EMPLOYEE FEEDBACK ASSESSMENT

Кернк

PoS

2022

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REPORT OVERVIEW

Context

The KelpHR team launched the KelpHR PoSH Awards[®] in 2019 to recognize organizations that go beyond compliance and foster a culture shift in preventing sexual harassment. In its 3rd edition the awards have become a brand in itself setting a benchmark in evaluating organizations that aim to be recognized as the Top 25 Safest Workplaces in India. The KelpHR team felt the responsibility to make the selection process more rigorous and accurate, rewarding organizations for their hard work and perseverance in creating a safer workplace. An international judging platform, a more comprehensive nomination form, a level judging process, celebrity jury members, and an employee survey was a firm step towards making the selection process even more robust and credible.

Purpose

The purpose of the Employee Survey has been to supplement the evaluation process of the KelpHR PoSH Awards[®] 2022 - Top 25 Safest Workplaces in India. Using the data from the responses, a more detailed picture of the target organization's success in implementing the relevant policies and processes was sought to be created.

Scope

The Employee Survey was administered to employees from organizations aspiring for the title of the Top 25 Safest Workplaces in India at the KelpHR PoSH Awards[®] 2022.

The findings in this report are limited to: 1. The demographics of the participating organizations; 2. The responses of the participants from the 30 finalist organizations that reached the final round of evaluation.

The questions in the Employee Survey were aimed to gauge the levels of awareness of the subject matter, sensitization to the organization's efforts to create a safe workplace and the confidence in the redressal mechanisms available.

The Employee Survey was administered across 30 finalist organizations with a total of 15,206 employee responses.

The Team

The KelpHR PoSH Awards® Employee Survey Team





Amrita Sandhu

Amrita is an accomplished Human Resources professional with more than a decade of experience in HR Advisory, Research and knowledge development areas. She has worked with leading consulting firms like HewittAssociates (Aon), Hay Group / Korn Ferry, Watson Wyatt Worldwide and brought the research perspective to this study.



Amoolya Narayan

Creative and content lead at KelpHR. This National law school, Kolkata Alumnus is a lawyer by profession and POSH SME by choice.



Aparna GV

Service delivery head at KelpHR. Aparna comes with close to two decades HR consulting experience and is a PoSH SME having entered the POSH space full time from the time act came into force.



S. Saayilaxmi

IT Manager and E-learning team lead at KelpHR. Engineer by profession. Saayi ran the survey, generated the reports and was the technical backbone of this exercise.

StoryDocks KelpHR PoSH Awards[®] Marketing & Creative Execution team



Ashish Gondhali



Ankita Maini



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ACKNOWLEDGEMENTS



We would like to thank the organizations that participated in the application process for the KelpHR PoSH Awards[®] 2022 – Top 25 Safest Workplaces in India. We would also like to thank each respondent from the organizations who made it to the final round of the judging process, for providing their valuable inputs and responses, without which this Employee Survey Report would not have been possible. We also want to express our gratitude to the management team and employees of KelpHR. It would not have been possible to run the Employee Survey without their constant support.

We are also thankful to everyone who shared their time and effort in taking this to the finish line.



FROM THE CEO & CO-FOUNDER'S DESK

Smita Shetty Kapoor CEO & CO-FOUNDER, KELPHR

KelpHR came into being in 2013 with the objective of helping organizations becoming compliant with The Sexual harassment of Women at Workplace, 2013 Act in letter and in spirit. As pioneers in the space we spend a lot of time thinking about creative ways for organizations to aspire to be the safest workplaces in India. In our journey, we have come across some great initiatives and some visionary organizations. Why not recognize and reward them, encourage them further? In fact, it is our duty to create a platform to recognize such organizations. This was the genesis for the KelpHR PoSH Awards[®]. Our hope was that these initiatives will create benchmarks for organizations who strive to be one of their kind in creating benchmarks for safe workplaces for their employees. Since their inception in 2020, the KelpHR PoSH Awards® have heard from the employers and custodians of culture in an organization. The evaluation in form of a questionnaire attempted to look at the intention behind the initiatives of the stakeholders to make their organizations safer workplaces. In the 2022 edition we decided to take the evaluation up a notch, by attempting to connect with the employees who experience the implementation and outcome of the outreach and sensitization initiatives. Isn't that after all, the essence of the sexual harassment statute? The Employee Survey was conducted across the organizations who made it to the final round of the judging process. 30 organizations with over 15,000 employees across industries, cities and levels responded to the questions put forth on employee safety. These are aspirational workplaces which create an ecosystem for employees to thrive. Here's what they had to say.

FOREWORD





Jyoti Grover

Subject Matter Expert, LCC Chairperson, Gurgaon, KelpHR PoSH Awards[®] 2022 Jury member

The Kelp HR PoSH Awards[®] in their 3rd year have come a long way in institutionalizing and creating an industry benchmark in the practice of PoSH related interventions across diverse business segments.

The awards organizing team at KelpHR has curated a process that comprehensively captures company submissions suitably seeking multiple evidences to support their responses, be it in terms of policy, training man hours, target audience, IC capability, complaint handling or rollout of innovative PoSH program and practices. Obtaining the additional data input through employee survey of participating organizations further provides a credence to the overall shortlisting.

The seamless submission and rating software along with the rigor in determining and segmenting the awards by demographic and employee size and using multiple jury ratings to avoid rater bias has made the award process and outcomes extremely credible. This Best practice report provides a summary of initiatives and programs winning organizations have shared. At one glance they may seem simplistic and commonsensical. Yet the sheer persistence and focus on continuous and creative trainings across employee groups, including the leadership, new hires and potential hires and associated stakeholders is noteworthy.

All the winners are clearly owning the inclusion agenda as part of their talent management discourse . Going far beyond the mandated scope of the employers role under section 19 of the Sexual harassment of Woman at Workplace (Prevention , prohibition and Redressal) Act, 2013 ; these leaders are open and transparent about gender equality and respect.

I am sure the learning Insights from this report will inspire and nudge you to create your own PoSH canvas!



POSH LAW: A TIMELINE

Not so long ago, under the Indian laws and legal system, any woman who faced sexual harassment or sexual assault and chose to fight it was looking at a long battle in court ahead, with attacks on her character, extensive legal costs and a burden of proving the intention of the wrongdoer.

Indian working women have the legacy of Bhanwari Devi to thank for the system that is in place today across many corporates, factories, Institutions and enterprises.

There is a long way to go, implementation may be a long and slow process, and trust building in the statutory committee could be an uphill task.

However, it is good to take a moment, look back and review how far we have come, so that we can feel motivated for the journey ahead.





7 #MeToo Movement

WHY SAFETY MATTERS?



The Parliament passed the PoSH Act in 2013 in a bid to make workplaces safer for women in India, by empowering companies to set up internal redressal mechanisms, and also to increase awareness and sensitisation on the types of sexual harassment, and the impact that it has on employees.

If employers implement policies and procedures to prevent and address sexual harassment, as well as ensure that employees are aware of their rights and responsibilities in this regard, these are big steps on the road to safety. Safety is also in how we treat each other with dignity and respect. Managers have to encourage a culture of accountability and ensure that teams are aware of the consequences of engaging in such conduct.

Safety in the workplace cannot be an afterthought. A sense of security and belonging in the workplace corresponds directly to higher performance and retention rates among employees. Not to mention, a safe working environment is an integral, fundamental right for every employee in India.

RESEARCH OBJECTIVES

The survey was conducted amongst the 30 organizations that made it to final Round of the KelpHR PoSH Awards 2022[®] – Top 25 Safest Workplaces in India and agreed to participate in the survey. The scores from the survey were shared with the awards team and accounted for 20% of the final evaluation rating of participating companies. From here emerged the 25 Safest workplaces in India at the KelpHR PoSH Awards 2022[®].

The purpose of this survey was to test and validate the perceptions and expectations of the targeted stakeholders involved in the study.

To gauge and measure the success of awareness campaigns in creating a sense of safety among the employees.

To gain insights on the general impression about whether the policies and practices have truly percolated down to the employee and if it has made the target audiences feel safe and respected.



WINNERS



Top 25 Safest Workplaces in India

ABC ABC ABC ADITYA BIRLA FASHION & ADITYA BIRLA PRIVATE LIMITED W RETAIL LTD. (EGL) ADITYA BIRLA FASHION & AVAILITY INDIA PRIVATE LIMITED AVAILITY INDIA PRIVATE INDIA LTD INDIA LTD INDIA LTD INDIA PVT LTD INDIA PVT LTD INDIA PVT LTD INDIA PVT LTD INDIA LTD INDIA PVT LTD
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SNAPSHOT





individuals out of 15, 206 respondents reported being victims of sexual harassment in the workplace.

out of the 409 victims hold managerial positions, emphasizing the need for addressing this issue at all levels of the organization.

of the victims have chosen not to report the incidents, highlighting the need for a more conducive environment for reporting.

Out of the 5,217 women who participated in the survey 3% have faced sexual harassment in the workplace. While out of the 9,921 men who participated in the survey, 3% have faced sexual harassment in their current workplaces. This clearly indicates that there is similar harassment amongst employees irrespective of their gender.

DEMOGRAPHICS

The 30 companies who participated in the survey at the KelpHR PoSH Awards 2022[®] - Top 25 safest workplaces in India were from various industries, namely automotive, aviation, consulting, IT, ITES, Pharma, Manufacturing, financial services/bank and a social service organization.





Participant demographicsImage: Perfer not to sayImage: MaleImage: Prefer not to sayImage: Transperson0.40%Image: Transperson0.40%Image: TranspersonMaleImage: Transperson0.40%Image: Transperson

- Out of 15,206 participants, 65.34% were men, 34.31% were women, 0.4% preferred not to reveal their gender and 0.05% belonged to the Transgender community.
- 49.42% participants work from office, 29.86% have a hybrid role, and 20.72% work from home.

PoSH Policy: Awareness

The Data

Although all organisations have implemented PoSH policy, it was observed 98% of participants are well aware of the sexual harassment at workplace policy. It can be safely concluded that organizations have done a good job of disseminating the designed PoSH policy.





Break-up of 2% employees unaware of sexual harassment policy



- However, 2% of total participants admitted they were unaware of the PoSH policy, with 16.72% of men in management positions among them.
- Surprisingly, 1.52% of the participants from large enterprises were unaware of the Sexual Harassment policy.
- Employees going through the PoSH policy document enhances their awareness, rights and responsibilities. It improves their confidence in the redressal mechanism too, hence specific efforts in this direction could prove useful. Making it simple, interesting and easily accessible could make it a sought after document.

Some Good Practices Are:

- Having new hires to read and sign during onboarding/ new hire orientation.
- Create a stripped-down version of the policy in the form of a ready reckoner, use illustrations or interesting images.
- Putting it up on the company Intranet and put up "an easy to click link" to access it.
- Use illustrated stories to describe different aspects of the policy and release it every month for employees to read.



Posters: Visibility and Awareness



Employers are mandated by the PoSH act to create and display posters in the workplace to spread awareness. It is recommended to have posters displayed in conspicuous locations to ensure all employees see it.

In this survey it has been observed that the male employees have gone through the awareness posters more than the female participants.

Overall, 77% respondents reported they saw posters on sexual harassment in the workplace. Whereas 23% of participants had not seen posters, with 17.62% of men in management positions among them.

Out of the 23% of participants who had not seen the posters, 20% were from medium enterprises followed by 23% from large and 26% from small and micro enterprises.



Out of the 23% of participants who had not seen the posters, 28.5% were women. It leads us to consider possible reasons why women are not looking at the posters. Is it because they found it was meant only for men, or do they find it embarrassing to be seen looking at prevention of sexual harassment posters.

Some Good Practices Are:

- Posters serve as a constant reminder of what is the right behavior in the workplace. A constant change in the posters every two months will keep refreshing the awareness level within the employees.
- Interesting posters placed at strategic locations with creative visuals and relevant but catchy content would always be an added advantage.
- Content could be a fair mix of positive messaging and consequences – carrot & stick.
- Posters could highlight respectful behavior and not just prevention of sexual harassment against women.

A quick dipstick survey to understand what will appeal to the employees, could help in designing posters that appeal to everyone.

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Trainings: Awareness & Effectiveness



- Overall, 92% of the participants have attended a training program in their current organization. The finalist organizations have consistently ensured that awareness sessions are organized and employees are sensitized.
- Findings show that 95% of employees within medium enterprises attended training whereas 94% from micro and small enterprises and 90% from large enterprises attended.

Effectiveness of The Trainings

On a scale of 1-10 , ratings were bucketed as: 8,9,10 - Most useful, 4,5,6,7 - Neutral Stance, 1,2,3 - Not Useful

All participants were asked to rate the usefulness of the training program:

- A majority of 85% of the participants rated the trainings attended as excellent and useful. Whereas 6% of participants were neutral and 0.4% of participants did not find the training session to be useful.
- Data indicates that individual contributors rated the training better than participants with managerial responsibilities.
- Amongst the participants who attended trainings 58% were from large enterprises, 30% from medium and 12% from micro and small enterprises found the trainings useful.
- Training effectiveness in small and medium companies is noted to be considerably lower when compared to larger enteprises. This could point towards a need for better quality content, training delivery and innovating / interactive ways of engaging with the audience.

Some Good Practices:

- It is critical to look at the PoSH law in its true spirit and have regular sensitization sessions all through the year. Prevention of sexual harassment requires consistent and frequent nudges for employees.
- Including awareness session in the onboarding process for new hires, contract labors, trainees, etc. who are part of the workforce directly or indirectly.
- Require vendor partners to be trained as part of vendor contracts.

- Trainings could be a mix of trainer-led sessions, e-learning and interactive modes to enhance engagement.
- Training content should be customized to accommodate learning needs across hierarchy and all generations in the modern workplaces.
- Constantly review and innovate training delivery strategy.
- Training manuals and materials could be reviewed every six months.

Sexual harassment at the Workplace – What the Numbers say



Inclusive workplaces promote diversity, engagement, productivity, innovation, fairness, and compliance. They also help to attract and retain diverse talent and build a positive reputation.



men out of 9921 male participants were sexually harassed and 2.99% out of 5217 women said they were harassed.



participants admitted to experiencing sexual harassment in their current workplace, making up 2.69% of the total 15206 participants.



of the 409 participants who were subjected to sexual harassment in their present employment hailed from large enterprises, 17% from medium and 7.33% from micro and small enterprises.

In a turn of trend that is different from other surveys on the similar topic, this survey has revealed that a sizable number of men have revealed that they faced sexual harassment at the workplace.

27.1% of those who were sexually harassed were those with managerial responsibilities. This highlights the fact that anyone could be a victim.



of those who reported experiencing harassment were managers.



PoSH & Gender Neutrality



Some Points To Ponder

The data points out that men have felt sexually harassed at the workplace too.

A robust redressal mechanism, and comprehensive anti-harassment policies that are inclusive of all genders and perspectives is a compelling need.

The findings highlight that it is everybody's responsibility to know and maintain respectful behaviour in the workplace.

Some Good Practices

Include sexual harassment in the code of conduct and make the service rules gender neutral, reinforce these guidelines to ensure an effective redressal mechanism that is in line with the PoSH Act.

Awareness session content has to be about building respectful and harassment free workplaces.

Women only sensitization sessions could help in enhanced awareness among women.

Adopting new ways of sensitizing employees – like applied theatre or game based sessions.

Are Employees Speaking Up?









Out of 15,206 participants, 1,951 chose not to respond.



Out of the 409 victims only 31% of the 409 participants who identified themselves as victims chose to report. 69% of the victims chose not to report. This highlights that there could be possible barriers between employees and the redressal mechanism. There is a need for employers to focus on creating psychologically safe workplaces for employees to speak up.

Are Employees Speaking Up?



 82% of the participants who identified themselves as victims and chose to report were from large enterprises followed by 12% from medium and around 6% from micro and small enterprises.

Some Points To Ponder

- It is still a social stigma to talk openly about sexual harassment. Much of the time, employees may not speak-up due to lack of support from colleagues, family members, management and so on.
- There is a constant need to create greater awareness amongst employees about their rights and the complaint redressal mechanism so that they will come forward with confidence and report.



PoSH & Generational Focus

The data showed a correlation between the victims and their age group

- 74.57% of participants who reported experiencing harassment were from the age group of 25 to 45 years, making it a cause for concern.
- 65.41% of participants in the age group 25-45 years said they feel very comfortable reporting harassment without fear of consequences.
- 5.89% of participants in this age group did not find the training useful.

Some Best Practices



Create interactive and entertaining learning experiences that are enjoyed by both men and women in the age group 25-45 years.



To keep them engaged, use games, high-quality learning materials, case studies, visualization exercises, and theatre.



Tailor the training content and delivery to this age group to ensure effectiveness.

Redressal mechanism (IC): Do Employees Know?





Only 7.81% of participants were not aware of the redressal mechanism in their organization, with 21.68% among them being at managerial level.

Only 1% of women reported not being aware of Internal Complaints Committee (IC) across working formats (Office/ work from home /hybrid).

Awareness among female participants is good. However, lack of awareness among Managers needs careful consideration as managers have additional responsibility of supporting and guiding their team members.

Participants from around 9% of large enterprises, 8% of micro and small enterprises and 6% of medium enterprises were not aware of the Committee in their organization to file Sexual harassment complaints.

Some Good Practices

- The perception of IC as a fair and just system through internal branding efforts could enhance trust in the IC.
- IC is not just a redressal mechanism but should also play an active role in the prevention and prohibition of sexual harassment at the workplace. More active engagement with other employees in the organization and proactively addressing objectionable behaviour will be a sure step towards prohibition.



Redressal mechanism (IC): Where There is Awareness, There is Trust



> 88.3%

IC Awareness

11.7% ←

High level of awareness about IC seems to have resulted in higher trust in the redressal mechanism.

88.30% of participants who were aware of the IC felt very safe in the workplace and 82.30% felt very comfortable to report a case of sexual harassment.

However only 17.7% of the participants were comfortable approaching the IC if they had a sexual harassment complaint.

Enhancing Trust on the Redressal Mechanism (IC)

Some Good Practices

- Create a unique email ID to report sexual harassment complaints. Employees can also directly approach the IC with their sexual harassment complaints.
- Frequent sensitisation sessions, posters and leaders mentioning about the redressal mechanism will improve the trust on the IC.
- IC members should take active steps to build trust during the inquiry and redressal procedures and do as much as they can to make the process, procedure smoother and easier for all employees.
- IC members could actively engage during awareness sessions conducted for employees.



Redressal mechanism (IC): Do Employees Know?



- Only a small percentage of participants who witnessed sexual harassment, (0.32%) approached the Internal Committee (IC).
- Employees continue to be comfortable approaching their managers, HR, or IC, however, the IC is the redressal mechanism prescribed by the law and hence should be the preferred forum for employees to report harassment.
- The IC has the power of a civil court to receive sexual harassment complaints and conduct inquiry, IC members are senior employees trained in the dealing sensitively with sexual harassment complaints. Also when the IC is involved, the number of people who get to know about the incident is limited to the committee. Confidentiality can be better maintained if the IC is involved directly.





Building trust towards the IC as a redressal mechanism is crucial in ensuring that employees feel comfortable reporting harassment directly to the redressal mechanism.

PoSH: They Also Serve Who Witness And Stand By





2.21% (336) of participants said they witnessed sexual harassment at the workplace.



142 of those who witnessed harassment were women and 187 were men.



142 of those who witnessed harassment were women and 187 were men.



1 transgender person reported witnessing harassment in their workplace.

97.79% of participants reported not witnessing sexual harassment at the workplace.

These findings indicate that many employees do not consider it their role to report as a witness. The role of a bystander is crucial and awareness sessions should focus on this aspect specifically.

Redressal Mechanism & Reporting-An Intersecting Analysis



0.17% participants who faced sexual harassment at the workplace and did not report it were aware of the PoSH policy and the Internal Complaints Committee (IC).



1.44% of participants who had WITNESSED sexual harassment did not wish to report despite being aware of the organization's PoSH policy and the IC. The IC should take up the prevention and prohibition role and not just serve as a redressal mechanism. Interacting directly with the employees more often and proactively addressing behavioral issues could help gain trust.

Workplaces as Safe Spaces



29.19% of female participants and 58.8% of trans-persons mentioned they are very comfortable reporting sexual harassment without fear of consequence.

Easy accessibility of IC members could assist employees to gain further confidence to report.



Ear To The Ground



Over 90% of the participants said their employer has done enough from their side to create a safe workplace. Only 10% of the felt there was scope for improvement .

Amongst these 10% participants – 70% participants were from large enterprises, 18% from medium enterprises and 12% from micro and small enterprises. Pointing out that the larger enterprises have to pedal harder to ensure that their efforts to create a safe workplace reaches every single employee.

The larger task in front of these 30 organizations is to sustain this trust built among employees.

Some Best Practices

Awareness and information about the presence and importance of the IC, its members, ways to contact the IC members and the redressal process should be made available to all employees of the organization. Along with this to address the safety part, all members should we well aware of:



Additionally, conducting anonymous bi-annual dipstick surveys at the workplace to understand employees perception of safety Leaders addressing the sexual harassment topic will play an important role in gaining trust factor for IC and increasing awareness of one's rights. The popular and more common mediums like town hall meetings, Newsletters or Emails could be used to achieve this.





Disclaimer



The participants' consent was obtained for use of their data for statistical purposes to ascertain employee awareness of PoSH and perception of safety among the participants of the KelpHR PoSH Awards[®] 2022 for the Top 25 Safest Workplaces in India. The data here is anonymized and analyzed - preventing identification of participants.

Data Collection & Storage:

- The data was collected through a service called Zohoforms. Zoho Forms is GDPR compliant and comes with security features like encryption and double opt-in that keeps the security of the survey forms in check. The Zoho Forms privacy statement is here.
- The data was stored on Zoho cloud server and exported to Microsoft Excel for analysis. KelpHR has a business MS Office Suite account (provided by Microsoft) which is secure and complies with data protection in several countries including the EU. No one outside or not affiliated with KelpHR will have access to the data. The MS Office Suite data processing amendment is set out here.
- The data shall be stored for a minimum period of 6 months and a maximum period of 1 year from the date of collection of survey data.
- No additional data amounting to personal information was been collected by the operation of the survey.
- KelpHR, the originator of this survey is solely responsible for its contents. All the survey responses are voluntary. KelpHR alone has the right to view and use the survey results.
- The data collected in the survey shall be accessible by the systems manager at all times, and by the KelpHR awards team for review and purpose of preparing the survey report(s).
- KelpHR will not be liable for any damages of any kind arising from this survey, including, but not limited to direct, indirect, incidental, punitive, and consequential damages.





How are you working?

Are you aware of your organization's Sexual Harassment at Workplace Policy?

Have you seen any posters regarding Sexual Harassment Awareness in your organisation?

Did you go through mandatory Prevention of Sexual Harassment training in your present employment?

Was the session useful for you? Rate on a scale of 10, 10 being most useful

Are you aware of the Committee in your organization to file Sexual harassment complaints (the IC/ internal Committee)?

Have you ever been subjected to sexual harassment in your present employment?

Have you ever reported an incident of sexual harassment, as an aggrieved/ victim ?

Have you ever witnessed sexually harassing behaviour in your present employment?

Have you ever reported an incident of sexual harassment, as a witness ?

How comfortable would you be to report an incident of sexual harassment (experienced or witnessed) without any fear of consequence?



How easy is it for you to have a conversation about sexual harassment or respectful workplaces with your colleagues?

Rate how safe do you feel at workplace

Do you feel your organization has done enough and doesn not need to do more to make it a safer workplace?

Who would you feel comfortable approaching with a complaint of sexual harassment?

What is that one change that would make your organization a safer workplace?



Notes	5
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