



# NEW CHALLENGES IN MENTAL WELLBEING

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Reliance Industries Limited

## People & Culture

### Sustainability at the Core

#### ENVIRONMENT

**2.1+ crore**

*Saplings planted till date*

**7.32+ crore m3**

*Rainwater harvesting capacity created since inception*

#### PEOPLE

**1,94,056**

*Direct employment*



**50+ lakh**

*Indirect employment*



#### CORPORATE SOCIAL RESPONSIBILITY

**₹904 crore**

*CSR expenditure during the year*

**26 million**

*Lives touched across 18,000+ villages & 200+ urban locations since inception*

### Value Drivers for RIL

#### INNOVATION AND R&D



**120**

*Patent applications granted during the year*



**900+**

*Researchers and scientists*



Refining & Marketing

Petrochemicals

Oil & Gas

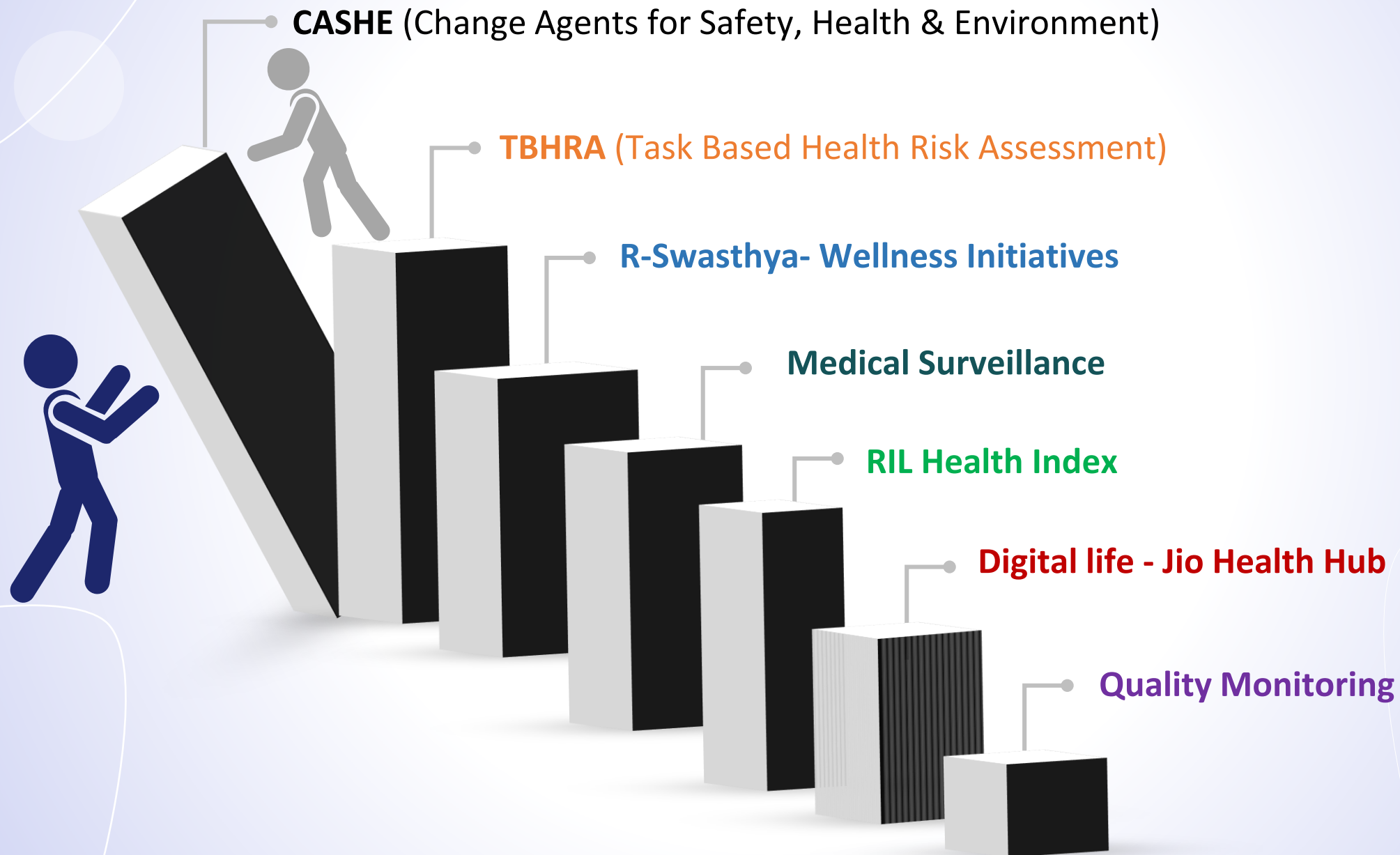
Media & Entertainment

Digital Services

Retail

## Business Verticals

# Key Initiatives



# Context – COVID 19 & Employee Engagement



## **During Covid-19 Pandemic**

***RIL** has undertaken several proactive measures to ensure safe operations and has kept employee safety and well-being as **utmost priority***



## **Periodic Employee check-ins**

*have been used to gauge employee sentiment. Two employee check-in surveys have been conducted- one in May 2020 and the second in Sept 2020*



## **Continuous Engagement**

*Targeted sessions for employees and families to manage mental health. About 15000+ participants participated in webinars, expert talks and campaigns*



# Challenges and Mission – COVID 19

- Communication
- Risk reduction
- Creating infrastructure
- Medical assurance COVID 19- testing, tracing, isolate
- Health & Wellbeing with focus on mental health



# Communication



- **Symptom checker** - Being tracked on daily basis
- **Advisories, Videos, Shubh Labh** on COVID 19
- **Awareness Posters**

# Risk Reduction

## Screening

- Daily temperature check with non-contact thermometer
- Separate OPD for cough/ cold/ fever symptoms
- All visitors stopped from entering any site, township or office.

## Social Distancing and Lockdown

- Travel Advisory in place since 18<sup>th</sup> March 2020 (first advisory on 31<sup>st</sup> January)
- Work From Home operationalized across Reliance from 18<sup>th</sup> March 2020
- Social Distancing being adhered to in all places
- All sites, townships & offices under strict lockdown
- Materials entering sites and townships fumigated
- All work locations sanitized every 3 hours.

# Risk Reduction

## Vaccination

### A Shot In The Arm

**RIL's** vaccination drive to include co staff and their family members, retired employees, partners like Google and BP, significant investors

**RIL tying up with cold storage chains,** held early talks with AstraZeneca, Gamaleya as part of community vaccination plans

The move is part of a broader strategy to deliver **medical services digitally**



ET Prime

## Reliance rolls out mega Covid-19 vaccination drive

ijayraghavan, ET Bureau • Last Updated: May 27, 2021, 12:38 PM IST

SHARE FONT

### Synopsis

Officials said the vaccination offer is also open to employees of all significant investors in the company who are keen to be vaccinated. RIL has also extended the vaccination programme to family members of its employees.



RIL is understood to be tying up with cold storage chains and has held early talks with AstraZeneca and Gamaleya, the maker of Sputnik-V vaccine.

In what might be the biggest **vaccination drive** by a company, oil-to-retail conglomerate **Reliance** Industries (RIL) has signed contracts for sourcing vaccines from Bharat Biotech and Serum Institute for potentially 1.3 million persons, which includes its own employees as well as those of its partners such as BP and Google. This number includes

employees of **RIL** **NSE 1.43%** and its subsidiaries, notably Jio and Reliance



# Infrastructure – Inhouse Isolation Facility



# Mental Health as a Whole – Global Prevalence

- **Mental health issues** like Anxiety, Depression, Substance Abuse, Bipolar Disorder, Schizophrenia and Eating Disorder **impact millions of people around the world**
- These issues adversely impact **employee behaviors, productivity, ability to perform and overall well-being**
- Organizations have taken cognizance of these issues and are **prioritizing and investing in the initiatives to keep their workforce safe**
- **McKinsey survey (Ref: Dec 2020)**
  - Out of 1,000 employers, 90% reported that the COVID-19 crisis was affecting the behavioral health and often the productivity of their workforce
  - Organizations like Starbucks and three US automakers spent more on health insurance than the raw material (coffee and steel) for their respective businesses.



Company-wide mental health education program by coaches



Mental health employee resource groups (ERGs) as a bottom-up approach to mental health support at work



Thoughts, Energy, Attention (T.E.A) Check in and Blue Bot program to provide mental health support to the employees



Medical advice line and counselling services that are completely confidential and available 24/7



CARES program under Microsoft Live Well 365

# Work From Home & Mental Health

## Why is there a need for mental health awareness?



**\$ 1 trillion  
p.a.**

Cost to the  
global economy  
in lost  
productivity

**For every \$1  
→ \$4**

Return in  
improved health  
and productivity  
from investment  
in mental  
disorder  
treatment.

**42.5%**

Employees in the  
private sector of  
corporate India  
suffer from  
depression or  
some form  
anxiety disorder

**\$1.03 trillion**

India will suffer  
economic losses  
from mental  
health conditions  
between 2012  
and 2030.



# Mental Health: COVID 19

## COVID-19 imposed the following conditions

- Lockdown
- Quarantine
- Isolation
- Loneliness
- Inactivity
- Social Distancing
- Work from Home
- Unpredictability
- Uncertainty
- Ambiguity
- Loss of income
- Limited access to basic services



“

**53%** of working women and  
**29%** of men have experienced  
an increase in anxiety since  
February, 2020

- *Forbes*



# Mental Health: Women Workforce

## Impact On Women

**38%** of working women in India show signs of mental disorder compared to only **26%** of the women who don't work.

How can something that gives a woman independence and sense of achievement cause more stress?



## Factors Impacting Mental Health of Women

- Pressures created by their multiple roles
- Gender Bias
- Gender Discrimination
- Overwork
- Domestic violence
- Sexual abuse

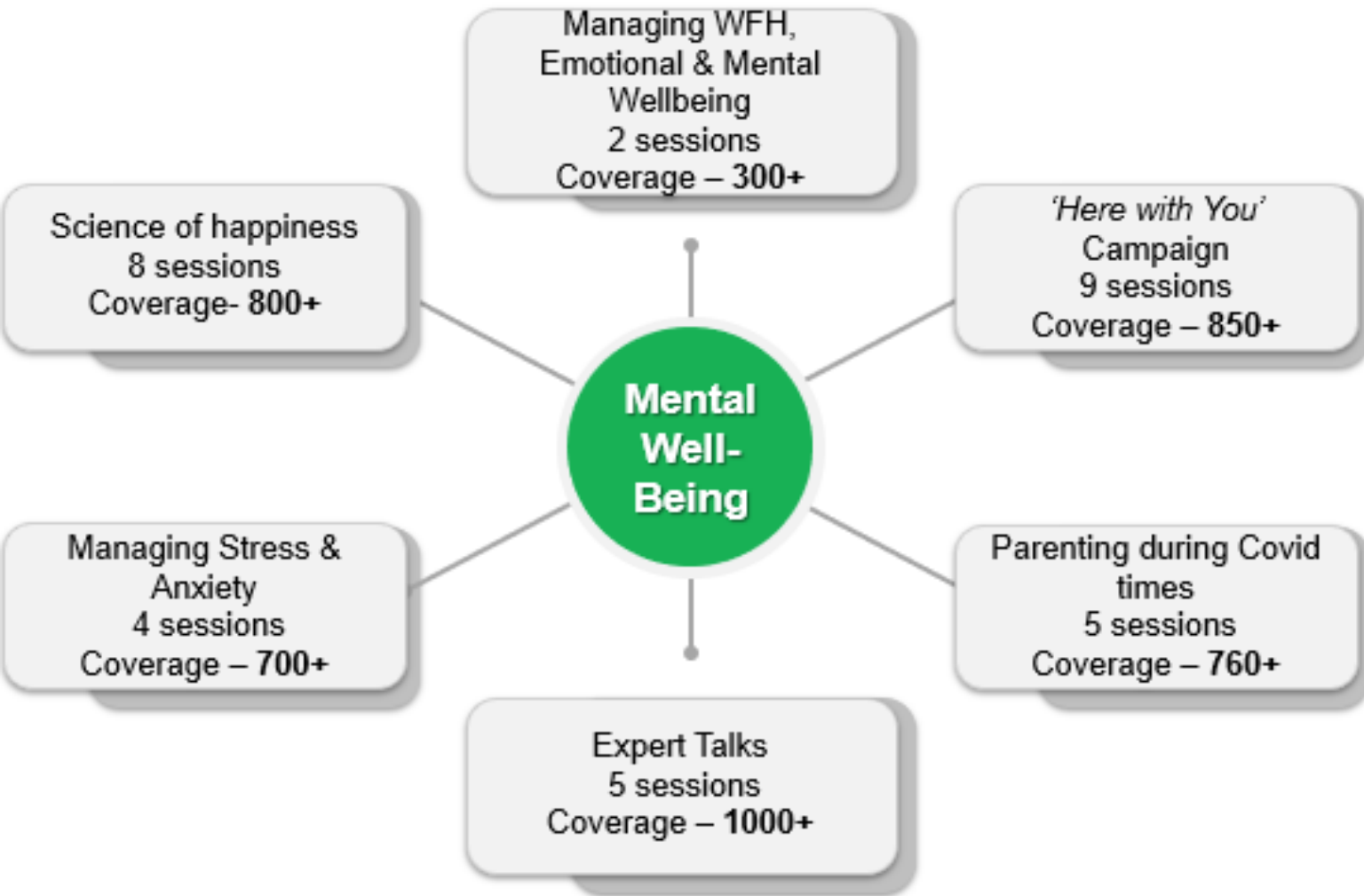
# Mental Well-being: The Business Case



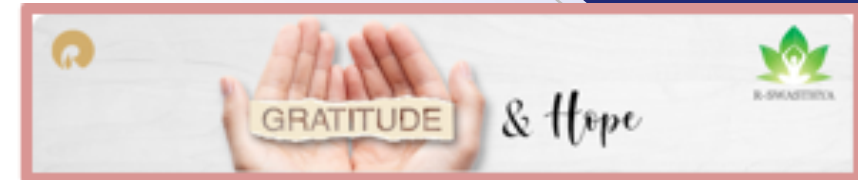
# Employee Assistance Program (EAP)

- **People's Manager Guide:** A guide to the employees from their managers to support mental wellbeing
- Partnered with **employee assistance provider- 24X7 Mental health helpline**
- Digital platform through **Jio Health Hub.**

# Continuous Engagement



**JioHealthHub: Single Platform for access to all services**



**Sessions by Experts and Telephonic/ Video Consultation with Counsellors**

**8-week stress control online program using Cognitive Behavioral therapy (CBT)**

**Teasers, leaflets, email communications, creatives for the employees**



# Pre-Existing Wellbeing Program

## *Physical Wellbeing Matters too*

- Webinar on lifestyle disorders and how to manage post-pandemic
- Diabetes Control Mission, BMI reduction program, lifestyle clinic etc.
- Teleconsultation with the specialists to provide convenient services to the employees
- Health and safety tips via regular communication
- Yoga Sessions, meditation sessions, YOGA, pranayama Videos
- My voice Group discussion and employee engagement
- “Gratitude & Hope”, Reliance Family Day celebration by series of virtual sessions/webinars.



**Thank you**