

Remaining Agile in Hong Kong

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** in the region, we have compiled insights of how companies across impacted markets have dealt with changing environments.

1 | Flexible Work Arrangements

Work from home (WFH)

Arrangements enabled for most employees to have remote access from home, mostly business as usual for many organisations

Team Engagement

Spirits and motivation levels are kept high among employees by ensuring regular communication touchpoints through video & phone conferencing

Pulse survey

Outside of Hong Kong organisations, some HR teams are finding out employees' comfort level 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 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, as well as big gatherings cancelled in favour of webinars

3 | Employee Benefits

Show care as a company

Distribute care packages that help with their health and well-being, or offer fresh fruits daily in the pantry

Review packages

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

Insurance policies

Selected companies are choosing not to grant their new joiners with medical coverage for the duration of the probation period

4 | Hiring & Interviewing

Interviews

Most interviews are done via phone or video calls, with exceptions given to final rounds/executive level hires. Many are comfortable to hire without meeting in person, though some are facing delays due to a difficulty in administering aptitude tests

Face-to-face interactions (F2F)

Where F2F interviews are required, masks and sanitisers are provided at reception, and recent travel history of guests logged

Attrition

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

5 | Onboarding & Training

Alternatives

Companies are adjusting their onboarding processes with new joiners enjoying a shift to fully automated and remote based onboarding process

Training

Done remotely through platforms like Zoom or Microsoft Teams for internal engagement

VR technology

Some have come up with innovative ways to provide a great experience for new joiners, like using VR tech to showcase their new office space

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.