



## Blending Caution and Efficiency for a Healthier Workforce

*By resorting to a carefully blended approach of educating employees and offering timely assistance on mental and emotional parameters, Genpact is determined to turn around the pandemic-induced new normal into a strength*

### RAPID ROUNDUP

- Moving towards a clear mix of on-shore, off-shore, near shore and work from home work model
- Extensive support to parents to manage work and childcare responsibilities
- Creative use of tech platforms to monitor at-risk employees for signs of mental weariness

**Internal Support Structure:** We have an internal website where we share safety advice from the World Health Organization and other critical information about COVID-19. We have a 24\*7 helpline for our employees in India, Europe, Philippines and Poland to provide emotional support by connecting employees with wellness experts. We also provide similar support in the United States through employee-assistance program hotlines

**Tech Assistance:** We have just launched Headspace as a pilot - free for all employees. Headspace is a global, science-based leader in meditation and mindfulness apps that are designed to help users live a happier, healthier life. AMBER is an AI enabled chatbot that gauges employee sentiment continuously. It is hyper-personalized, empathetic & intuitive. The questions asked, and timing of reach outs is driven by tenure linked employee milestones. Real time feedback and analysis is available to all leaders. The system flags disengaged employees as "People to Meet" (PTM), and nudges managers/leaders to connect with employees, which helps us proactively mitigate attrition.

**Supporting Genpact Parents:** The employees have access to iSupport parenting community – our online platform and the MS Teams group on supporting families during COVID-19. As an exclusive community iSupport has curated articles, expert advice and videos around themes like - 'working at home & supervising children', 'indoor activities to keep the kids entertained during COVID-19 isolation. We organized parenting webinars with external experts on how to interact with children and keep them engaged during troubled times.

**Medical Support:** Employees can connect with experienced

medical practitioners and trained psychologists to discuss any personal or professional challenges. We've hosted global webinars for all employees with our Chief Medical Officer and trained psychologists on topics that range from emotional wellbeing, and anxiety to physical fitness during lockdown. To ensure confidentiality we make our experts sign the confidentiality clause

