

# Remaining Agile in India: 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 on how companies across impacted markets have dealt with changing environments.

## 1 Flexible Work Arrangements

### Adjusted work hours

Avoid peak hour traffic – several companies are adopting a 10am – 4pm schedule for office jobs

### Work from home (WFH)

Arrangements enabled for most people, except those with a crucial need to be in office

### Rotational roster

By splitting teams, thereby curbing number of people in the office at any one time

### Pulse survey

Find 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

Most 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

### Review packages

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

### 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. New joiners only need to come in for first day/first few hours to collect essential items like employee passes and laptops etc. Some have managed to shift to full remote onboarding

### Training

Done remotely through platforms like Zoom

### 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.