



#Wellbeing Matters#LetsDoltTogether

Employee wellness has always been one of the focus areas for EXL to ensure people are healthy, happy, and productive. With an effort to promote behaviors that optimize physical and mental health, they designed a well-rounded wellness initiative covering a whole range of activities.

RAPID ROUNDUP

- Wellness is a strategic imperative and response from the organization is 24/7.
- Leaders have emphasized on all routes available (towards well being) in their communication to employees.
- A plethora of initiatives – if you miss one, there are many options subsequently

Building Greater Awareness: Senior leaders have laid a strong emphasis on wellness in all their communication. Employees receive value adding frequent communication through Global Employee Wellness team. EXL uses multiple channels to enhance reach and awareness. The intranet portal and employee communication application 'EXL Social' have focused and bold sections on wellbeing. These are updated regularly for 'Employee Wellness' services, sessions/ webinars, newsletters, and articles.

The global Wellness Newsletter with spotlights and details on upcoming activities/sessions is published, monthly. Our #LetsDoltTogether EXL wide campaign, during the initial few months of COVID, in which people helped others through Yoga Videos, live and recorded discussions on how to cope with stress and anxiety, etc.

Pandemic Response:

- Proactively reached out to employees through various communication channels e.g. emails, posts on our internal communication platform, senior leadership emphasizing about wellness in town halls, and other forums. Earlier services used to be on-demand, and now made it available 24X7 – a proactive approach.
- Employee Assistance Program with 24*7 tele/video helpline to support employees in major geographies for health & counseling services. A one-stop-shop for all wellness queries - Spiritual, Emotional, Psychological, Mental, Physical, Social & Financial aspects. It's highly confidential and these services are extended to family members as well, in our largest geography
- CHRO launched Smart Conversations with Chairman, Vice Chairman & CEO and board members on 'Vulnerability and Mental Health' <https://youtu.be/JCIFW5LxsKM>.
- Launched practice-based 8 weeks program on 'Mindfulness for Wellbeing and High Performance' with a

US-based organization covering Science-based Mindfulness, to reduce stress, anxiety, and Chronic Illness. Increase focus and attention control, cultivate positivity and a Growth mindset, navigate cultural and organizational change, fight toxicity and conflict, develop social and emotional intelligence, improve collaboration, and teamwork using mindfulness.

- Regular sessions on 'Managing Stress & Anxiety Through Uncertainty', 'How to meditate', 'Mental Health in the workplace', Ergonomics series, Series to keep heart healthy, IKAGAI, Series of session on Mental health, yoga classes, Zumba & Aerobics sessions, etc. to achieve greater focus, presence, composure, and productivity.
- At an organizational level, we have set up appropriate channels around mental wellness counselling where employees can directly interact with the service provider with complete confidentiality. Then we alleviated employees inhibitions around confidentiality and garnered support through extensive communications. The objective was to make employees feel that they have the right support & means to handle any mental wellbeing issues.

EXL remains fully committed to the health and wellness of the employees. Not just physical health & safety – but social and mental wellbeing as well. Since we lead the healthcare services for our clients we understand the importance and leverage our industry knowledge to support wellbeing related to social causes. Top priority for us has been to protect the health and safety of our EXL family. Our Global Employee Wellness program, focuses on promoting mental & physical health, positive thinking and ability to manage stress. That means more than avoiding a virus; we focused on the all around aspects of wellness