



In It Together – the SAP Way

2020 threw us a curveball nobody saw coming. With rising uncertainty, we stayed committed to the safety and well-being of our employees and invested in a variety of resources required to help them thrive in their new working & living conditions.

RAPID ROUNDUP

- Strengthening employee outreach during pandemic times using existing EAP Sahayog
- Analytics to get nuanced insights into employee needs
- Manager Response Toolkits and Sensitisation Sessions for managers to equip them with adequate skills

Sahayog During COVID: The preexisting EAP Sahayog was available for counselling services for both employees and their families. We also designed programs and curated offerings for employees on mental wellness. Through digital media, we delivered personalized experiences with the same desired impact & consistency as before the pandemic hit us.

One-Stop-Shop Platform: ‘SAP In It Together’ was created globally for our employees to access any kind of information they may need on staying informed, healthy and connected. This regularly updated platform provides just in time information on COVID Response protocol, real-time internal & external dashboards, emergency response information, health tips and much more, with the single click of a button.

Remote Pulse Surveys: Leveraging SAP Qualtrics, a total of three Remote Work Pulse Surveys were conducted since March 2020. From the first survey we learnt our employees needed us to increase our communication and from the second, we understood that there is a need for further enablement on topics like building resilience & balancing priorities. Through analytics & insights, appropriate actions were taken including enabling all managers & guide them with tools based on data-driven intelligence and real-time employee feedback.

Interventions & Enablement: We created customized manager response toolkits with enablement content on empathetic listening, leading remote teams, dealing with pressure & keeping teams motivated. Depression, anxiety and stress, among many lead to serious mental concerns and therefore we conducted sensitization sessions for our

leaders on ‘Identifying & managing stress in team members’ as well as ‘Identifying and dealing with depression’. Employees were offered over 20 unique sessions on mental wellbeing ranging from mindfulness, nutrition & emotional eating, online daily meditation, yoga and managing stress & time with over 5000 employees actively participating in these offerings.

Putting Family First: We curated special sessions targeting this demographic on dealing with elders and managing emotional intelligence in children. To bring in some fun element we celebrated ‘Family Day’ with 33,000+ joining our live event on YouTube in a wide range of events.

Inclusive Policies: We introduced 5 additional days of leave for employees under a new Family Care Leave to care for their family members (spouse, partner, children, parents, parent-in-laws, siblings, grandparents and even pets) in times of their illness and hospitalization. The unforeseen situations of the pandemic threw greater challenges that has adversely affected people’s lives, like a steep increase in the domestic violence cases.

Policy Against Domestic Violence: Our primary focus was to enable our managers through awareness and sensitization sessions. We also established a strong support channel for anyone in distress, including seasoned EAP partners and an Employee Support Group so that as an organization, we stand united with our peers to fight this violence.

