Webinar: Covid-19 Crisis – Communication and HR Management in Asia-Pacific

28 April 2020
10:00 HRS – 11:00 HRS CEST

Speakers from

Host

Almut Rößner
Executive Member of the Board
OAV – German Asia-Pacific Business Association

OAV GERMAN ASIA-PACIFIC BUSINESS ASSOCIATION

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☑ Meine Auswahl merken   🌐 Deutsch ▾

During the webinar, you can post **written questions** under "questions" / „Fragen". Please indicate the adressee for your written question:
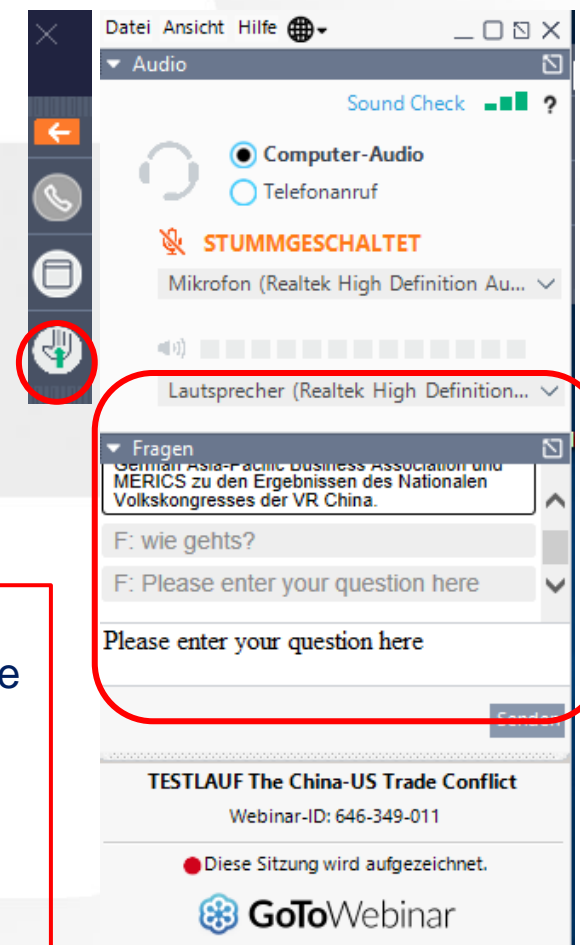
MB: Michael Behrens
TC: Teijpreet S. Chopra
FA: Dr. Fritz Audebert

2. Open the option bar

→ Open and close the option bar

→ Microphone/Loudspeaker

→ Full screen mode
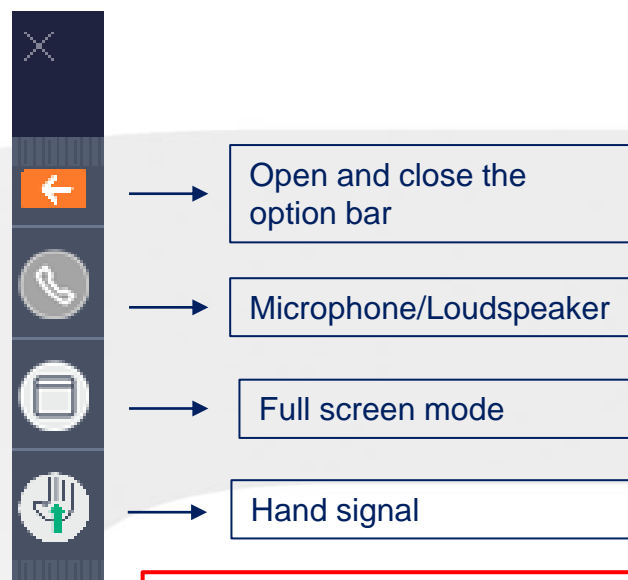
→ Hand signal

You can ask **questions orally** during the Q&A session, please state your name and company in advance.
Giva a hand signal for an oral question. After we have activated you, you have to enable your microphone yourself.

3. Asking question

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STUMMGESCHALTET

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▾ Fragen
German Asia-Pacific Business Association und MERICS zu den Ergebnissen des Nationalen Volkskongresses der VR China.

F: wie gehts?
F: Please enter your question here

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TESTLAUF The China-US Trade Conflict
Webinar-ID: 646-349-011

● Diese Sitzung wird aufgezeichnet.

🌀 GoToWebinar

10:00   **Introduction**
Almut Rößner, Executive Member of the Board, OAV – German Asia-Pacific Business Association

10:05   **Business Communication During And For the Climax of the Corona Crisis**
Michael Behrens, COO, WMP EuroCom AG
Jürgen Osterhage, Senior Advisor, WMP EuroCom AG

10:25   **Best Practice from India**
Tejpreet S. Chopra, President & CEO, BLP Group

10:40   **Business without Travel? How does global mobility look like in the future? Intercultural Management and Personal Posting, Preparation and Support of Expats during Times of Crisis**
Dr. Fritz Audebert, CEO & Founder, ICUnet AG
Sascha Meißner, Vice President Global Mobility Solutions Sales, ICUnet AG
Esther Ang, ICUnet AG Singapore

11:00   **Q&A Session**

Communication as an opportunity - especially now

- **Responsibility!** Health as the fundamental human value
- **Future of your business** - will you survive?
- **„Form follows function"** - communication support business

Target groups :

- **Internal:** Demonstrating to your staff now that you care will increase loyalty, later
- **Customers**: Your future. Show them the road ahead. Expectation management
- **Public: You're under observation.** Are you living up to these expectations?

Messages:

- Real or perceived **health threats**
- Real or perceived **business fall-out**
- Real or perceived **damage to service, supply chains, distribution**

Communication as an opportunity - especially now

Tonality:

In challenging times people read your lips

- **Clear and transparent:** Accountability
- **Straight forward:** No unnecessary actionism
- **Take people's worries serious:** Suggestions instead of orders

Type of communication:

- **Early**
- **Regular updates**
- **Tight:** Think not only about straight forward information **but also about the surrounding, supporting topics**

Channels:

- **Intranet**: This is where your staff will check first („Hotline")
- **Homepage**: Entry point for stakeholders („Hotline")
- **Press releases: What's the solution** (don't just mention the problem)
- **Social Media: Twitter et. al.** Ideally this form of communication is up and running before the storm brakes

WMP EUROCOM AG
WIRTSCHAFT ∙ MEDIEN ∙ POLITIK ∙ BERATUNG

3 Phases:
Phase 1: **Start of pandemic** - We are beyond this point
Phase 2: **During the pandemic** - We are here
Phase 3: **Post-corona** communication - Run-off

Phase 2

• **We are concentrated on the now, communication-wise.** We need to shift to the tomorrow
• **Stakeholders are asking themselves: How is the company going to look like after the crisis?**
• **As Q1 figures emerge we need to offer realistic outlook**
• **Winner/loser: Which side is our company on? And why?**
• **#stayathome -** Isn't sufficiant any longer to portray your company
• **What are you doing to help society?** (Pharma: medicine. Auto: making respiratory devices. „MamaPapa shop": delivering your dinner)
• **Purpose!**
• **Is your Social Media work up-to-speed?**
• **Are you using digitalization for business and communication?**
• **WHO - „infodemic":** The World Health Organization (WHO) is urging companies to take tougher action to battle fake news on the coronavirus

Phase 3

- **Start thinking about the next six month:** Now!

- **Financials come back into focus:** Communicate them and explain why up/down

- **Proof-point:** (What) has your company learned from the challenge?

3 short case studies

India:

TII - CEO Fabian Weingart - low order production, 300 employees, since 2015

- **Situation:** Total lock down for 5 weeks - factory closed - no state aid - salaries continue to be paid

- **What to do?** Work on the concept afterwards - advantage: company has financial reserves - standstill of sales activities for 3 months

- **Communication outlook**: New marketing concept – **if you can survive on the streets of India, you can survive anywhere -** increase export

China:

Dr. Andreas Tank, China Marketing, Shanghai, former manager Haribo and Viessmann

- **Situation:** Lockdown is over - factories production starts up again - restaurants are full
- **What to do?** Back to normality - stabilize economy - boost consumption
- Communication outlook: Concept of state and companies: **Don't mention the past, talk about the future** – problem: international business

Sri Lanka:

CEO Frank Ulmer, Aqua Dynamic, production kite paragliders, windsurf sail, tents - for 32 years - 1600 employees

- **Situation:** Total curfew, half of the workforce can work - all employees must be paid - no state aid - no short-time work - orders canceled
- **What to do?** Uphold the commitment of all employees - discuss with the authorities that more employees can work - advantage: financial reserves
- **Communication outlook: Conquer new markets** - Europa versus Asiapacific – put more money into advertising –
- **recommended advice: don't lose your nerves!**

OaV GERMAN ASIA-PACIFIC BUSINESS ASSOCIATION

Thank you!

Michael Behrens
COO
WMP EuroCcm AG

Michael Behrens
Vorstand/COO

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Email: m.behrens@wmp-ag.de
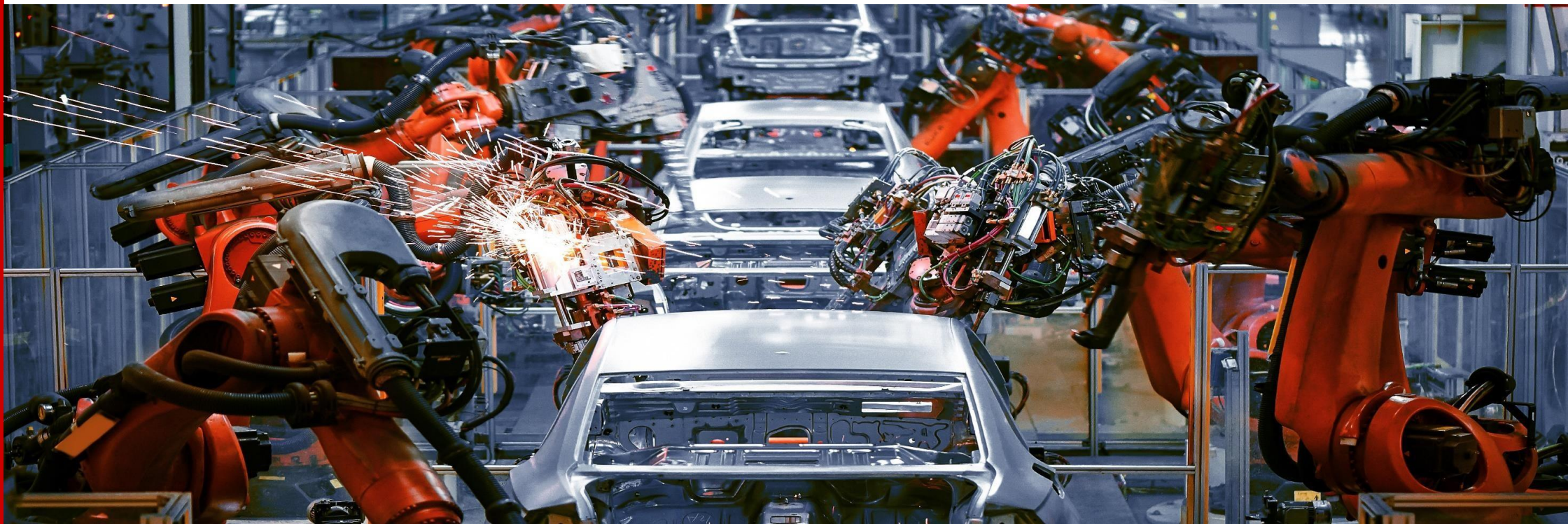
Industry.AI

Enterprise AI and Industrial IoT company driving digital transformation.
AI applications to drive productivity, sustainability, quality and safety

April 2020 Confidential
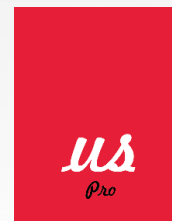
Purpose – Transform industries through enterprise scale AI & IoT solutions

Industry.AI is an Enterprise AI and Industrial IoT company driving digital transformation.

The SaaS products use Industry.AI's "Orion" platform and intelligent EDGE software – the operating system for AI and IoT. By digitizing industries, and applying big data analytics we work with customers and partners to…..

1. Increase Productivity and Reliability – OEE, machine availability, cycle time, asset health, predictive maintenance, employee's
2. Reduce Costs and increase Energy Efficiency
3. Improve Quality, Safety & Sustainability

Sectors we work with

Wide domain expertise across industries

Renewables

Transportation

Ports & Shipping

Oil & Gas

Manufacturing

Cement

Aviation

Steel

Automotive

Real Estate

Products - Enterprise scale AI applications

Industrial AI driving digital transformation and productivity across industries

Renewable Energy Asset management – wind turbines & solar farms

Supply Chain Optimization and performance monitoring – Train, Trucks, Container

Smart Buildings – Increasing the value of buildings

Smart Factory - Asset Health and Predictive maintenance for machines

Smart Port – cranes to containers

Inventory management & Asset Tracking – Warehouse, Buildings, Factories, Airports

Energy Efficiency & Sustainability - Factories & Buildings

Quality – defect detection, Safety, Security

4
April 2020

The core technology suite includes.....

Bringing together analytics, machines and people to create a digital enterprise

Analytics.AI -- AI/ML algorithms to provide insights

IoT.AI --Digitalisation - IIoT & Data Collection

Big Data.AI – data management

Track.AI -- Resource/ Asset Tracking & Tracing

Visual.AI -- Video Analytics & Image Processing

Electrical.AI - Electrical Drives – Predictive Intelligence
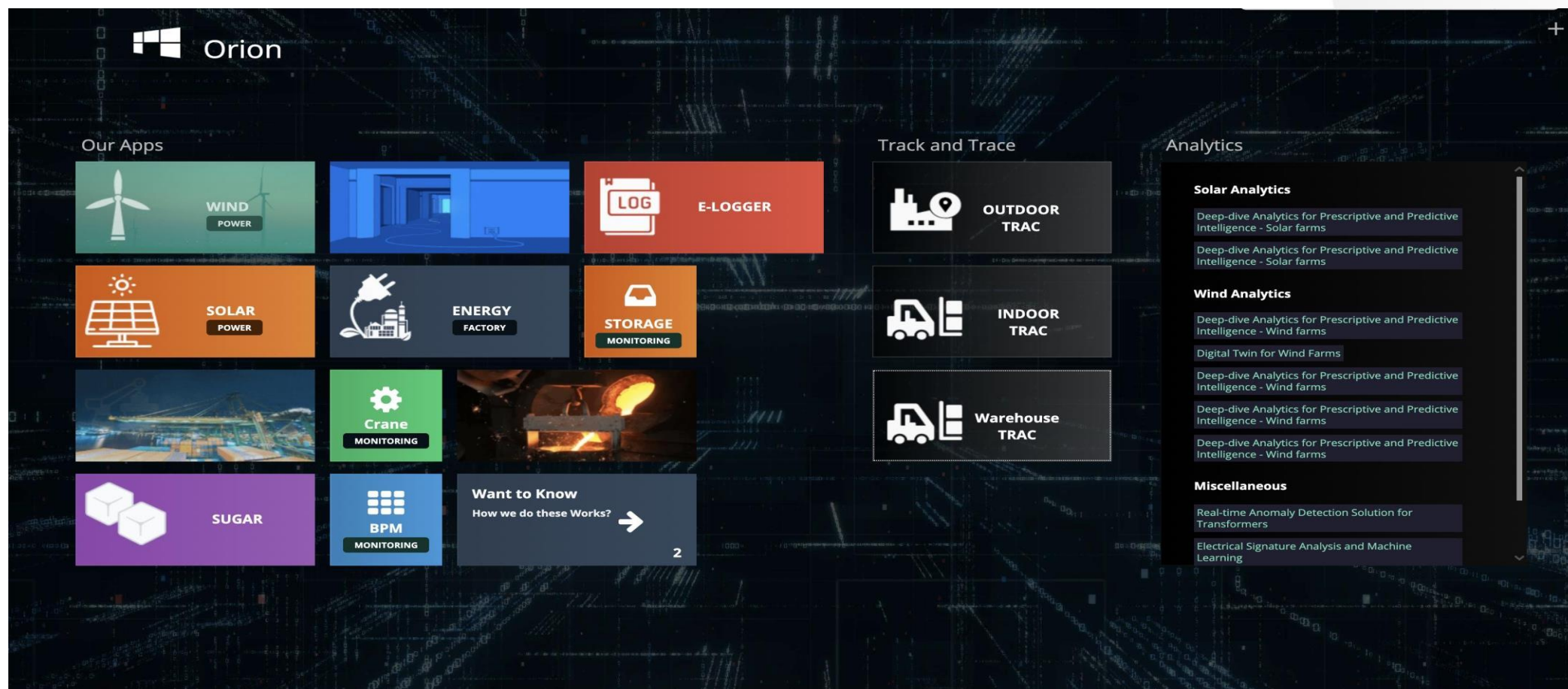
The Corona World

Adapting to the situation…..

1. Every Crisis has a winner
2. Communicate, Communicate, Communicate
   - Internal – challenges, vision, outlook
   - External – time to connect with the world
   - Sharing/partnerships
3. Learning time – open sharing
4. Driving productivity from home but
   - IT Infra/Secure/Cyber
5. Leadership – Motiving, Energy, Energize, Execution

Adapting to the situation…..

1. Hard decisions need to be made
   - Clarity to employees
2. Empathy –we are humans after all
3. Protocols going forward
4. Empowerment – work from home, no travel time etc
5. Discipline /measuring outcome
6. Collaboration

Products ….to keep our workforce safe

"Trust AI"

Video/Thermal Image
Feed Solution

RTLS/BLE

Enforcing Social
Distancing norms using
RTLS technology

Active protection using
cell phone technology

Contents

us
Pro

Bharat Light & Power, Confidential
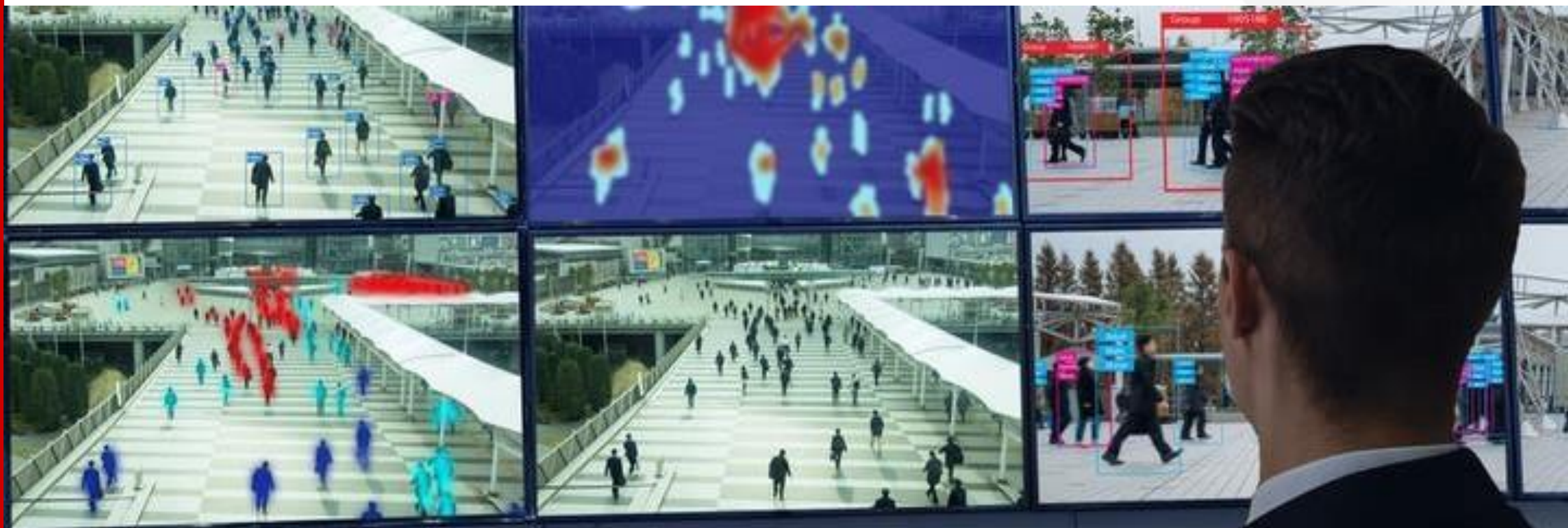
Trust AI

Social Distancing application for industries using computer vision models and existing Video/Camera/Thermal imaging feed

Overview – Trust AI

1   AI based product that leverages computer vision models, and neural network models to analyze live video feed to enforce social distancing in public areas, factories, offices, hospitals, schools etc.

2   Sends automated alerts to concerned personnel through the public address system or alarm bell if social distancing norms are breached.

3   Trust AI integrates any existing camera/video/thermal imaging feed.

4   Product can also be used to detect use of safety gear, hard hats, masks, jackets, gloves etc.

5   Easy to deploy - cloud based solution.

Identify SocialDistancing Norms and Temperature of the human body…keeping people safe
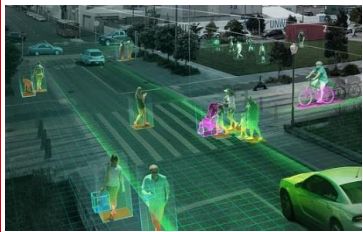
Public Spaces

Retail stores/Malls
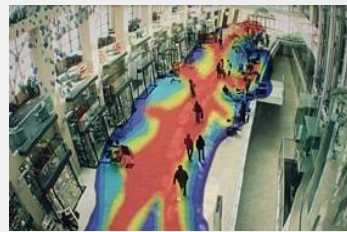
Train/ Metro Stations

Factories

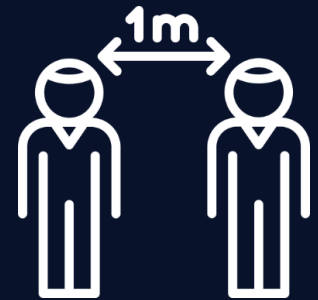Office Buildings

Airports

Industrial Facilities

Hospitals

Schools/ Colleges

Containment, Prevention & Planning

Ability to detect…..

1m

People with temperature

People breaking social distancing

And Send…..

Mobile Alerts

Visual Analytics – Cutting Edge Computer vision Models

Features

1. Multi-Channel Recognition – Attach multiple cameras

2. No new hardware to install

3. Thermal cameras to detect temperature as first line of defense

4. Provides alerts to track people, count people in an area based on social distancing

5. Uninterrupted monitoring with high accuracy.

6. Timely and cost saving.

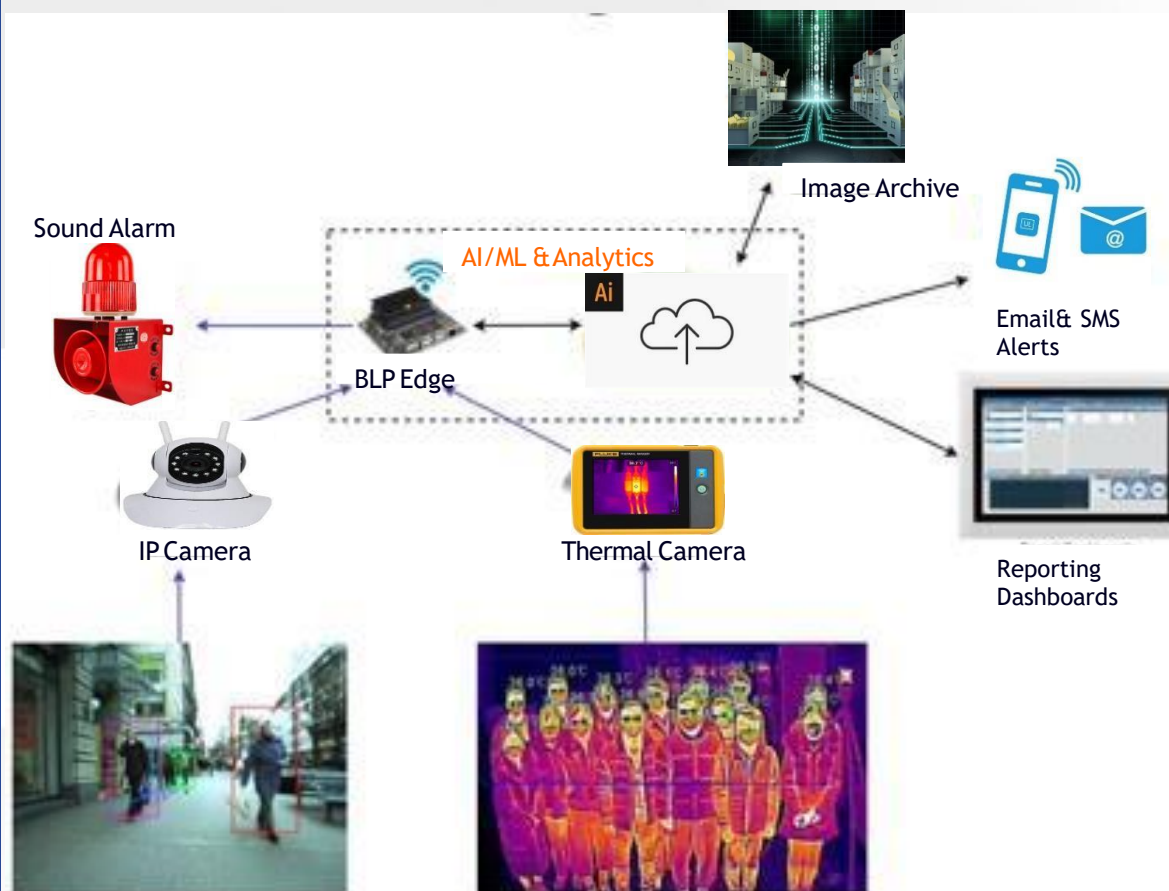7. DL Neural network (NN) and mathematical models developed to detect and localize persons

On-Premise OR Cloud

Compatible with existing cameras

High Level Architecture

BLP

Sound Alarm

AI/ML & Analytics

Ai

BLP Edge

IP Camera

Thermal Camera

Image Archive

Email & SMS Alerts

Reporting Dashboards

Contents

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Pro
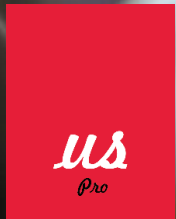
Social Distancing Mobile Application with Active Defense System
IOS & Android

Overview

US Pro

1   Mobile application with an Active Defense System (ADS) ...real time alerts to ensure Social Distancing in both public and private spaces

2   Safe and Secure

3   A low cost easy to implement solution which comes in 2 versions – Public Citizen Version (*US*) & Enterprise Version (*US* Pro). Enterprise version has many features being included including an attendance system.

4   Useful in situations where there is no camera feed, and where there are a number of visitors to the factory premises – e.g. truck drivers, etc.

5   Protect Lives, yourselves and others

Mobile Based Solution to ensure Social Distancing

Features

- ✓ Android & IOS Compatible

- ✓ Public & Enterprise Versions

- ✓ Prevention oriented (ADS)

- ✓ Bluetooth enabled

- ✓ Instant Alerts

- ✓ Ensure Privacy norms

Benefits - Social Distancing Mobile APP

Safe & Secure

Low Cost

Real Time Warning System

Anonymous

Contents

us
Pro

Industry.AI -Enforcing social distancing, Inventory management and improving asset & people productivity using RTLS/BLE technology

Overview – RTLS Solution

1 Enforcing Social Distancing in Factories & Offices using RTLS Solution based on BLE Technology

2 Location based service to track everything from humans to machines and create a safe & scalable environment

3 Technology infrastructure can be used to improve asset tracking/productivity by over 50% and enhance employee productivity

4 Control the Spread of Covid -19 and ensure security

5 High accuracy, real time data, long battery life.

Enforcing Social Distancing in Factories & Offices

Leveraging the same technology infrastructure to provide Asset Tracking of inventory and goods in warehouses, factories, offices etc. Improving asset productivity by over 50% …….and employee productivity. High accuracy, real time data, long battery life
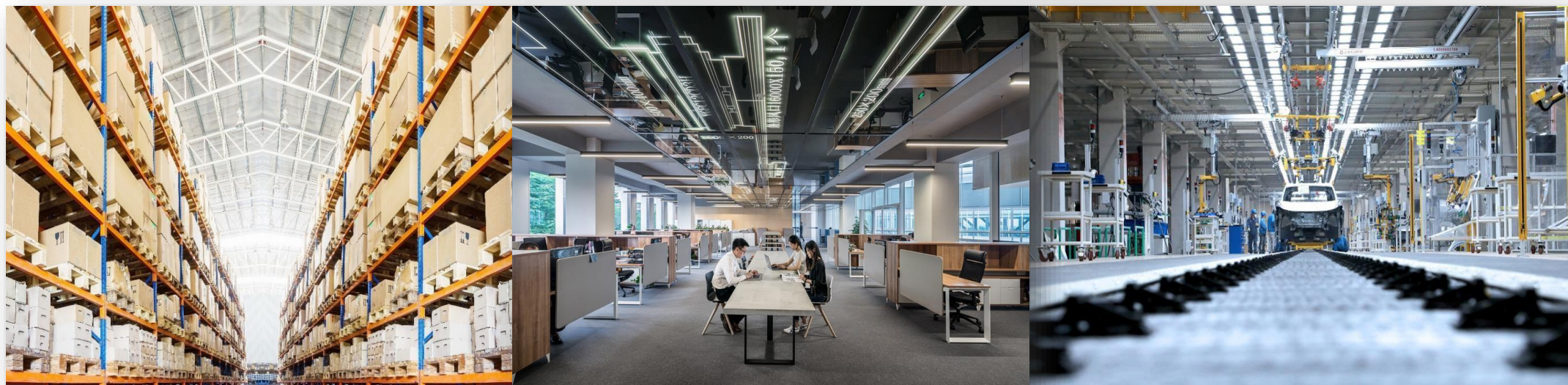
People safety & Security

Worker monitoring in hazardous areas – Geo fencing

Visitor Management

Optimum Asset Management

Bharat Light & Power

Summary

1   Keeping employees safe using AI and IoT technologies

2   Variety of technologies for different use cases – can be deployed in factories, offices, hospitals, schools etc.

3   Changing the way people work and interact

4   Technologies can be used to drive productivity and safety post Covid

5   Investing to drive digital transformation and productivity across industries

Thank You

Contact: Navraj Bhandari   **M:** +91 9821 6788 41   **T:** +91 124 4982000   **Email:** navraj@blp.co.in

Video : https://www.youtube.com/watch?v=ZdSYaWYo0pM   **Website:** www.blp.co.in

Business without Travel?
How does global
mobility look like in
the future?
ICUnet Group

Dr. Fritz Audebert CEO – ICUnet Group

Sascha Meißner
Vice President Sales Global Mobility Services GmbH

Esther Ang
Global Mobility Manager APAC based in Singapore

OAV Webinar – Covid 19 Crisis Communication and HR Management in Asia-Pacific, 28th April, 2020

AGENDA

1. Terms and conditions for business trips to Asia.

2. Expected changes and opportunities regarding Global Mobility.

3. Digital transformation in the area of Global Mobility after the crisis?

TERMS AND CONDITIONS BUSINESS TRIPS TO ASIA

|	CHINA	HONG KONG	JAPAN	SINGAPORE	INDIA
SITUATION	Number new cases of declining, **economic and social life gradually returning**.	**No new cases** have been recorded for 2nd time in a week.	**State of Emergency** for the coronavirus outbreak until **May 6th 2020**, but likely to be extended.	**Rise of cases**, especially among Work Permit holders residing in dormitories, public urged to remain at home.	**Nationwide lockdown since March 25th until May 3rd** (likely to be extended in certain regions).
BUSINESS	Access to property compounds possible. Many shops have **re-opened**.	**Temporary ban** on some businesses until **May 7th**.	Only facilities and services deemed essential are open, remote work where possible.	**From 7th April 2020** all **workplace premises** and shops except for those necessary to support daily living needs are **closed until 1st June 2020.**	**Most businesses** remain **closed**, except those providing essential services. Relaxed restrictions to agricultural businesses, banking and public works from 20th April, however **no public transportation**.
SCHOOL	In both Shanghai and Beijing **international schools will gradually re-open** from beginning of **next week.**	All schools will be **suspended until further notice**, however admissions offices are still operating.	**School closures** requested until **May 6th** after Golden Week.	**Schools remain closed**, one day of home-based learning since beginning of April.	**Remain closed** until **end of June.**
PUBLIC FACILITIES	Social spaces, public parks, promenades, zoos, libraries **are now accessible.**	**Leisure venue ban** since **March 28th**.	Most public and recreation **facilities remain closed.**	Social **gatherings of any size** in private and public spaces **prohibited**.	**Most** public and recreation **facilities** remain **closed**.
SOCIAL LIFE	Ban for gatherings and group activities remain**. Further easing of social distancing from May 7th.**	**Public gatherings** limited to **four people** since March 28th.	**Request to stay at home** except for essential tasks	Events and mass gatherings regardless of size are prohibited.	People **prohibited to step out of their homes**, unless emergency.

TERMS AND CONDITIONS BUSINESS TRIPS TO ASIA

	CHINA	HONG KONG	JAPAN	SINGAPORE	INDIA
TRAVEL RESTRICTIONS FOR FOREIGNERS	**Arrival of all foreigners** blocked, regardless of destination and existing visas	**Inbound travel ban** on all non-Hong Kong residents coming from overseas	**Arrivals of foreigners** from 73 countries (including most of Europe) **blocked**.	As of 23rd March 2020, **all short-term visitors** from all destinations **denied entry.**	**All borders closed for inland and overseas travel, foreigners arriving from any destination on the "Excluded List" denied entry.**
TRAVEL FOR NATIONALS/ PERMANENT RESIDENTS	**Compulsory nucleic acid test** for Covid19 on arrival at major airports.	Since April 22, **compulsory Covid-19 test** on arrival.	**Compulsory PCR test** on arrival for Nationals and foreigners with permanent residence.	**Nationals and Permanent Residents** to submit a **health declaration** via the SG Arrival Card (SGAC) e-service upon arrival.	Indian nationals included in the **travel ban**.
ADDITIONAL VISA AND IMMIGRATION INFORMATION	For foreigners staying in China, **residential permits** are automatically **extended for 2 months; new work permit** applications can be submitted through **standard online process**.	**Immigration Department** is operating on a scaled back workforce. **Delays** for new **visa applications** can be expected.	**Suspension of visa validity** for selected countries.	**Entry permitted in certain sectors** that provide essential services such as healthcare and transport. Malaysians with Singapore work permits will continue to be able to work with appropriate accommodation arrangements.	**Suspension of all existing visas,** except for diplomats, officials of international organizations **until May 3rd.**
QUARANTINE REGULATIONS	Anyone arriving from abroad will need to undergo a **14-days quarantine**, either at home or at a government-directed facility. **For domestic travelers**, aside from Beijing, **home quarantine stay is not required** in most cities anymore.	**14-day quarantine** upon arrival from overseas until **18th June 2020**.	Additional screening and upon arrival, a **14-day quarantine** is strongly recommended for everyone arriving from abroad.	**14-day self-isolation** at dedicated Stay-Home Notice (SHN) facilities.	Those able to return must undergo testing and a **14-day quarantine in a government facility**.

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PREPARATION AND SUPPORT OF EXPATS DURING THE CRISIS

Delivery of services to assignees are severely restricted, however limited services are still possible and necessary for those able to travel.

➢ Requirement for more documentation on entry of destination
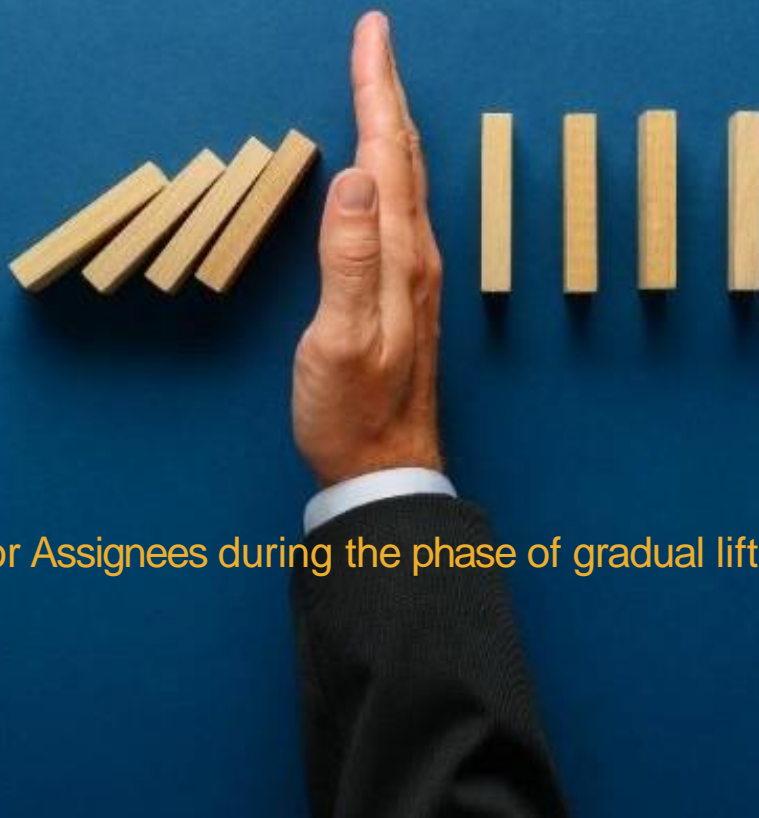
➢ Mandatory 14 day quarantine on arrival in many countries

➢ To support assignees, special packages designed for these exceptional times are crucial

Health and Safety for Assignees during the phase of gradual lifting of travel bans

PREPARATION AND SUPPORT OF EXPATS DURING THE CRISIS

Support during quarantine period

When assignees are undergoing quarantine, they rely more than ever on support, especially in a destination where they lack a social network to fall back on.

ICUnet has prepared a package - The "WE CARE" Package

Services include:

- Submission of required notification to the public health department

- Personal meeting with relocation consultant at the accommodation (wearing face mask)

- Information about state-prescribed measures

- Provision of emergency numbers (*doctors, hospitals, pharmacies etc …*)

- Purchase of groceries and other necessities based on individual needs and preferences

- For families: Updated information on kindergarten, school situation.

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Digitization as a winner of the crisis

The Global Mobility Industry will be at the forefront of growth and economic rebuilding.

➢ Catch up with growth and talent management? Business trips that have been postponed will be rescheduled quickly?

➢ Safety of employees and compliance issues will become even more eminent.

➢ Companies most adaptable to change and open for innovation are most likely to thrive.

➢ Crisis has given digitization a boost. Companies will drive digital processes for better tracking of employees travels, better user experience and cost effectiveness.

➢ Digital formats, webinars, video conference and e- learning will become the new "normal" and more extensively integrated in daily work life.

DIGITIZATION TO SUPPORT A HOLISTIC MOBILITY SOLUTION

An individually tailored and digitally supported Global Mobility solution is the key to your success

By including the use of intelligent digital solutions we create the highest possible degree of efficiency and reduce complexity along the value supply chain of international mobility.

This is why our customers are quicker, more agile and more competitive in the market.

CUSTOMER EXPERIENCE MEETS EFFICIENCY

The digital IND Eco-System enhances Assignee Experience

HRX

AX

Back End: IND

Core Global Mobility Services:
•Digital Immigration Management
•Digital Relocation Management

Extended Global Mobility Services:
•Digital Move Management (virtual visitation & auction)

Front End: IND

Front End Mobile & Desktop:
Expat Suite
(FSE, Spouse, Consultant)

Front End Desktop: Micro Marketplace

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Mobile Move Management for your international assignees reduces costs

For your assignee a move is above all time consuming and limits flexibility. To keep this time expenditure as small as possible and to maximize the flexibility, ICUnet has developed a Move Management APP:

MOVE is primarily designed as a Front End for the assignee. Some of the advantages of MOVE for the assignee are...

...quick contact with designated contact person.
...convenient tracking from wherever you are.
...digital move questionnaire.

mo>e

7.5% - 10%
Reducing costs by …
...Neutral Pre Move Survey
...Pitch: Best Offer
...Reducing staff costs
...Digitalizing processes
...Expert Audit

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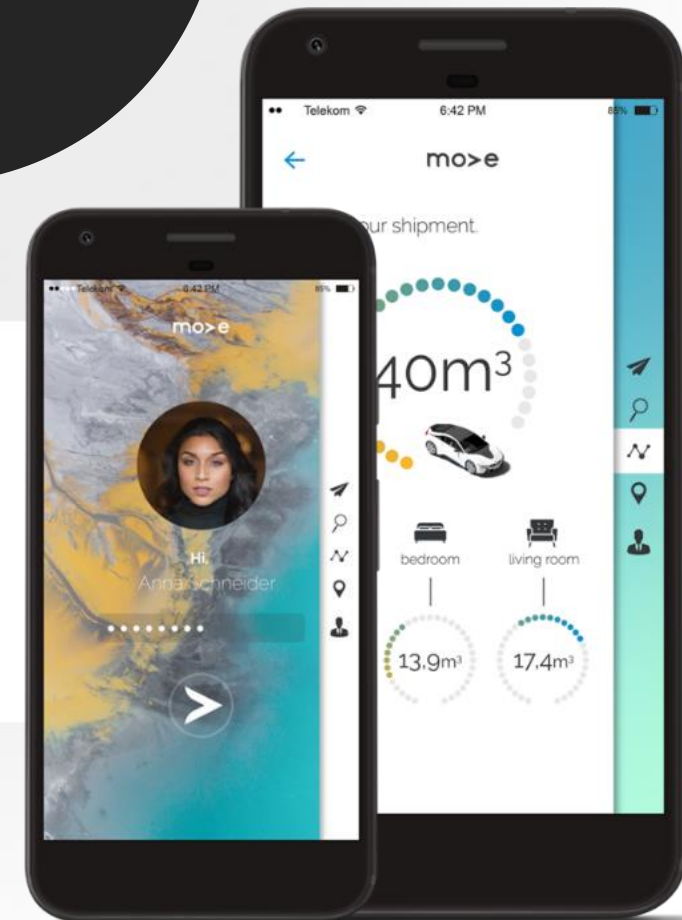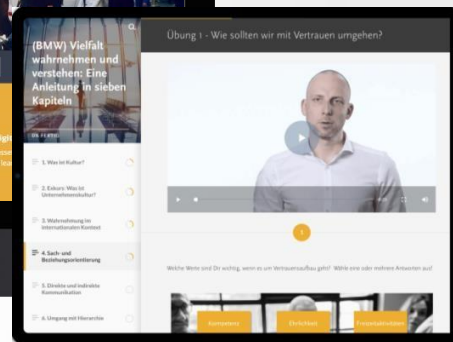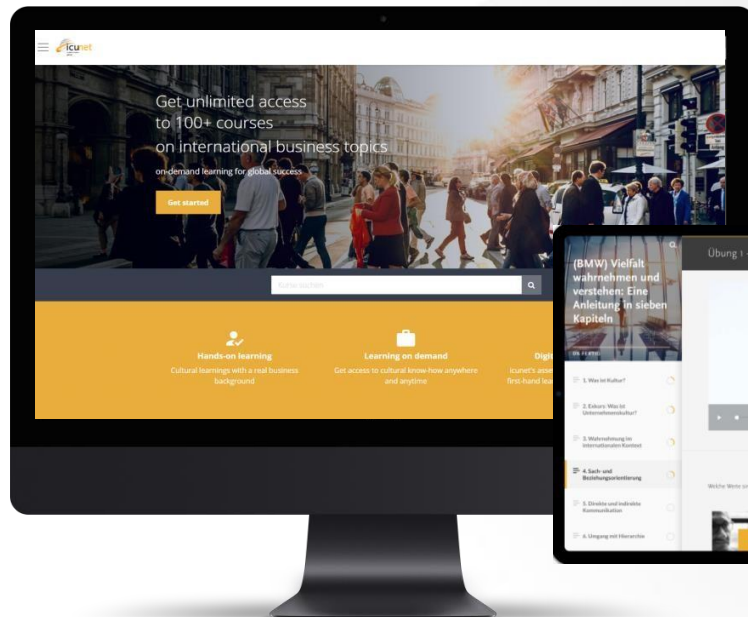
learn.hub

LEARN.HUB was developed on an E-Learning Platform by ICUnet Group for international assignees – with content, that go way beyond regional studies.

We have a great demand for interactive, scenario- based learning. Micro-Learning elements and gamification secure an intense knowledge transfer.

LEARN.HUB is mobile and responsive and can be accessed everywhere and anytime. It is also part of our blended-learning approach and can be applied in our whole system.

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API

IND
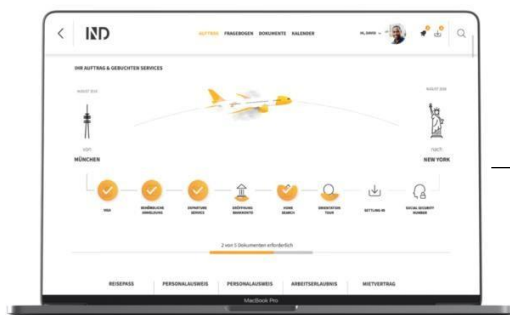
- Master Data
- Documents Services
- Questionnaires
- Checklists & Status
- _____ Feedback
- Calendar
- Costs & Reports
- Processes

<...>

SAP
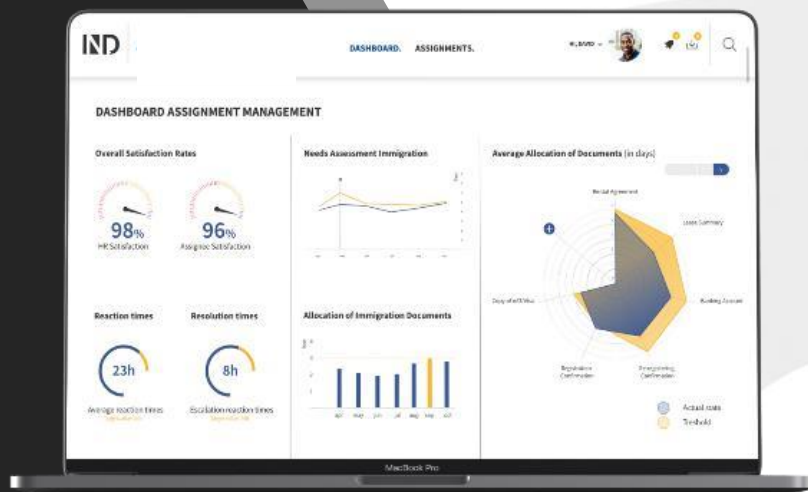SAP SuccessFactors

Deloitte.

EY Building a better working world

pwc

KPMG

amadeus

Further applications

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Success and provision of services are displayed on a dashboard and continuously measured via the "ICU NEXT DESTINATION" (IND). IND enables tracking of SLAs and KPIs as well as customer satisfaction.

You can track the KPIs, that you have selected to measure performance according to your specific priorities in real time:

✓ Satisfaction HR & Assignee

✓ Reaction time

✓ Proactive escalation management

✓ Implementation of Posted Workers Directive on the basis of HR briefings

✓ Transfer of all provided documents and data in the process

✓ Exception management

✓ Document management

✓ Tracking functions(i.e. Reminder for expiring contracts and permits)

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make success global

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ICUnet AG

Esther Ang
Global Mobility
Manager APAC
ICUnet AG

Digital OAV-Country Committee Meeting

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13.05.2020	China, Hong Kong, Taiwan
18.05.2020	Indonesien
29.05.2020	Japan
Mai/ Juni 2020	Vietnam
Juni 2020	Indien
August/ September 2020	Nepal

SCAN ME

Infos zu weiteren Webinaren, VideoPodcasts etc. unter:

https://www.oav.de/termine/aktuelle-veranstaltungen.html

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