



we care

**7th 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 (1st July 1923 to 1st 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



Network in India



Global Parts Center,
Neemrana



Neemrana Plant,
Rajasthan



Haridwar (HM3H-2008)

Haridwar Plant,
Uttarakhand



Gurgaon (HM2G-1997)

Gurgaon Plant,
Haryana



Dharuhera (HM1D-1984)

Dharuhera Plant,
Haryana



Vadodara Plant,
Gujarat

Centre for Innovation
& Tech., Jaipur

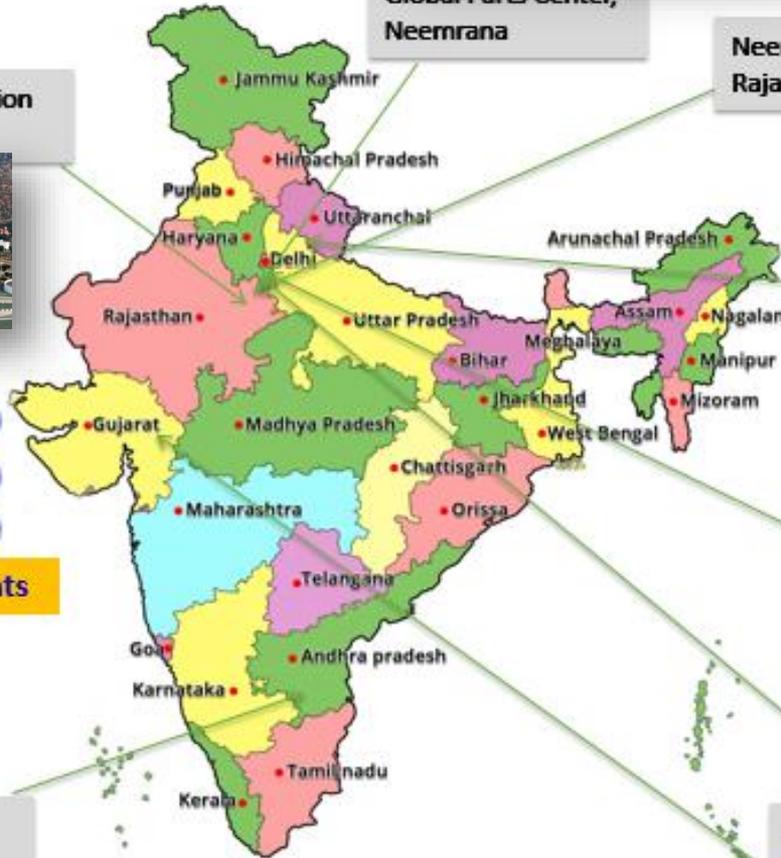


Corporate Office, New Delhi

5 Zonal Offices

Regional Offices

6500+ Customer touch points



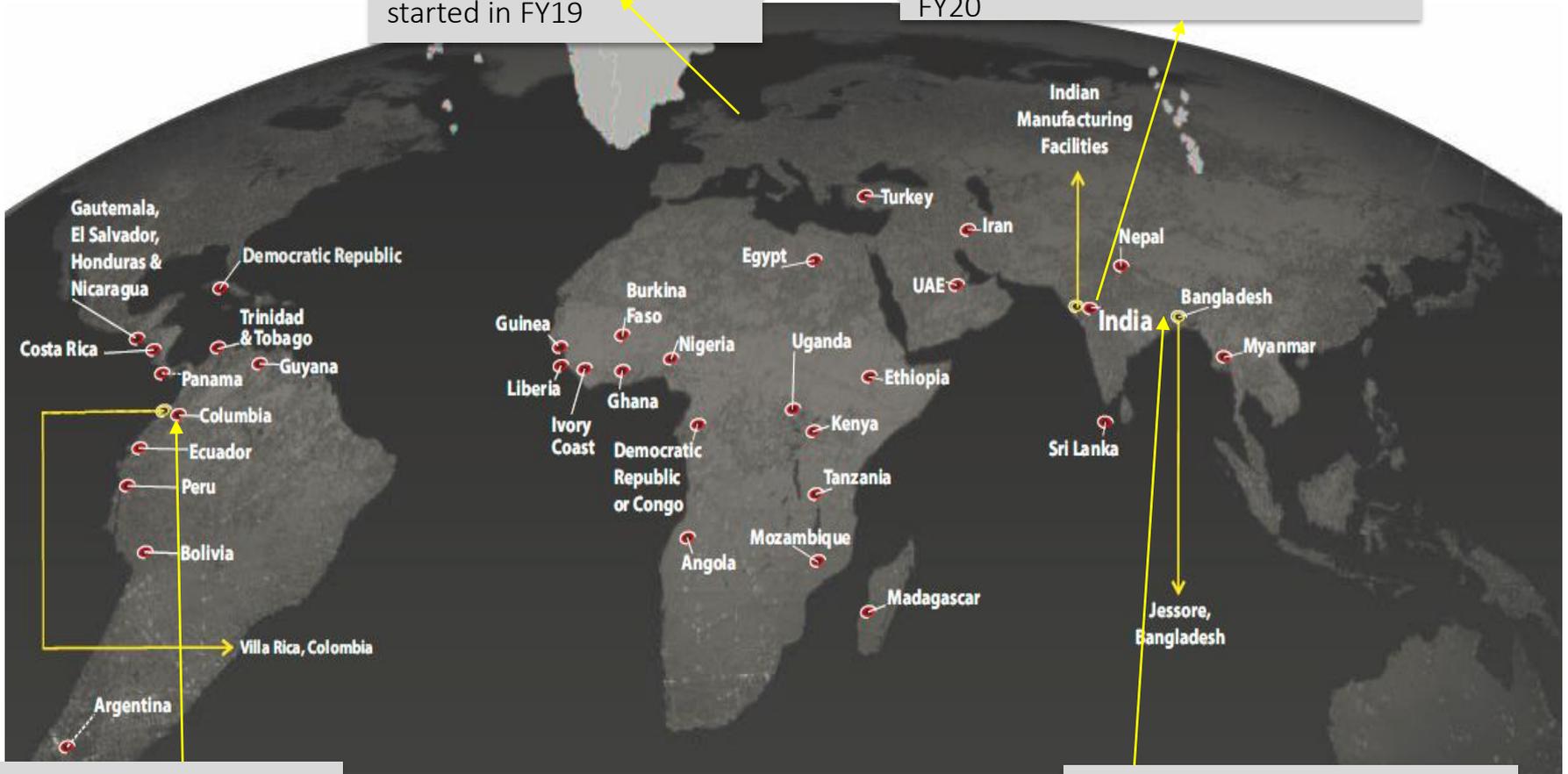
Upcoming Plant in
Andhra Pradesh



Global footprint

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

Hero Tech Center Germany started in FY19



1st Overseas Plant at Columbia started in FY16



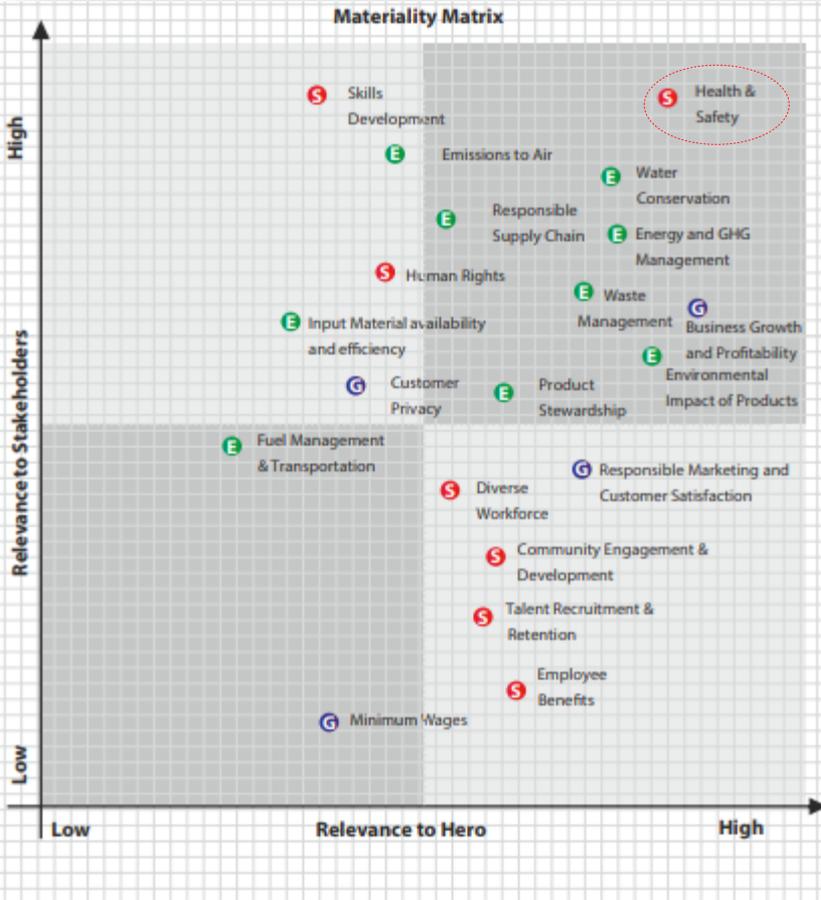
2nd Overseas Plant at Bangladesh started in FY18



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

Dr Pawan Munjal

Chairman, Managing Director & CEO



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



Triple Bottom-line & Materiality Matrix



“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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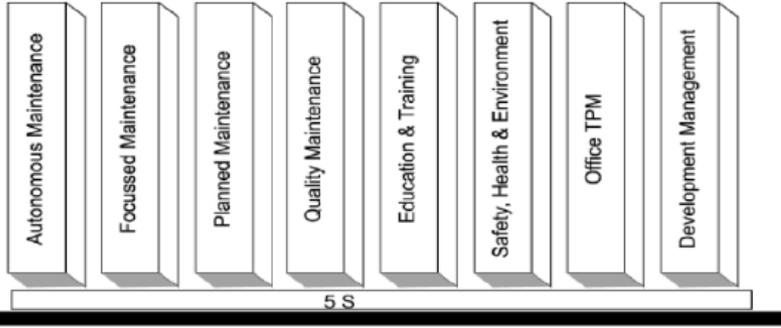
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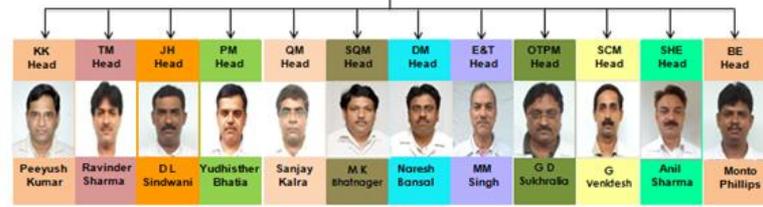
Best,
Pawan



TPM



(A TPM committee model)

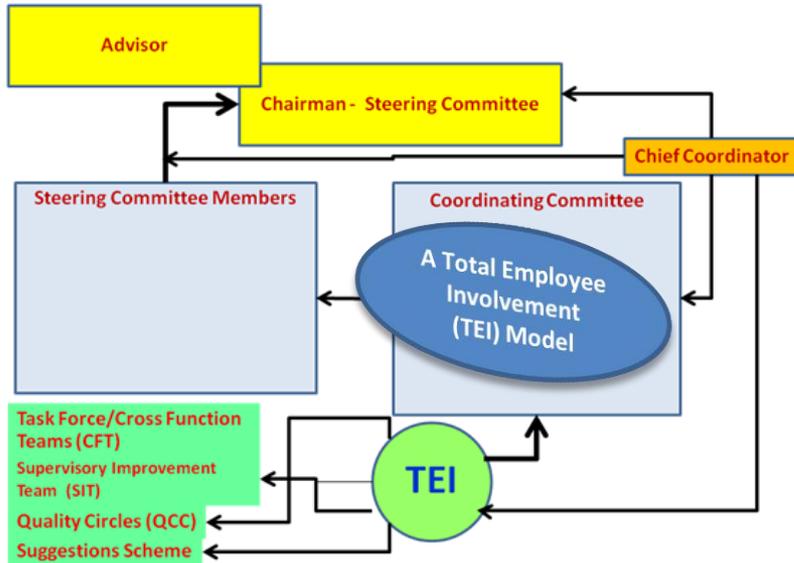


Strong Leadership Support

- 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

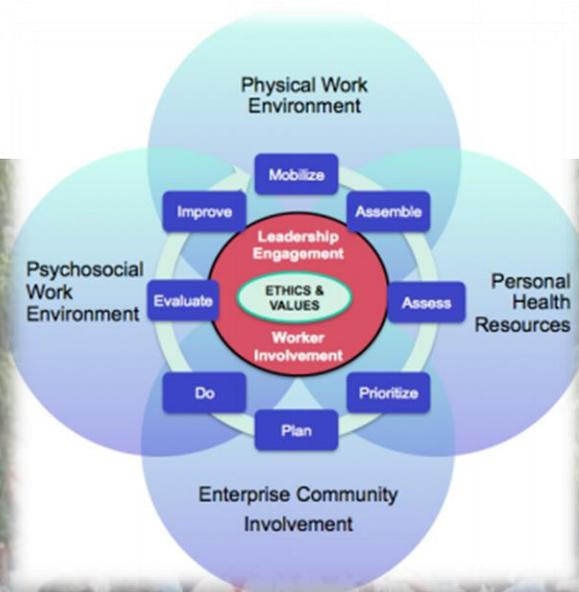


Cross Functional Teams

- 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

QUIZ TIME!

Let your moral compass guide your way.

★★★★★

Watch this space for more.

Hero ETHICS

Visit www.in.kpmg.com/ethics/hero or email us at hrc@ethics热线.in
Complaint No. 9800 200 4625 7500 AH (100PHBusiness days)

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.

E-compliance suite

Hero

pwc

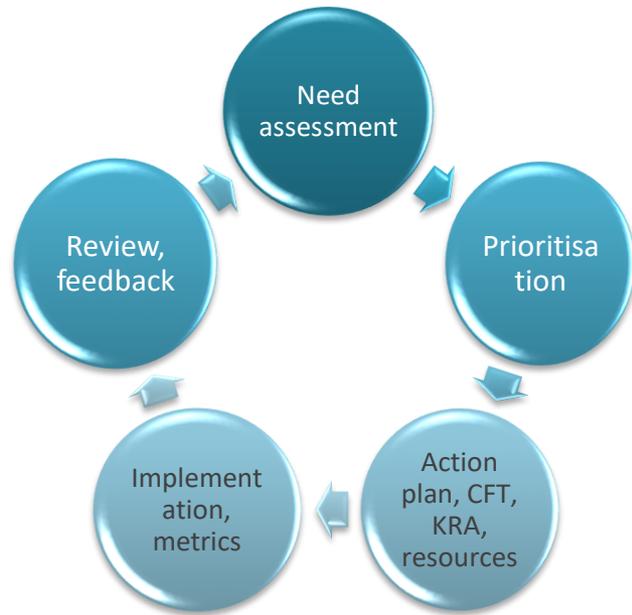
Enforce Plus

Google External user

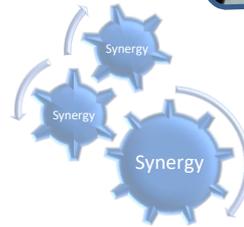
Sign in




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 NO.1 – Hall of Fame



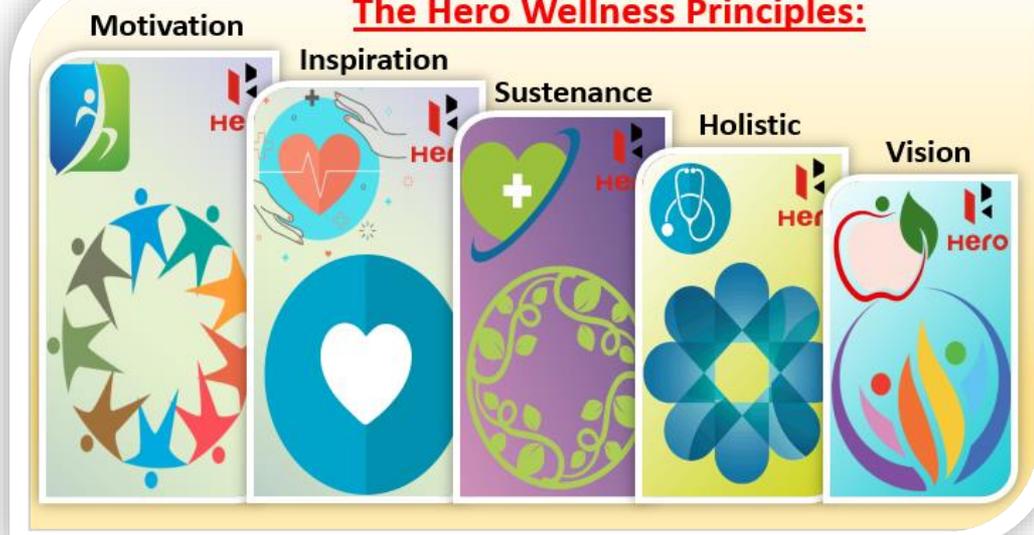
HERO-WELL "Hall of Fame" JULY'18 – JUNE'1

 July 18	 August 18	 August 18	 September 18	 October 18	 November 18
 December 18	 December 18	 January 19	 January 19	 February 19	 March 19
 March 19	 April 19	 May 19	 June 19		

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 

HERO

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

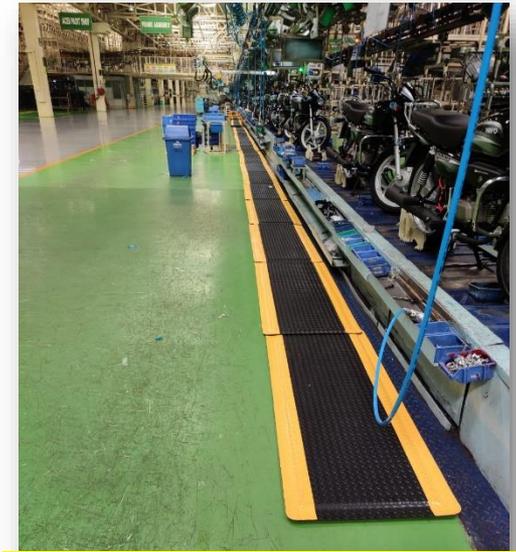
Ergonomic survey, interventions

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
- 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: hmc1-all

Tue, Oct 1, 10:17 AM

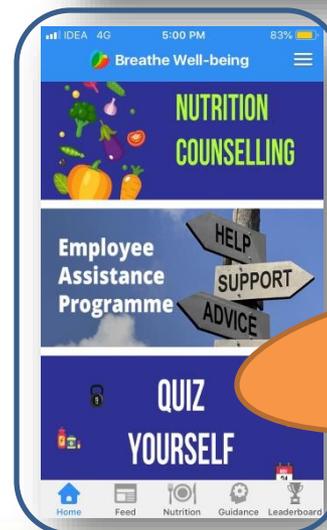
Get Better sleep-naturally



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



Nutritional Wellness

Aligned programmes

Health & wellness portal

Fun @ workplace

Team celebration

Gymnasium

Standing workstations

Alternate Medical Therapy

Role play, Audio Visuals, skits

Walkathon, Marathon, Impact League



Subsidised cafeteria

Nutrition challenge

Healthy choices

Vending machines

Meal coupons

FSSAI Orange book

Digital calorie display

Modern food processors

Healthy Pot Luck



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:

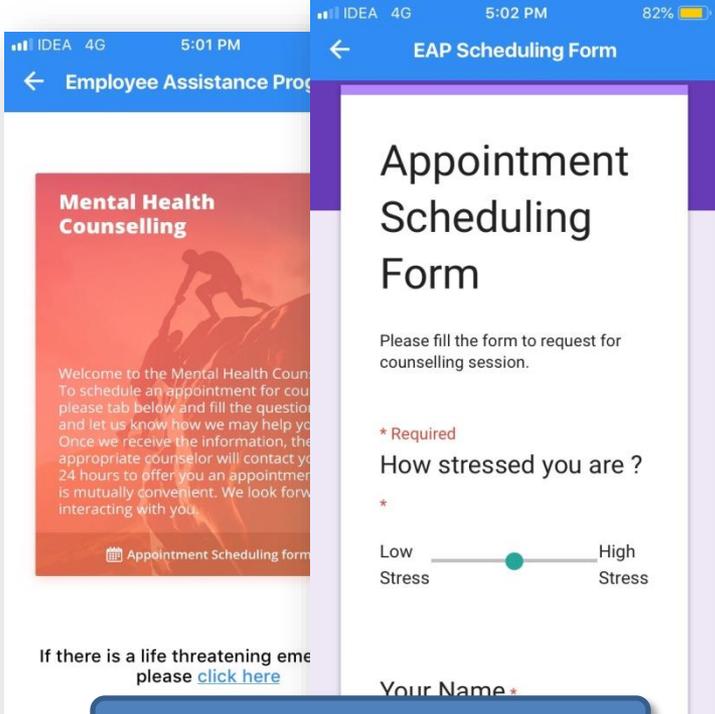
Support Counselling, discussion forums & platform, Nutrition counselling, family meets, health programs, guided meditation, Spiritual Art of Living, fitness & yoga videos, telemedicine, Emergency health assistance helpline

Work Culture:

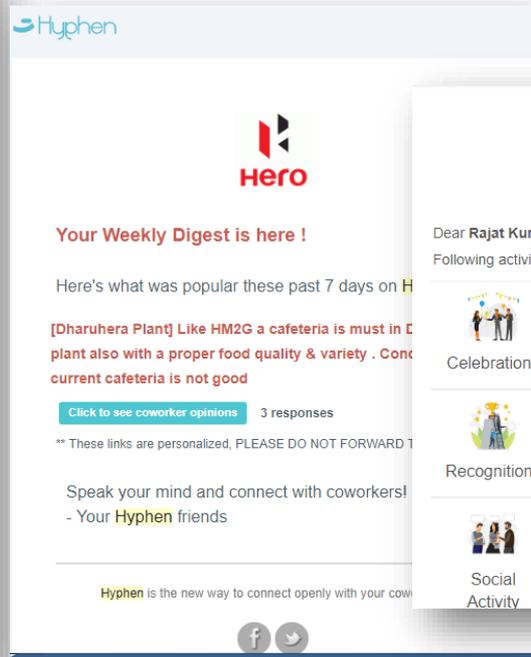
Awareness Training on gender diversity & inclusiveness
Team capacity building programme
Team leadership programme

Employee growth & development:

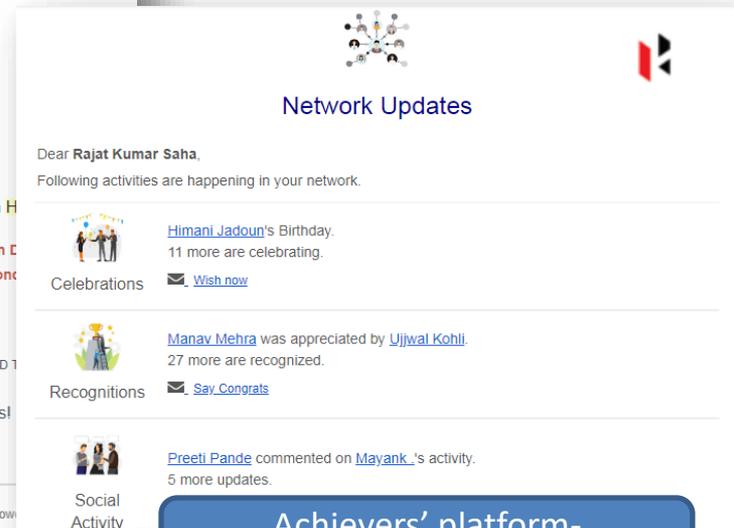
Employee health assistance programme for supporting mental health
Survey & e-interaction platform- *hyphen*



Employee Assistance Programme



Hyphen- Be heard @ work



Achievers' platform- Survey & e-interaction



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



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



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 2nd 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
- Medclaim for all regular employees, ESI cover for contractuales,
- 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 various villages in Haryana, benefitting around 10000 people.

Namami Gange
A series of awareness sessions and campaigns on cleaning and rejuvenating 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

Road Safety Programme

Film Hamari Pari-Bisma in support of girl child

SHAKTI PARI- Power Angel- with State Police force

WASH- Sanitation project

Children education projects for CRY

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

Project SAKHI- women empowerment & women safety

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

EK PAHAL- teaching women 2 wheeler riding

JEEVIKA- graduation ceremony, skilling women



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

YOU + LIGHTS OFF = SAVED

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

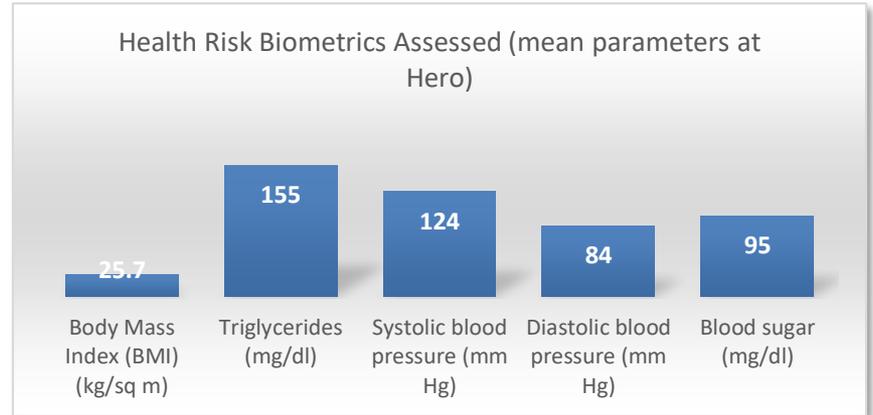
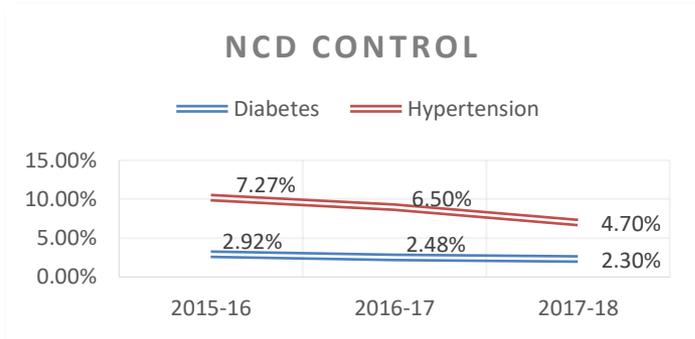


Hero MotoCorp enters Asia & India Book of Records for "Maximum families participating in Tree Plantation Drive" - 0.21 million trees planted by 35000 families in 10 minutes on 21st July 2019 at Dehradun

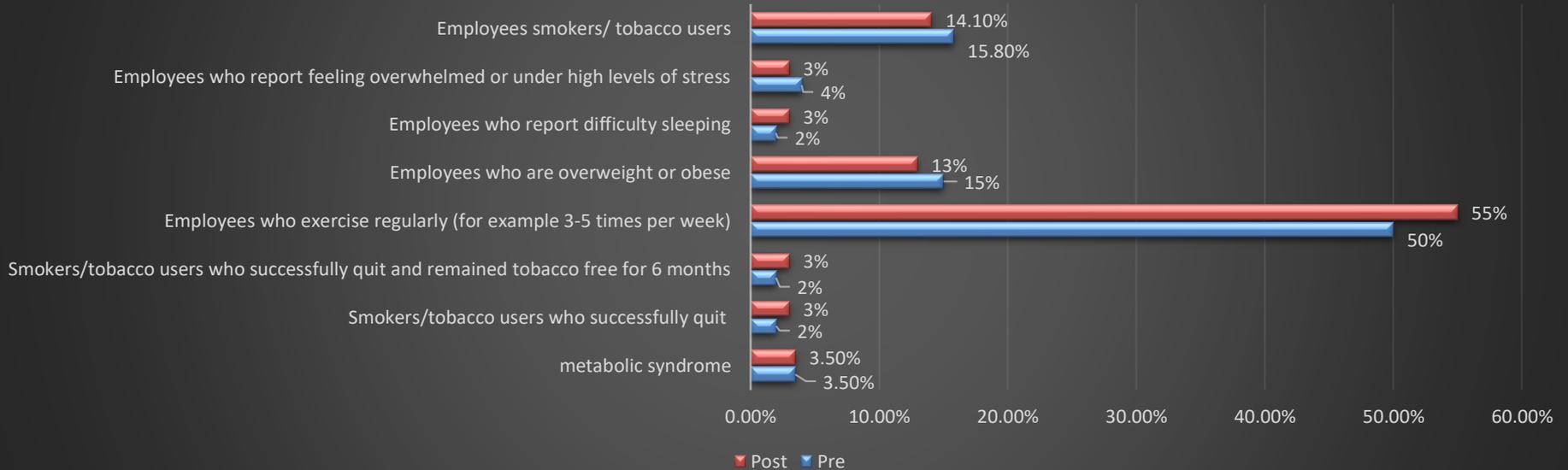


When Numbers Speak Volumes

Continuous Improvement: Evaluation & Outcome



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



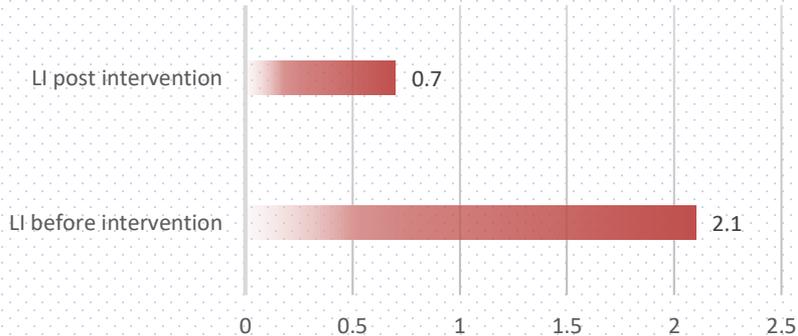
Specific Intervention Programmes at Workplace

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



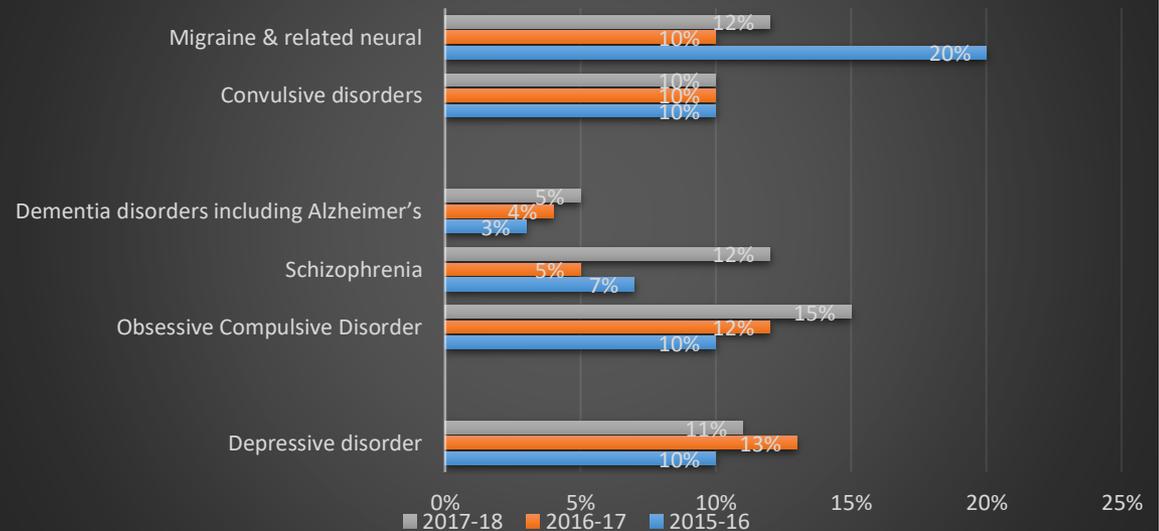
Specific Health Intervention Programmes in Community

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

Mental health assessment indicators (3 yrs trend)



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



Changes call for innovation & innovation leads to progress



**OPEN INNOVATION
IDEA CONTEST
HERO HATCH**



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




Our Global Sustainability Vision

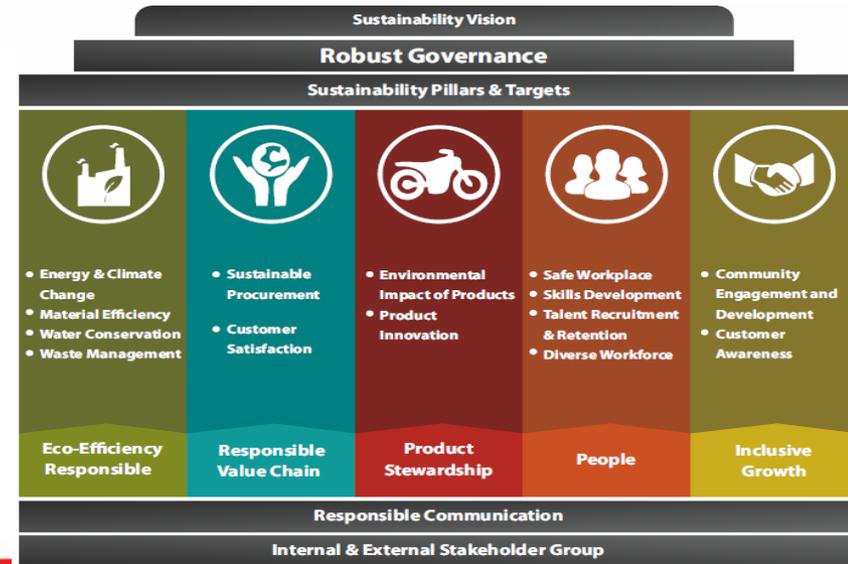
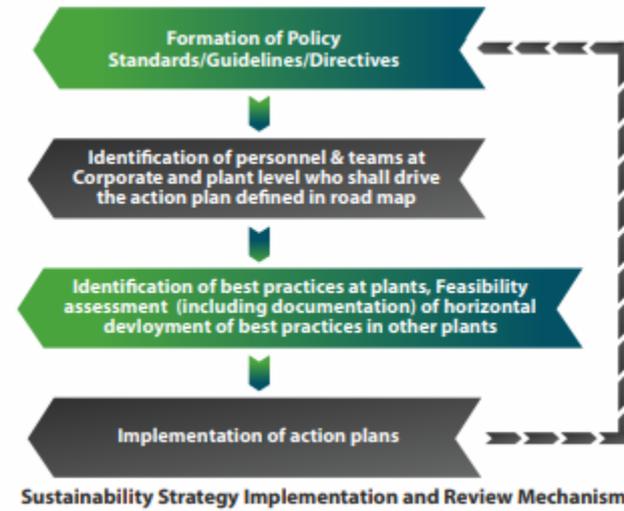


Vijay Sethi
 Chief Information Officer,
 Head - Corporate Social Responsibility
 Head - Human Resource

"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."

- Eco-Efficiency
- Responsible Value Chain
- Product Stewardship
- People
- Inclusive Growth

Continual Review

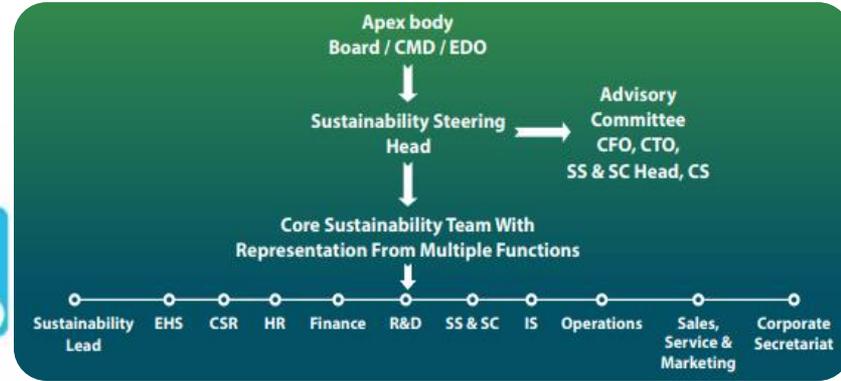
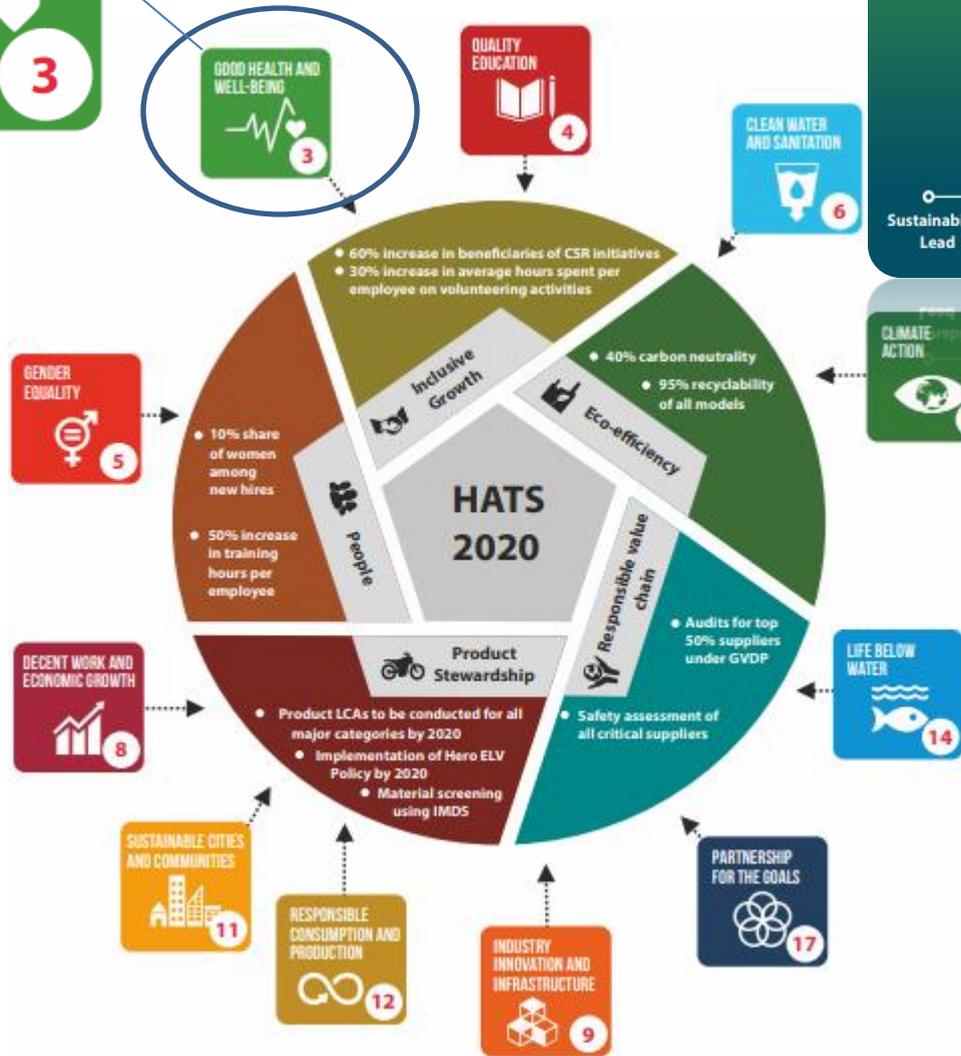


GOOD HEALTH AND WELL-BEING



3

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

- 5th 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.