CONSUMER CONNECT INITIATIVE

A culture of growth and happiness

In a competitive business environment, these top 10 mid-sized organisations are tapping into the potential of employee well-being to boost their growth



1. H&R BLOCK (INDIA) PRIVATE LIMITED



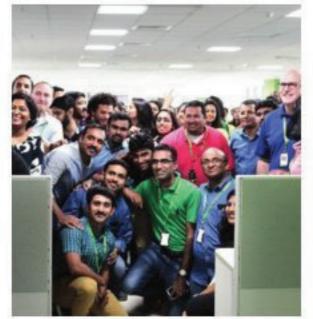
INDUSTRY: Information Technology

INDIA HQ:

Thiruvananthapuram

EMPLOYEE STRENGTH: 879

H&R Block India Private Limited strives to cultivate an environment characterised by open, clear, and transparent communication. The company is committed to providing fulfilling careers through extensive training pro-



grammes, mentorship initiatives, and opportunities for leadership development. Another area of extreme importance at H&R is innovation. Several initiatives exist, such as dedicated channels to foster idea sharing and submission, resources to encourage an innovative mindset, and rewards linked to innovation and ideation to encourage employees. 'Fund the Future' Idea Challenge, Block Inventors, Block Hub, Innovation Launchpad, hackathons, coding challenges, and tech treasure hunts are a few among the many programmes that are a testament to the organisation's focus on innovation.

2. VERSION 1 SERVICES PRIVATE LIMITED



INDUSTRY: Information Technology

INDIA HQ: Bengaluru

EMPLOYEE STRENGTH: 370

Version 1 operates on a sustained quarterly rhythm, measuring success equally across financial performance, employee engagement, and customer success. The organisation empowers employ-



ees through various frameworks, models, and initiatives to ensure high performance in line with organisational goals. The Rocket Model and the Buzz Managers are two examples among many such initiatives. The Rocket Model enhances overall team performance by helping to recognise new challenges and opportunities in creating collaborative environments and high-performing distributed teams. The bespoke team assessment in the Rocket Model identifies the team's status in terms of purpose, alignment, norms, and performance ability, offering tools and suggestions for improvement. Buzz Managers support social engagement within their teams and office locations by organising quarterly face-to-face or virtual events and activities that cater to both in-person and remote employees.

3. PITNEY BOWES INDIA PRIVATE LIMITED

pitney bowes (6)

INDUSTRY: Information

Technology INDIA HQ: Noida

EMPLOYEE STRENGTH: 870

Pitney Bowes continues to set higher benchmarks in both external and internal customer experiences. The culture of 'client, win, team, and innovate (CTWI)' manifests in numerous programmes that support, challenge, inspire, and include team members and continues to drive the organisational strategy. Building teams and supporting them to win with the clients, against competition, and win with operational excellence is a pillar of the CTWI culture. A host of learning and development channels, growth and career opportunities, high-potential and leadership development programmes, skill development programmes, on-demand learning, development plans, and talent reviews, to name a few, are the initiatives that reflect the focus on employee growth and development. One of the many unique initiatives is the Functional Experience Maps. This framework for growth and development within a job function defines the core experiences



that contribute to full competence in a profession and describes the tangible outcomes needed to demonstrate skills and competence. It supports the creation of a development plan to help employees and acts as a tool for managers to determine which types of experiences to include in an employee's career.



Training

INDIA HQ: Dehradun EMPLOYEE STRENGTH: 779

UPES has a host of initiatives

touching upon various aspects of the employee life cycle, including two-way communication, recognition, wellness, and DEI (diversity, equity, and inclusion). However, one area that stands out is training, growth, and development. Structured, well-thoughtout, and well-branded initiatives such as DISHA, Pragati, Utkarsh, LEAP, SHAKTI, GATI, and the postgraduate certificate in Academic Practice, along with technical training and certification reimbursement, testify to their efforts in ensuring leadership development, enhancing women's representation, and promoting career growth. Another praiseworthy initiative at UPES is 'Project Happiness'. This comprehensive and engaging programme encompasses various initiatives aimed at ensuring employees' happiness in mind and body. It fosters a work environment where employees are satisfied and look forward to



coming to work, cultivates and

across all locations, respects employees' voices and focuses on their professional and personal development, encourages adherence to key positive rituals daily to foster happiness, and supports those in need.

5. VARTHANA FINANCE PRIVATE LIMITED



INDUSTRY: Financial Services & Insurance

INDIA HQ: Bengaluru

EMPLOYEE STRENGTH: 711

Varthana Finance offers a favourable work-life balance to its employees. The leadership demonstrates genuine concern for employee welfare and maintains a friendly demeanour. Equal



opportunities are provided to all individuals to showcase their abilities and contribute ideas and suggestions. Management endeavours to keep employees informed and maintains transparency in their dealings. One of the areas that stands out strongly at Varthana Finance is innovation. Innovation is imbibed in the organisation's DNA and is well supported through a robust ecosystem that encourages both topdown and bottom-up innovation. Dedicated platforms such as IdeaHub, coaching, resources to encourage an innovative mindset, and formal rewards integrated with idea submission and implementation define the robust innovation framework. Improvement or innovation focus areas encompass products and services, customer and employee experiences, business processes, revenue enhancement, employee empowerment, market expansion, and technology, among others. IdeaHub is an automated platform to facilitate submission and review. It not only allows employees to submit their ideas but also enables them to engage with and comment on those of their colleagues. The portal maintains transparency by allowing everyone to view the status of each idea.

6. SYNGENTA SERVICES PRIVATE LIMITED



INDUSTRY: Agriculture, Forestry, and Fishing

INDIA HQ: Pune

EMPLOYEE STRENGTH:

Syngenta offers its employees numerous platforms and opportunities for growth, covering both leadership and functional domains. While there are many initiatives that address various aspects of an employee's learning and growth journey, one that stands out is the Career Road-

show. Hosted on a virtual plat-



initiative is to foster a culture of talent mobility, empower employees to design their careers, retain talent, and raise awareness about various functions and roles. The programme architecture involves a three-day virtual event to engage employees, focusing on the following areas:

- Panel Discussions: These include internal and external leader/speaker sessions, with opportunities for employees to participate in live chat sessions.
- Functional Booths: Multiple booths represent different functions, featuring pre-recorded videos that showcase the value proposition of each function and highlight open positions for employees to apply to, with opportunities for employees to participate in live chat sessions.
- Entertainment Zone: Engaging games and events designed based on Syngenta's values and culture.
- Selfie Booth and Scribble Wall: These gather candid feedback from employees.

. MUSIC BROADCAST **LIMITED (RADIO CITY 91.1**



INDUSTRY: Media

INDIA HQ: Mumbai

EMPLOYEE STRENGTH: 671

At Music Broadcast Limited, employee appreciation is more meaningful and effective when given in the larger context of the company's goals or values. Sharing recognition stories and acknowledging employees based on specific results and behaviours cultivates a culture rich in recognition, thereby boosting employee morale. One such ini-



tiative to cultivate desired behaviours and create role models around organisational values is the 'Living Our Values Contest'. The rollout process involved the team demonstrating organisational values through videos, songs, and caricatures, focusing on one value at a time. Additionally, they created value merchandise, allowing employees to reference the values at their workstations. This merchandise included beautifully designed small whiteboards for employees to make notes on. This contest proved to be an engaging and fun channel for values awareness and reinforcement.

8. WWT INDIA PRIVATE LIMITED



INDUSTRY: Information Technology

INDIA HQ: Mumbai

EMPLOYEE STRENGTH:

WWT consciously cultivates an ecosystem fostering trust among customers, partners, and employees. Forums like 'WWT Storytellers' encourage employees to share their stories of challenge, growth, inspiration, and triumph, fostering empathy and a sense of belonging. Work and human connections are further strengthened through innovation plat-

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CSR activities. A progressive learning environment is nurtured through global and local learning opportunities via training programmes and internal mobility. Employee Resource Groups promote better under-



standing through listening, learning, and engagement. Innovation platforms like the 'Innovation Showcase' encourage employees to extend beyond their daily roles, competing to present the best ideas, solve complex problems, and win top prizes.

9. EXPERIAN INDIA



INDUSTRY: Information Technology

INDIA HQ: Mumbai

EMPLOYEE STRENGTH:

Experian has a unique and consistent global approach known as 'The Experian Way'. It defines how their people act and behave, shaping the company culture. The Experian Way values



(Delight Customers, Innovate to Grow, Collaborate to Win, Safeguard The Future, and Value Each Other) underpin their global employee code of conduct. All employees, including part-time and contractors, must acknowledge this code of conduct upon hiring and annually thereafter. To ensure reinforcement and adherence, the organisation celebrates these behaviours in a tangible way. This initiative empowers employees to recognise individuals within the organisation who exemplify one of the five Experian Way behaviours. Nominators can choose between awarding a profile badge, a non-monetary form of recognition, or a spot award, which provides nominees with a monetary reward.

10. CREST DIGITEL PRIVATE LIMITED



INDUSTRY:

Telecommunications INDIA HQ: Gurgaon

EMPLOYEE STRENGTH:

Crest Digitel provides a healthy, happy, and harmonious work environment for its employees. Individual growth and development are fundamental to the company's values. The leadership is competent and experienced, ensuring fair processes and policies while prioritising the well-being of its employees. What is commendable is not just the breadth of the programmes and policies across the employee life cycle, but the warmth and personalisation with which these are delivered. Two examples of such programmes that reflect this warmth are the Swagatam Induc-



tion Programme and the Birthday Bash initiative. Under Swagatam, the onboarding process was revamped to create a 'Red Carpet Onboarding Experience', starting from the pre-joining stage and aligned with its employee value proposition of fostering connections with new hires. The Birthday Bash is a collaborative birthday celebration on a pan-India level that occurs during the last week of each month, coinciding with their Fun Friday tradition. Teams come together virtually to celebrate the birthdays of

RANK ORGANISATION NAME

- H & R Block (India) Private Limited Version 1 Services Private Limited
- Pitney Bowes India Private Limited
- UPES
- Varthana Finance Private Limited
- Syngenta Services Private Limited Music Broadcast Limited (Radio City 91.1 FM)
- WWT India Private Limited
- Experian India
- 10 Crest Digitel Private Limited
- 11 Verisk
- Pearl Academy
- Integrace Private Limited
- STT Global Data Centres India Private Limited ORIX Leasing & Financial Services India Limited
- NIA Institutions
- Rimini Street India Operations Private Limited
- ORIX Auto Infrastructure Services Limited
- Hilti India Private Limited
- Sentiss Pharma Private Limited
- LGT Wealth India Private Limited
- Inadev India Private Limited
- Soliton Technologies Private Limited
- Amara Raja Power Systems Limited
- 25 Amara Raja Electronics Limited
- 27 Sterlite Power Transmission Limited

F5 Networks Innovation Private Limited

- Precisely Software and Data India Private Limited Admiral India
- Remsons Industries Limited
 - ABC Consultants Private Limited
 - Coca-Cola India Private Limited Tarz Distribution India Private Limited
- Genesys Telecomlabs India Private Limited
- Beyond Key Systems Private Limited

Brigade Enterprises Limited

Eli Lilly and company

- Welspun Enterprises Limited
- Junglee Games
- GUS Global Services India Private Limited
- Insight Print Communications Private Limited
- Svatantra Micro Housing Finance Corporation Limited
- Randstad RiseSmart Gera Developments Private Limited
- Acquia India Private Limited
- Electronic Payment and Services (P) Limited
- Ipas Development Foundation Espire Infolabs Private Limited
- Opcito Technologies
- Instant Transport Solution Private Limited
- Kongsberg Digital Software And Service Private Limited HCL Healthcare
- Shubhashish Homes
- Nipro PharmaPackaging India Private Limited Brinton Pharmaceuticals Limited
- Flight Centre Travel Group
- Gala Precision Engineering Limited
- Savills Property Services (India) Private Limited LatentView Analytics Limited
- ElectroMech Material Handling Systems (India) Private Limited Hygienic Research Institute Private Limited
- 62 Amara Raja Advanced Cell Technologies Private Limited 63 Foundit, formerly Monster (APAC & ME)
- Acuiti Labs (India) Private Limited
- Symphony Limited
- Valorem Reply Brigade Hospitality Services Limited
- IPM India Wholesale Trading Private Limited ISSGF India Private Limited
- Kipi.bi India Private Limited
- VAHDAM India RNGalla Family Private limited
- Inorbit Malls (India) Private Limited
- SD Global Services India Private Limited Celio Retail Private Limited
- Raise Fintech Ventures Private Limited
- Muthoot Housing Finance Company Limited Sula Vineyards Limited
- Medtronic Engineering And Innovation Center Private Limited
- Lennox India Technology Centre Private Limited Parijat Industries (India) Private Limited
- Kumar Equipment (India) Private Limited Sonepar India Private Limited
- Icreon Communications Private Limited
- Microlise Telematics Private Limited Tenable
- Chegg India Private Limited RDC Concrete (India) Private Limited
- Nividous Software Solutions Private Limited
- Shyam Spectra Private Limited Axelerant Technologies Private Limited
- Dorset Industries Private Limited J.C.PENNEY SERVICES INDIA Private Limited
- Urjanet Energy Solutions Private Limited (Now part of Arcadia) Rategain Travel Technologies Limited
- Cloudwerx Solutions India Private Limited TechAspect Solutions Private Limited (d/b/a TA Digital)
- 100 Aksentt Tech Services Limited

95 S.S. Rana & Co.

List of winners