

Prospering in a Positive Environment

Our diverse workforce brings together a wealth of domain knowledge and expertise, thereby helping us to accomplish our strategic objectives.

Our high-performance and customer-centric culture, supported by collaboration at all levels, has helped us reap the benefits of sustained growth while adapting to the new normal.

Talent Management

Our employees are continually trained in functional and behavioural skills to enhance their performance and their potential as future leaders. While we are preparing our HR processes to be automated and go-live, employees are constantly being upskilled and reskilled to help them seamlessly adapt to the increasingly digital way of work.

Our in-house assessment tools have helped in not only identifying the right talent during the hiring process but have also been of great use to those who are already a part of the company. Our progressive people policies have ensured that employees are provided with enabling opportunities for career advancement. Our efforts have helped us in attracting and retaining the best of talent in the industry.

Besides keeping our workforce engaged, we are also working on upgrading our employee lifecycle-related processes. We have already smoothened our hiring and onboarding experiences as well as worked on creating a pleasant parting experience for employees. We are also constantly striving to ensure employee's career journey in the company, is aligned to our transparent and competency-based individual development plans. We focus on encouraging self-development, enabling career discussions, building integrated HR processes, benchmarking, and reviewing the compensation strategy of employees.

We ensure that the channel of communication between leaders and teams is always open. We believe that employees are our biggest brand ambassadors, and therefore we regularly monitor their experience through systematic surveys and feedback. Immediate action is taken wherever required. During the unprecedented lockdown, we understood the difficulties faced by the employees while working from home and extended all possible assistance, including infrastructure and monetary support to help them deal with issues. Employees and their families were also involved and encouraged to participate in a range of engagement initiatives based on their interests.

New Lifetime Partner Behaviours (LTP) were launched in the company, with a focus on Human Touch, Ownership, Simplification, and Innovation, which have now become a part of the DNA of our HR processes as well as of our customer practices.

Certified as Great Place to Work again...

We continue to be a 'Great Place to Work.' This is the third consecutive year that we have received the certification, which is the most sought-after 'Employer-of-Choice' recognition. We are also amongst the Top 100 Best Places for Women, as well as among the Top 30 Best Workplaces in the BFSI industry, while being the only general insurance company to be certified with it.



17%
Attrition rate



Employee Health and Well-being

Navigating through this challenging year, we focussed on implementing initiatives to ensure employees' physical and mental well-being. We supported our employees and their families with enhanced coverage under our comprehensive base health policy. In quite a few cases, we even supported our employees and their family members beyond the policy limits. We are committed to taking care of our employees in every way possible and ensuring their safety and well-being.

We provided support to our employees and their loved ones to recover from post-COVID-19 trauma through close communication and collaboration. We engaged our employees and their families through fitness and mindfulness sessions throughout the year. We partnered with qualified psychologists who connected with COVID-affected employee families and helped them sail through the mental trauma if any. Some of our other initiatives included providing medical facilities such as oxygen concentrators, telemedicine, and 24x7 counselling support for employees and their extended families.



Enhancing Productivity

We attribute our growth to the dedication of our employees and the value systems inherent in the company. As businesses moved from offline to online mode, we shifted to a new digital work routine powered by technology to facilitate business continuity. Our cutting-edge digital assets ensured a seamless transition from physical workspaces to 'work from home mode'.

Training and Development

This year, efforts in employee development were focussed on leveraging the digital platform to the fullest. Emphasis was laid on upskilling and reskilling employees to prepare them for the new digital work era. Our training approach focussed on digital enablement, technology-driven analysis with the aim of developing new-age managerial skills. Workshop methodology with a mix of learning interactions and experiential projects spread over months helped us nurture leadership capabilities.

We went digital on our training management system to improve our processes and make them more efficient. Adapting to the new norm, webinar-based, micro-learning programmes and group coaching methods were successfully implemented for learning continuity without disruptions. The structured onboarding experience was extended beyond employees to associates and agents, thereby creating a sense of ownership and association with the company and helping them understand the company and the industry better.

Celebrating Great Place to Work Award 2020



Testimonials

“The learning through LEAP programme helped people understand products and processes through small examples. It gave us an insight into how we need to adjust to the current COVID-19 situation, improvise communications, decrease barriers, change as per requirement, get accustomed to the current digital world through the latest developments and implement the learnings in the workplace and for that matter in our personal lives as well.”

Arati Giriyal
AVP - Health Underwriting

“As a beginner, I found the yoga sessions quite useful; the session duration was just right. The trainer was indeed very professional, and explained the yoga poses in a very easy-to-understand manner. I felt refreshed and rejuvenated after the session.”

Ananthakrishnan Potti L
Senior Manager - Risk Management

