Remaining Agile in Vietnam:
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.