



## Empowering Employees During A Crisis

*Paytm has ensured a free-flowing and communicative model to thrive even during the pandemic, and has ensured their employees feel valued and cared for*

### RAPID ROUNDUP

- Leveraging a strong peer support network to tide through this crisis
- Initiating strong threads with family members of employees to keep morale up

**Strong Peer Support:** A strong internal peer-to-peer support network spans across different departments and verticals. Senior managers, team leads, are always in touch with their respective teammates and provide them with all possible support to handle day to day operations. Every Friday since lockdown, senior leadership participates in a townhall to share any relevant updates on the company, with discussions on business, culture, productivity, engagement, innovation, customer centricity, technology advancements, product features.

**Improving the WFH Experience:** Most of our employees are comfortably working from the safe confines of their home and there has been no dip in their productivity levels. To the ones who need it, we are giving away ergonomic furniture, to ensure that their posture does not get affected due to the unavailability of apt work chairs and desks.

**Virtual Peer Level Recognition:** We have also recently launched a virtual peer-level recognition platform that enables colleagues to appreciate each other and helps to keep the team morale high. Through our weekly newsletter, we make sure to introduce our new joiners to everyone, share the achievements of other teams, the latest advisories by the government, safety tips, and much more.

**Families Matter:** We have recently also started to engage with families of our employees through virtual family connects as we strongly believe that family members act as a strong support system.

**Starting Dialogues:** We have a panel of experts and doctors who conduct webinars on health, ongoing & regular sessions to create awareness on managing stress & anxiety. We are

collaborating with experts in psychology and therapy.

**Feedback Evaluation:** We have multiple ways to gather an employee's feedback, and what can be changed or amplified in the organisation. This feedback is gathered from a new employees in the first in 10 30 & 60 days of joining. With existing employees, HRBPs connect regularly to gauge their engagement level, and this feedback is reviewed regularly by the CEO & CHRO. Employees have direct access to their HRBP to whom they can reach out for any kind of support they need.

**Online Engagement:** We are organising online yoga and meditation classes, online Ludo tournaments, quizzes, and challenges where employees share the photographs/videos of their DIY projects of art and crafts, paintings of their kids, their work from home stations, etc.

