



# we care

**7<sup>th</sup> Global Healthy Workplace Summit  
Melbourne 2019**

Dr Shriniket Mishra  
Dr Rajat Kumar Saha



# *The Story of Hero*

World's leading 2 wheeler manufacturer



**DON'T DREAM IF YOU CAN'T FULFILL YOUR DREAMS**

- **Dr Brijmohan Lall Munjal** Founder & Chairman Emeritus (1<sup>st</sup> July 1923 to 1<sup>st</sup> November 2015)

Our Vision is to deliver efficient mobility to present & future generations through innovation & inclusiveness



1

Global leader  
in two- wheelers

18

Years &  
still leading

9.1

Million units  
annual  
production  
capacity

38

Countries including Asia,  
Africa, South & Central  
America

75

Million+ satisfied  
customers across globe

33

Thousand global  
workforce



*7<sup>th</sup> Global Healthy Workplace Summit, Melbourne 2019*



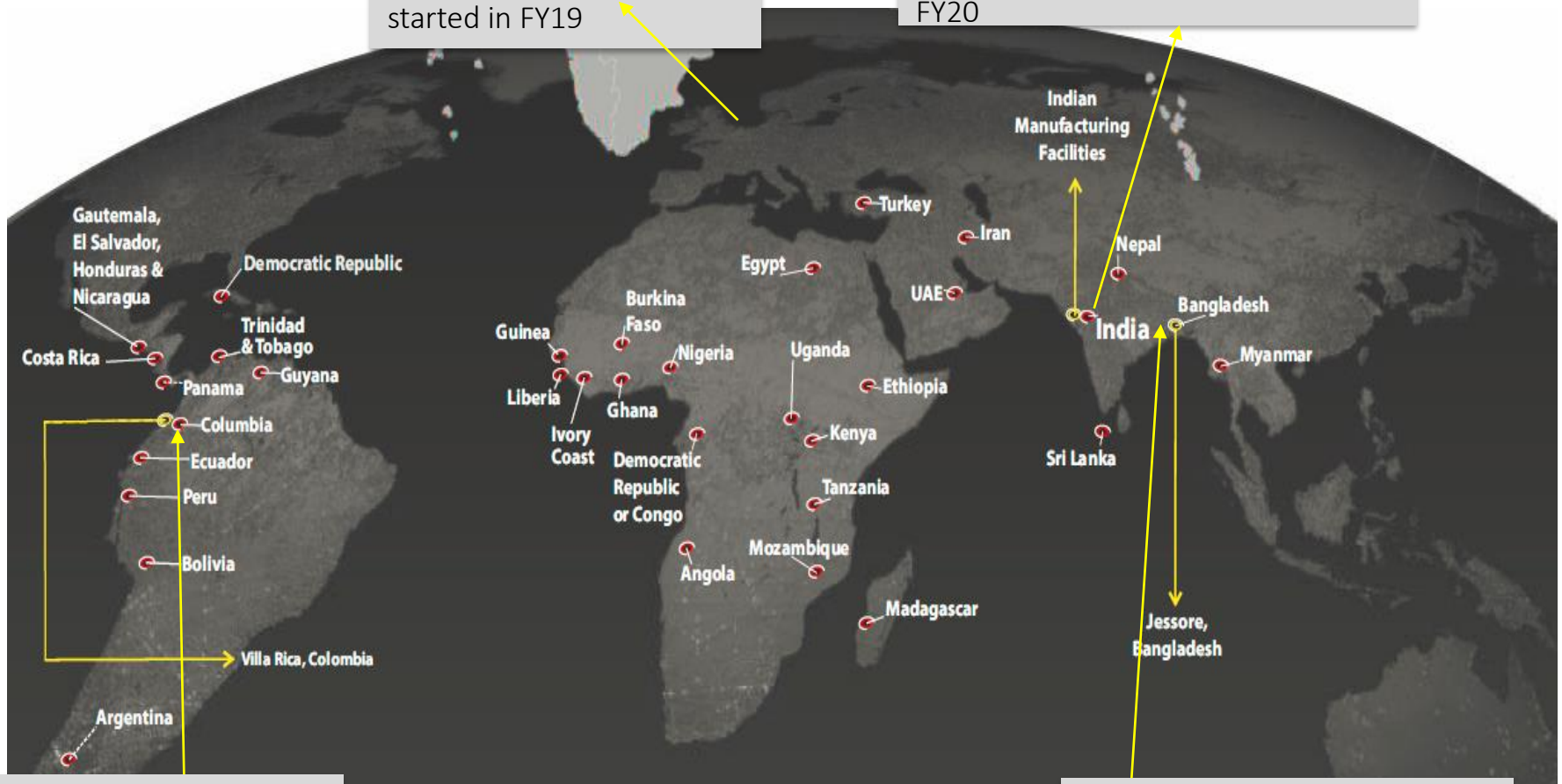
# Network in India



# Global footprint

Hero Tech Center Germany started in FY19

5 Manufacturing Plants & CIT (R&D Centre) in India  
6th Plant will be operational by FY20



1st Overseas Plant at Columbia started in FY16



2<sup>nd</sup> Overseas Plant at Bangladesh started in FY18

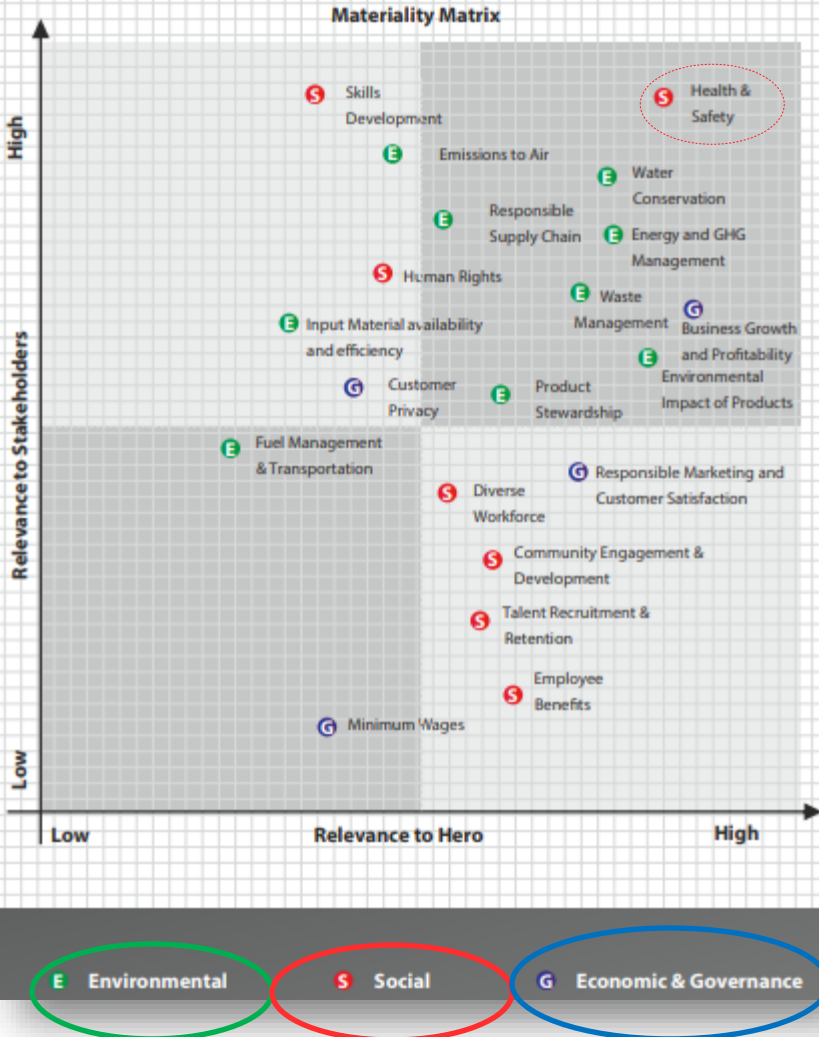


7<sup>th</sup> Global Healthy Workplace Summit, Melbourne 2019

# Leadership is not about a title or designation; it's about vision & responsibility

**Dr Pawan Munjal**

Chairman, Managing Director & CEO



Triple Bottom-line & Materiality Matrix

OHS policy- We are committed to health & safety of employees & other persons who may be affected by its operations. We believe healthy & safe work practices lead to better business performance, motivated workforce & higher productivity. We shall create a health & safety culture in Organisation by:

Integrating safety & health matters in all our activities

Ensuring compliance with all applicable legislative requirements

Empowering employees to ensure health & safety in their respective workplaces

Promoting safety & health awareness amongst employees, suppliers & contractors

Continual improvement in health & safety performance through precautions, participation & training of employees



"Our aim is to promote & protect health of employees by focusing on preventive healthcare (by modern & traditional medicine methods), implementation of best practices, prevention of occupational health issues, preventing lifestyle diseases, improving mental health & staying fit & healthy"



# New Year 2019 Communication to all employees



Dr Pawan Munjal

Chairman, Managing Director & CEO



**A VOYAGE**  
Into the New Year!

Dear Heroes,

Sitting in my car as it crawls through the holiday traffic and the un-breathable air in Delhi, I have some much needed time to reflect upon the year 2018; especially how the world has changed over the course of the past 12 months.

Looking out of the window, I wondered about the implications of just one year on planet earth in the context of the whole Universe! I have been thinking about this since the recent announcement by NASA that its Voyager-2 has left the solar system to enter into interstellar space on November 5th, 2018. Launched on August 20th, 1977, the Voyager-2 took 41 years to become the second human artefact to leave our solar system to drift among the stars, and to take a 'Grand Tour' of Jupiter, Saturn, Uranus and Neptune before entering the interstellar space. Having travelled about 18

Moving on from business, I urge you all to make your health a priority for you and your loved ones. Spend more time with your family, and spend time with friends in the real world, not the virtual world.

Wishing you and your families good health, success, prosperity, peace and more love in the New Year.

Be the Hero of your Story!

Best,  
Pawan

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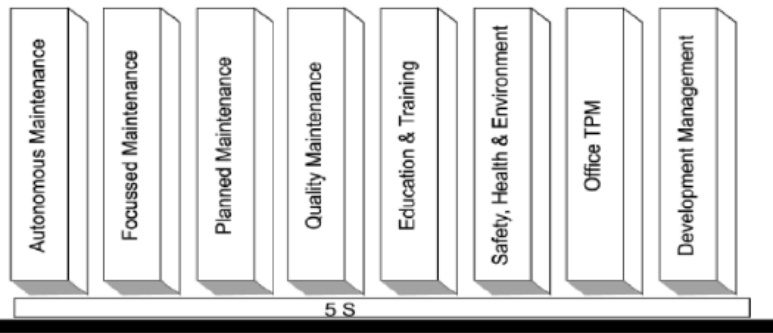
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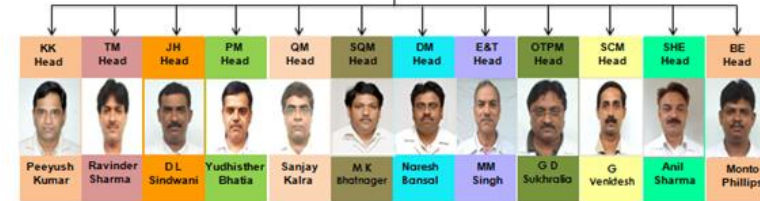


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## TPM



(A TPM committee model)

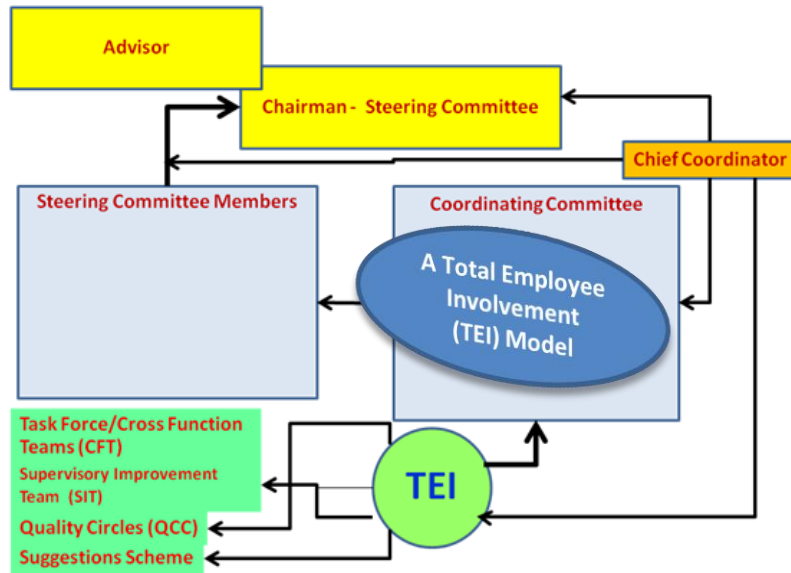


Strong Leadership Support

- Senior leadership is committed to employee health and wellness.
- Senior leaders are directly involved in developing as well as participating in wellness activities.



# Worker Involvement



- Organisation has health committees with representation from all sections of employees supervised by senior leaders



## Cross Functional Teams

- Health safety committee, HR
- TPM committee
- Canteen Committee
- CFT for ZWL
- CFT for Greenco
- Location Internal Committee
- Biomedical Management Committee
- Fitness Club
- Sports Club
- Knowledge club
- Social volunteer club
- Culture club
- OSH PAC
- TEI

Consultation & Participation

Appreciation & recognition

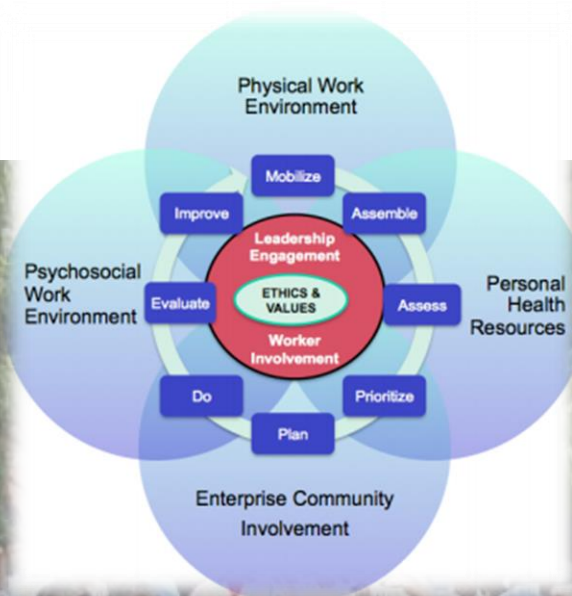
Satisfaction

Collective means of expression (Registered worker union)

Integration into Sustainability Pillar



# *We're Pledged*



## Business ethics & legality



## We respect & protect human rights & labour rights of workers

- Compliance to 15 Acts
- Compliance to 18 Rules , Regulations & Standards



We enforce Occupational health & safety codes/ laws

- Compliance to 3 Acts
- Compliance to 3 Rules



## RESPECT FOR HUMAN RIGHTS

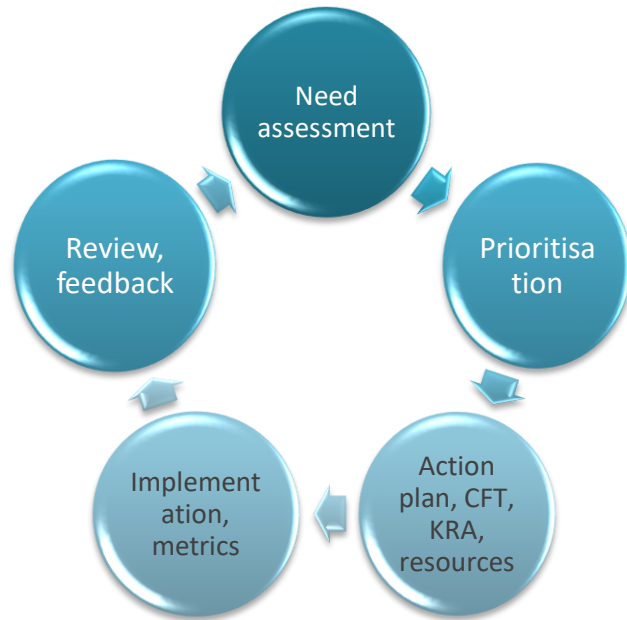
As a socially responsible organisation, Hero MotoCorp is committed to protect and safeguard human rights. Our Company has put in place a code of conduct and we expect our stakeholders to adhere and uphold the standards contained therein.

Further, we are committed to preventing human rights abuses like child labour and forced/ compulsory labour, sexual harassment, etc. at all our operations.

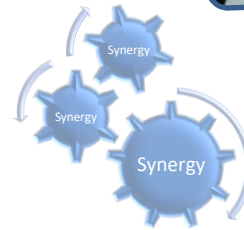


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# *Synergizing our Global Strategy*



**Global Health & Wellness Strategy**



**Holistic Wellbeing Framework**



# From Wellness to Well-Being

## Hero Well Contest Themes

### Physical Challenges

Single leg stance challenge



Plank Challenge



Grip Challenge



### Information Challenges

Myth Breaker theme



Indoor plants and their effect on health



Boosting the immune system



### Learning Challenges

Digital Detox



Zero calorie foods



Health tip of the month



### Transformation Challenges

Hero weight loss champion contest



### HERO-WELL "Hall of Fame" JULY'18 - JUNE'1



HERO-WELL Contest is a monthly contest where entries are sought on wellness on a certain theme. The winner is then declared wellness ambassador for the subsequent month

## The Hero Wellness Principles:

Motivation



Inspiration



Sustenance



Holistic



Vision



### Wellness to Wellbeing at HERO

Physical Wellness



Health Monitoring



Mental Wellness



Financial Wellness



### Measurable objectives

Physical Wellness

1. % Decrease in General illness cases
2. No of "New Cases" in health camps

Mental Wellness

1. No of participants in Yoga Classes
2. Health skill development
3. Motivation through Wellness Contests
4. Inspiration through "Hall Of Fame" & "Wellness Wall"

Financial Wellness

1. Tie up with Clinic centres
2. Empanelment of Hospitals
3. Facilitation of Mediclaim Process

Health Monitoring

1. Periodic Health Examinations
2. Fitness Certificate assessment
3. Pre Employment Examinations

# Embedding wellness into physical health environment

Hazard identification & risk assessment

Food safety surveys

Walk through surveys

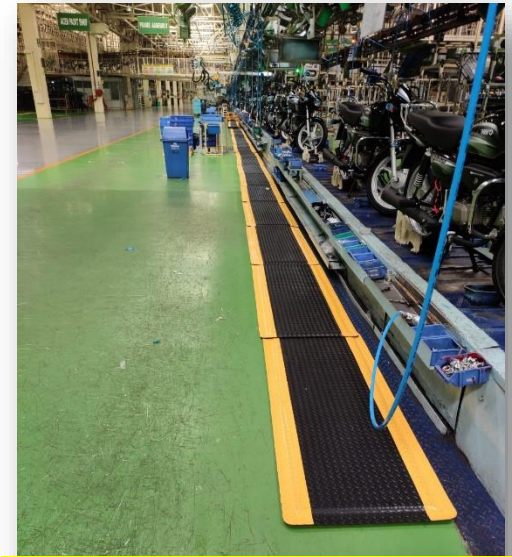
Ergonomic survey, interventions

Industrial hygiene

Biological monitoring

Emergency preparedness

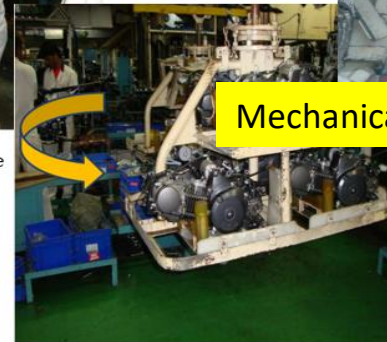
Risk control measures:  
Eliminate, Substitute,  
Engineering,  
Administrative,  
Personal protection



Anti-fatigue mats at shop floor



Problem: Lifting of engine above shoulder height



Initial modification plan: Shifting of engine stack height

Mechanical manipulator for lifting



# Addressing personal health resources, wellbeing & supporting healthy lifestyles

## Hero Corporate Wellness Program

### Purpose:

- Create an integrated wellness solution,
- enhance employee experience,
- increase employee productivity by investing in their physical, emotional & mental fitness

### Objective:

- Enhance personal effectiveness to improve overall health,
- Improve company's bottom-line
- Integrate various wellness initiatives
- Reduce health risks of employees

### Benefits:

- Access tele-counselling 365\*24\*7 & e-counselling through hotline number & e-mail ID- [wellness@heromotocorp.com](mailto:wellness@heromotocorp.com)
- Access service of counsellors, extended to employee dependents
- Access dietician services through app & physical interaction
- Attend fitness sessions



e-newsletter on health & wellness

## Healthy Heroes-Get Better sleep-naturally



Dr. Shriniket Mishra

to bcc: hmc-l-all

Tue, Oct 1, 10:17 AM

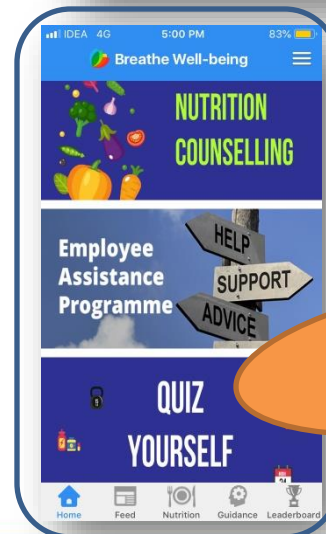
### Get Better sleep-naturally



The world looks very different at 3 a.m. when you're lying in bed staring at the ceiling or the clock. "How will I make it through tomorrow without any sleep?" you worry. You may wonder how to sleep better every night. If you regularly can't get to sleep — or stay asleep — and it's affecting you during the day, then you may have insomnia.

Prescription or over-the-counter sleep aids can help you drift off, but these drugs also have side effects. These include morning drowsiness, which can

Healthy Heroes-e-mailer on health & wellness



App based tele-counselling





# We're determined



Aligned programmes

Health & wellness portal

Fun @ workplace

Team celebration

Gymnasium

Standing workstations

Alternate Medical Therapy

Role play, Audio Visuals, skits

Walkathon, Marathon, Impact League



Nutritional Wellness

Subsidised cafeteria

Nutrition challenge

Healthy choices

Vending machines

Meal coupons

FSSAI Orange book

Digital calorie display

Modern food processors

Healthy Pot Luck



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# Ensuring aligned psychosocial work environment

## Organisation of work:

Hay's Training on Job Description & job clarity  
Training on Leadership & Communication  
POSH program in workplace  
Reward & recognition program

## Work Life Balance:

Support Counselling, discussion forums & platform, Nutrition counselling, family meets, health programs, guided meditation, Spiritual Art of Living, fitness & yoga videos, telemedicine, Emergency health assistance helpline

## Work Culture:

Awareness Training on gender diversity & inclusiveness  
Team capacity building programme  
Team leadership programme

## Employee growth & development:

Employee health assistance programme for supporting mental health  
Survey & e-interaction platform- *hyphen*



IDEA 4G 5:01 PM EAP Scheduling Form

← Employee Assistance Programme

## Mental Health Counselling

Welcome to the Mental Health Counselling. To schedule an appointment for counselling, please tap below and fill the questionnaire and let us know how we may help you. Once we receive the information, the appropriate counselor will contact you within 24 hours to offer you an appointment that is mutually convenient. We look forward to interacting with you.

Appointment Scheduling form

If there is a life threatening emergency, please [click here](#)

# Appointment Scheduling Form

Please fill the form to request for counselling session.

\* Required

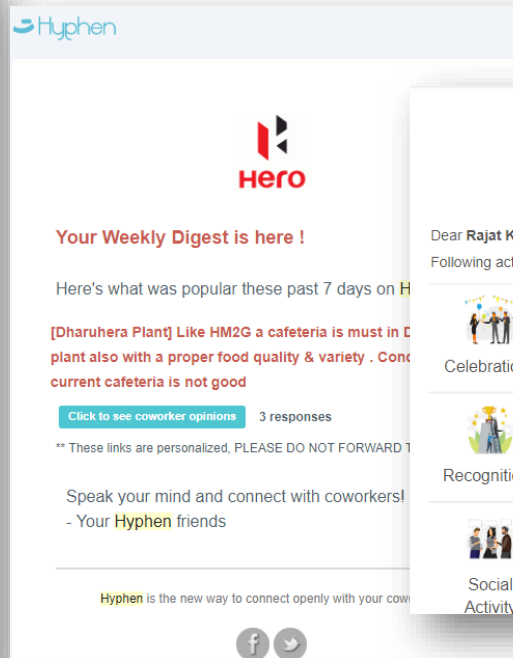
## How stressed you are ?

\*

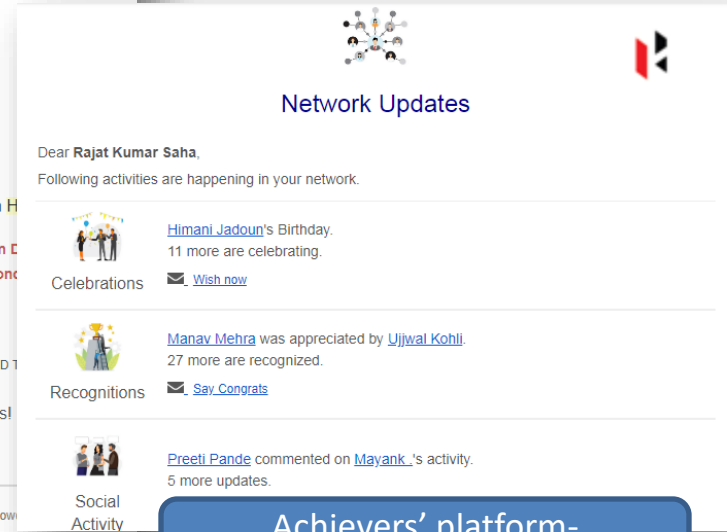
Low Stress ————— High Stress

Your Name \*

Employee Assistance Programme



Hyphen- Be heard @ work



Achievers' platform- Survey & e-interaction

Spiritual Wellness



Leadership programmes- i-LEAD, Emerging leaders Program, Future Leaders Program, Women in leadership

Capability building Program- SAKSHAM 360 ° feedback, Out Bound Training, Excellerator




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## Specialised Health Programmes (Health Promotion) @ Hero

*Targeted health programs for susceptible workforce through proper health risk assessment, hazard mapping, risk mitigation plan*

- Smoking Cessation programme
  - De-addiction drives
  - HIV AIDS Awareness programme
  - WHO Health Days Awareness programmes (World TB Day, World Hepatitis Day, World Malaria Day, World No Tobacco Day, World AIDS Day, World Immunisation Week)
  - Lifestyle modification programmes for control of NCDs (Hypertension, Diabetes, Dyslipidaemia, Obesity etc)
  - Counselling sessions- Nutrition, exercise, de-addiction, weight control, distress
  - Vaccination programme for employees, health-care providers, food handlers
  - Regular Health examination- Annual health examination
  - Health Advisory during epidemic outbreak risk
  - Health talks, health tips, awareness sessions
  - Hearing conservation programme
  - Lung conservation programme
  - Vision conservation programme
  - Stress Management programmes
  - Voluntary Blood Donation Camps  
(1700 units donated in a single day by Hero employees on 2<sup>nd</sup> July 2019)
- 



## Extended Healthcare Services

- Free medications
- Basic diagnostics
- Super-specialty Clinic OPDs
- Alternate medical therapy- Acupressure, electro-acupuncture
- Health, welfare screening camps for families & community
- Vaccines for families
- Deworming program for employees
- Foreign travel medical assistance through International SOS
- First Responder Training
- Mediclaim for all regular employees, ESI cover for contractuels,
- Social security- GPA, Life Insurance
- Sports, family meets
- Free ambulance services
- Creches at workplace



## Health Protection

- Workplace injury management
- Ergonomic interventions
- Health & Safety Training
- Enhancing safety & integrating with Occupational Health
- Health of Work environment, Toxicology, Biological Monitoring





"We must do something for the community from  
whose land we generate our wealth "

**Dr. Brijmohan Lall Munjal**  
(Chairman Emeritus)



# CSR Programmes and their project components

Programme focus		Project components					
GREENER	Environment	Tree Plantation	Water conservation	Solar lights	LED lights	Sanitation	Forest conservation
	Road Safety	Road Safety Training Parks	Road Safety Clubs	Mass awareness campaigns			
EQUITABLE	Education	Digital Education	infrastructure	Remedial classes	Science education	Career Counselling	Scholarships
	Women Empowerment	Livelihood Skills	Riding skills	Self Help Groups	Enterprunership skills	Safety	
	Specially-abled	Livelihood Skills	Surgeries and Direct aids distribution	Para athletes			
	Sports	Sports infrastructure at grassroots	Support rural sports	Support to regional players	Support to sports associations	Support to Para athletes	
	Community	Mobile medical vans	AIIMS vision centre + eye care van	Self-help groups	Support to orphanages	Aid for natural calamities	Water wheels

# Volunteering community involvement

## 5 Principle Flagship Programmes

### COMMUNITY CARE

Programmes to support Community Development



Programmes on Green and Clean India



Programmes on Road Safety



Programs to Improve School Infrastructure and Quality of Education



Programmes on Girl Child Empowerment and Education

Some of the projects under the 5 programmes .....

### Community based Public Health Programming

Comprehensive outreach eye care services in community through Satellite Vision Centre in association with AIIMS Delhi



Neuro-behavioral health screening programme for community through Richmond Fellowship Society Delhi



Multi-specialty screening health camps for community



Project Arogya- Mobile Medical Van in community



Healthcare & Sanitation project for schools



Physical aids donation camp for differently abled in community



# Community development programmes

Some of the projects under the 5 programmes .....

## Infrastructure Development and Water Conservation

We selected around 100 backward villages in Alwar, Jaipur, Rewari and Haridwar Districts for their socio-economic development.

### Drinking water facilities

We have installed RO water treatment plants in villages of Haryana, benefitting around 1000 people.

### Namami Gange

A series of awareness sessions and campaigns on cleaning and conserving the River Ganga were organized to support the project.

### Project Jal Hi Jeevan Hai

Under the scheme of Mukhyamantri Jal Swavlamban Yojana, we excavated an existing pond in Neemrana, Rajasthan and increased its water holding capacity by 60,000 litres.



Rain water harvesting



Water wheels

Children education projects for CRY

2W CHAMP- India's Champion Technician- Skill Assessment, skill development program

Road Safety Programme

Film Hamari Pari-Bisma in support of girl child

Project SAKHI- women empowerment & women safety

Project SHAKSHAM & SHIKSHA- Tab labs & Smart classes in villages

SHAKTI PARI- Power Angel- with State Police force

EK PAHAL- teaching women 2 wheeler riding

JEEVIKA- graduation ceremony, skilling women

WASH- Sanitation project



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# To have a Greener, Safer and Equitable World

## Green Vendor Development Program

Energy  
Management

Water  
Management

Waste  
Management

Pollution  
Prevention

Hazardous  
Waste

Environmental  
Compliances

## Garden Factory at Neemrana manufacturing Happiness



TOGETHER, LET'S EXPAND THE HORIZONS OF OUR ENVIRONMENTAL PRACTICES TO MINIMISE OUR FOOTPRINT.

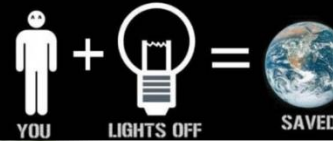
[LEARN MORE >](#)

## ELECTRIC MOBILITY Zero Liquid Discharge

Green roof top over  
Manufacturing Plants

Roof top Solar Panels

### EARTH HOUR



Approx. 4000 KWH of  
power saved in 1 hour  
by 5 Plants this year

Hero LED & Solar Street Light- AARUSH  
Project

Hero Green Drive

Zero Waste to Landfill Program

Project Greenco- ban single use  
plastics

Minimization of Carbon footprint-  
reduction of emissions



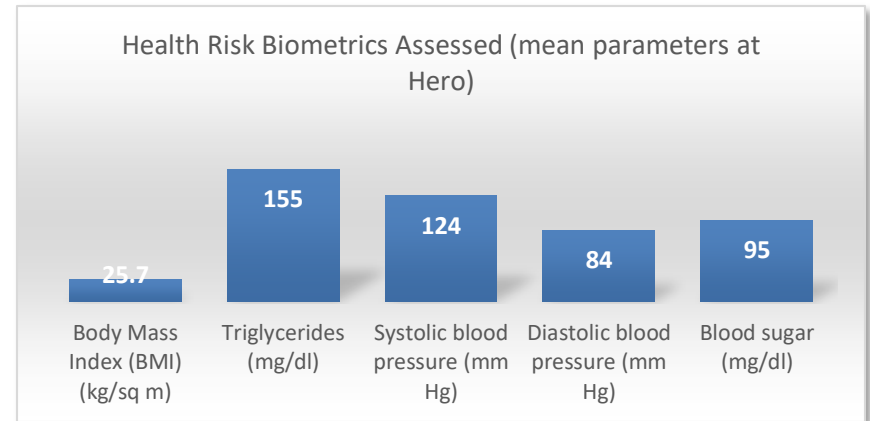
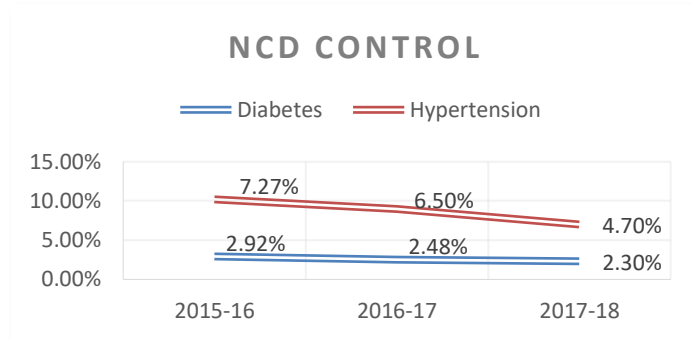
Hero MotoCorp enters Asia &  
India Book of Records for  
"Maximum families participating  
in Tree Plantation Drive" - 0.21  
million trees planted by 35000  
families in 10 minutes on 21<sup>st</sup>  
July 2019 at Dehradun



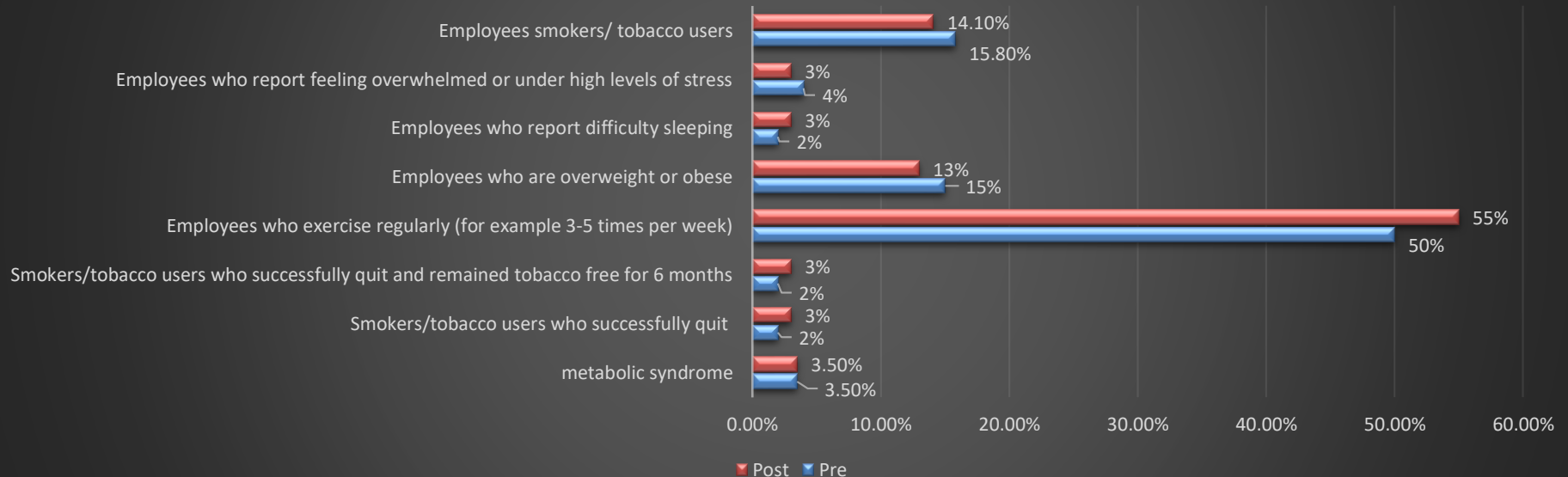
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# When Numbers Speak Volumes

## Continuous Improvement: Evaluation & Outcome



### Health behavior data assessed at Hero yr 2017-18, 2018-19



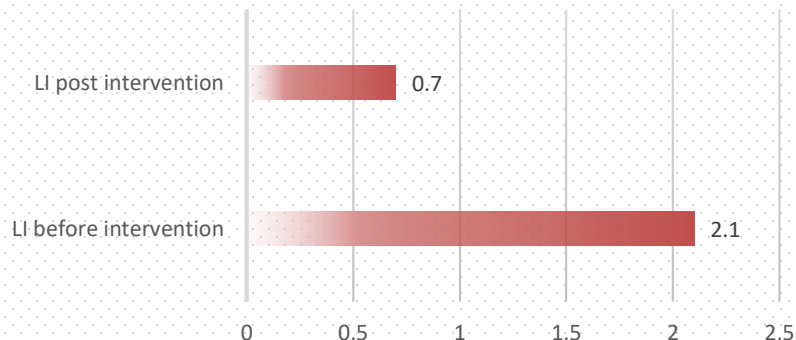
## Specific Intervention Programmes at Workplace

**Scope-** Ergonomic intervention to eliminate manual lifting of automobile engine

**Objective-** To modify assessed NIOSH Lifting index to below 1

**Activity studied-** Engine mounting on frame body studies in Jan 2017

PRE POST INTERVENTION VALUES OF NIOSH LIFTING INDEX



**Intervention methodology-** Ergonomic assessment & action plan for implementation of installation of mechanical manipulator



Problem: Lifting of engine above shoulder height



Final modification plan: Installation of mechanical manipulator



**Scope-** To include all employees for improvement of physical fitness

**Objective-** To increase mean fitness score above 70, thus reducing NCD risk

**Study indicators-** Pre & post intervention Fitness score of participants

Study Parameters	Pre intervention	Post intervention achieved
Average Fitness Score	less than 70	more than 70
BMI	26.4	25.8
Employees who exercise regularly	50%	55%

**Intervention methodology-** Lifestyle modification, health & wellness activities (yoga, nutrition, aerobics, Zumba) for controlling body mass index, percent body fat, waist hip ratio



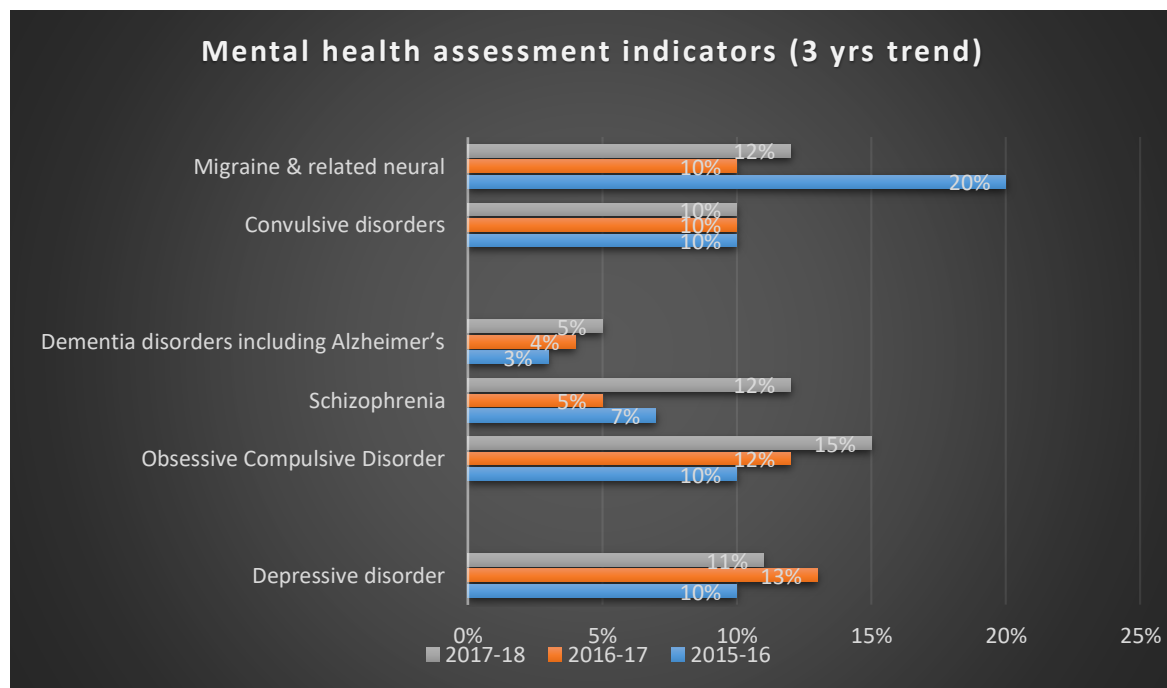


## Specific Health Intervention Programmes in Community

Program: Comprehensive outreach eye care services in community through Satellite Vision Centre

Activity	Total planned (2018-19)	Total achieved (2018-19)
OPD patient registration	3000	2631
Refraction testing	1200	917
Cataract reporting	400	168
Cataract surgery	200	137
Diabetic Retinopathy camps	6	5
Cataract screening camps	2	2

Program: Neurobehavioral health screening programme for community



## A BILLION HEROES. A NEW HEARTBEAT.

- 7.6 million litres of Water storage capacity enhanced in village ponds and check dams
- 1,400+ toilets and sanitation facilities built in 150+ government schools
- 2 Million trees planted with a survival rate of 90%+
- 500,000 seed ball plantation carried out in a single day
- 35,000+ families planted 210,000 trees in 10 minutes - registered in India and Asia Book of records
- 100,000+ LED bulbs put up in 300+ villages saving 30 million units of electricity annually
- 14,000+ Solar street lights put up in 250 villages
- 5,00,000 + participants in various Road Safety initiatives
- 8 Road Safety Training Parks in a country
- Special tie up with AIIMS helped in eye care for 3500 patients annually

### *Deeds of Heroes in CSR*

- 150 million + views of various Hero CSR awareness films across media
- 1150 Road Safety Clubs in schools
- 300,000 + Students of Government School supported for better education through infrastructure and soft interventions
- 150 + government schools transformed into model school with state of art facilities
- 21,000+ women skilled & empowered, 65% got employed or self employed
- 4,000+ Girls provided with Two wheeler riding training
- 2,000+ Athletes being supported including various para athletes of India
- 6,000+ Specially abled people benefited from various Hero CSR initiatives including surgeries.
- 300,000+ people got benefited for primary health care through mobile medical vans

# Hero

World's Largest Two Wheeler Company

*Hum mein hai Hero*





# Fostering innovation:

- Digital Integration
- Mobile Technology
- Dedicated health wellness portal

Digital  
Wellness

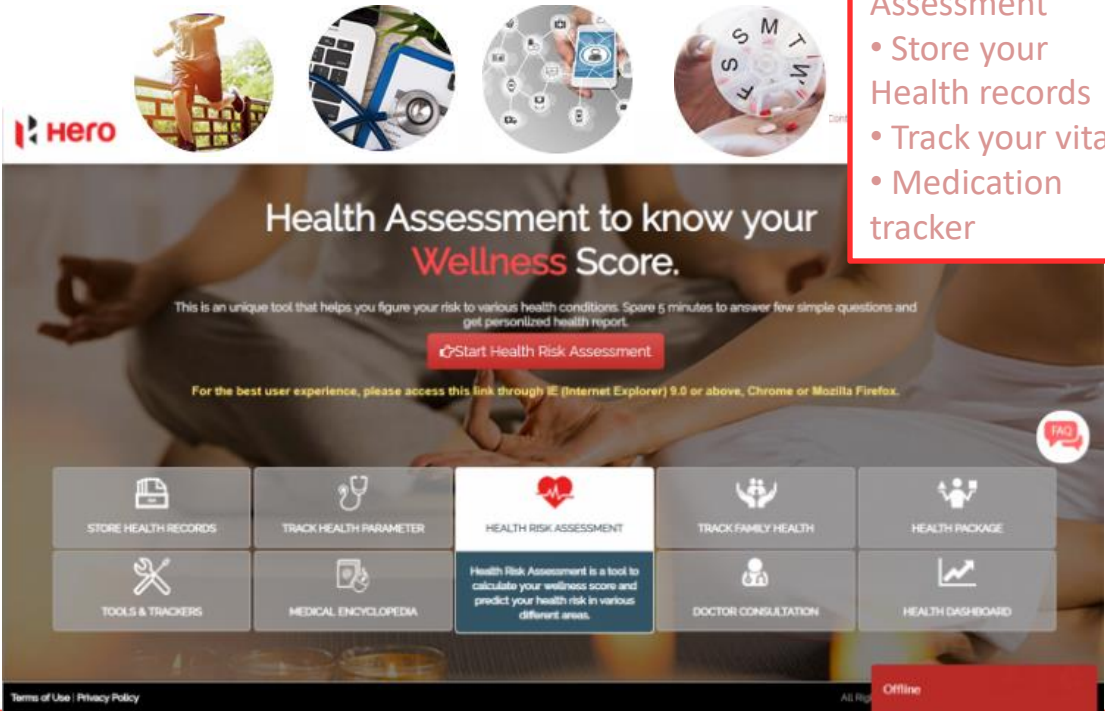
Changes call for innovation & innovation leads to progress

Doctor **Insta**.com



OPEN INNOVATION  
IDEA CONTEST  
HERO HATCH

- Health Risk Assessment
- Store your Health records
- Track your vitals
- Medication tracker



# Our Global Sustainability Vision



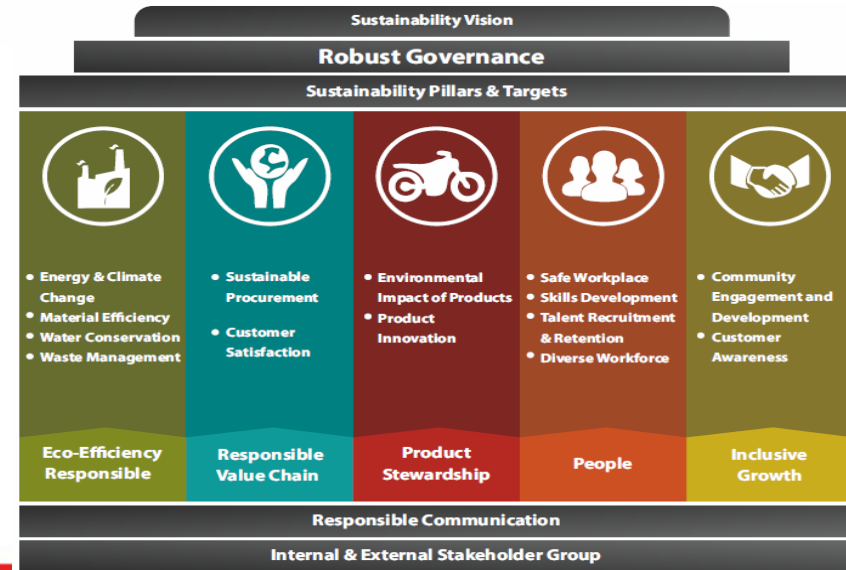
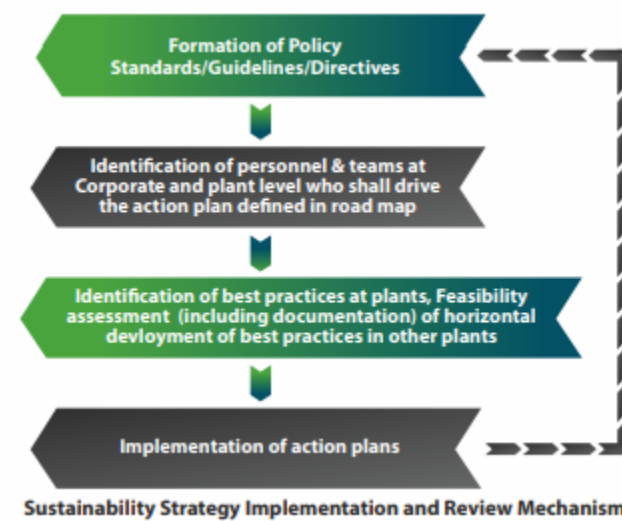
**Vijay Sethi**

Chief Information Officer,  
Head - Corporate Social Responsibility  
Head - Human Resource

"We at Hero MotoCorp firmly believe that our employees are our most valuable assets and fundamental drivers of our growth. Our people are our competitive advantage and the reason for our sustained success. We hire the best talent and then we nurture and support each one of them and provide them with an environment that is conducive for innovation and continuous improvement so that they grow and so does Hero."

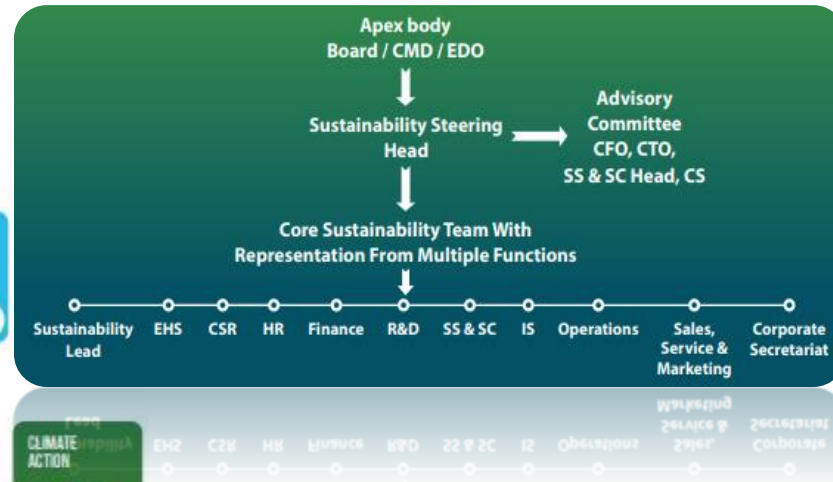
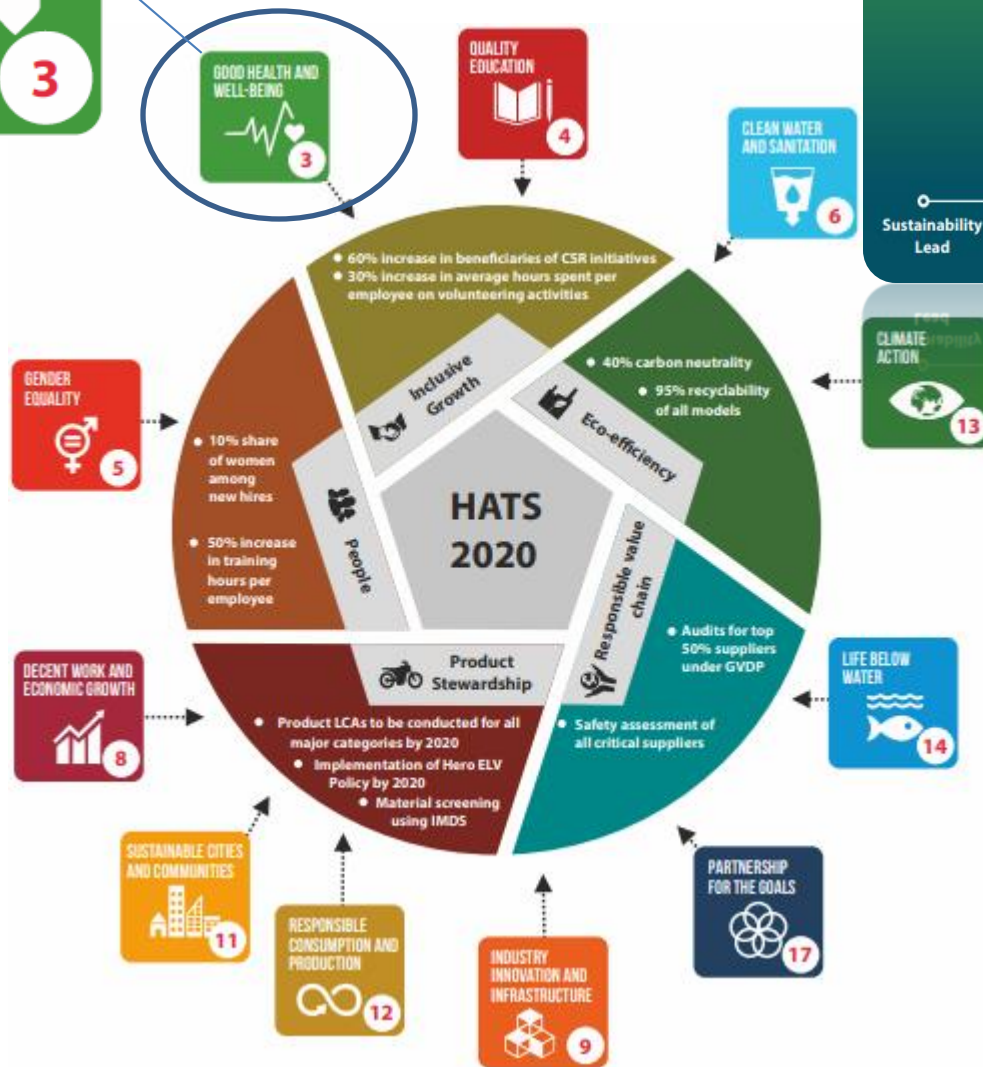


Continual Review



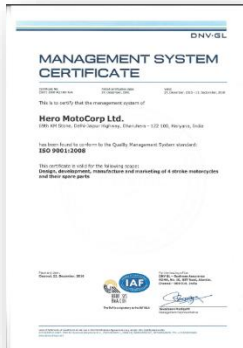
## GOOD HEALTH AND WELL-BEING

# For a Better Tomorrow





# *Certifications, Accolades: Recognition is the greatest Motivator*



## IMS & related Certifications

- ISO 18001
- ISO 45001
- ISO 50001
- ISO 9001
- ISO 14001
- FSSAI



## Health & Wellness Accolades

- 5<sup>th</sup> IHW Gold Award 2018 for innovation in Health & Wellness
- Arogya World Gold Award 2017
- OSH India Award 2018 for Occupational Health innovation & implementation
- Arogya World Platinum Award 2018



## Awards in CSR, Environment, Process

- TPM Excellence
- TPM Consistency
- Excellence in Environment Management CII Award
- Excellence in CSR from CII
- Mahatma Award 2019 to CSR
- Diamond Award for highest CSR contribution
- FICCI Road Safety Award
- Best Green Excellence-Sustainability by Economics Times Now
- Highest rating certificate ET4Good by Economic Times & KPMG
- Commendable work as CSR Company by FICCI
- IDMA Digital Media Award to Hamari Pari
- Global CSR Award for excellence in 5 pillars of CSR

# Prominent Awards

Honorary Doctorates from SMVD,  
Katra & NIT, Kurukshetra-  
2018



Indian MNC of the Year' Award -  
2017



TIME INDIA 'Manufacturing  
Innovator of the Year' – 2016



2-Wheeler Manufacturer of the  
Year Award at CNBC Awards -  
2015



Business Leader of the Year Award -  
2013



Bike Maker of the Year Award -  
2013



## Hero MotoCorp meeting Global Healthy Workplace Protocol

Criteria	Hero MotoCorp Health Programmes & values aligned to the criteria
Leadership commitment & engagement	OHS & related policy roll out by Company MD; transparent communication about globally standardised goals & objectives of policies to all employees through dedicated portal & resources with active participation
Worker involvement	Health safety committee, HR, TPM committee, Canteen Committee, Cross Functional Team for Zero Waste to Landfill, CFT for Greenco, Location Internal Committee for prevention of sexual harassment, Biomedical Management Committee, Fitness Club, Sports Club, Knowledge club, Social volunteer club, Culture club, Occupational Safety & Health performance appraisal committee (OSHPAC), Total employee involvement (TEI), Registered employee union
Business ethics & legality	Compliance to regulations of relevant laws & codes to protect human rights & labour rights of our workers
Sustainability & integration	Integration of health programmes on vertical & horizontal deployment with UN SDG 17 to achieve global sustainability targets; HATS 2020 to transform to ambitious targets 2030.
Continuous improvement	Scientific assessment of indicators, evidence based needs assessment through global metrics, plan of action with global KRA & vital tools like Management review & internal, external feedback are some of the features contributing to continuous improvement
Innovation	Hero Health & Wellness portal to capture & analyse data globally across all locations. Health & wellbeing strategy linked to global SDG 17 goals. Use of digital interface & mobile technology for data management & feedback
Replicability	Replicable across global locations with horizontal deployment



*Dream is not what you see in sleep,  
it is the thing which doesn't let you sleep*



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**we care**

For You. For Life. For Earth.