



SATIN CREDITCARE NETWORK LTD.
Reaching out!

Overview on Learning &
Development

Relentless
Exploring Prospects.
Growing footprint.



Our Achievements With GPTW in FY23



India's Top 100 Best Workplaces

Ranked 30th





MERITOCRACY & GROWTH

Create an environment where performance is rewarded with growth for the right fit.



LEARNING & CAPABILITY BUILDING

Focus on building capabilities in our people with training interventions



EMPLOYEE WELLBEING

Create an inclusive culture where people value their association and feel happy to be associated with Satin






CULTURE OF TRUST & PRIDE

Create a culture of trust and belongingness where people feel empowered and proud

Key HR Practices



Leveraging Technology & Automation

-  Recruitment & Onboarding
-  Attendance & Leave
-  Employee Self Service (ESS)
-  Conveyance Claim Process
-  Performance Management System
-  Exit & Alumni Portal

Talent Management



Evaluation of Middle Managers



Succession Planning up to CXO-2 level & Leadership Training

Zero Error Compliance



Professional Tax



Labour Welfare Tax

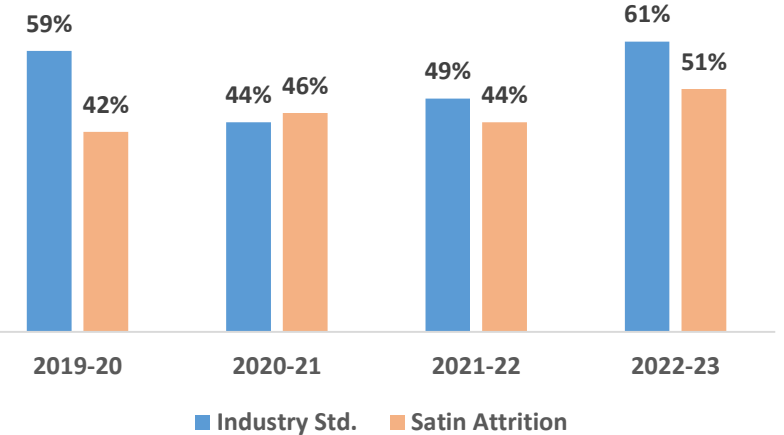


Provident Fund

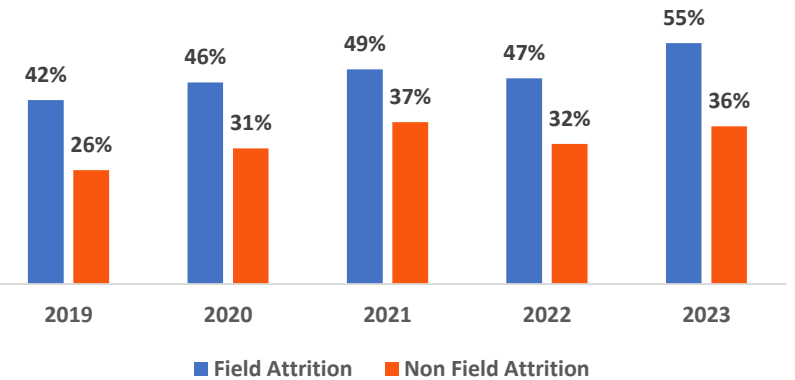


ESIC

Attrition Trends Industry Vs Satin



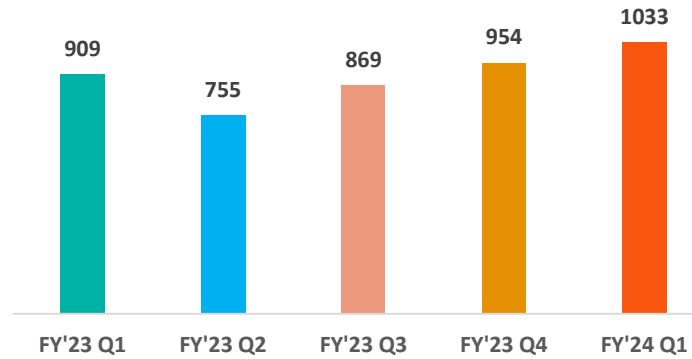
Attrition – Field & Non-Field



Training Dashboard



Induction Training

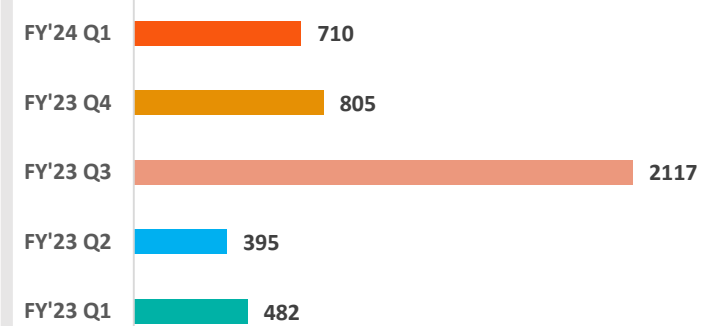


Avg. Training Man Days
8 Days

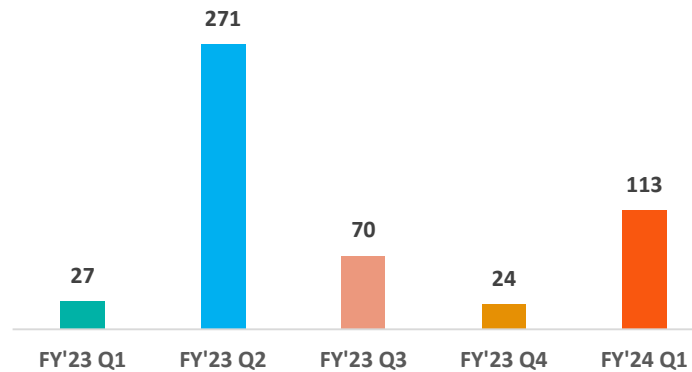
Total Training Sessions
FY'23
2431

Total Training Sessions
Q1 FY'24
486

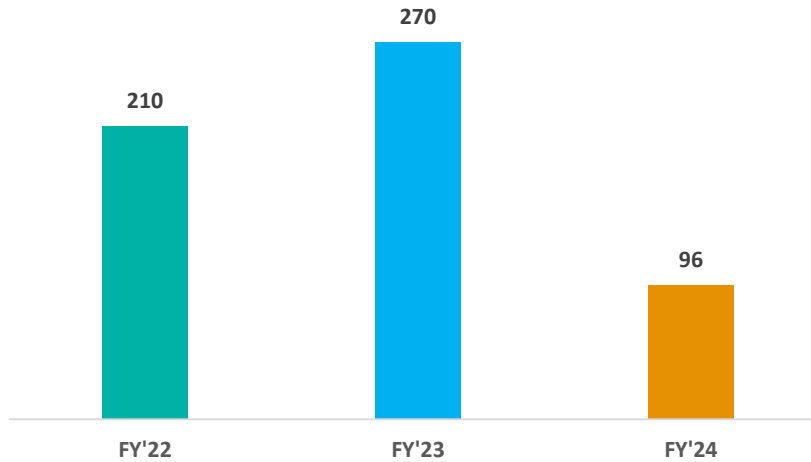
Corrective Training



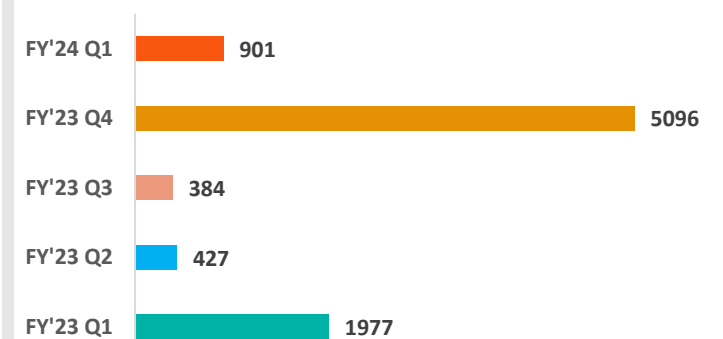
Upskilling & Promotional Training



Leadership Training



Refresher Training





Health & Safety Training

- Dedicated to fostering a safe and productive workplace by minimizing the risk of accidents, injury and exposure to health risks
- Implemented various occupational health and safety initiatives, incl. professional training of the security team to proficiently manage fire incidents at the HO, safety signage display throughout the premises, identification of fire marshals, installation of firefighting systems, etc.
- Biannual fire drills are conducted under expert supervision to enhance the team's readiness
- Frequent mailers viz bike rider safety—emphasizing road safety, helmet use, and adherence to traffic rules, and branch hygiene are sent to field employees



Data Privacy and Security Training

- We at Satin value the privacy of our employees and are committed to the Client Protection Principles
- To ensure highest level of protection of client data and company's data, we provide trainings on Data Security and Data Privacy to our employees in the form of induction training, refresher training and regular mailers
- In FY'23, training on the same was given to 3,456 new joiners
- 93% of the employees in the head office completed refresher training on data security and privacy in FY'23



Diversity and Inclusion Training

- As an organization that values diversity, we deliver training to all female employees on all female-centric policies:
 - ✓ Gender Policy
 - ✓ Prevention of Sexual Harassment at Work (POSH)
 - ✓ Maternity Policy
 - ✓ Satin Ease (Menstrual Leave)
- as part of their induction training and refresher training.
- This year RM, ZM and Project Manager
- Leadership, feedback, crisis management, external training partner – BUILD Group

LAKSHYA – Leadership Training Program



‘LAKSHYA’ is a well-structured 2 days residential workshop for RMs, ZMs & PMs
We have collaborated with BYLD Group for this training program

This leadership training program aims to achieve below core objectives:

- Empowering individuals to become effective leaders, driving organizational success and fostering a culture of continuous improvement
- Develop essential leadership skills such as effective communication, decision-making, review mechanism, and conflict resolution
- Foster a culture of continuous learning and personal growth
- Enhance employee engagement, retention, and satisfaction



Recognition



“
Won ET Excellence Award for Best Operational Excellence of the year for the initiative Train the Trainers
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“
Won Best Learning Team Award in LnD submit organized by UBS Forums
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