

Nomination: 6354

## Human Centred Benefits

### Page: General Information

Provide information about the company to be considered for the award. If you will be nominating an individual, specify the nominee's employer.

### Name of Organization/Company

Tech Mahindra Ltd.

### Additional Contacts

I do not wish to list additional contacts

### Page: Entry Information

### Entry Title

Human Centred Benefits

### Category

B01 - B59 Achievement > B02 - Achievement in Benefits Design and Administration

### Achievement Submission Format

Written Answers

### a. Briefly describe the nominated organization: its history and past performance (up to 200 words). Required

Tech Mahindra (TechM) offers innovative and customer-centric digital experiences, enabling enterprises, associates and society to Rise™.

TechM was incorporated as Mahindra British Telecom(MBT) in 1986. Today, it's USD 6 billion organization with 151,000+ professionals across 90 countries helping 1200+ global customers, including Fortune 500 companies.

TechM is focused on leveraging next-generation technologies including 5G, Blockchain, Cybersecurity, Artificial-Intelligence, and more, to enable end-to-end digital transformation for global customers. TechM's core operations are been built around the credo 'Connected World. Connected Experiences.'

TechM is one of the fastest growing brands in 'brand strength' and amongst the top 7 IT brands globally. With the NXT.NOW framework, TechM aims to enhance 'Human Centric Experience' for its ecosystem and drive collaborative disruption with synergies arising from a robust portfolio of companies. TechM delivers tomorrow's experiences today and believes that the 'Future.is.Now'.

TechM is part of the Mahindra Group, a USD 20 billion federation of companies that enables people to Rise. It enjoys a leadership position in utility vehicles, information technology, financial services and vacation ownership in India and is the world's largest tractor company by volume. The Mahindra Group is headquartered in India and employs over 2,60,000 people across 100 countries.

Website- <https://www.techmahindra.com/>

### b. Outline the team's or organization's achievements since the beginning of 2020 that you wish to bring to the judges' attention (up to 250 words). Required

•Problem–Proactively responding to an unpredictable pandemic

–HR team had to assess needs, benchmark best-practices and roll-out flexible policies to ensure employee wellbeing with business continuity

•Policy rollout

–Bereavement–Support family of deceased employees including employment opportunities for their family members, education reimbursement of children, upskilling using TechM resources, grief counselling and financial support backdated to April 2020

–Insurance–Medical insurance coverage expanded to cover COVID-19 ailment including Home Quarantine.

–Sabbatical Leave–Offers time-off between 3-months to 2-years for Education/Family exigency/Personal wellness etc.

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–Career Acceleration–Offers Fast-Track Promotion, Rotations & enhance career-growth to employees who upskill in niche skills/technologies

•COVID Support

–Vaccination Reimbursement–Vaccination Drives were initiated for all TechM campuses. Employees could reimburse vaccination costs if done privately.

–RTPCR Testing–Testing tie-ups with multiple medical-partners to ensure employees and family members have quick access to COVID testing. Additionally, on-location RTPCR-testing & COVID Self-testing kits were also provided

–TechM COVID Care centers–Five(5) TechM campuses were converted to well-equipped Quarantine facilities where patients had beds, doctors, oxygen cylinders & medicines for COVID-Treatment.

–COVID Emergency Helpdesk–24\*7 toll-free helpline number & email id

Employee Assistance Program–Counselling support and Listening-as-a-service, 24\*7 On-chat/call/video call for employees & dependents.

•Business Continuity

–Specialized Incentive Plans–Released quarterly growth-linked incentive plans covering Sales, Delivery, Business Units & Enabling functions. Plans covered themes like talent retention, Profitability, Large-Deal closures etc.

–Laptop Rental–Policy lets employees rent their personal laptops to the organization for a monthly allowance which was useful during the lockdown.

–WFH Broadband Allowance–Monthly allowance for high-speed broadband internet

**c. Explain why the achievements you have highlighted are unique or significant. If possible compare the achievements to the performance of other players in your industry and/or to the team's or organization's past performance (up to 250 words). Required**

**•People-centric**

- Policies like Sabbatical-Leave & Bereavement-Support were rolled out based on employee suggestions on internal anonymous feedback forum-FreeVoice
- Flexible leave policy (Emergency Leave, Hospitalization Leave, COVID-linked leave, Marriage leave, Bereavement leave, Sabbatical leave etc.) along with Flexible-work hours give employees the freedom to balance work-life.
- Insurance benefits are designed to be inclusive. Employees can add their family members and even same-sex partners as part of the coverage. Employees could opt-in for higher entitlements and cover family members.
- Incentive schemes are hyper-personalized with employees given the flexibility to choose their desired rewards in line with organizational performance targets.

**•Impact of human-centred benefits**

- Seen highest ever employee engagement scores with a 13.4% increase in FY20-21

-Enabling business continuity while ensuring safety led to approx. 90% employees working from home/remotely for 2+ years

-Corporate Wellness-benefits like health-screening, insurance plans, doctor consultations etc. have seen 2.5x increased utilization

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**•Conclusion-Create a win-win**

- Strategic benefits like Career Acceleration Policy prompted employees to skill in niche technologies giving TechM access to in-demand talent as per business needs
- Designing & rolling out benefits like Bereavement Support, Sabbatical Leave, Quarterly Incentives helped improve employee engagement & retention
- COVID-centred benefit plans not only saved many lives, but also reinforced the organizational #WellnessFirst philosophy.

**d. Reference any attachments of supporting materials throughout this nomination and how they provide evidence of the claims you have made in this nomination (up to 250 words). Optional**

**•Designing benefits**

- Needs are captured through internal feedback forums like FreeVoice(anonymous suggestions), Pulse surveys (topic-based questionnaire), MyBeat+ communities(intranet) etc. and external best-practice case-studies
- Once different details of the policy are written, feedback is taken from leadership and diverse employee groups. Incorporating these 'outside-in' perspectives help gain wider acceptance later. Finally, the benefit-policy is examined for bias to ensure there is no unintentional exclusion.
- New benefit-policy launches are accompanied by webinars, mailers & FAQ's to ensure proliferation. Forums like All-Hands-Meet & Leadership-blogs help communicate. All policies are uploaded on a dedicated intranet-portal for easy access & referencing.

**•Administering benefits**

- HR has a dedicated team to design new benefits. Once the benefit is rolled-out, there are different teams that ensure its sustainability
- The Shared-Services team tracks the utilization of the benefits. Benefits whose utilization are driven through technology are tracked using RPA(Robotic Process Automation)
- Business-HR attached with every business-unit communicates the different aspects of the benefits to employees. They are supported by the Internal Communications team with information and UVO Chatbot/K2 Humanoid for resolving queries/clarifying eligibility.
- The Storybook-Project shares the inspiring and compelling experiences of people who benefited from TechM practices & polices which helps employees understand better.

**•Improving Benefits**

- TechM makes continuous improvements in its benefit-policies based on utilization, employee feedback and business need.
- Benefits are benchmarked basis industry-practices and global-trends
- Follow periodic reviews of processes and policies to check if they make the workplace naturally inclusive as well as meet the needs of TechM's diverse workforce.

**Webpage Link**

<https://www.techmahindra.com/en-in/covid-19-response/> (<https://www.techmahindra.com/en-in/covid-19-response/>)

**Would you like to add an additional webpage link?**

Yes

**Webpage Link 2**

<https://indiaeducationdiary.in/tech-mahindra-rolls-out-covid-support-policy-for-families-of-employees-succumbing-to-covid/> (<https://indiaeducationdiary.in/tech-mahindra-rolls-out-covid-support-policy-for-families-of-employees-succumbing-to-covid/>)

**Would you like to add an additional webpage link?**

Yes

**Webpage Link 3**

<https://thelocalindian.com/trending/noida-tech-mahindra-turns-office-cafeteria-into-40-bed-covid-19-care-facility-28073> (<https://thelocalindian.com/trending/noida-tech-mahindra-turns-office-cafeteria-into-40-bed-covid-19-care-facility-28073>)

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**Would you like to add an additional webpage link?**

Yes

**Web Page Link 6**

<https://www.forbesindia.com/article/storyboard18/human-experiences-top-focus-in-hr-marketing-tech-mahindras-harshvendra-soin/75513/1>  
(<https://www.forbesindia.com/article/storyboard18/human-experiences-top-focus-in-hr-marketing-tech-mahindras-harshvendra-soin/75513/1>)

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**Would you like to add an additional supporting document?**

No

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**Terms and Conditions**

I Agree