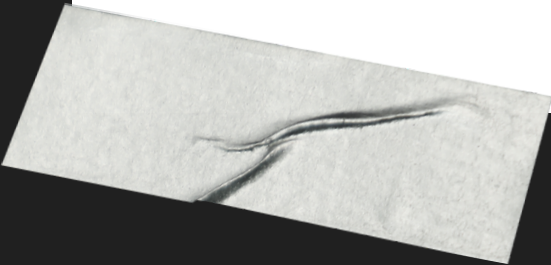



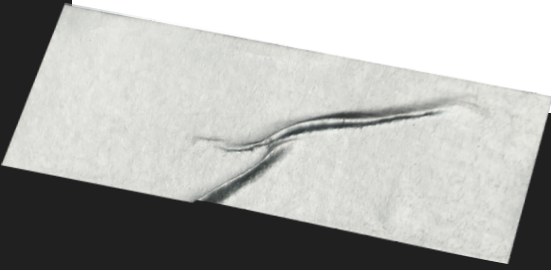
TOP EMERGING OPERATOR

The Top Emerging 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. 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 Operator who shows excellence at every level of operation and shows progress against the initial implementation plan. Nominees must demonstrate a clear strategy as well as understanding of the client's objectives and how the operation has assisted through professional deployment of required services to meet and exceed clients' objectives. Nominees have 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.

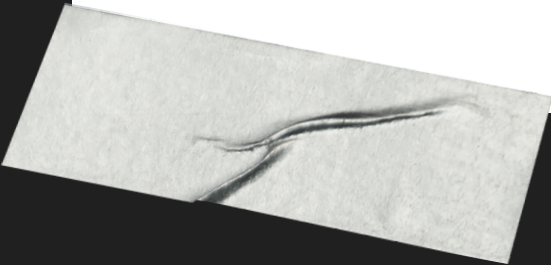
1. Overview the organisation including its strategic objectives.
 2. Provide evidence of performance measurements along with client required targets and performance against these targets
 3. Provide insight into the organisation / client / customer-data security controls and mechanisms.
 4. Key Performance measurements - specify what measurements 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 measured. Please provide annualised attrition (positive and negative attrition - external voluntary and forced as well as internal) and absenteeism scores.
 6. What efforts / initiatives are in place to reduce absenteeism and attrition?
 7. Expand on skills strategy, engagement, recruitment, training, and development across the roles.
 8. Detail if any wellness focused initiatives, toolkits, physical infrastructure and / or support access is in place for employees.
 9. Provide an overview the organisation's approach to WFM. Include the tools in place to support the division / department.
 10. Overview the organisations approach to 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
- 

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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. Include images where relevant.
 12. Does the organisation have a business continuity plan? If yes, expand.
 13. How is client engagement and ROI measured (whether internal or external)? Support with client testimonial/s.
 14. What are the biggest challenges the organisation faces? How are these challenges being addressed?
 15. Expand on the organisation's digital transformation journey and plans.
 16. Why do you believe you deserve to win this award?



TOP REMOTE / HOME AGENT PROGRAM

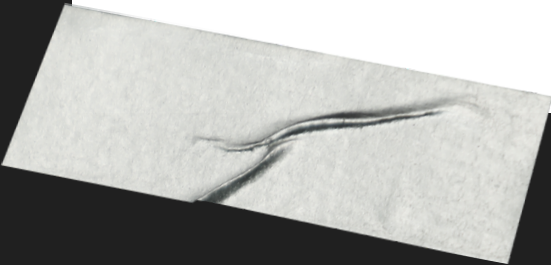
This award is presented to the company who has developed a successful home / remote agent program either before the pandemic or as a result of it. Entrants will be asked to provide details including how the program works and the effects on staff engagement and customer experience.

1. Overview the organisation including its strategic objectives.
 2. Provide your reasons for initially setting up a home / remote agent program.
 3. Outline in detail the program being submitted, including but not limited to start date of the program, how many home agents you have as a percentage of your total agent workforce, etc.
 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 is measured.
 7. Provide an overview of the program's approach to WFM. Include the tools in place to support the program.
 8. How does the organisation recruit for home agents?
 9. What challenges, if any, did you have to overcome when implementing the remote / home agent program?
 10. How do you measure success of the program? Support with evidence.
 11. Overview the organisation's approach to ensuring the program'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
 12. What is the ROI of the home agent program and other benefits to the company? Please explain in as much detail as possible. Support with evidence.
 13. Expand on the organisation's future plans for the program.
 14. Why do you believe you deserve to win this award?
- 



TOP COMMUNITY SPIRIT INITIATIVE

Given to the Contact Centre that demonstrates a commitment to the community (often local) by getting involved and supporting charity or support programs that help individuals in the community who may need help and support. You will be asked to explain the role of the contact centre / company, the activities you undertake to benefit the community and the results (i.e. funds raised, items donated etc).

1. Please specify which areas the organisation is involved with. Select all that apply.
 - Donations (Cash or products)
 - Donations (Blood, etc.)
 - Events
 - Fundraising Campaigns
 - Volunteering (Services or staff)
 - Endorsements
 - 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. Please 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. Please describe the main community activities undertaken in the last 12 months. 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 do you measure success of the program? Support with evidence.
 9. How do you balance the needs of the organisation (i.e. achieving service level targets) and those of the community initiatives?
 10. Expand on the organisation's future plans for the program.
 11. Why do you believe you deserve to win this award?
- 


SAME
SAME
BUT
DIFFERENT




The background features a black surface with several large, irregular, grey, textured shapes that resemble torn paper or stone. A horizontal strip of white, torn paper separates the top black section from the bottom black section. The text 'BE A PART OF THE JOURNEY' is written in a white, sans-serif font across the top black section.

BE A PART OF THE JOURNEY

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