

Copperleaf creates ‘extraordinary experiences’

The cornerstone of the corporate culture at Vancouver-based **Copperleaf Technologies Inc.** is contained in the phrase “creating extraordinary experiences.” Receptionist Barb Hedges experienced the extraordinary two years ago, on the day she started.

Copperleaf puts every new employee through a three-hour culture course led by chief executive officer Judi Hess. Hedges was part of a group of 15 that also included co-op students, software developers and new hires from the company’s Asia Pacific region.

“It really impressed me that Judi shared so much time with us,” says Hedges. “She values the company culture and believes it is so critical to our success that she carves out time to introduce it to new hires.”

Copperleaf is a fast-growing company that operates in 15 countries scattered across three geographical regions – the Americas, Europe and the Middle East, and Asia Pacific. It creates sophisticated enterprise software that helps gas, electric and water utilities, oil and gas companies, and rail network operators make complex decisions on how to maintain and invest in critical infrastructure.

“We really promote team collaboration,” says Linda Lupini, global vice president, employee experience. “A lot of our work is done with a lot of good people working as a team. Our culture really drives us to provide extraordinary experiences.”

COVID-19 has thrown a proverbial wrench into that approach. Employees, with few exceptions, have been working from home since mid-March.

Lupini says the company hired



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an outside firm to deliver a course to managers on how to hold meetings and to supervise remotely. “We taught managers to be proactive about checking in with employees,” says Lupini. “Don’t start meetings formally. Think about ways you would have a chat with someone in a hallway.”

Employees, in the meantime, have found innovative ways to stay connected from a distance. Examples include a virtual 45-minute music performance and a cooking class to fundraise for charity, with around 100 colleagues donating. Others have used a company-

provided social media platform to organize chat groups around Halloween and family pets, among other things.

Giving back to the community, in the form of “random acts of delight,” is a key component of the Copperleaf culture, says Lupini, and employees have a voice in deciding which charities

or non-profit organizations to support.

To cite one example among many, this year Copperleaf provided supplies and cash donations to schools in low-income Vancouver neighbourhoods. “One of the incredible things about our company is how many people want to contribute,” says Lupini. ■



215
FULL-TIME STAFF

5%
NON-MATCHING RRSP
CONTRIBUTION

3
WEEKS, STARTING VACATION
ALLOWANCE, PLUS 1-WEEK
HOLIDAY BREAK

100%
JOB-RELATED TUITION SUBSIDIES

