



# Qualitative Top100 Awards

Best practices

# Digital Transformation



## Award



## Descriptors



## Best Practices

## Digital Transformation

This category awards companies that have reimagined their businesses using digital technologies to create new or modify existing processes, culture, and customer experiences to meet the needs of an ever-changing business landscape.

A company considered a digital transformation winner should demonstrate:

- Leveraging productivity tools to enable flexible work arrangements.
- A digitally 'savvy' workforce that is engaged and 'agile' in delivery.
- Automation of redundant processes/tasks.
- Innovative and customer-centric products, enabled through a host of emerging technologies.
- Data 'centricity'/dependency to inform insights into customer behaviour, operational efficiencies, financial reporting and strategy.
- Voice of Customer (VoC) initiatives to collect customer feedback and/or sentiments on the products and services.
- A digital agenda/strategy with clear metrics and performance measures that are periodically reviewed and updated to reflect the changing business landscape.
- Having dedicated personnel at the executive level who owns the company's digital transformation agenda.

# Sustainable businesses



**Award**



**Descriptors**



**Best Practices**

## Sustainable businesses

This category awards companies that have incorporated sustainability in their business through embedding Environment, Social, and Governance (ESG) strategies at the core of their business.

A company considered a sustainable business winner should demonstrate:

- Presence of clear governance structure and a governance body that is diverse in both gender and age profile (Having an ExCo, Board of Directors).
- Presence of an elaborate people strategy (how you attract, develop, and retain your staff).
- A company's measurable contribution towards conserving the environment both internally through reducing the impact of their operations or externally by funding activities that aid in the conservation of the environment or associating with business partners that have adopted sustainable measures within their business operations.
- An approved ESG strategy with clear targets and action plan that has been cascaded to all teams.
- Disclosing the progress on implementation of the ESG strategy through the various reporting channels available to the business for its stakeholders e.g. quarterly performance updates, annual reports.

# Innovative companies



 <b>Award</b>	 <b>Descriptors</b>	 <b>Best Practices</b>
<p><b>Innovative companies</b></p>	<p>This category awards companies that have disrupted the market by offering unique products and /or services and have redefined how business is done by incorporating innovative processes.</p>	<p>A company considered as innovative should demonstrates the following eight attributes:</p> <ul style="list-style-type: none"> <li>▪ Centralised enterprise-wide innovation - to achieve transformational innovation aligned to the business strategy.</li> <li>▪ Defined owners - transformative innovation demands an empowered innovation leader with oversight and authority over a centralised innovation function.</li> <li>▪ Ingrain a product mindset - the CEO and the company’s product teams must engage teams from across the business to promote new ideas, provide funding and celebrate success. A product mindset asks what customer, revenue and changes are needed and is the key to achieving transformational innovation goals. Everyone has a role to play.</li> <li>▪ Communicate how innovation drives the growth strategy - using any and all communication methods available, show everyone with innovation responsibilities how innovation links to brand strength, customer loyalty and ultimately, revenue growth.</li> <li>▪ Engage the ecosystem - an ecosystem approach that allows more diverse minds to contribute to enterprise innovation efforts. This includes collaboration, idea and data sharing between venture capitalists, technology start-ups, academia, advisors and other partners.</li> <li>▪ Align metrics - ensure a shared understanding of innovation goals to differentiate the effort and rewards for innovating towards incremental versus transformative outcomes.</li> <li>▪ Empower employee innovators - successful transformative innovation requires a culture that attracts and engages innovative minds and processes and policies that encourage, recognize and reward experimentation at all levels of the organization.</li> <li>▪ Strategically leverage technology, but do not make it the central tenant for innovation - tools alone, without knowledgeable and empowered people and well-designed business processes won’t deliver much value.</li> </ul>

# Corporate Social Responsibility/ Philanthropy



**Award**



**Descriptors**



**Best Practices**

## Corporate Social Responsibility (CSR) / Philanthropy

This category awards companies that have incorporated philanthropy as part of their DNA and have shaped the societies we live in by conducting impactful CSR initiatives

A company considered a CSR winner should demonstrate:

- Community impact - submitted CSR projects should address a social need/s that benefits a significant portion of the population in each geography(ies) it operates or its projects' locations.
- Demonstrate integration - CSR plans should be integrated into the business strategy.
- Investment - demonstrate significant investment commitment to CSR/Philanthropy activities.
- Sustainable Development Goals (SDGs) - CSR/Philanthropy areas of focus should demonstrate that they are aligned to specific UN sustainable development goal(s)
- Third party collaboration - where the company collaborates with other entities in a philanthropy initiative, its contribution should have notable impact.
- Well defined structure - where the company has a foundation to run its CSR/philanthropic initiatives and the foundation has a clear and independent structure to help define project's focus areas, investment, and impact.
- Sustainability - the company should demonstrate that its CSR/Philanthropic projects are sustainable over a considerable period to have the desired impact.

# Health & Safety



**Award**



**Descriptors**



**Best Practices**

## Health & Safety

This category awards companies that stand out in proactively incorporating occupational health and safety environments for all their stakeholders and their employees.

A company considered a Health & Safety winner should demonstrate:

- Compliance with the OSHA – 2007 Act and with other relevant authorities.
- Presence of a documented company health and safety policy.
- Regular training of staff on the health and safety policy including fire drills among others, undertaking of health & safety audits, and conducting of risk assessments. The more times the practise is done, the higher the adherence, hence, the better the performance of the company.

# Diversity, Equity & Inclusion



 <b>Award</b>	 <b>Descriptors</b>	 <b>Best Practices</b>
<p><b>Diversity, Equity &amp; Inclusion (DEI)</b></p>	<p>This category awards companies whose work practices promote the representation and participation of different groups of individuals, including people of different ages, abilities and disabilities, genders, religions, and cultures.</p>	<p>A company considered a Diversity, Equity &amp; Inclusion winner should demonstrate:</p> <ul style="list-style-type: none"> <li>▪ That they have a clear and visible philosophy and statement that stipulates its commitment to DEI and that also sets the overall objective that the company wants to achieve.</li> <li>▪ The existence of a DEI policy whose provisions are implemented e.g.             <ul style="list-style-type: none"> <li>✓ A non-discrimination policy (gender, age, disability etc.) whose provisions are applied in the company's key activities e.g. during recruitment, appointment of leaders, availability of suitable company facilities etc.</li> <li>✓ Fair workplace practices that encourage the voice of employees, proper redress of employee grievances and complaints, enforce the rights of employees etc.</li> </ul> </li> <li>▪ Maintain DEI data that includes:             <ul style="list-style-type: none"> <li>✓ Baseline data i.e. what is the current gender split? what is the representation of women, youth, differently abled people in key roles? Where do we primarily hire our people from? What are our retention levels across the different DEI categories that are important to us?</li> <li>✓ Maintained records on incidences that occur related to DEI</li> <li>✓ Comparative data that gives us the comparison of DEI commitments and objectives – proactively identify gaps and put in place improvement initiatives. Track, measure, and report regularly.</li> <li>✓ Key areas of improvement such as:                 <ul style="list-style-type: none"> <li>○ Hire younger people – how many by when? Or improving facilities to accommodate differently abled persons e.g., availing braille enabled machines or equipment etc.</li> <li>○ Set targets for achieving these improvement and cascade or distribute to key resources/ leaders within the company.</li> <li>○ Identify relevant benchmarks to inform initiatives, improvements, and targets.</li> <li>○ Regular tracking and reporting on progress.</li> </ul> </li> </ul> </li> </ul>

# Family Business



**Award**



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## Family Business

This category awards companies that are family businesses that have navigated through the common challenges faced by similar businesses yet they exude outstanding financial performance.

A company considered a family business winner should demonstrate:

- Presence of clear governance structures for decision making.
- A clear succession planning strategy.
- Evidence of having the second and any other subsequent generation being co-opted by the first generation to own or manage the business.
- Inclusion of non-family members as part of the board of directors and ExCo.