



THE ECONOMIC TIMES
presents
MUMBAI'S TRENDING
WORKPLACES

The top corners of the page are decorated with clusters of colorful, three-dimensional geometric shapes, primarily triangles and polygons, in shades of blue, yellow, red, and green.

MUMBAI'S TRENDING

WORKPLACES

A PRESENTATION OF
THE ECONOMIC TIMES

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GTL INFRASTRUCTURE LTD.



A COMPANY WITH HIGH STANDARDS



GTL INFRASTRUCTURE LIMITED (GTL INFRA), A GLOBAL GROUP ENTERPRISE, PUTS CUSTOMERS AT THE HEART OF ITS ENDEAVOURS AND ENCOURAGES ITS EMPLOYEES TO GIVE THEIR BEST. EVER ON THE LOOKOUT FOR THINKERS AND DOERS DRIVEN BY PASSION, CURIOSITY AND CONVICTION, GTL INFRASTRUCTURE SYMBOLISES THE UNCONVENTIONAL AND THE INNOVATIVE. THE COMPANY PRIDES ITSELF ON PROVIDING AN ENVIRONMENT WHERE YOU WORK WITH THE BEST AND LEARN FROM THE ENTREPRENEURS OF TOMORROW

The company inculcates a culture of transparency through an open door policy, open houses, a transparent appraisal process, quarterly conferences and employee satisfaction surveys. Below is the core management team consisting of Milind Naik, Milind Bengali, H K Gohil, L Y Desai and Bhupendra Kiny



(GTL Infra is an equal opportunity employer)

GLOBAL Group Enterprise



G

TL Infrastructure Ltd. (GTL Infra), a Global Group Enterprise, is India's truly largest independent shared telecom infrastructure service provider. GTL Infra has around 28,000 towers across 22 telecom circles serving all telecom operators. GTL Infra offers passive infrastructure on shared basis to host the active network components. Since telecom infrastructure is crucial to the success of the Digital India initiative, GTL Infra will have a pivotal role to play in the future. As per studies, 150,000 additional towers are required to provide pervasive mobile connectivity and bridge availability gaps.

GTL Infra is an equal opportunity employer with a strong culture of talent development and management. Employees enjoy ongoing job enrichment, learning and growth opportunities. Performance is recognised at every level through the structured Rewards Program. In addition to competitive salary, employees enjoy a variety of work life and retirement benefits.



The talent team at GTL Infra



KEY HR PROCESSES



• Key HR practices

The company has an in-house human resources team which ensures that all processes are managed effectively. However, HR spends 75% of its efforts on a few key processes as the organisation believes that these processes will help them face the challenges ahead of the company. The key processes are:



The Human Resource team at GTL Infra



• **The key HR processes at GTL Infra which enhance employee productivity and ownership are:**

a) Talent Acquisition:

➤ Though GTL Infra believes in grooming internal talent, they are always on the lookout for bright talent from the industry. This helps them to challenge their internal systems as well as bring about positive cultural changes in the organisation. Their internal recruitment team is always on the lookout for young and talented employees. GTL Infra offers a second career to professionals who have gone on a sabbatical due to motherhood or other reasons.

Currently, the company is looking at enhancing competencies in its network and sales teams. HR is recruiting for defined key positions in both the verticals. This will help the company ensure better customer service as well as increased revenues.

b) Learning and Development:

➤ GTL Infra believes that employees are their most important assets and helping them to grow as professionals is crucial to the company's success and well-being. The company offers five days of mandatory training per employee per year. The needs are defined based on business objectives and employee appraisal. The company believes in following a top-down approach to training.

c) Talent Management

➤ The objective of talent development at GTL Infra is to develop and enhance the organisation's self-renewing ability. Through this programme, the company builds succession for all key positions in the organisation. The key positions are based on the business forecast of the next three years.

For the past 20 years the Global group has been focusing on management and engineering colleges and has sourced close to 600 graduate engineer trainees and management trainees, many of whom today occupy leadership positions in the group. This has been accomplished through very structured management trainee and graduate trainee programme.

The talent process focusses on selecting employees who have potential backed by consistent perform-

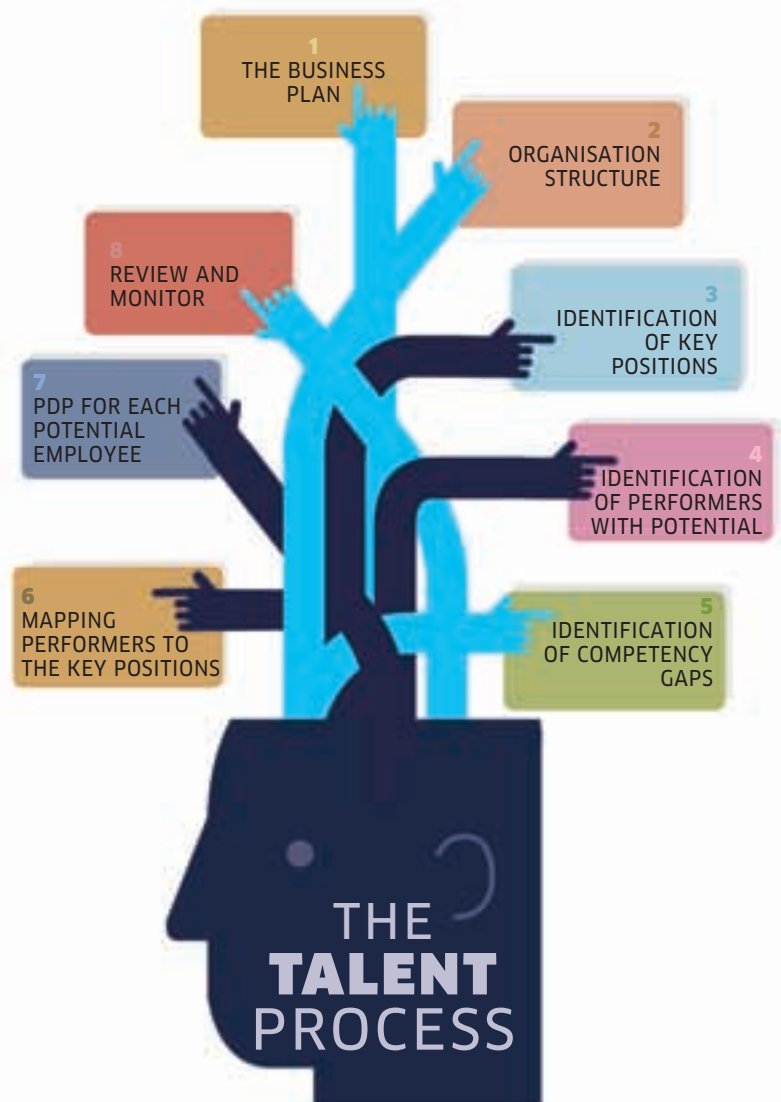
ance. It is through this well-defined process that they are able to achieve growth and a career with GTL Infra.

d) Rewards and Recognition (R&R)

➤ GTL Infra has quarterly and annual awards programmes created to recognise and reward employees who have significantly contributed to achieve the goals of the organisation and have gone above and beyond their normal scope of work.

The quarterly awards branded as the EXCELLENCE AWARDS ensure continuous excitement and encourage employees to ensure higher delivery. Employees of GTL Infra look forward to the excellence awards announced every quarter.

The Annual Awards programme is a mega event in the organisation which is done at the end of the



Creating a good work culture coupled with innovation is the key driver that allows employees to get connected to the goals of the organisation and empowers them to deliver.

Empowerment and intrapreneurship helps us to constantly drive customer delight. HR at GTL Infra as our strategic business partner ensures a great work culture and promotes, transparency, innovation and empowerment at all levels



CHARUDATTA NAIK
DIRECTOR, GTL INFRASTRUCTURE LIMITED



The R&R programme helps GTL Infra recognise teams and individuals that have achieved outstanding success and have ensured organisational growth. It also raises the performance bar of GTL Infra

financial year. The award categories as well as the criteria and metrics for each category are announced at the beginning of the year.



e) Employee Engagement

> The employee engagement initiatives at GTL Infra are undertaken with an objective of shaping a positive experience that drives advocacy, productivity and profitability.



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f) Work-life Balance

> Work life balance is about creating and maintaining supportive and healthy work environments, which will enable employees to have a balance between work and personal responsibilities and thus strengthen employee loyalty and productivity. Efforts to help employees improve work-life balance can improve morale, increase job satisfaction and strengthen employees' commitment to the organisation. Additionally, the organisation may reap benefits in terms of increased productivity and reduction in absenteeism and employee turnover.

g) Employee Feedback and Redressal

> Employee feedback is one of the key processes conducted at GTL Infra. The feedback comes in through employee satisfaction surveys conducted annually, branch visits by senior management on a quarterly basis and an open house on a monthly basis. The open house sessions with the core management team aligns company with purpose,



Employee engagement initiatives include annual awards, potluck lunch, KRA week, wellness programme, celebrating excellence (award wall) and events like football and cricket matches

talks to employees about benefits and reminds employees of the company's mission and values. The feedback is collated and addressed in a 7 day period. Based on the feedback, the HR team has rolled out initiatives like the medical assistance facility for employees and their families and a whole host of employee engagement facilities.

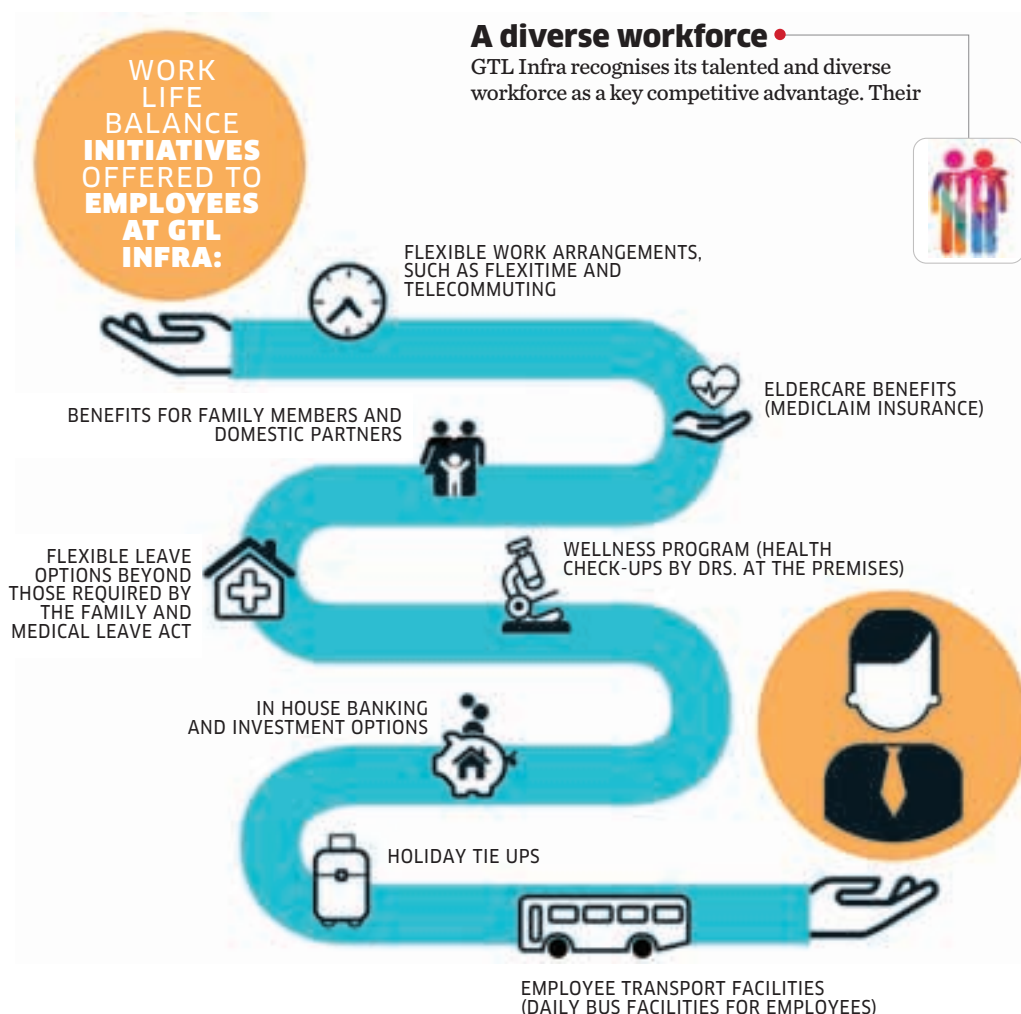
A diverse workforce •

GTL Infra recognises its talented and diverse workforce as a key competitive advantage. Their

business success is a reflection of the quality and skill of their people. GTL Infra is committed to seeking out and retaining the finest human talent to ensure top business growth and performance. Diversity management benefits individuals, teams, our company as a whole, and our customers. The company recognises that each employee brings their own unique capabilities, experiences and characteristics to their work.

GTL Infra believes in treating all people with respect and dignity. The company strives to create and foster a supportive and understanding environment in which all individuals realise their maximum potential within the company, regardless of their differences. The diverse capabilities that reside within its talented workforce, positions GTL Infra to anticipate and fulfil the needs of its diverse customers.

GTL Infra is diverse along many dimensions. The diversity encompasses differences in ethnicity, gender, language, age, sexual orientation, religion, socio-economic status, physical and mental ability, thinking styles, experience, and education. The company believes that the wide array of perspectives that results from such diversity promotes innovation and business success.





“The culture at GTL infra is positively infectious. Getting employees involved in other social causes also helps us get a balanced perspective on life and makes us feel that we are also contributing to society”

SACHIN KAKADE
GENERAL MANAGER - SALES & MARKETING, GTL INFRASTRUCTURE LTD.

• Employee engagement initiatives

The company has several initiatives that are yielding positive results. These include open houses and sharing key business articles with employees for discussion and ideation, annual awards, induction programme, training and motivational speakers, potluck lunch, KRA week, wellness programme, celebrating excellence (award wall) and events like football and cricket matches.



The culture at GTL Infra is positively infectious. Working with people who are passionate and good at their work rubs off on new joiners

• Cultivating intrapreneurs

GTL Infra believes in cultivating intrapreneurs. This is done by allowing employees to make their own decisions that align with the mission and priorities set out by the organisation. The organisation allows employees to understand the relationship between risk and reward and be willing, even excited, to put a lot into the opportunity to net a significant returns.



• CSR and sustainability

GTL Infra partners with Global Foundation for opportunities in CSR. It has launched the Employee Volunteerism Program way back in 2005 to encourage active employee volunteerism. Employee volunteers are known as Positrons and they are actively engaged in various volunteerism and social causes in the areas of education, health, disability and community development. The objectives of this programme are to promote a culture of volunteerism among employees and inculcate human transformation through volunteerism.

“GTL Infra has been a great learning experience for me. From day one, they have placed emphasis on enhancing my skills and knowledge right from the induction training to the technical training and the mentorship programme”

YOGESH RAM NAYAK
VP - PROJECT IMPLEMENTATION & ACQUISITION, GTL INFRASTRUCTURE LTD.

GTL Infra as one of the leading shared passive telecom infrastructure providers supports measures laid down by Department of Telecommunications to ensure protection of environment and maintain the ecological balance. All the operators in India have actively started to share the cellular infrastructure as this helps to reduce the visual proliferation and to optimise the use of national resources.

• A great workplace

The company inculcates a culture of transparency through an open door policy, open houses, a transparent appraisal process, quarterly conferences and employee satisfaction surveys. As the role of human resources evolved overtime and the concept of human capital slowly came into being, the HR manager's role evolved into that of a strategic partner along with the leaders of the business-to contribute to significant business decisions and advise on critical transitions.

GTL Infra believes in offering long-term careers to employees than just a job. Deep respect for the workforce and trust in their capabilities, empowering them to the fullest, flexible work and good work-life balance are some of the factors that make GTL Infra a superlative workplace. **To know more about the company and its initiatives, please visit www.gtlinfra.com.**



A collage of various photographs showing people in different settings, including a group of women in yellow shirts, a man playing tennis, a group of men in suits, and a large group of people in white shirts. The background is a colorful geometric pattern. The text "A PRESENTATION OF THE ECONOMIC TIMES" is centered in the middle of the collage.