



Strengthening employee welfare using data-driven decisions: Wipro

Wipro's commitment to employee well-being translated into a host of concerted efforts towards ramping up wellness programmes. The wellness programmes representative of Wipro's approach to employee wellness are their GearUp and the Behaviour Spotting programmes. The GearUp programme works with a preventive approach targeted at an individual level as an onboarding initiative across all locations. This programme equips employees with the right attitude, knowledge, and behaviour towards mental health and well-being and also works towards normalising well-being engagements. In-house research has shown that more than 60% of the participants who previously thought "only emotionally weak people seek counselling" had changed their opinion post attending the programme. Gear-up played a significant role in taking new employees toward a fruitful, positive work journey and equipping them with a psychological safety toolkit.

The company also worked with its managers and leaders to further facilitate employee well-being. The second programme, which works at an organisation/ leadership level, is the Behaviour Spotting programme. It can be defined as a psychological first aid programme designed for



leaders, specifically the Front-Line Managers (FLMs), to be equipped with the right skills to recognise any signs of psychological distress and align strategies to support their affected team members. Wipro's impact analysis research has shown that 73% FLMs are very confident in identifying well-being concerns post attending the programme, and 90% FLMs reported they are always encouraging their teams for well-being connections.

The company's Consumer Digital Operations team has a dedicated line function for Employee well-being, called the WeRe (well-being and Resilience) team. Additionally, wellness programmes are governed by the Occupational & Psychological Safety and Health model.

Data-driven decisions are fundamental to Wipro's approach to well-being programmes. For example, the company conducts a biannual well-being PULSE survey to get insights into employees' emotional well-being. Another

example of Wipro's reliance on technology and data is the automatic emails generated to notify aligned wellness coaches if any employee reported sub-par scores on the well-being survey or did not attend well-being check-ins three consecutive times. The coaches then contact such employees for check-in and follow-ups if required. Due to the pandemic, most of these programmes have been taking place virtually.

During the pandemic, Wipro used synchronised e-learning sessions to promote well-being and create a sense of awareness. The company introduced employees to a mindfulness app to help with relaxation and de-stressing techniques whenever required. With strong efforts to collect data to understand employee sentiment and health about any current events that may impact employee well-being is a fundamental practice, Wipro can make accurate data-driven decisions to promote wellness. 