

Gladly Annual DEIB Report 2023

Introduction

At Gladly, diversity, equity, inclusion, and belonging (DEIB) are not just buzzwords but crucial components of our organizational DNA. This annual report serves as a comprehensive overview of our DEIB efforts over the past year, highlighting our achievements, challenges, and areas for growth.

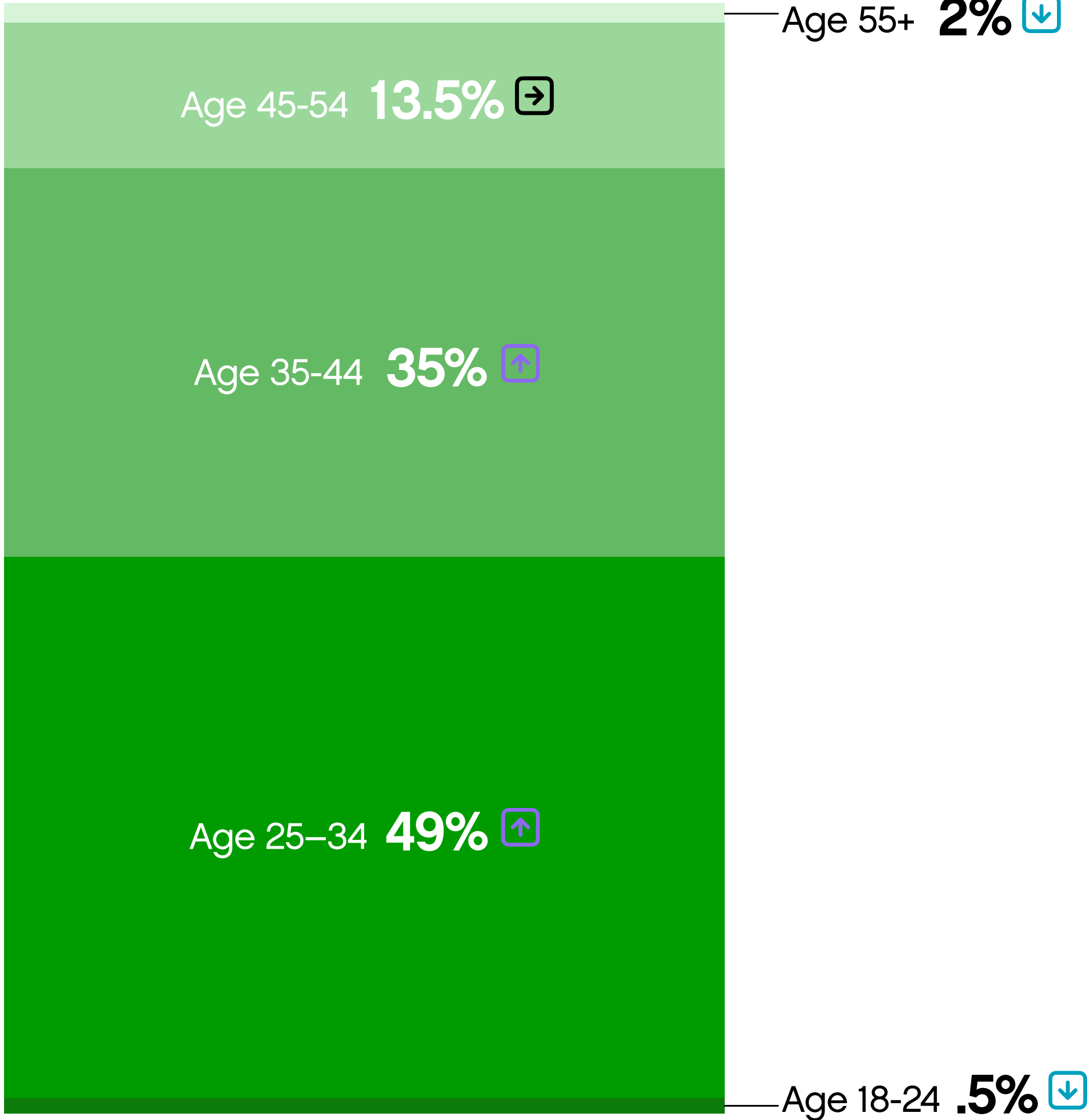
Gladly made significant strides in advancing our DEIB initiatives in the last year, guided by our cultural values. Through deliberate actions and strategic investments, we set out to create a workplace where every employee feels valued, respected, and empowered to bring their whole selves to work.

Our commitment to DEIB is both moral and business-critical, as we recognize that fostering an inclusive culture with diverse perspectives is key to attracting top talent, driving innovation, and enhancing employee engagement and productivity, leading to better business outcomes.

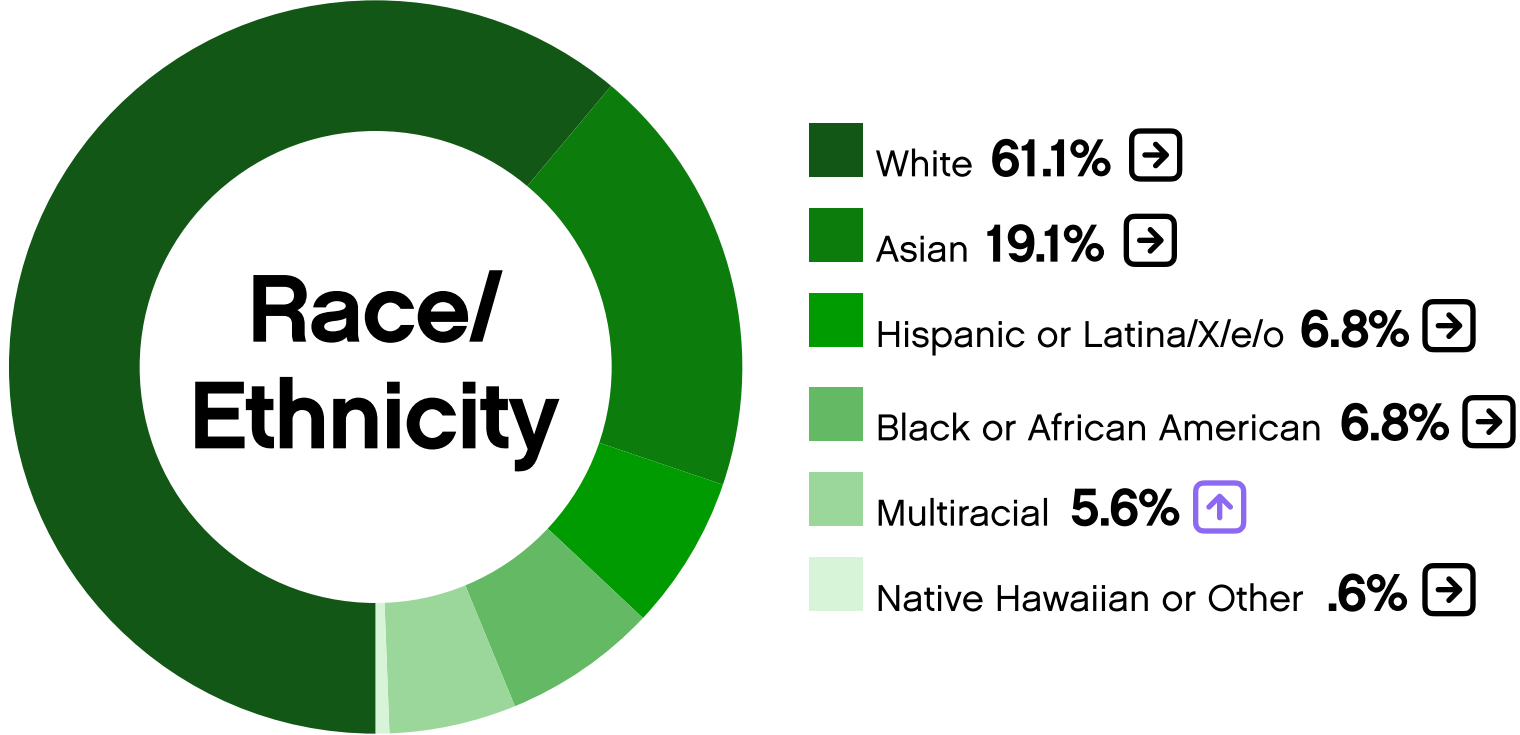
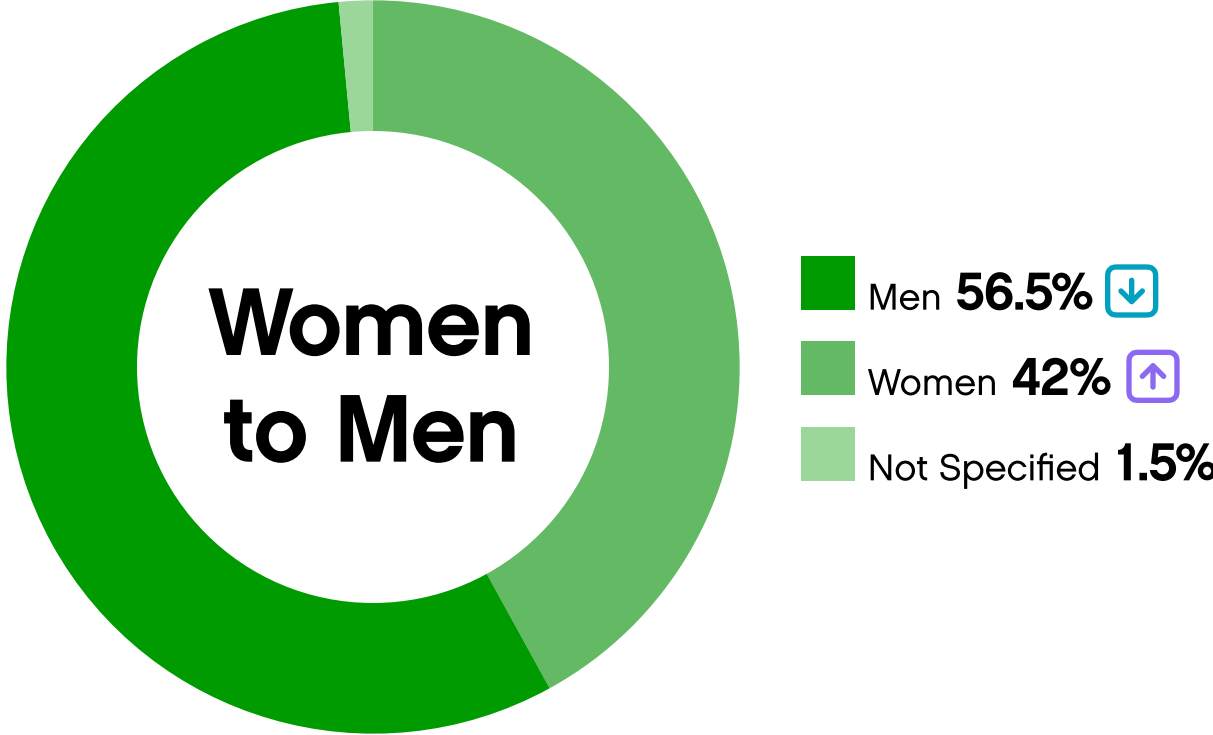


Our team Statistics for 2023 (FY24)

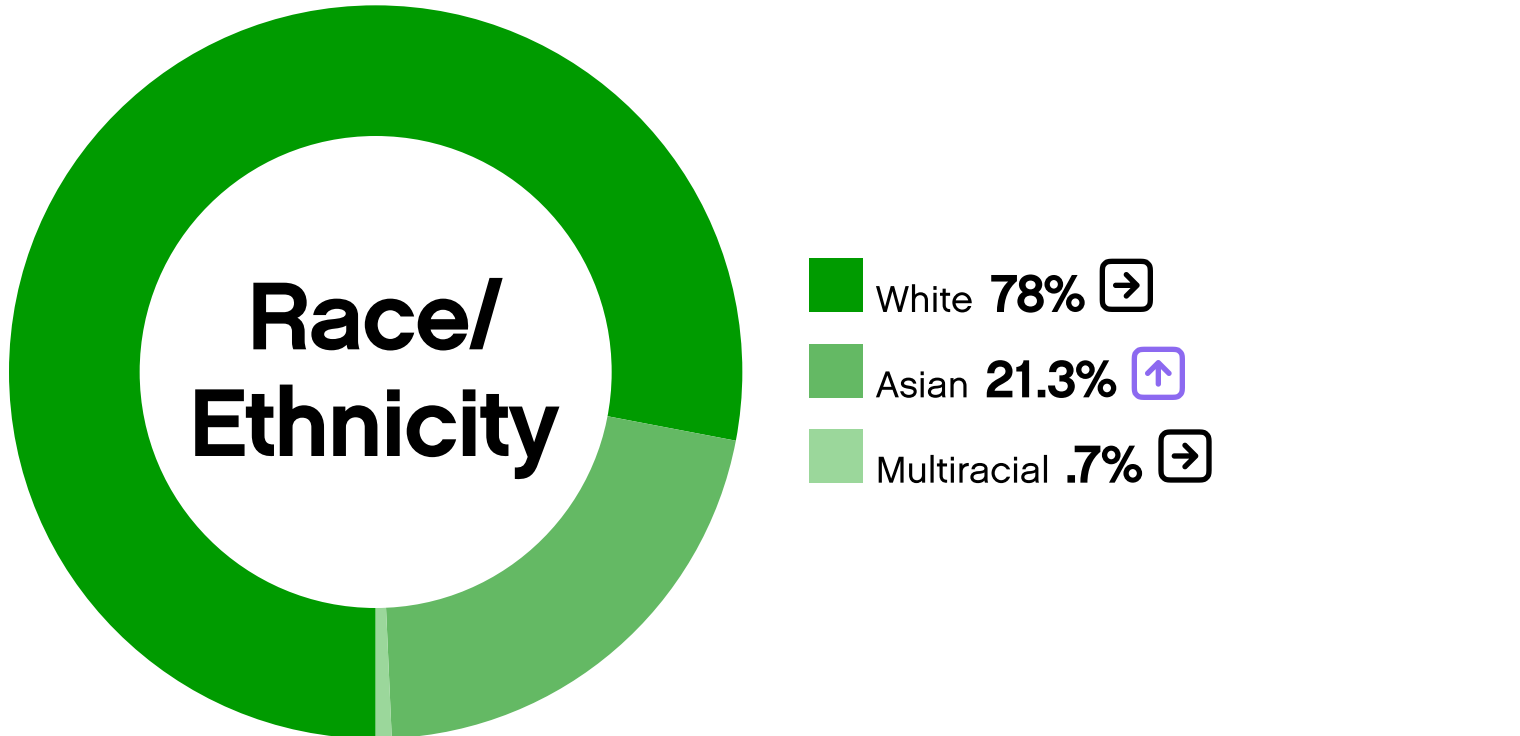
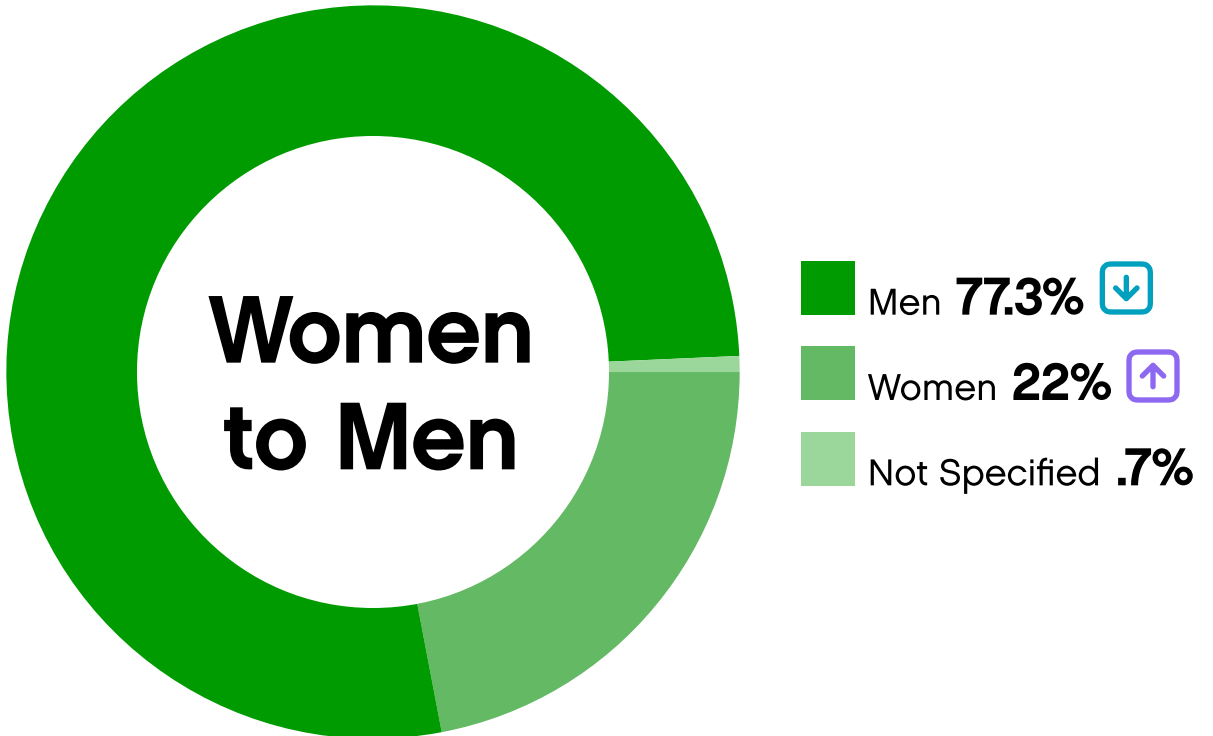
Age



Overall

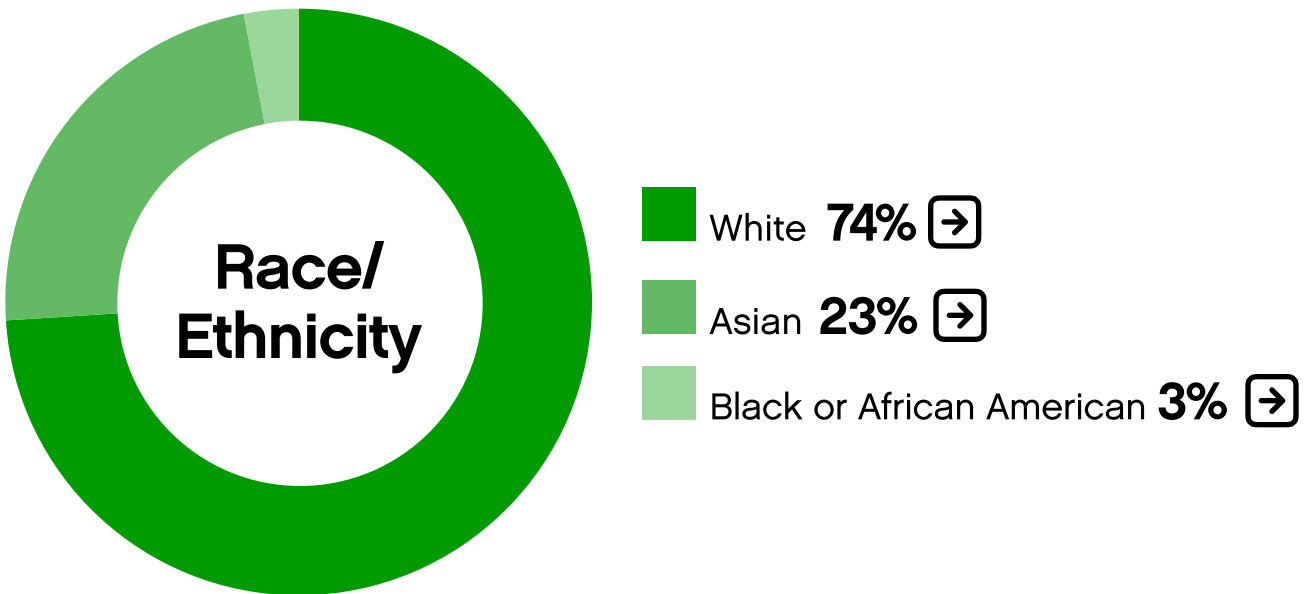
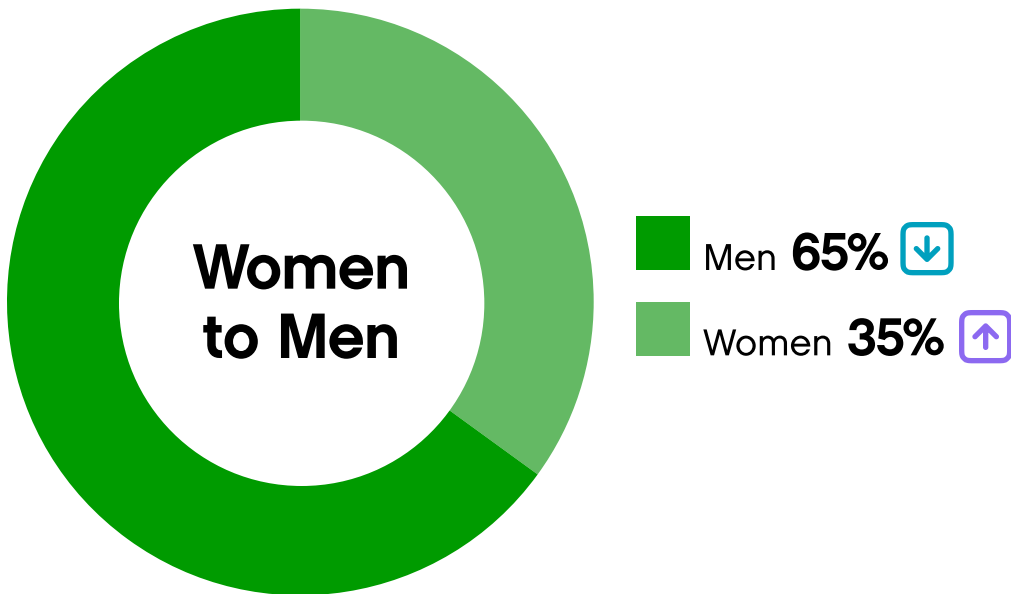


Leadership (VPs and C-Level)

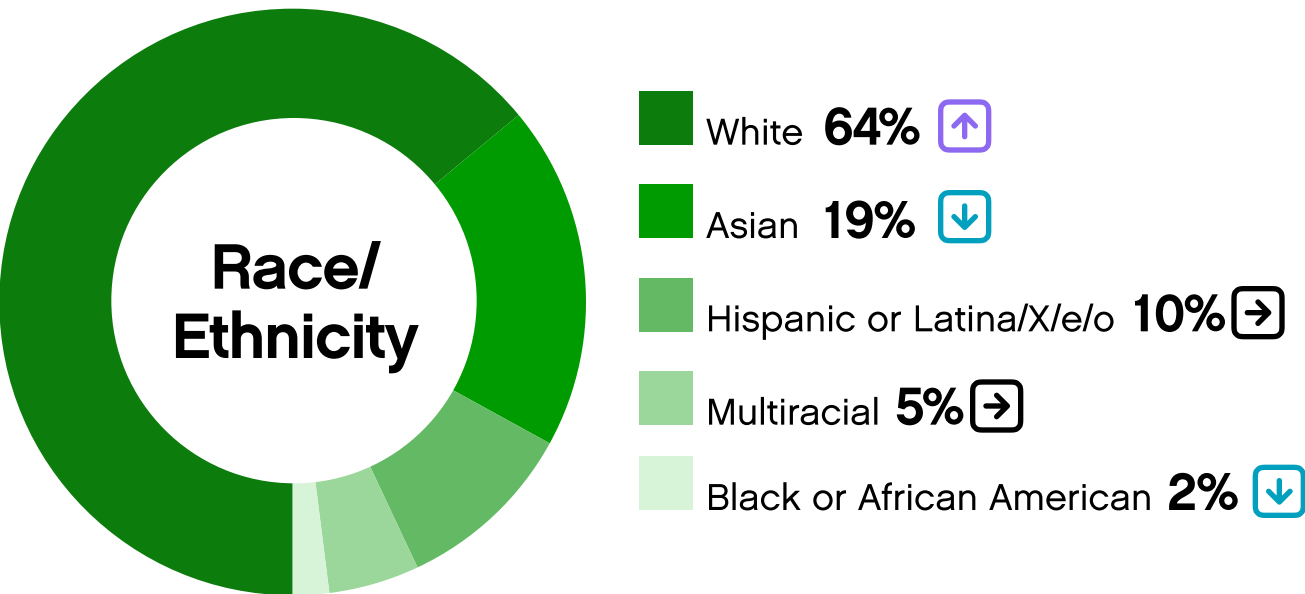
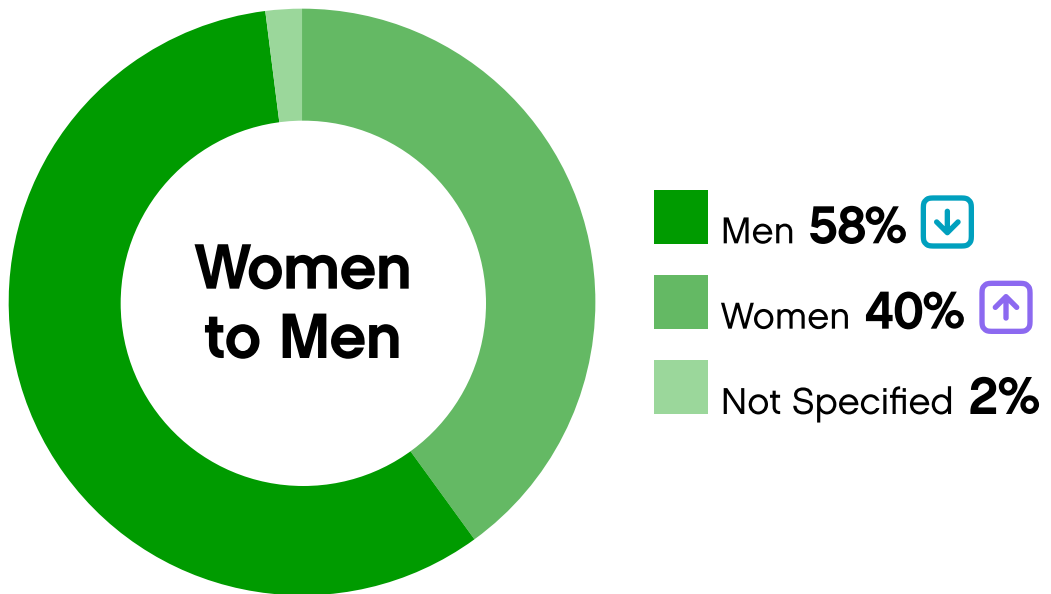


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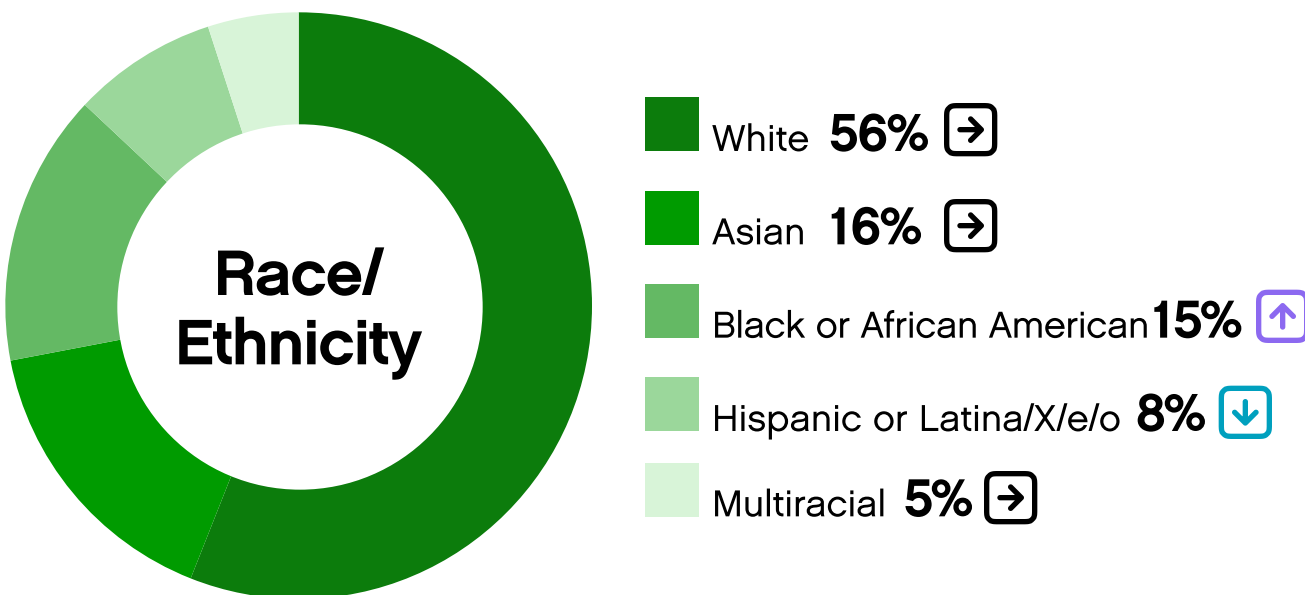
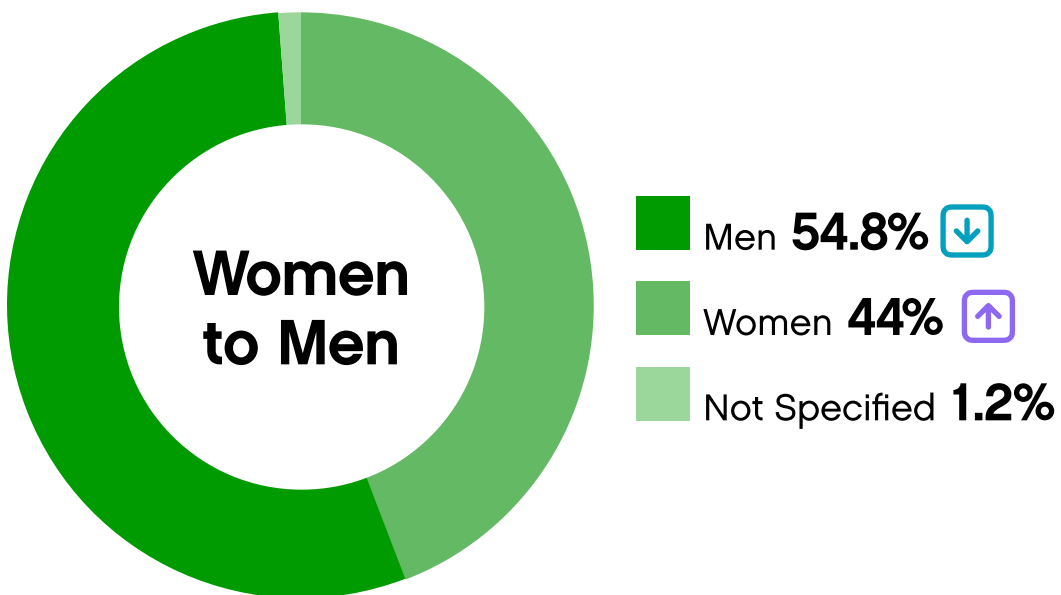
People Leaders



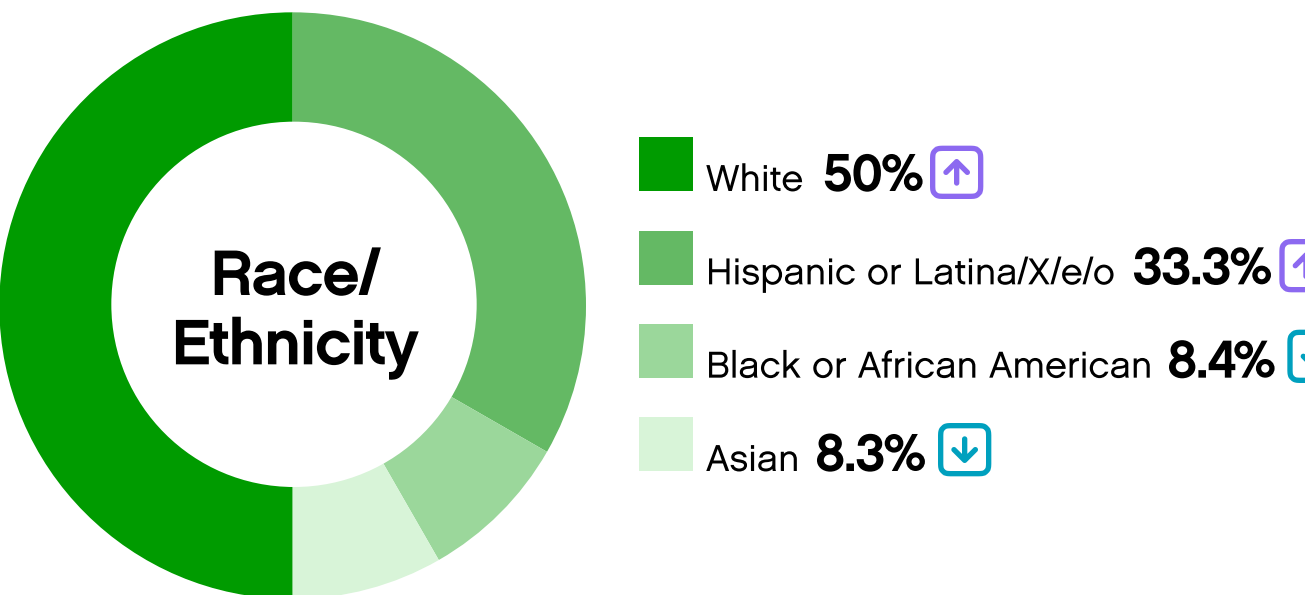
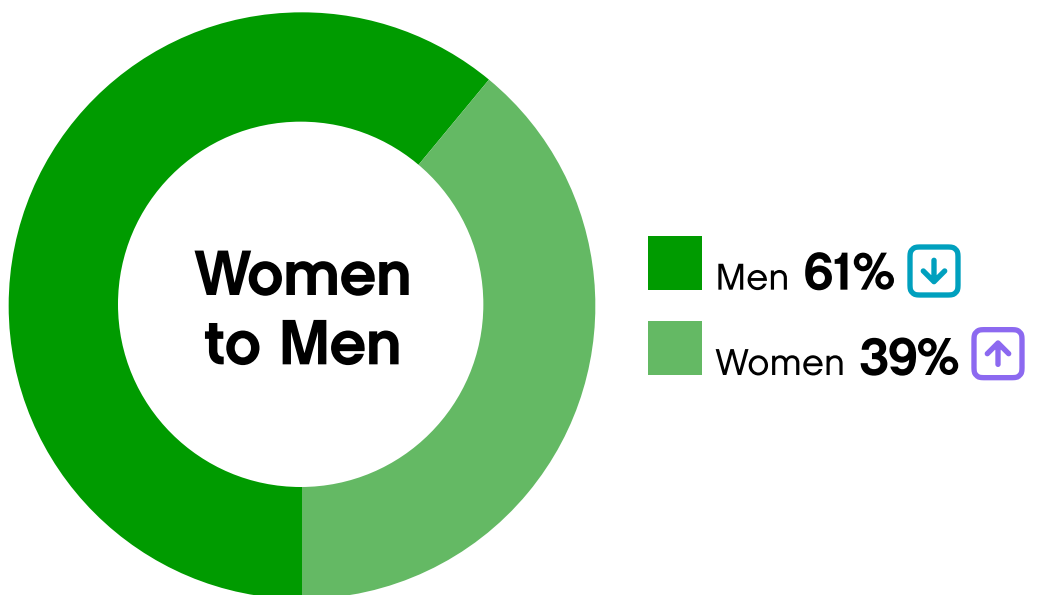
Technical Roles



Non Technical Roles



Attrition



Highlights & initiatives



Workforce Diversity

- Added 2 individuals from underrepresented groups to the leadership team
- Implemented targeted recruitment strategies to attract diverse talent, resulting in hiring 63% of employees from underrepresented groups
- Conducted regular diversity audits to track progress and identify areas for improvement



Pay Equity

- Conducted a thorough analysis of compensation data to identify and address gender and race-based pay gaps
- Implemented pay equity adjustments to ensure fair and equitable compensation for all employees
- Established transparent salary bands and promotion criteria to mitigate bias in compensation decisions



Employee Engagement

- Encouraged flexible work arrangements and benefits to accommodate the diverse needs of our workforce
- Launched employee resource guides around inclusive languages, how to use pronouns correctly, and mental health
- Continued to grow employee resource groups (ERGs) to provide support, networking, and professional development opportunities for employees from underrepresented groups
- Relunched Gladly's DEIB program, now known as "GlaDEIB." This relaunch included focused efforts for each of the DEIB components:
 - Diversity is supported by Gladly's Talent Acquisition team
 - Equity is supported by Gladly's People Operations team
 - Inclusion and Belonging are supported by three employee-lead committees including Volunteering, Internal Events, and External Events
- Hosted several events including seven round tables, two fireside chats, volunteering events, and a wellness contest that emphasized education and action around inclusion and belonging
- Incorporated more DEIB-focused questions in Gladly's Engagement Survey to ensure we're measuring and taking action accordingly

What's on the horizon

Looking ahead, Gladly remains committed to advancing DEIB initiatives and creating a more inclusive workplace. Key areas of focus for the upcoming year include:

Continuing to enhance diversity recruiting efforts to attract and retain top talent from underrepresented groups

Investing in leadership development programs to cultivate a pipeline of diverse leaders at all levels of the organization

Strengthening accountability mechanisms and tracking metrics to monitor progress toward DEIB goals

Engaging with external stakeholders, including customers, partners, and communities, to drive collective action on DEIB issues

Mentorship and sponsorship program to support the professional development and advancement of employees from underrepresented backgrounds





“Having been involved in DEIB initiatives at previous companies, I’ve never felt as seen or heard as I do at Gladly.

Being part of a team that not only recognizes diversity but actively champions inclusion and equity is empowering. Here, every team member, especially those of us who are people of color, truly feels valued.”



“DEIB is essential for me because it amplifies and uplifts voices like mine, which might otherwise remain unheard or unsupported. My positive experiences in diverse settings have not only enriched my life but also underscored the essential role of inclusion in fostering true connectivity, empowerment, and belonging.”

“The DEIB team has been an essential part of my onboarding experience at Gladly, providing invaluable insights and guidance. What's truly impressive is the way different teams come together to discuss and address crucial topics. This collaborative approach has not only been refreshing but also incredibly enlightening, offering a deeper understanding of the company's commitment to diversity, equity, inclusion, and belonging”

“DEIB is important to me for many reasons.
1. It's a platform for my voice to be heard. Being a triple minority, many times voices get buried (unintentionally or intentionally). Secondly, it empowers us to help bring awareness to the forefront. Food for thought is important to audiences that don't know what they don't know. Lastly, to make a difference in hopes of allies leaning in to help.”



Thanks for reading our Annual DEIB Report

If you're interested in a career at Gladly, check out our career page.

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