

Indeed hosts a luxury jaunt for selected staff as others lose jobs

Two weeks after announcing layoffs, the firm took ‘top performers’ on a five-star trip but asked guests not to post any pictures, writes **Donal MacNamee**

On May 13, Chris Hyams wrote to Indeed’s global workforce with a solemn announcement: approximately 1,000 of them were about to lose their jobs.

“I am sad to share the news that we have made the difficult decision to reduce our headcount through a layoff,” Hyams, the company’s chief executive, wrote in a lengthy blog post.

Exactly two weeks later, hundreds of selected Indeed staff – including many from Ireland – were touching down in San José del Cabo International Airport, on a westerly tip of Mexico, for an “exclusive” four-day trip run by the company.

In Ireland, where Indeed is laying off around 70 workers, relations have become increasingly fractious during collective redundancy talks – with staff warning that tensions were nearing “boiling point” in a row over exit packages.

For other Indeed staff, however, the last month has been quite different – they enjoyed

an “unforgettable” trip at a Mexican resort.

Documents seen by the *Business Post*, as well as dozens of messages on company message boards, reveal how the company brought some staff to a luxury five-star hotel in Mexico a fortnight after imposing job cuts.

Internal emails also show that attendees – around 230 people were invited, including more than 20 Irish-based staff – were asked not to post photos of the trip on social media, and were even urged to be careful about sharing pictures with “family and friends”.

A spokesman for Indeed said the trip was an “annual event for high-performing global sales employees who achieve excellence”.

“As any company goes through change, leadership and employees are encouraged to operate with empathy,” he said. “At the same time, we want to continue to celebrate the achievements of top performers.”

“While such events are common in the industry, we wanted to ask all in-

volved in this recognition to be mindful of how their public posts may be felt among those who were impacted by recent organisational changes, or who are currently in consultation.”



Chris Hyams, Indeed chief executive: global layoffs



Indeed staff stayed at Grand Velas Los Cabos and enjoyed a packed itinerary including snorkelling, a surf trip and a cocktail party

The holiday, called the ACE Incentive Trip, was run for “top performers” in Indeed’s sales team “as a reward for your outstanding sales achievements”.

ACE stands for “achieving client excellence”.

In January 2023, Indeed cancelled its rewards trip for ACE winners, awarding them cash instead. At the time, the company told winners the trip had been cancelled partly as a result of the “current economic climate”.

Two months later, it imposed a round of layoffs, during which 159 people at the company’s Irish office lost their jobs.

This year, attendees stayed at Grand Velas Los Cabos, a luxury hotel awarded five stars by

Forbes Magazine.

During their trip, the staff enjoyed a pool party, surf trips, ziplining, snorkelling and other excursions. In the evenings, they sat down to “executive dinners” held at the hotel. The holiday began with a “welcome party” at the Koi Bar, an “impressive double-height” location in the hotel.

In advance of the trip, Indeed circulated a dress code to those travelling, which offered guidance on what they should wear during the day – “resort casual” – as well as a dress code for the two executive dinners held during the break.

For an awards dinner held on the second-last night, Indeed staff were advised to don “semi formal” garb.

Staff were also told how much it would cost if they wanted to extend their stay at the hotel: an ambassador suite with double occupancy



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cost \$743 on Friday, May 31, the final day of the trip.

Internal messages show groups of Indeed staff surfing, sailing, quad biking and ziplining. One staffer gushed that they had experienced

“one of the most fun days of my life”.

But messages show Indeed was aware of the sensitivity of holding a luxury trip at the same time as it was laying off a significant number of its staff.

Before they jetted off, attendees were issued a “gentle reminder about the importance of demonstrating an exceptional amount of empathy and care – especially regarding the use of social media, Slack, and other employee channels”.

In the guidance, Indeed “respectfully” advised staff not to post about their achievements on social media.

Those who really wanted to share their news were asked to “please be mindful of how your post (including comments/reactions it and you may receive) could be perceived by Indeedians, those who have lost their jobs and employees in consultation”. The guidance also said:

“We’re asking everyone to please hold off on posting photos for at least the next month. This is of course not something we will mandate, but we feel this is one step we can take to be sensitive to impacted employees and those who are still processing the changes recently announced.”

The guidance document concluded: “Bottom line: Even as we celebrate, let’s make sure that our online presence reflects the inclusive, empathetic, and supportive culture we strive to cultivate at Indeed.”

The Financial Services Union, which counts Indeed staff among its membership, said: “The world of work is changing and employers like Indeed and others need to recognise that sitting down with trade unions and working together to reach solutions benefits employers, employees and consumers.”

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