



Supporting Employees, the HGS Way

HGS' strategies to help employees and their families manage stress and anxiety in the past few months have been very effective. Read on to know how they're going about it

RAPID ROUNDUP

- Strong focus on addressing needs of a diverse workforce
- Constant communication and outreach to employees to assuage fears during uncertain times
- Counsellor assistance and supporting parents with children

Employee Engagement & Communications: In the COVID-19 context, engagement activities have focused on key wellness messages like staying fit and healthy, focusing inward and spending time with family, benefits of learning and reskilling among others. Engagement initiatives that encourage getting in touch with hobbies and exploring new ones, working towards fitness goals, and even competitions have contributed to motivating people at home. Social media has been a key enabler in maintaining connects and bolstering engagement, even in remote environments. The HR teams, who previously interacted with employees in person, have taken to ensuring frequent connects through virtual platforms or phone calls to check in on employees. Over 940 fun activities have been organized virtually. HR and ER representatives have also personalized outreach efforts, making about 40,000 calls to all employees and their families, as a result of which positive sentiment of 93% has been noted.

Leadership Connects: HGS India has organized over 10 townhalls with senior leaders for the workforce, led by the CEO, and over 80 open house sessions with the operations teams. Additionally, communications to employees have been frequent through CEO notes and messages from other leaders.

Counselling & Mental Wellness: The Employee Assistance Program (EAP) at HGS India, designed to help employees and their families cope with stress, anxiety and other related issues, has been highly effective through this crisis. Counsellors from EAP partner 1to1help are available on various virtual communication platforms and over phone calls, offering people assistance with the utmost confidentiality. EAP and its benefits have been socialized

more frequently on internal platforms since the pandemic, to raise awareness about the facility.

Impact of Diversity and Inclusion (D&I): HGS India, as part of its D&I efforts, has organized virtual sessions with the support of childcare specialist partners for our working parents who are maneuvering through unprecedented times with school and day cares closed for operations. These sessions cover fun classes for children, connects with fellow parents and webinars with experts – over 13 such sessions have been organized so far reaching more than 300 employees.

