



## TCS Cares Comes Through For Employees During COVID19

*Established in October 2018, TCS Cares focuses on the mental and emotional well-being of associates. The Program structure was initially set up on Awareness, Acceptance, Understanding, and Support.*

### RAPID ROUNDUP

- TCS Cares and Wellbeing have been successfully able to foster a culture of psychological safety and trust.
- Counselling and Self-help Resources utilization shows a 35 % increase Q on Q.
- 22% increase Q on Q in uptake of Emotional Well-being leave indicating trust in TCS.

**The Key Offerings Pre Covid:** 24\*7 Counsellor Support, Face-2-Face, Online, and Tele Counselling. Self Help resources including Weekly Webinars and Mental health assessments. Sensitization Programs for HR & Leadership, Peer Counselling Programs, Emotional Wellbeing leave.

**Impact & Participation:** Driven by the TCS Cares team through a network of HR and Cares Spocs. Awareness creation through various internal comm channels, floor walks, as well as messages from leaders help create an environment of trust and acceptance.

**Interventions During the Crisis:** Mental and Emotional Support needs for the associates were identified through multiple mediums like TCS Cares mailbox, HR Connects, COVID Helpdesk, Branch Safety Leaders, Manager & Peer Referrals and Social Media feeds.

**Diverse Segments:** Offerings are designed keeping in mind diverse needs such as differently-abled, people with chronic health challenges, caregivers, LGBTQ+, women with very young children, single parents, etc.

**Building Awareness:** Awareness and Outreach is based on a 360\* approach through Key Awareness channels and Monthly Wellbeing Calendars. Broadcast Mailer, Blogs, Webinars, #OneTCS Channel, Radio Maitree, Employee Welfare Team, Sensitized HRs and Leadership, Interactive Sessions by Experts, Inductions for New Associates and Peer Counsellors network.

**Removing Barriers:** Counselling sessions are completely Confidential. Weekly Wellbeing sessions encourage the culture of speaking up and sharing. Addressing depression

and Anxiety on Organization-wide channels i.e #OneTCS channel and Radio Maitree have worked to reduce the stigma.

### Covid Specific Support:

- COVID-19 Corner on Ultimatix (Internal Employee Portal): shares TCS announcements, advisories, guidelines, and more for every geography. It also highlights news from our Chairman, CEO and corporate channels.
- 24X7 Covid Emergency Helpline and 24X7Covid Medical Helpline
- COVID-19 app on Microsoft Teams to serve as a one stop shop for employees
- Tie up with StanPlus Ambulances, to extend Ambulance services, across 16 Indian cities – for employees & their families.
- Quarantine Accommodation facilities to TCSers and their immediate dependants in hotels across cities with a one time “Special Accommodation Advance”
- First line Covid-19 Isolation Centres along with Counselling Support within TCS Premises/ Transit quarter in some cities
- TCS also provides Home Healthcare facility whereby associates can avail various medical packages and doctor consultancy from home.

