



•CREATING A FAIR ORGANIZATION

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BILLION DOLLAR VALUATION BY 2010



ENGAGED
AND
HAPPY PEOPLE



FIRST AMONG EQUALS:
SPARSH A LEADER
IN INDIA
INTELENET TOP 5 BY '08



GLOBAL FOOTPRINT
MAURITIUS, MANILA,
EUROPE, CHINA, INDIA



SYNCHRONISED
TO OUTPERFORM



SUSTAIN
INTELENET GDP

Value = Scale x Profitability x Happiness!

• ***WHAT IS FAIRNESS TO EMPLOYEES ?***



THE NEED TO BE FAIR

- **Myth:** Companies choose employees, **Reality :** Employees choose companies
- The War for Talent
- Cost of Replacing Talent
- Knowledge Drain
- Ability to Attract Talent
- “Employer of Choice” Status
- “Employees are like Elephants” -→ They See----They Remember
- Employee becomes an Ambassador of Company’s Products and Services
- Employee Enhances Emotional connect, there by Increasing C-Sat and Service Levels

FAIR PRACTICES = Motivation =High Productivity / Profitability = Competitive Advantage = Retention



**Strong Committed
Leadership**

Work Practices

Hiring & Induction

• FAIRNESS

• @

• INTELENET

**Reward &
Recognition**

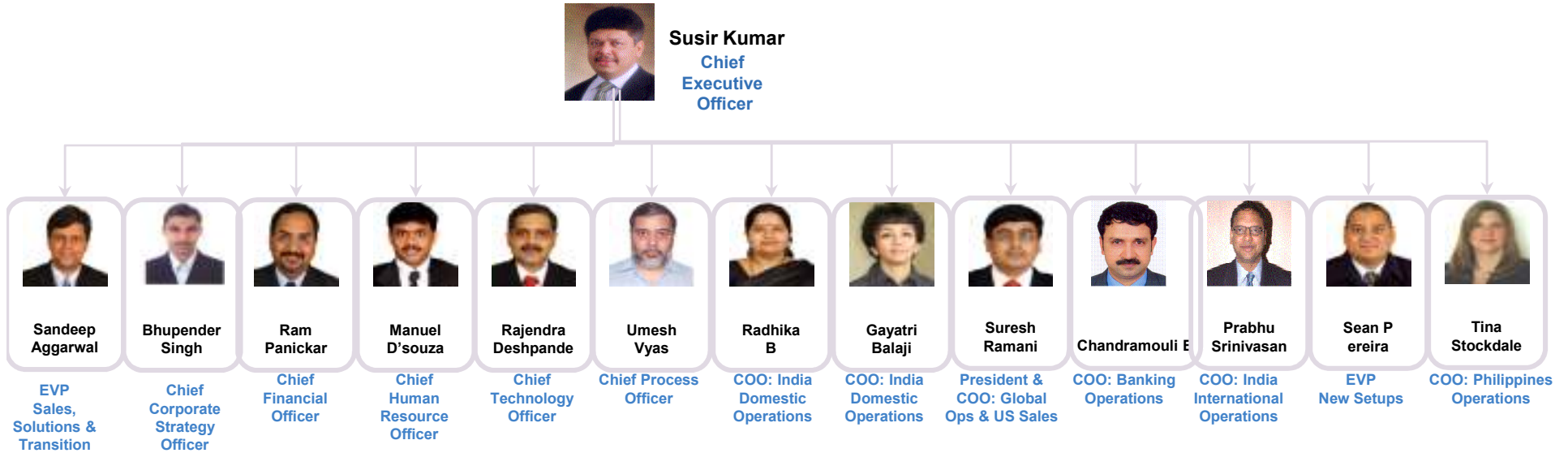
**Performance
Management**

**Career & Learning
Development**

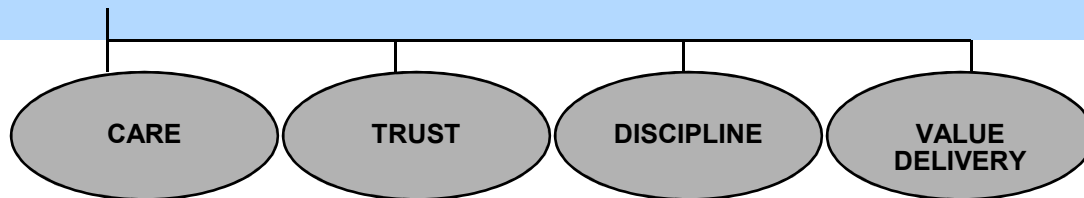
**Employee Feedback
& Communication**

**Compensation &
Benefits**

Strong Committed Leadership



- * **Committed CEO, Since Inception**
- * **Tenured Senior Management Team**
- * **High Integrity**
- * **Walk the Talk**
- * **Our Values**

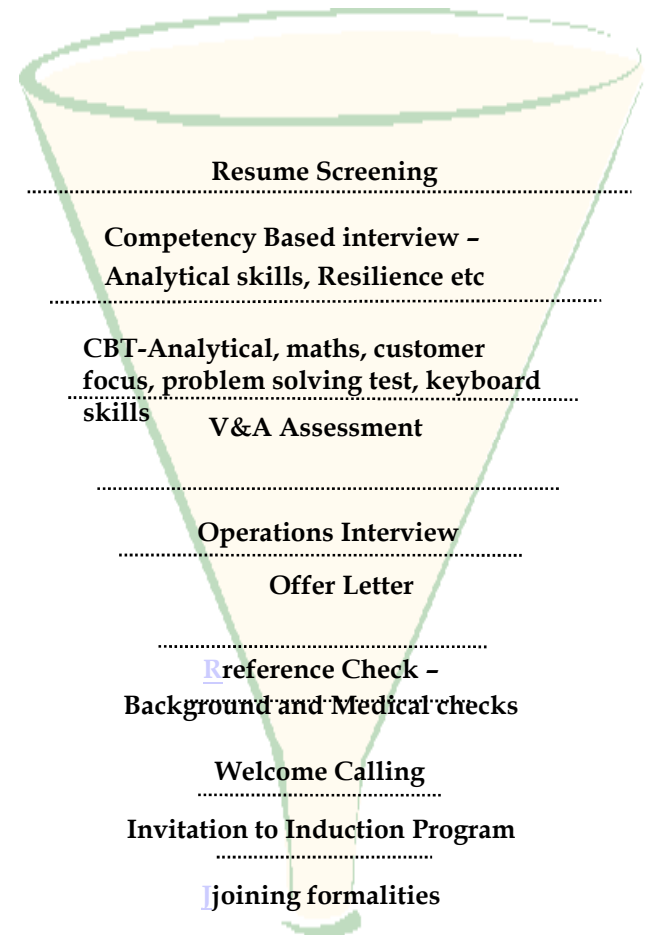


HIRING

- Meritocracy Based Hiring
- Nurture Diversity & Equality
- Welcome Calling

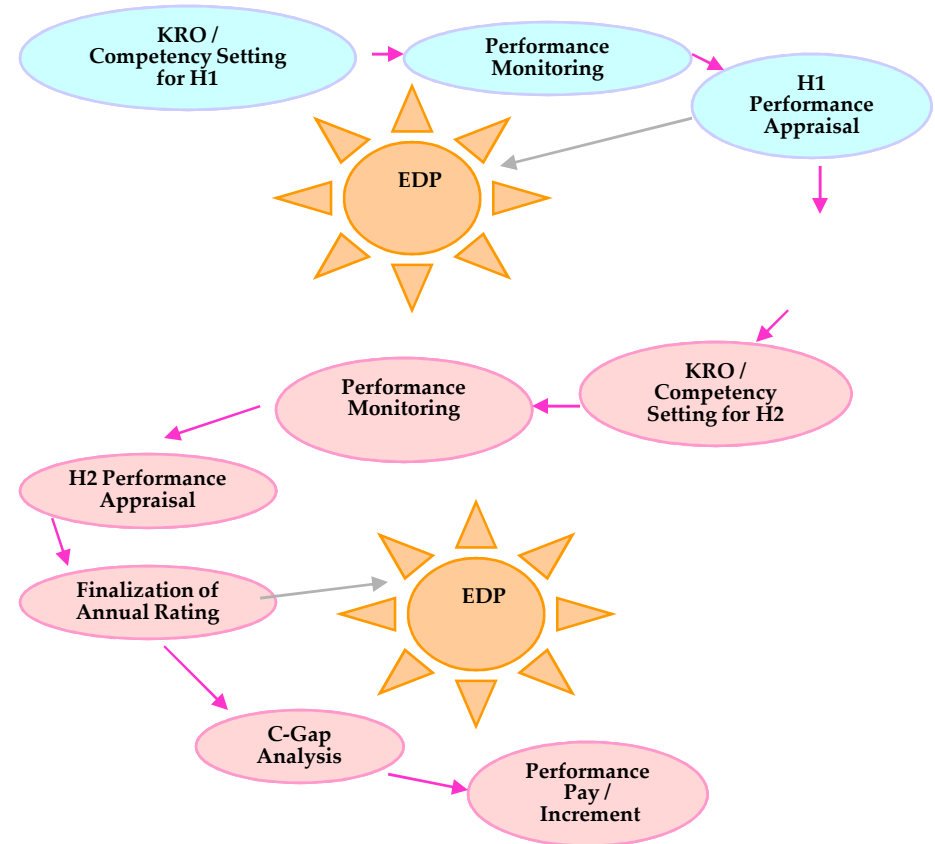
INDUCTION

- Standardized Induction Programme Across Levels
- I – POD Team
- Post Orientation Feedback



Performance Management System

- One Standard Performance Management Process Across All 6 Countries & Business Units
- Standardized KRO's for Unique Positions
- Uniform Measurement Criteria for KRO's & Use of BARS for assessing Competencies
- Refresher on PMS process done half yearly by Performance Champions

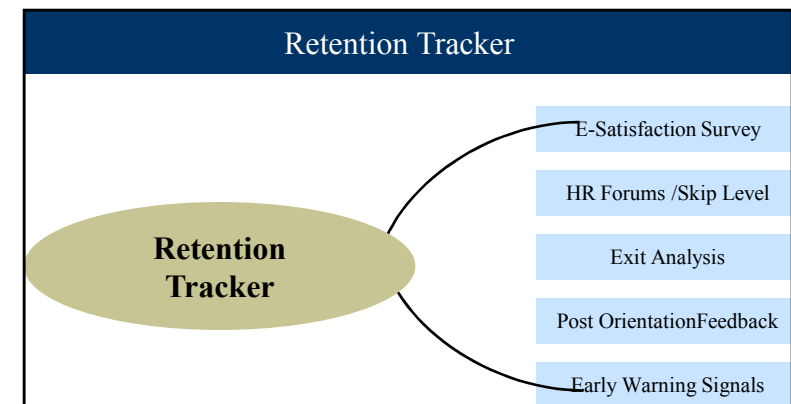


Organizational Level

- Employee Satisfaction Survey (ESAT)
- 360° Feedback
- Speak Your Mind (SPYM)
- CXO Interactions (Momentum)
- I – Bond

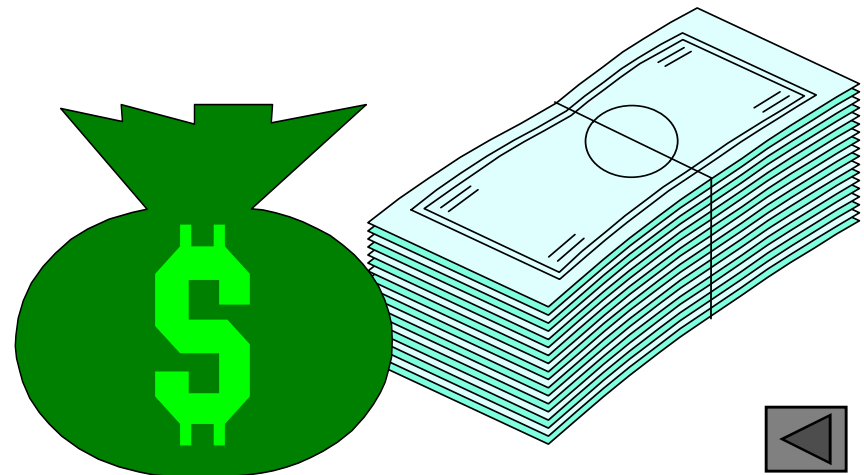
Process Level

- Employee Satisfaction Survey (E-SAT)
- I-Care Forums
- Exit Interviews
- Skip Level Meets
- Early Warning Signal



Compensation & Benefits

- Equal Pay for Equal Position
- Defined matrix For Salary Revision
- All Promotions to Middle-Management & Above decided by MANCO
- Proactively Communicate the Rationale for Giving “Performance Linked Incentive” in Lieu of Increment in April 2009



Rewards & Recognition

- 1** **Process R&R** Monthly process Rewards & Recognition at process/ department level
- 2** **I - Sparkle** Quarterly Forum to felicitate and appreciate exemplary performers
- 3** **Annual Awards** Rewarding and recognizing star performers across domestic & International employees across various award categories
- 4** **Employee Appreciation Programme** A two -week program /celebration once a year to acknowledge the support & contribution of our employees in IGS growth
- 5** **Family Days** Invite members of the family once a quarter to office premises to provide an overview of the facility & nature of work done



Work Practices

- **Empowerment Through “Decision Making Matrix”**
- **Effective Management of Employee Motivation During Ramp down**
- **Termination, where necessary, is Fair & Just**
- **Use of Assessment Centre for Promotions to Eliminate Favoritism**
- **Use of IJP’s to Publicly Advertise Vacant Positions Within the Organization**
- **Prompt Employee Redressal through I-CARE, Skip-Levels & Whistleblower**
- **Employee Charity Fund**
- **Facilities & Benefits like – Gymnasium, Concierge, ATM, Counselor, Doctor on site, Library, etc**
- **Canteen Subsidy & Meal Rates Standardization**



P-CMM (People Capability Maturity Model)



Benefits to organization

- Employer of choice
- Enhance Business performance
- Manage Intellectual Assets
- Manage Knowledge Capital
- Provides common measurement framework
- Allows benchmarking against best practices

Optimizing

Predictable

Defined

Managed

Initial

3





Participatory Culture
Workgroup Development
Competency-Based Practices
Career Development
Competency Development
Workforce Planning
Competency Analysis

2

Compensation
Training and Development
Performance Management
Work Environment
Communication and
Coordination
Staffing

1

Awards & Accolades

Apr 08	Sept 08	Apr 09	June 09	Jun / Dec 09	Mar 2010	April 2010
 <p>GPTW & ET Best Workplaces in India Award -2008</p>	<p>PCMM</p> <p>People Capability Maturity Model_R</p> <p>Level 3 Certified</p>	 <p>Hewitt Best Employer in India 2009</p> <p>Ranked amongst Top 25 Employers in India and Asia</p>	 <p>GPTW & ET Best Workplaces in India Award -2009</p>	<p>PCMM</p> <p>People Capability Maturity Model_R</p> <p>Level 3 Certified</p>	<p>PCMM</p> <p>People Capability Maturity Model_R</p> <p>Level 3 Certified</p>	 <p>GPTW & ET Best Workplaces in India Awards - 2010</p>
<ul style="list-style-type: none"> Placed in Top 25 Great Place to Work Ranked 2nd in Best Workplaces in India in large Organizations category (over 10000 employee strength) Study and Survey done by Great Place to Work Institute India in partnership with Economic Times 	<ul style="list-style-type: none"> Achieved PCMM Level 3 Certification for Malad site in September 2008 Employee strength at Malad site – Approx. 4000 	<ul style="list-style-type: none"> Placed in Top 25 Best Employers in India (No Ranking Allotted) Study for 2009 conducted by Hewitt Associates in partnership with Outlook Survey Parameters – -Employee Opinion -People Practices Inventory -CEOquestionnaire 	<ul style="list-style-type: none"> Placed in Top 50 Great Place to Work Ranked 2nd in Best Workplaces in India in large Organizations category (over 10000 employee strength) Ranked 3rd in the ITES sector Study and Survey done by Great Place to Work Institute India in partnership with Economic Times 	<ul style="list-style-type: none"> Achieved PCMM Level 3 Certification for Chennai site in June 2009 Employee strength at Chennai site approx.2000 Achieved PCMM Level 3 Certification for Mahape site in December 2009 Employee strength at Mahape site approx.1500 	<ul style="list-style-type: none"> Achieved PCMM Level 3 Certification for Vodafone site in March 2010 Employee strength at Nesco Vodafone site is approx.1500 Intelenet becomes the 1st BPO in the Domestic space in India to have won this laurel 	<ul style="list-style-type: none"> Placed in Top 25 Great Place to Work Awarded for:- 1) No.1 for “Work & Personal Life Balance” 2) 2nd Best Company in the ITES sector 3) 3rd Best Company among large Organizations 4)Top Among the Top 20 across India / Industries Study and Survey done by Great Place to Work Institute India in partnership with Economic Times



Treat Employees FAIRLY, but not Necessarily EQUALLY

•IS Unequal Treatment = Lack of Fairness !!!

•Consider the following...

- Mothers with kids at daycare can leave abruptly at 6pm
- Smokers get smoking breaks but non-smokers do not
- Vacation in some departments are restricted to a few months
- Superior performers receive better pay / special benefits
- Promotions are not necessarily based on tenure
- Some jobs require precise starting times and less flexibility than others

Management Reserves the Right to Treat Employees as Individuals and Make Exceptions to the Rule

Exceptions are No Indications of Being Unfair

*Employees are the Solution for Tomorrow only if they are
Treated Fairly & Engaged in your Success Today !!!!*

Thank You

