



# ITC FOODS DIVISION WORKFORCE WELLNESS PROGRAM

## ITC FOODS DIVISION – WORKFORCE WELLNESS PROGRAM

Whether by focusing on serving larger national priorities, driving customer focus through cutting edge innovation or by providing our employees ample opportunities and support. ITC truly acts to manifest its ethos of 'Nation First: Sab Saath Badhein'.

At ITC Foods, our endeavour is to provide a supportive work environment & we continuously reinforce a employee centric wellness strategy to keep them informed, motivated and engaged.

Our holistic workforce wellness initiatives include individual employees' nutritional, physical, social, mental and financial wellbeing aspects, which truly help employees achieve personal betterment and a sustainable culture of wellness.



## 1. Nutritional & Physical Wellbeing

ITC Foods supports well-being for all employees, service providers, line operators, as well as third party vendors and suppliers and their families in rural areas in and around our place of operations. Wellness Sessions, circulation of infographics, dedicated Nutrition portal etc., are some of the aspects of ITC Foods Workforce Nutritional Wellbeing that help educate employees on various topics related to health, hygiene and nutrition and make informed choices.

### **Nutrition education**

Nutrition education is an important aspect of our Nutritional & Physical wellbeing initiative. This is achieved through various webinar sessions, informative circulars, activities and intranet nutrition portal.

- **Portal for employees** - In line with the commitment to support 100% employees on their journey towards leading an active and healthy lifestyle, as a first step, ITC has developed and launched a responsive and easily navigable intranet Nutrition Portal, dedicated to provide Nutrition education for all ITC employees. The interactive nutrition module creates actionable outcomes and encourages all employees to be NutriChamp
- **Wellness Sessions** - ITC supports employee well-being for all service providers, line operators, and employees as well as third party vendors and families in rural areas in and around our place of operations. Wellness Sessions are held to educate employees on various topics related to health, hygiene and nutrition. Nutrition & Wellness webinars are organised for our third-party suppliers and vendors, the sessions include topics such as balanced diet, physical activity, management of diet related diseases etc. The expected outcomes of the session are communicated to the speaker and participants. An independent impact assessment is also done for some of workforce wellness initiatives that are focused on nutritional wellbeing.
- **Celebrating National Nutrition Month**- ITC celebrates National Nutrition Month to inspire its employees to make meaningful, informed choices and lead a healthier, happier life. Credible information on various nutrition topics (Balanced diet, Portion guidance, Anemia, Weight management, Vital aging, Women health etc.) are shared, and positive engagement is created through activities such as quizzes, health camps and webinars. All the employees including FTE & Non-FTE have access to these sessions that are conducted within workplace. This is followed by a third-party impact assessment for some of the sessions to ensure quality improvements. Various initiatives to improve the livelihood and educate the rural population with initiatives such as "Rastriya Poshan Mah". ITC will continue to engage in such national events, and guide its employees towards a nourishing and active lifestyle.

**Nutrition related health checks**- ITC Foods provides access to weighing scale, knowledge on Ideal Body Weight & BMI indicators and blood pressure monitoring etc., for all its employees to gain better understanding of their weight and management of diet related diseases. Periodically Body Composition Analysis camps are conducted along with expert one-to-one counselling. Such nutrition related health checks are also conducted for our 3<sup>rd</sup> party employees including supply chain workers.

**Doctor 24/7** – App based solution which lets employees call from any location any time and seek medical advice from certified doctors and nutritionists. The consultations from many specialists including nutritionists is made free on this app for the employees.

**Onsite Gym**- To encourage regular physical exercise, there is an *onsite gym available at the ITC head office* in Bengaluru.

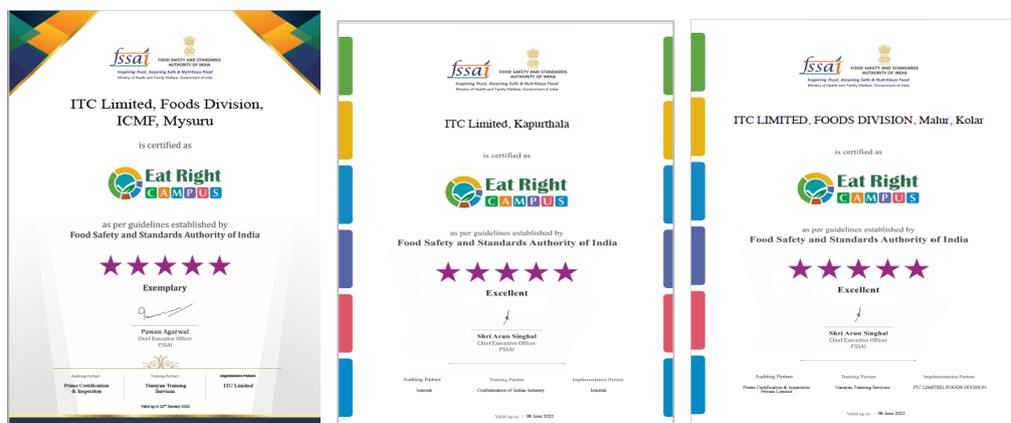
**Sunfeast India Run as One** - An annual 30-day citizen-led participatory movement for the welfare of our children affected by the Covid-19 pandemic. It encourages citizens to run, walk, jog, cycle, use wheelchair, treadmill, or stationary bike to pledge a distance and commit a positive action for themselves, while also contributing to the future of children impacted by the pandemic.

**Vaccination drives**- Preventive healthcare is provided such at workplace as Vaccination drives at factories and HO and Awareness camps at all Units and nearby areas

**Eat Right Campus Certification**

The concept of Eat Right Campus has been institutionalized by the FSSAI, Government of India under a broader ‘Eat Right India’ movement to create an environment of safe food and healthy eating in various campuses such as work places, schools, colleges, hospitals and similar places. Under this initiative, campuses are provided with a five-star rating certificate based on food safety & hygiene standards that they maintain.

**All Manufacturing units at ITC- FBD are certified by FSSAI as Eat Right Campuses.**



**Nutritious food at work**- In addition to promoting employee awareness about health, nutrition, and lifestyle choices, ITC Foods also makes healthy food readily available for all employees at all workplaces (factory and office). In each of our geographic locations, there is a dedicated canteen or dining hall where one-time meals are offered daily at a subsidized rate. The mess committee controls and oversees the menu, and it regularly reviews it and solicits input for enhancement. Owing to geographic limitations and differences in culture and preferences, sometimes lunch is not always widely available in some places. To address this issue, ITC Foods Division offers allowances to ensure that healthy food is still easily accessible and affordable. An app Hunger Box is provided for all employees at Bangalore HO in which specific amounts are credited as company wallet. This app allows all employees to purchase wholesome meals and healthy snacks available in company cafeteria.

A few of the activities are listed below that are held on regular frequency:

Name of the activity
Awareness session on Nutritious and Balanced Diet
World Malaria Day celebration
Session healthy diet and lifestyle
Training on safe working process
Health Awareness - How to keep ourselves safe from heat waves during Summer

- World Food Safety day Celebration
- Health Check-up & Awareness Camp
- Awareness Session on Women's Hygiene and Genic issues
- Breast cancer awareness & Screening
- Session on Hormonal imbalance & general gynaecological problem
- Nutrition Week celebration - Session on affordable nutritious lifestyle
- Menstrual Cafe - Awareness session on menstruation & hygiene
- Drug prevention awareness session
- Webinar for third party vendors on Nutrition & Wellness
- Learning session for vendors on Food Loss & Waste Management

An interactive session on

### AWARENESS ON BREAST CANCER

Tuesday 18 Oct. 2022 3:00 PM to 4:00 PM

Venue: Multi-Purpose Hall ITC Green Centre

**Prof. Dr. SOMASHEKHAR S P**  
 Head, MD, Micro-Organism (FRCR) (Edinburgh)  
 Chairman - Medical Advisory Board, Aster  
 DM Healthcare - GCC & India  
 Global Director - Aster International  
 Institute of Oncology - GCC & India  
 Lead Consultant - Surgical & Geriatric  
 Oncology, Robotic Surgeon, HNSCC & Breast Super-specialist

**Aster CMI HOSPITAL** | **ITC**



DOCTORS CONSULTS SETTINGS

**Chronic Care**  
Chronic Disease Management

**Cough & Fever**  
FREE

**General Physician**  
FREE

**Gynaecologist**  
FREE

**Diabetologist**  
FREE

**Mental Health**  
FREE

**Dietician**  
FREE

**Sexologist**  
FREE

### NATIONAL NUTRITION MONTH

Rashtriya Poshan Maah  
1-30 September  
#PoshanMaah2022

At ITC, we will continue to support and contribute to the nation's vision of Suposhit Bharat (Malnutrition Free India) by embracing the spirit of 'Poshan Maah' all through our initiatives, aligned to our vision of 'Help India Eat Better'.

**Glimpses of National Nutrition Month celebration at ITC**

ITC 'NATION FIRST - SAB SAATH BADHEIN'

**AASHIRWAD Sunfeast BINGOL Natural TIPPERS**  
**mint CANDYMAN GumON JELLYALS**  
**SUNBEAN FABELLE** **INDIA** **ITC MASTER CHEF**

To empower yourself with in-depth knowledge of nutrition and to make meaningful, informed food choices, visit the **ITC NUTRITION PORTAL** at the link (s) given below.

**intertek**

### WEBINAR ON FOOD LOSS & WASTE MANAGEMENT

Delivered by: Intertek  
Funded & supported by: ITC Ltd

**Ensuring Value**

4:21

SCOPE OF AN F&W ENFORCEMENT

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## Nutrition Education Sessions conducted for some of the CMU'S, FCPL Bangalore and supply chain vendors



## Health checks (BMI & Blood Pressure) at some of our CMU's like Balan, SKA Dairy and FCPL Bangalore



## 2. Social Well being

At ITC, Employees 'belongingness needs' are met through our social wellbeing initiatives that enabled the workplace to come together like a community and through activities which helped people relate to each other, especially in a physically disconnected time.

FBD's Got Talent – One of the most look forward to initiatives was the Social Wellbeing initiative, FBD's Got Talent. Annually the whole organization and their family members got together to display their talents (other than work) on an online platform. There were 2 months of engagement which lead to large scale participation of 900+ employees on the portal, across 80+ locations with 400+ post entries (on a white-collared employee base of 1600). This event not only increased social connect, brought families together, got them to cheer for each other, but also in the process, employees got to experience new sides of their colleagues they never knew existed.

**GEM (Go the Extra Mile)** – Our Monthly recognition program for extraordinary efforts. [Click here to know more](#)

**Humans of ITC** – Our internal weekly newsletter named became an essential tool for sustaining a positive, thriving culture, encouraging emotional and intellectual engagement, and creating a more resilient, productive workforce.

Various Communities and clubs such as Sport club are encouraged to celebrate sports day annually at factories across levels. This bring sportsmanship & team bonding between various teams.

Festivals like Diwali, Onam & Christmas are celebrated with social events and ethnic attire to celebrate the culture and diversity at ITC Foods Division.

ITC believes in promoting the health and mental wellbeing of the new mother and her child. All female employees at ITC are entitled to avail maternity leave as per the land of law along with additional benefits such as **extended child care leave**. Details of these facilities is shared with all employees through our 'Flexible Work Inclusion policy' and 'Leave Policy'.

### **Policies for Working Mothers:**

Eligible Women employees with children below the age of 2 years (up to 2 children) may avail up to 15 days of WFH in a month with the requisite approval. In the below mentioned cases, women may avail work from home arrangement beyond the limit prescribed basis approval: i) Women who are expecting a child and in their third trimester ii) Employees who are nursing mothers (with a child up to 10 months of age) iii) Women undergoing a difficult pregnancy and have been medically advised to avoid commuting.

**Supporting Breastfeeding mothers at work-** To extend the support for new mothers as they return to work, A clean, private space for breastfeeding has been specially created in the **Creche** which is available for nursing that includes all necessary infrastructural support for a comfortable and safe nursing process. These include *a. accessible electrical outlets for an electric breast pump, b. comfortable chair, c. small table, d. refrigerator for storing milk e. and enough space available to be adequate for the number of breastfeeding mothers who need to breastfeed their infants at the Head office as well as manufacturing units*, wherein most manufacturing facilities are either women majority factories or ramping up their women in the workforce, with ICML Pudukkottai being the exemplar and having 75% women led workforce. Normal breaks plus earned time/leave is provided for nursing.

### **Extended Child Care Leave**

The purpose of this policy is to permit women employees extended time-off from work after child birth / adoption / surrogacy or subsequently as the primary caregiver, in addition to maternity leave. Women

employees who need to take a career break to devote time for child care may apply for such leave. Such leave may be sought till the child attains the age of 10 years and is limited to 2 children. Such leave may be availed up to 4 years, cumulatively, during service.

**Care Giver Support:**

The purpose of this policy is to help women employees with young children undertake business travel by supporting the accompaniment of a caregiver and child below the age of 3 years.

**Paternity Leave:**

The purpose of this policy is to encourage an employee to take time-off and support the spouse / partner at the time of child birth, including birth through surrogacy, or adoption. 10 days of paid paternity leave may be availed in the first year after birth or adoption.

**Same Gender Partner:** Medical Benefits The policy recognizes that an employee may choose to have a Partner of the same gender and extends coverage under the Company’s medical policy to such Partners, including up to two dependent children, below the age of 24 years.

*Performance Assessment & Staffing guidelines for Maternity Leave For employees on maternity leave for some part of a year, the performance assessment is to be based on the period worked.*

Therefore, KRAs would need to be adjusted to recognize that the period of performance is curtailed. The assessment is to be done based on performance against such re-set KRAs for the revised performance period. On return from maternity leave, the employee will be provided an opportunity commensurate to her responsibility level at the earliest and may need to be appropriately deployed in any other alternate assignment, till such time an opportunity is available.



### 3. Mental & emotional well being

Especially in this post-Covid world, ITC observed that wellness programs that only focus on physical health miss the mark when it comes to helping employees realize their potential and live a fulfilling life, personally and professionally. Following services are provided to bridge that gap:

Online personal/group counselling service (professional and personal support) on The Doctor 24/7 application & Parivarthan.

Online Meditation and Pranayama classes are conducted with specialised themes where employees & their families have free access to the classes.



**Relationship Counselling**  
*"Love and harmony is something we create, it doesn't happen by accident"*

Being locked together in a time of stress can amplify the niggles that every relationship has.

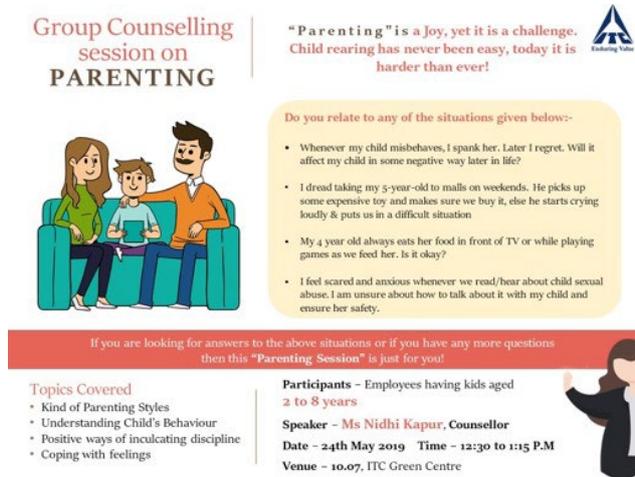
Relationship counselling can help you understand your strengths and gain better insight into your relationship, whether it is with your parents, partner, children, friends or colleagues

**Benefits**

- Improved understanding of each other
- Better Communication
- Learn conflict resolution strategies
- Gain insight into each other's personality differences

For seeking help in dealing with your emotions you can get in touch with our counsellor

**Ms. Nidhi Kapur**  
 Email - [nidhik137@gmail.com](mailto:nidhik137@gmail.com)  
 Call 77959 91877



**Group Counselling session on PARENTING**

**"Parenting" is a joy, yet it is a challenge. Child rearing has never been easy, today it is harder than ever!**

Do you relate to any of the situations given below:-

- Whenever my child misbehaves, I spank her. Later I regret. Will it affect my child in some negative way later in life?
- I dread taking my 5-year-old to malls on weekends. He picks up some expensive toy and makes sure we buy it, else he starts crying loudly & puts us in a difficult situation
- My 4 year old always eats her food in front of TV or while playing games as we feed her. Is it okay?
- I feel scared and anxious whenever we read/hear about child sexual abuse. I am unsure about how to talk about it with my child and ensure her safety.

If you are looking for answers to the above situations or if you have any more questions then this **"Parenting Session"** is just for you!

**Topics Covered**

- Kind of Parenting Styles
- Understanding Child's Behaviour
- Positive ways of inculcating discipline
- Coping with feelings

**Participants** - Employees having kids aged 2 to 8 years

**Speaker** - Ms Nidhi Kapur, Counsellor

**Date** - 24th May 2019 **Time** - 12:30 to 1:15 P.M

**Venue** - 10.07, ITC Green Centre



**Group Counselling Session on "Stress Management"**

**TELL TALE Signs of stress:-**

- Feeling tired, irritable, impatient and on the edge most of the time?
- Eating too much, too less or unhealthy?
- Focusing more on yours or others weaknesses and finding flaws in your relationships?
- Experiencing erratic "Sleep pattern"?
- Stopped enjoying your favourite activities as much as you used to?

If you are experiencing any of the above, or if you have any questions regarding "Stress Management" then this session is just for you

**Speaker** - Ms. Nidhi Kapur, Counsellor

**Date** - 21st June 2019

**Time** - 12:30 to 1:15 P.M

**Venue** - Conference room 9.10 (9<sup>th</sup> Floor)  
 ITC Green Centre

## 4. Financial Well being

ITC's full-time employees receive benefits such as *periodic preventive health check-ups, medical assistance (including hospitalisation), group accident insurance, annual leave along with leave encashment, retirement benefits, employee assistance programmes* and among others. To prevent occupational diseases and accidents, the Company creates awareness through various initiatives, ensures good ergonomics and safe practices at all its workspaces. Most of ITC units have a health centre and a resident doctor.

Additionally, the Company established partnerships with healthcare providers for home care for Covid infected employees and their family members as well as ensured 100% vaccination of employees and family members.

- ✓ Multiple sessions held for employees, especially women employees to educate them about being financial literacy and managing wealth
- ✓ Sessions to educate employees about investment tools available in the market and the best way to save/invest for the future
- ✓ As part of the Covid response measures, financial assistance was extended through an emergency loan for medical treatment of employees' parents, a voluntary, self-funded Group Health Insurance Policy was introduced.
- ✓ Healthcare support is provided in terms of Unlimited medical leaves, Company paid treatment and hospitalization, in case of need

### RESPONSE TO COVID 19

As part of the response to the pandemic, the Company issued regular advisories, guidelines and precautionary measures against Covid 19 to employees and several Standard Operating Procedures were also set up. Medical services through various healthcare providers, establishment of Covid Care Centres, provision of medical equipment and facilitation of testing and intensive medical care, re-organisation of transport and cafeteria facilities where required, to ensure social distancing, counselling and advisory services of medical practitioners were undertaken. Additionally, the Company established partnerships with healthcare providers for home care for Covid infected employees and their family members as well as ensured 100% vaccination of employees and family members.

As part of the Covid response measures, financial assistance was extended through an emergency loan for medical treatment of employees' parents, a voluntary, self-funded Group Health Insurance Policy was introduced. Assistance was extended.

ITC has identified three capability platforms relevant to making its businesses future-ready Business Critical Strategic Competencies Leadership Development Organisation Identity and Pride Sustainability & Integrated Report 2022 | 90 | Introduction Approach to Value-Creation Sustainability 2.0 Preserving and Nurturing the Environment Workforce of Tomorrow Collaborating with Suppliers and Partners Delighting Consumers Sustainable & Inclusive Growth Annexures WORKFORCE OF TOMORROW to families of deceased employees and to those who experienced significant tax impact due to reimbursement of treatment expenses.

## **Impact:**

Since 2016, ITC made a concerted effort to assess and improve engagement. The impact was visible in the last survey in 2020 wherein Engagement, Performance Enablement, and Managerial Effectiveness measures improved substantially. The recent survey points to continued high engagement levels and consolidation of the gains achieved in the past. During the year, a range of engagement building programmes were designed and implemented which included the strengthening of initiatives such as leadership outreach through extensive communication, recognition programmes acknowledging exceptional contributions of employees and teams, career conversations, and development planning for robust positioning and progression decisions and investments in employee wellbeing.

Employee recognition through introduction of recognition platforms across businesses, communication through Town Halls, skip level meetings and direct interaction of identified managers with the senior leadership, reinforcement of career dialogues and improving goal clarity through the performance management system have all contributed to improving the levels of engagement across the Company.

There are multiple direct and indirect sources through which the organization was able to measure the effect of health & wellness initiatives.

In our pursuit of building a high-performance culture as well as to strengthen and sustain ITC Foods as a great place to work, the process of seeking detailed and structured employee feedback was commenced through a biennial Employee Engagement Survey called iEngage.

We rolled out Pulse Surveys on a quarterly basis and were able to measure the impact of multiple health and wellness related initiatives for the first time, at Division wide scale. 81% of the population indicated that the health or wellness-related initiatives and programs offered by the organization have helped in taking care of their wellness needs. Pulse survey also indicated a significant increase from January 2020 score on the wellness parameter by 10%.

Though the organization wide feedback indicated generally a positive number, there were feedbacks taken for each program as well.

One of the most lauded initiatives was the Social Wellbeing initiative, FBD's Got Talent. It was the first time the whole organization and their family members got together to display their talents (other than work) on an online platform. There were 2 months of engagement which led to large scale participation of 900+ employees on the portal, across 80+ locations with 400+ post entries (on a white-collared employee base of 1600). This event not only increased social connect, brought families together, got them to cheer for each other, but also in the process, employees got to experience new sides of their colleagues they never knew existed. Some of the verbatim statements from families include *"It was just wow! Thank you for giving us this opportunity and a beautiful evening for kids and parents alike"* and *"Very well organized and spent a joyful evening, engaging all members of my home"*

The focused efforts taken by the HR team instilled confidence amongst the workforce. The employees largely remained healthy during the period. This led to less absenteeism and reduced attrition. As a matter of fact, all the FBD factories were amongst the first in the country to be operational thereby ensuring availability of food products for the consumers

The Doctor 24/7 application witnessed an 85% uptick in its usage during the pandemic, with >50% of the employees using it at least once.

For Body Composition Analysis camp, internal feedback analysis is conducted. From the responses collected it was seen that more than 90% like to have follow up checks and post their previous BCA camp, about 45% and 35% employees have recommended BCA to family & friends.

For some of our unique, high impact initiatives, we also engage in an independent impact assessment, to improve the effectiveness and planning for other future sessions. The assessments include analysis of improvement in knowledge & practices, retainment of knowledge, increased awareness etc.

In one of the independent assessments conducted for a nutrition and wellness session it was seen that there was significant improvement in nutrition knowledge.

We have been able to establish a safe, healthy workplace which is set out in a way that encourages social interaction and this makes all the difference to the workplace well-being of employees.

The pandemic has shown that work can be managed remotely in various functions across the organization. We have built a hybrid work arrangement so that we are flexible in our ways of working and improve employee experience.

Our open and caring culture which promotes the idea of talking about problems when they arise can prevent health issues before they get to the stage of needing treatment.

By treating each employee as an individual, and encouraging them to speak out about the issues they face at work, we plan to achieve a cohesive, healthy and productive workplace culture. We also use this feedback loop to design better and more effective wellness initiatives.

There will also be initiatives that focus on connecting each other's families, involving them actively in our events and thus, continue to build pride for the system that enables this.