

Nomination: 7948

IBM India Employee Transport: Ensuring the Safety of Employees 24/7/365

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 IBM
Additional Contacts I do not wish to list additional contacts
Page: Entry Information
Entry Title IBM India Employee Transport: Ensuring the Safety of Employees 24/7/365
Category E01 - E10 Team > E02 - Compliance or Safety Team of the Year
Team Submission Format Written Answers
a. Briefly describe the nominated team: its history and past performance (up to 200 words). Required <p>IBM India's Employee transport initiative, focused on IBM global delivery operations between 7PM and 7AM, spans 27 sites in 13 Tier-1 and Tier-2 cities across India, offering a free commute for the employees from their doorstep to the IBM office. The program provides shared commute services targeted to support women professionals, persons-with-limited abilities, medical/special need, and transgender persons, enabling IBM to attract and retain personnel to serve IBM clients across the globe 24x7x365. Besides attracting and retaining women employees, this program is a key element of IBM's Diversity and Inclusion focus.</p> <p>This initiative is executed by a committed and experienced IBM Employee Transport Services organization that ensures operational excellence and close business partnership with IBM internal and external organization. This team of professionals provides 24x7x365 services to employees with a relentless focus on safety, customer satisfaction, on time arrival/departure and efficiency.</p>

b. Outline the team's achievements since the beginning of 2022 that you wish to bring to the judges' attention (up to 250 words). Required

The service is founded on a technology platform for a seamless employee experience and is best-in-class in terms of safety, sustainability, and efficiency. The service ensures employee's safe drop-off/pickup, and the operations are completely digitized with a user-friendly app that enables scheduling, routing, visual vehicle status and help desk support. Live cab tracking is provided from a centralized response center, fair vendor allocation is ensured in the technology design and employee feedback is available for every trip taken.

Scale of Operations:

- ~12,000+ employees (~63% women) travel each month during the night window.
- Through Jan to Oct-2023, platform supported ~420,000 trips.
- ~2400+ vehicles across 27 sites in 12 cities across IBM India working with 10 suppliers.
- 900+ drivers and 1000+ escort security guards employed for employees' safe commute in the night window.

Key achievements:

- 100% safety monitoring with live cab tracking and support for our diversity and inclusion employee population
- Employee satisfaction excellence: average rating of 4.9/5 based on ~94,000 (Jan-Oct 2023) feedback responses demonstrate team's relentless focus on the client experience.
- Sustainability & environmental Impact:
 - o 115 tons of carbon (CO2) emissions saved,
 - o 10,700 productive hours/month (Equivalent to 61 additional employees working for a month)

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 past performance (up to 250 words). Required

A few highlights that differentiate this team and the services it provides:

1. Relentless focus on Safety: Global Positioning System (GPS) devices installed in 100% of vehicles enable real-time tracking. All inducted fleets and drivers pass through our stringent safety protocols prior to deployment. Daily vehicle-health checks, driver and guard briefings ensure IBM's best-in-industry standards are understood and adhered to. Robust performance tracking/metrics ensure deviations such as speeding, rude behavior and rash driving are minimized and actioned rapidly.
2. Centralized Response Centers for Road-Risk-Management & Employee Interface. Road safety monitoring occurs from two centralized centers, with live tracking and help-desk support. 74,000 alerts were managed and ~2,700 road incidents timely addressed. One-touch connect to our Response center has ensured handling of ~77,585 calls through October 2023.
3. Deployment of state-of-the-art technology and Data Privacy Protections. IBM has deployed a Mobile SaaS application usable by employees, drivers, security-escort guards, fleet-support personnel, and suppliers. Additional technology elements enable vehicle and driver safety protocol management, route scheduling, live-vehicle tracking, data-driven trip preparation and optimization. Biometric devices ensure identity management of ground personnel, drivers and security-escort guards. Blood-Alcohol-Checks are performed for all departures demonstrating zero compromise on safety. CCTV infrastructure ensures monitoring of bay operations. Lastly, data privacy is a significant priority, for protection of our all data within these systems.
4. Supplier Partnering and Awareness. Daily briefing, established training programs for drivers, guards and fleet suppliers help to create a culture of safety and customer excellence to ensure our employees' safety and comfort are prioritized.

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

Webpage Link

<https://ibm.box.com/s/t16act0xk1pug9e6uozoxsiycjz8jri6> (<https://ibm.box.com/s/t16act0xk1pug9e6uozoxsiycjz8jri6>)

Would you like to add an additional webpage link?

No

Supporting Document

No File Uploaded

Would you like to add an additional supporting document?

No

By your submission of this entry to The Stevie Awards, you verify that you have read and agreed to abide by the regulations, terms and conditions of the competition. (<https://steviesage.secure-platform.com/a/page/enter/Rules-terms>)

Terms and Conditions

I Agree