

A photograph of two men in business suits. The man on the left has a beard and glasses, and is pointing at a document held by the man on the right. They are both looking down at the document. In the background, another man is seated at a desk, working on a laptop. The office has large windows and a modern feel.

HR CHECKLIST 2021

Business Continuity 101 in the Pandemic

Foreword

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Enterprises of all sizes have been compelled to jump on to the digital transformation bandwagon, and HR teams are now in an unenviable role of leading this organizational transformation. This has shifted the focus of Enterprise HR teams from being seen as a tactical function to be a Strategic Business Partner.

To be successful in this endeavour, Enterprise HR teams need to expand their skills and competencies; and leverage new and agile ways of managing a remote, virtual and a hybrid workforce.

In recognising these market needs, [BIPO in collaboration with hrtech.sg](#) has put together a checklist of the “new norms” of 2021 to enable Enterprise HR teams in making a seamless transition to the digitalised normal.

Sriram Iyer
Founder & CEO – hrtech.sg

Introduction

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Chapter 1: HR Policies

Implementing a strong and robust set of HR policies helps businesses demonstrate transparency both internally and externally. It addresses the needs regarding corporate governance, regulations, diversity and ethics. They also reflect an organisation's commitment to fair and inclusive policies that meet the needs of Business 4.0.

Are your HR policies ...

- ➔ Routinely updated in keeping with the changing global business landscape
- ➔ Aligned with local labour laws and regulations
- ➔ Recognising employees' needs, in particular, in a multi-generational workforce
- ➔ Supporting, and effectively communicating business objectives
- ➔ Clear and concise, able to guide management teams in their decision making
- ➔ Fair and inclusive, respecting diversity in the workplace



Chapter 2: Payroll

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Chapter 2: Payroll

A high-functioning payroll system is critical against the global economic landscape.

With the future of work constantly evolving, automating payroll functions ensures accuracy and compliance. This enables HR teams to focus on a strategic HRBP role while contributing to business objectives and goals.

Consider payroll solutions that empower teams to stay productive

- Enterprise integration (unified system for Payroll, Finance and other applications)
- Agile payroll processing system to support employees working from home
- Secure and compliant, solutions powered by technology to reduce errors
- Multi-country and lingual payroll, supporting salary disbursements in multiple currencies
- Payroll, pension fund, statutory computation (filing, submission and reporting)
- Real-time access to HR dashboards, BI tools, attendance records, OT and other reports



Chapter 3: Compensation & Benefits

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Chapter 3: Compensation & Benefits (C&B)

C&B policies are tricky to work around, especially with newly implemented regulations such as Stay-Home Notices and Quarantine Orders. A report by Korn Ferry recommends a multi-pronged approach, forming Remuneration & Compensation Committees to assess and understand plans already in place, and those that need to be implemented.

C&B to meet the needs of today's VUCA environment

→ Determine policies and methods best suited for the current business environment.

→ Employee well-being is a priority. Be flexible. Understand that the current situation is temporary

→ Consider benefits for employees to set-up interim work-from-home arrangements / accommodation

→ Allow employees to take paid leave within a set time period or encourage the use of "carry over" leave to mitigate costs

Chapter 4: Employee Wellbeing

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Chapter 4: Employee Wellbeing

Employers across Asia Pacific are taking a holistic approach towards employee wellbeing beyond physical health to include mental and social support. With the prolonged effects of the pandemic, purpose will become increasingly important as the workforce pivots towards a flexible working environment with little to no commute. Autonomy and empowerment are key in driving engagement and reducing stress among employees.

Invest in relationships. Take a personalised approach.

- ➔ Protect mental and physical health; provide incentives that support such initiatives
- ➔ Boost motivation. Help employees stay connected and supported
- ➔ Develop in-house channels where employees can obtain information, guidance and support on mental health
- ➔ Reduce isolation. Routinely check-in with employees – provide assurance, not just on the work front
- ➔ Allow flexible working hours to support work-life integration
- ➔ Future-proof your workforce with opportunities to upskill and cross-skill teams

Source: [EY - How leaders can protect employee wellbeing during COVID-19](#) | [Willis Towers Watson](#)

Employee Wellbeing at a Glance

Actions taken by employers in Asia to support employee wellbeing during COVID-19

49%

of employers
have taken action to
manage and engage
remote teams



Increased access to videoconferencing to allow for virtual meetings to keep employees connected around work

79%



Offered new virtual solutions that are easy to implement to support work from home employees

57%



Offered flexible work hours to allow employees to tend to child or elder care responsibilities

52%



Offered/enhanced access to an employee assistance program (EAP)


36%



Promoted healthy nutrition/physical activity/weight management for work from home employees

34%

Source: [Willis Towers Watson](#)

A top-down view of several people's hands stacked together in a circle on a wooden table. The hands are of various skin tones and are wearing different colored sleeves (brown, purple, black, grey). In the background, there are several papers with charts and graphs, a laptop, and a notebook. The overall scene suggests a collaborative business meeting or a team huddle.

Chapter 5: Culture

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Chapter 5: Culture

With the shift towards flexibility and remote work during the pandemic, organisational culture too must be adaptive in today's changing business landscape.

- Culture provides employees with a shared sense of purpose and corporate identity
- Culture attracts talent
- Culture is defined by behaviours
- Culture. Communication. Community.

How to build and sustain culture remotely?

- ➔ Help employees realign their expectations and behaviours with corporate and personal goals
- ➔ Form digital focus groups to learn how working remotely affects culture
- ➔ Re-assess onboarding programs. Nominate culture ambassadors to mentor and support new employees in adopting the company culture
- ➔ Prevent collaboration fatigue by scheduling short bursts of communication. Limit meetings to 15 minutes
- ➔ Use technology tools to engage and collaborate with employees
- ➔ Focus on culture-building communications and events to support company-wide values, share experiences that employees can relate to

Source: [Mercer](#)



About BIPO

At BIPO, we help businesses transform and digitalise HR processes, enabling companies to realise their international growth ambitions.

Around the world, we support over 1,600 clients across 87 countries and regions with a new generation of cloud and mobile-based HR solutions, Payroll and HR outsourcing services.

Contact Us

 +65 6813 0610

 hello@biposervice.com

 www.biposervice.com

 [linked.in/company/bipo-svc](https://www.linkedin.in/company/bipo-svc)

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