

IntouchCX Recognized with 2026 Sustainability Leadership Award for Advancing Measurable ESG Impact

The company is recognized for embedding sustainability into its global operations through responsible infrastructure, inclusive growth, and strong governance.

WINNIPEG, MANITOBA, CANADA, August 7, 2026 /EINPresswire.com/ -- [IntouchCX](#) has been named a recipient of the 2026 Sustainability Leadership Award in the 10,000+ employees category by the Business Intelligence Group (BIG). The award recognizes organizations demonstrating measurable leadership in environmental, social, and governance (ESG) practices while creating long-term value for employees, clients, and the communities they serve.



Operating across 25 campuses in 12 countries, IntouchCX embeds sustainability across its global operations through responsible infrastructure, inclusive workforce initiatives, and strong governance. Recognized initiatives include its LEED Platinum-certified campus in Hyderabad, a 30,000-liter-per-day water treatment facility in Bengaluru, and a digitally enabled organic waste management system that transforms food waste into compost while reducing environmental impact.

"Sustainability used to mean a pledge. Now it means a number," said Russ Fordyce, Chief Recognition Officer, Business Intelligence Group. "IntouchCX stood out because its work in sustainability leadership reflects where the field is headed: measurable outcomes, not aspirational statements. This recognition highlights an organization that is not just talking about sustainability, but proving it with results."

Beyond environmental initiatives, IntouchCX supports people and communities through more than 30 impact sourcing partnerships across seven countries, investments exceeding \$1 million in diverse suppliers, and a 5% YOY increase in female leadership representation. More than 15,600 employees also participated in 52 diversity, equity, and inclusion (DEI) initiatives and 17 comprehensive wellbeing programs.

"At IntouchCX, sustainability is not a standalone initiative; it's part of how we innovate, grow, and create lasting value for our people, clients, and communities," said Deanne Harrison, Chief People & Admin Officer at IntouchCX. "We're proud that the

measurable progress our teams are making around the world has been recognized by the Business Intelligence Group. From designing more sustainable workplaces to expanding opportunities through inclusive hiring and responsible business practices, we're committed to building a company that scales responsibly while keeping people at the center."

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*Deanne Harrison, Chief
People & Admin Officer at
IntouchCX.*

This recognition builds on IntouchCX's growing portfolio of global industry awards and reinforces the company's commitment to responsible innovation, operational excellence, and sustainable business practices.

About IntouchCX

IntouchCX is a global leader in digital customer experience management, back office processing, trust & safety solutions and AI services. Founded in Canada, IntouchCX operates in 12 countries and 25 campuses. We immerse ourselves in your world with curiosity, creativity, and

innovation to deliver exceptional results. For over 25 years, we have scaled with soul to become a disruptive industry leader by building trusted long-term relationships with our brand partners and empowering our people to drive positive change. To learn more visit IntouchCX.com.

About Business Intelligence Group

Business Intelligence Group (BIG) is an independent awards organization that has been

2026 WINNER!

IntouchCX



recognizing outstanding achievement in business since 2012. Now in its 14th awards season, BIG operates more than 10 annual programs spanning innovation, artificial intelligence, cybersecurity, customer service, cloud computing, sustainability, sales and marketing, workplace culture, and women's leadership.

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