WINNER FOR COVID-19 AGILITY & RESPONSE

ORACLE IN INDIA ENTITIES QUICKLY AND EFFECTIVELY ASSISTS EMPLOYEES DURING COVID-19 PANDEMIC

Oracle in India entities, winner of the 2023 Agility and Response Award, provides critical support and health services for employees.

Oracle offers integrated suites of applications plus secure, autonomous infrastructure in the Oracle Cloud.

Niranjan Joseph, Vice President - Human Resources, describes the challenge it faced:

'With COVID-19 spreading exponentially, employees were yearning for information and support. COVID uprooted the world, pushing organisations to the forefront of driving change. The need of the hour was for Oracle to be agile and responsive. We worked on multiple strategies to provide timely medical and financial support to employees and their immediate family members, including employees working remotely, while ensuring business continuity.'

A Multifaceted Approach

Medical Support

Oracle focused on the safety and well-being of its employees during the COVID-19 pandemic by effectively providing essential medical support across a globally distributed workforce. To ensure Oracle employees had the services they needed and to maintain business continuity, Oracle activated an impact-based approach to business continuity management with preparedness and response plans. Through the collective efforts of essential lines of business and by activating these response plans, Oracle delivered timely decisions and resources to protect the health and safety of Oracle's employees and their families.

As part of its response, Oracle India partnered with medical service providers to offer employees and families onsite COVID vaccinations, oxygen concentrators and pulse oximeters, and a dedicated 24/7 hotline.

Remote Working

Oracle in India partnered with various internal departments to deploy an effective support system for new and existing employees as Oracle transitioned to remote work. Managers were empowered to onboard talent virtually and curate virtual learning programs to help teams adjust to changing dynamics, retain a sense of connection to each other, and deliver on Oracle's mission to help its customers succeed.

Enhanced Benefits

Oracle in India enhanced its employee benefits to meet the increasing demands for hospitalization, preventative healthcare services and other needs. This included new insurance plans, as well as healthcare coverage options and services.

Oracle also extended its health benefits for family care and provided an employee assistance program, which offered a range of options including professional counseling services and financial aid.

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Raising Awareness

Oracle hosted several webinars to help employees and their families manage their time, work, health and well-being.

To ensure continued support for its employees, Oracle provided a variety of monthly wellness programs for physical, mental, social and financial support.

Outcome and Effectiveness

Employee surveys consistently generate extremely positive feedback about the program. Surveyed employees highlighted the value of the re-engineered and digitized onboarding process that enabled Oracle India to acclimate new hires from across the country to Oracle's culture and an unprecedented work environment. Employee feedback also cited the beneficial impact of the range of resources, support and healthcare supplies provided to Oracle employees and their immediate families.

Key Elements

- Working in collaboration across the business to meet the challenges of COVID-19 with a multifaceted program.
- Addressing the changing needs for medical support, the particular challenges of working remotely, and the increasing demands for financial support.
- Simultaneously ensuring business continuity.