

Wellness, Now and Later

Efforts to preserve employee wellness during lockdown has crystallised into long term strategic company goals for Broadridge India. Find out how

RAPID ROUNDUP

- Developed a new training module that provides best practices for working from home, both for all associates and people leaders.
- They have formed a Return to the Workplace Task Force which is continuously planning for the future of the workplace, including incorporating remote work as a permanent part of their business model and carefully considering the timing and logistics for remote associates to return to their regular locations.

Taking Pride in Addressing Employees' Concerns: Demand for the Shared services teams has taken a spike during the pandemic with its 24/7 support catering to the expectations and needs of individual associates and supporting them to be effective at work be it related to wellness, flexibility, assets etc. With so many associates working remotely, certain tools and resources have been made available to help and adapt and thrive in this new environment. They have developed a new training module that provides best practices for working from home, both for all associates and people leaders.

Helplines: External helplines support associates to get their physical, mental wellness checked. Professionals like doctors and therapists are available on their 24/7 toll-free multilingual tele helpline. Also extended support on WhatsApp on Home quarantine and Covid-19 Medical Advisory. Partnered with professional bodies for thought-provoking courses that evaluate happiness in organization and life, creating an effective strategy to increase happiness and implementing that strategy in one's own work life.

Feedback Loop: There are various feedback options available for the associate whether their query has been addressed to the extent possible or not. Apart from sharing the survey link about the support extended and receiving the feedback, they also have the option to recognize the peers with an ACE Award which is a token of appreciation.

Outcome: To get the pulse of the associates during the pandemic, they have run various surveys on understanding the challenges the associates are facing. Through focus groups, they uncovered some common themes and gained a

better understanding of the wants and needs of the workforce. The three biggest topics on associates' minds are safety, mental health, and efficiently functioning in their remote offices.

Life After COVID? We have formed a Return to the Workplace Task Force which is continuously planning for the future of the workplace, including incorporating remote work as a permanent part of their business model and carefully considering the timing and logistics for remote associates to return to their regular locations.

