

Remaining Agile in Japan: What companies are doing in light of COVID-19

The COVID-19 outbreak will inevitably have knock-on effects on workplace processes and efficiency. Having spoken to **more than 500 clients and business leaders** across Asia, we have compiled insights of how companies across impacted markets have dealt with the rapidly changing environment.

1 | Flexible Work Arrangements

Adjusted work hours

Avoid peak commute times. Some companies are adopting flex-time or early/late shift arrangements.

Work from home (WFH)

Arrangements enabled for most employees, except for those in which office presence is critical.

Rotational roster

Split teams between home and one or more work office, reducing the number of people in an office at any one time.

Pulse survey

Find out employees' comfort levels with coming into the office vs. working from home.

2 | Business Continuity

Business Continuity Plans (BCP)

Marked difference in preparedness between companies with strong BCPs in place. Some are not equipped with the right infrastructure to support WFH.

Essential support

Some companies still have IT teams coming into the office on a rotational plan.

Deferment & postponement

Non-essential travel plans to be deferred, and big gatherings cancelled in favour of webinars.

Risk management

Supplier reviews and alternative supply chain planning.

Communication plans

Regular internal and external communications in place.

3 | Employee Benefits

Show care as a company

Distribute care packages that help with their health and well-being.

Review packages

Provide more annual leave days for employees, and focus on refining/improving employee benefits.

Support for working parents

Fund childcare or babysitter costs whilst parents attend to work responsibilities.

4 | Hiring & Interviewing

Interviews

Many interviews are done via phone or video calls, often with exceptions given to final rounds/executive level hires. Many firms comfortable to hire without meeting in person, though some are facing delays where a face-to-face is considered pre-requisite.

Face-to-face interactions (F2F)

Where F2F interviews are required, temperature checks, recent travel history and health status of guests logged. Masks and sanitisers are provided at reception.

Attrition

Given the uncertain economic environment, attrition levels are observed to be low.

5 | Onboarding & Training

Alternatives

Companies are adjusting their onboarding processes. In many cases, new joiners are only required to come in for a day/first few hours to collect essential items such as employee passes and laptops. Some have shifted to full remote onboarding. Admin and documentation sign-offs are done via tools such as DocuSign.

Training

Extend use of e-learning platforms such as Zoom, Microsoft Teams, Skype for Business, and Slack.

Engagement

Clear strategies to ensure engagement via structured onboarding plan.

Get in touch

If you have questions or wish to speak more in detail about how other companies are managing the outbreak, give us a call. We're here to help.