

ITC Hotels prioritizes employees safety and well-being; rolls out several activities to engage them

The hotel is also hosting virtual classes for new and existing employees in order to help them upgrade their skill sets

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Amid coronavirus crisis, ITC Hotels is not just extending help and support to its guests and community, but also are ensuring safety and well-being of their staff members. The hotel has rolled out several initiatives pertaining to mental health and training among others, in a bid to engage with its employees during these trying times. Besides, the hotel is also hosting virtual classes for new and existing employees in order to help them upgrade their skill sets.



A look at employee-centric initiatives undertaken by ITC Hotels:

Salaries before time: Across all the ITC Hotels, the salaries were processed well before time. Even amid lockdown, the salaries for the April month were processed without any delay, so that the employees can cater to their needs in these unpredictable times.

Engagement conversations: The HR teams across all ITC Hotels are constantly keeping in touch with their employees and are proactively enquiring about the well-being of employees and their family. As well as to uphold the intent of 'Personal Connect', each HR Manager personally calls a minimum of 10 employees daily to enquire about their health and safety and that of their family members. Around 1200+ employees have been reached at their homes and extended necessary support.

Mental health (1-to-1 help): To uphold the overall wellbeing of employees and their family members, the division has leveraged its association with "1to1help" to offer a holistic Employee Assistance (EA) Program. 1to1Help is a leading EA provider in the country and has a range of self-help resources as well as a large panel of professional counsellors along with a special section on Covid-19. It is an important service to assist employees in dealing with anxiety, stress, Work from Home arrangements, isolation etc.

Enhanced communication – SMS blasts: The division has collated the phone numbers of all 7000 employees. It has also enabled an SMS Blast service for communicating messages and important information related to care, safety and updates.

Apart from the guidelines circulated by CHR, several wellbeing advisories were shared with all unit HR Managers with an objective of generating awareness.

On premise assistance: To ensure wellbeing and engagement of the skeletal staff that are working and residing in the hotel premise, one member of the HR team has been stationed on premise 24/7. This was done to ensure that help and assistance is available to their associates at any given time.

Employee learning and growth: The division has rolled a number of e-learning courses targeted at specific roles and levels through multiple channels of e-learning. Employees have cumulatively covered over 36,000 courses across different platforms. ITC Hotels is also organizing several virtual classroom sessions to not only anchor the induction of new employees but also to train its employees in functional and general management skills. The organization has also leveraged its digital infrastructure to continue the training sessions for its 53 management trainees.

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