

## Acting Responsibly and Working Remotely during COVID-19 Crisis

InterGlobe Technology Quotient has been extremely vigilant in ensuring that Government of India's advisory and restrictions are followed rigorously, and work flows seamlessly while all employees work from home. The company is issuing detailed work from home advisory to staff thereby constantly updating employees of latest developments; teams at Customer Care and Technical Helpdesk are frequently resolving customers queries via emails; teams are relentless communicating airline policy changes, including provision of an airline policy tracker for travel agents, and other advisories to agents. Overall, ITQ is insistently serving its role as a responsible employer and intermediary between airlines and travel agents during these troubled times.

### Remain A Responsible Employer

With its corporate office in Gurgaon, India, and several offices spread over state boundaries, ITQ has been one of the first movers taking precautionary measures and crisis management actions, further releasing advisories to employees nationwide. Since the first work-from-home drive, ITQ employees have remained in constant touch with business teams and community of agents. As imperative steps required to manage this relatively unexpected pandemic situation, ITQ has planned and released following policies:

#### *List of Etiquettes and Guidelines*

Noting the absolute necessity of this drastic step towards public health, ITQ has released an advisory for both employees. For employees, ITQ has ensured to share a list of etiquettes during social distancing and guidelines for operating remotely.

#### *Attendance*

Digital platform had long been introduced at ITQ for marking attendance. Every individual has been entrusted with respective responsibilities of marking and managing their attendances over the portal, including during the lockdown period.

#### *Digital Connectivity*

ITQ understands the absolute need of maintaining distant yet constant human touch albeit digitally at this time, especially with a widespread pandemic taking a toll on every individual, both physically and psychologically. Therefore, constant digital connectivity across remote locations has been advised and managed by human resources during these troubled times.

#### *Employee Engagement via Digital Platforms*

To combat this, ITQ has been frequently using various digital platforms to inspire creativity in employees, conduct engaging sessions and impart relevant trainings to enhance employees' knowledge and skills.

Various activities employees at ITQ have already found much engaging are quizzes, crossword puzzles, functional trainings and spot the differences. Plans are in place to enhance

physical activity of employees through perform-from-home exercise routines, photo contests and more.

#### *Virtual Office Culture*

To promote a virtual office culture, ITQ will be running workstation contest for employees by inviting photos of workstations and opening the platform for healthy compliments and competition.

For a company that is by travel industry and for travel industry, ITQ embraces the positive vibes travelling adds to an individual's life, as it brings people from different cultures together with admiration and acceptance. At offices across India, ITQ promotes the same irrespective of the kind of time faced worldwide.

#### **Extended Support to Travel Agents**

With the entire travel industry, especially small and medium travel agents, drastically hit by this unforeseen pandemic, ITQ is doing all it can to help and support them.

#### *24\*7 Support*

Aware of the impact current trend is having on travel agents, ITQ has extended 24\*7 support to agents for reissue and cancellation of flight bookings. Teams at ITQ are on the edge helping install system online for travel agents working remotely from home.

#### *Refund and Cancellation – Airline Policy Tracker*

Due to the apparent lockdown, shutting domestic travel and ban on international flights entering India, requests for refunds and cancellations have spiked. So has the changes in airline refund and cancellation policies. To help agents process the high demand swiftly, ITQ-Travelport has released an airline policy tracker for agents' convenience.

#### *GDS Hacks*

Followed by the rush in reissue and cancellation demands, ITQ has provided quick GDS hacks like refunds using linear entry to ease agent's work.

#### *Training and Workshops*

To keep the agents engaged and motivated, ITQ is providing various domain specific and special trainings to agents across India, digitally.

#### *Updates, Advisory and Guidelines*

For the benefit of the agents, ITQ is constantly sharing latest updates from the industry, and advising agents while endeavouring at keeping the hopes and spirits high.

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