



HALE and Hearty Infoscions Powering The Organisation Ahead

Infosys is among the few companies with a strong internal employee wellness property, based on which it has pivoted to models and initiatives to help employees during, before and after COVID

RAPID ROUNDUP

- Robust employee support program called HALE sets the precedent for comprehensive care protocols before, during and after COVID
- Peer to Peer counselling to foster better employee engagement
- Data analytics for monitoring feedback and generating insights for future programmes

HALE: Health Assessment & Lifestyle Enrichment (HALE) was Infosys' response to counter the increasingly evident workplace challenges like busy schedules, sedentary activity and irregular working hours. HALE has done pioneering work in the area of employee health (physical & mental), employee safety, encouraging leisure and creating and sustaining a healthy workforce. An internal app provides digital offerings to employees like self-help tools to assess their emotional health & take measures basis the assessment scores. A dedicated HALE Portal acts as a one-stop solution for all the wellness related content and services.

P2P Counselling: A peer-to-peer counselling network called Samaritans, wherein employees themselves are trained in barefoot counselling.

Wellness Coaches: Wellness Coaches are trained psychologists, available on the partner network on a unified platform. These counsellors visit the campus regularly for an in-person consult and engage with employees. Confidentiality is maintained with organizations only getting a consolidated view which enables us to provide interventions.

Pre-Covid, During, Post COVID: Focus on employee wellbeing while ensuring business continuity to ensure support to all our client requirements. We also focused on strong advisories to all our employees, vendor partners and client org-based teams.

During Pandemic: Extending support via various policies to enable our employees to connect remotely, extend various engagement initiatives via virtual platforms and ensuring

communication on the organization viewpoint on the pandemic.

Post Covid: We have put together a taskforce which is focusing on multiple aspects of employee life cycle including but not limited to Future of Work. We are working extensively on revamping our policies, jobs and responsibilities and putting together various communication frameworks to enable and equip our employees for the future

Feedback and Feedforward: Apart from org-wide and continuous employee feedback surveys, we also run regular individual program specific feedback. We also use various data analytics tools to analyse the data gathered from various employee support initiatives and draw insights and trends to ensure that our programs are made more relevant. Additionally, we have built various internal forums focusing on providing psychological safety for employees and feedback on these platforms are shared directly with leadership. This ensures that we have necessary checks and balances in place and all feedback across various forums are considered. The Employee Pulse Program measures feedback real time.

