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Flexible Work Arrangements (FWAs): New Normal for the Workplace

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Work-From-Home (WFH): **Overview**

A thick, horizontal orange brushstroke is positioned below the word 'Overview' in the title.

WFH accelerated during COVID-19 crisis

Employers implemented WFH to continue operations amid the physical restrictions



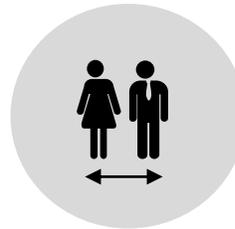
- *Before the Covid-19 chaos, the future of work was already expected to move toward working remotely*
- *This trend is not only changing how work is currently being conducted, but also how it will continue to operate in the future*

Knights Frank (Malaysia), Apr 2020

- *Remote working is increasing as a means of practising social distancing during the COVID-19 pandemic*
- *Remote working is an example of a business transformation that works on many levels*

World Economic Forum, Mar 2020

Purposes employers implementing WFH as it becomes the **NEW NORMAL**:



Ensure wellbeing of employees



Preserve and recreate jobs



Support business sustainability



Raise employee productivity

Adoption of WFH was widespread across sectors

Various sectors globally and locally plan to continue WFH as part of the new normal



“

We have restored production to pre-coronavirus outbreak levels. **For non-frontline employees across the country, we adopted Work-From-Home policy.**

President of Infineon Technologies China, Mr Su Hua

“

The company aims to have **50% of its employees engaged in telework on average as the epidemic subsides.**

Senior Vice President Hitachi Japan, Mr Hidenobu Nakahata

“

Digital platforms **allow our sales advisors access to project information at any time, from home, the office or anywhere.**

IJM Land Managing Director, Mr Edward Chong

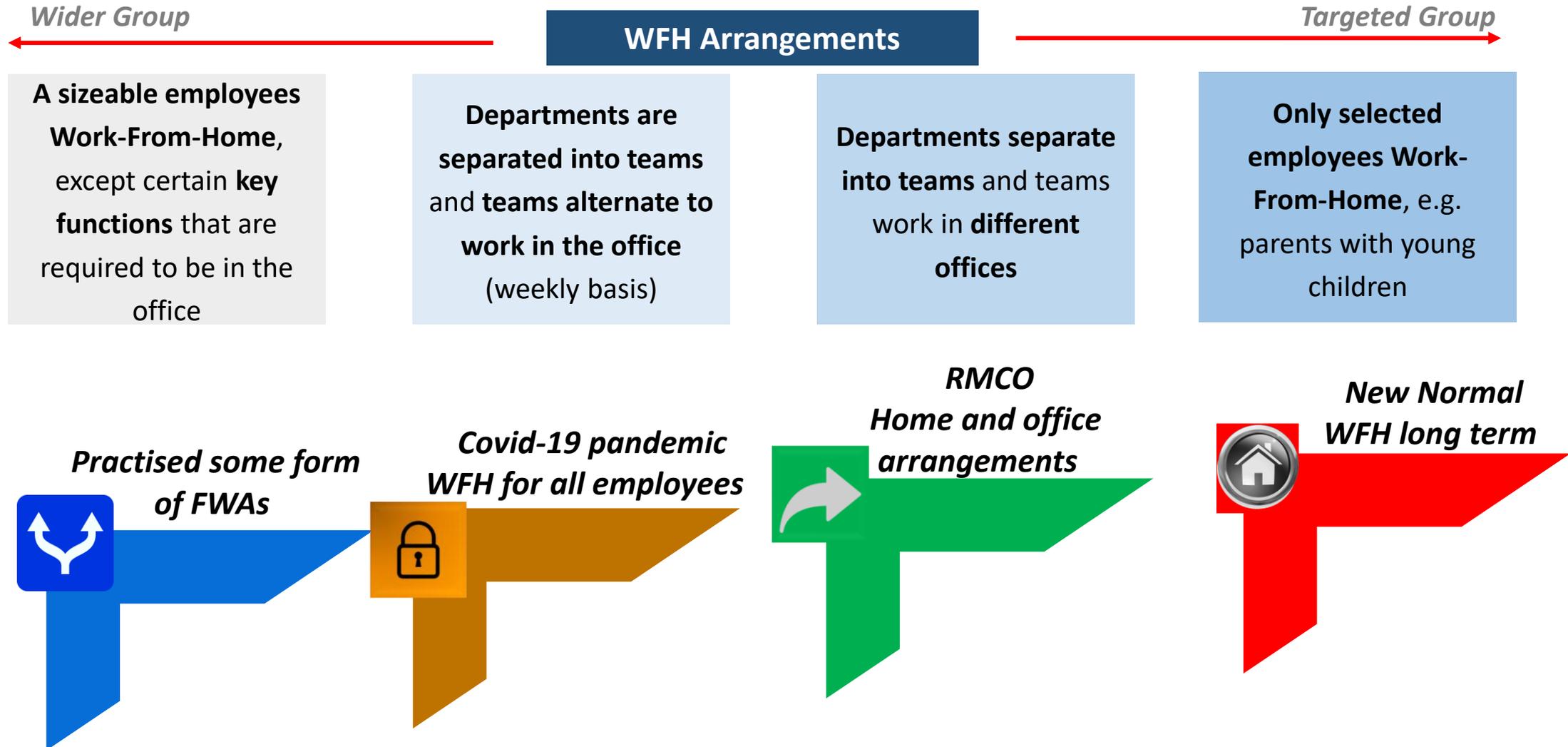
“

Staff can access all the hospital's systems similar to when they are working in the hospital. We also use Skype for virtual meetings between team members and clients.

Pantai Hospital CEO, Ms Erica Lam

Different Options of Work-From-Home

WFH arrangements to cater different business and employees needs



Source: TalentCorp engagements & advisory, news flow

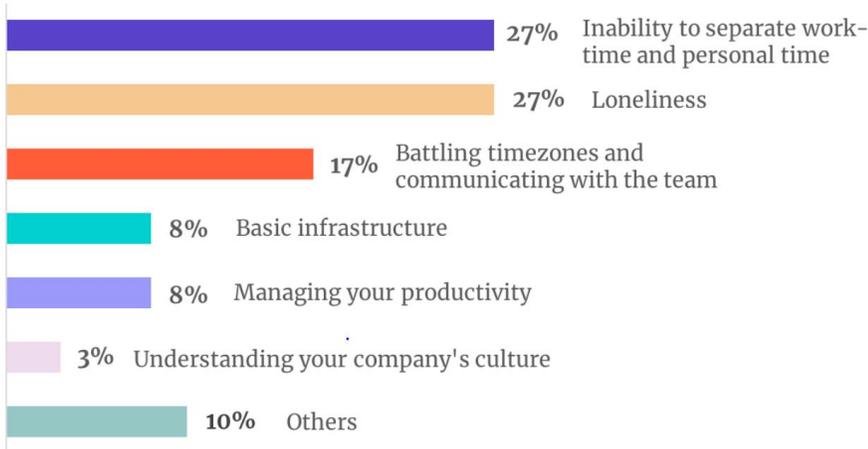
WLPs: Work-life practices (WLPs) represent the future of how work is done and what the workforce of the future expects

Battling Work-Life balance and Loneliness remains tough

State of Remote Work 2020 Insights



What's the biggest challenge of working remotely you have faced?



Source: [State of Remote 2020 Report](#)

While, remote working certainly offers numerous advantages and is quickly being adopted widely, employees are still figuring solutions to the following challenges;

- Unable to clearly demarcate work-time and personal-time along
- Fighting with the feeling of loneliness

“Physical and mental health are incredibly important. It is important for everyone to make time for fostering community and self-care while working remotely”

Employers

- ensure employees have access to conducive home office and proper infrastructure to perform their jobs
- frequent engagement with employees to stay connected with employees through activities such as wellness programmes, lunch and chat sessions,

Employees

- set ground rules to manage work and personal responsibilities
- check-ins to keep performance on track and align work with teammates and HODs
- take breaks to stay productive

Besides WFH, employers can adopt other FWAs

Common FWAs in Malaysia include flexi and staggered hours, leaving early and job sharing

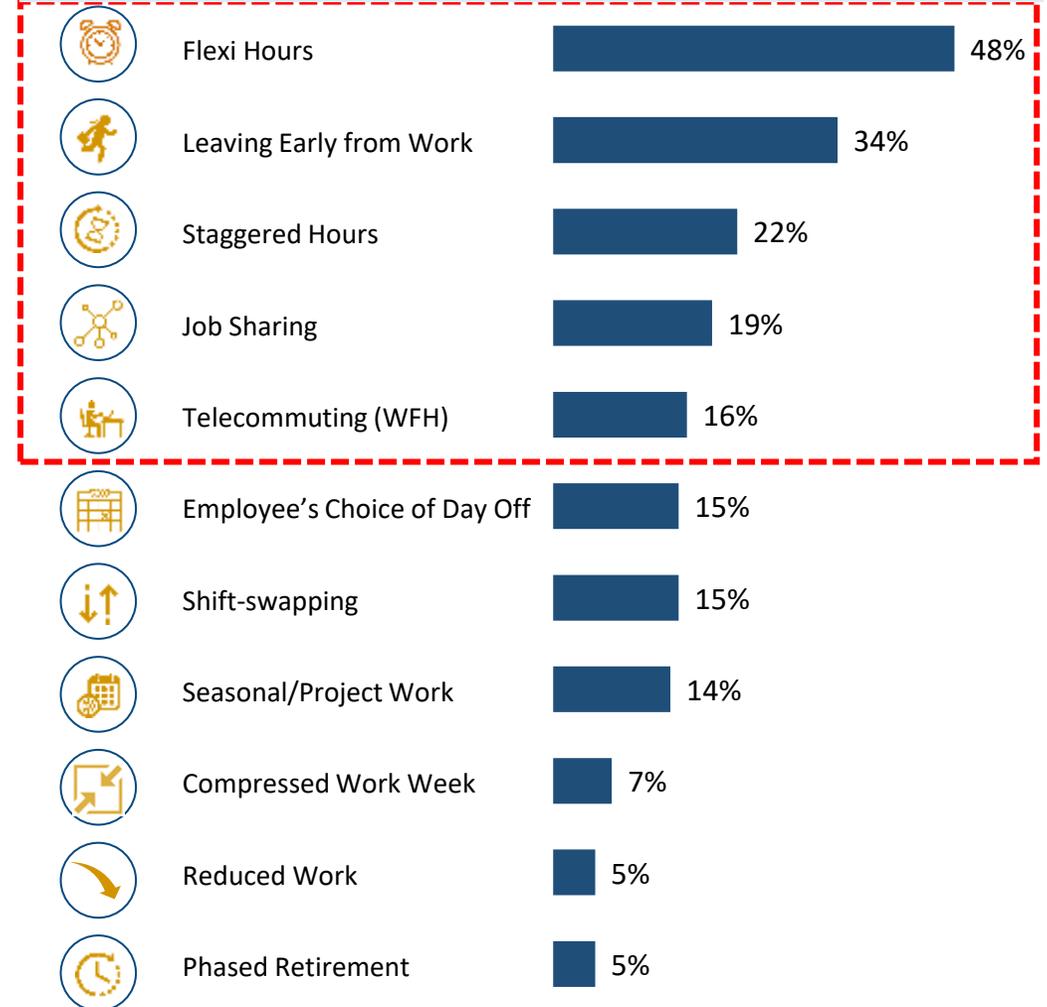


FWAs refer to work arrangements which provide flexibility in the following areas:

- the place of work
- the schedule of working hours
- the total amount of hours



Top FWAs in Malaysia



TalentCorp's role in supporting and advocating FWAs

Since 2015, TalentCorp has supported more than 100 employers in adopting FWAs



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Targeted engagements by industries with customised approaches

LIFE AT WORK



Awards and Recognition

Thought Leadership



FWAs Best Practices Sharing

Advisory Support



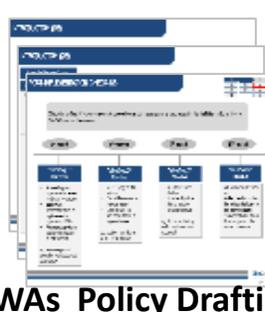
FWAs Assessment



FWAs Toolkit



FWAs Handbook



FWAs Policy Drafting and Implementation Support

Workshop / Mentoring



FWAs Workshop



*FWAs Mentoring Programme

Portal



FWAs Repository (Toolkits, Best Practices Sharing)

Refer to flexworklife.my



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**Drive Malaysia's talent strategy
towards becoming a dynamic talent hub by
attracting, nurturing and retaining the right expertise**

Partnerships are at the core of TalentCorp's Strategies



Ensure **graduates and emerging talent** are equipped with industry-required skills;



Promote **talent diversity** by optimising Malaysia's diverse talent sources towards the creation of a more inclusive and qualified workforce; and



Facilitate **talent mobility** by leveraging the skill sets of Malaysians who have studied or worked overseas, as well as highly-skilled expatriate talent in the country.

TalentCorp's Signature Programmes



Understanding

Talent Supply and Demand

- Critical Occupations List (COL)
- Nurturing EXpert Talent (NEXT)
- Structured Internship Programme (SIP)
- Scholarship Talent Attraction and Retention (STAR)
- MyASEAN Internship
- MyAPEC YouthConnect
- Semester Break Programme (SBP)
- Young Employable Students (YES!)
- Industry-Academia Collaboration (IAC)

Enhancing

Talent Pipeline

- Career Comeback Programme (CCP)
- Work-Life Practices (WLPs)
- Life At Work Awards (LAWA)

Promoting

Talent Diversity

- Returning Expert Programme (REP)
- Residence Pass-Talent (RP-T)
- Malaysia Expatriate Talent Service Centre (MYXpats)

Facilitating

Talent Mobility



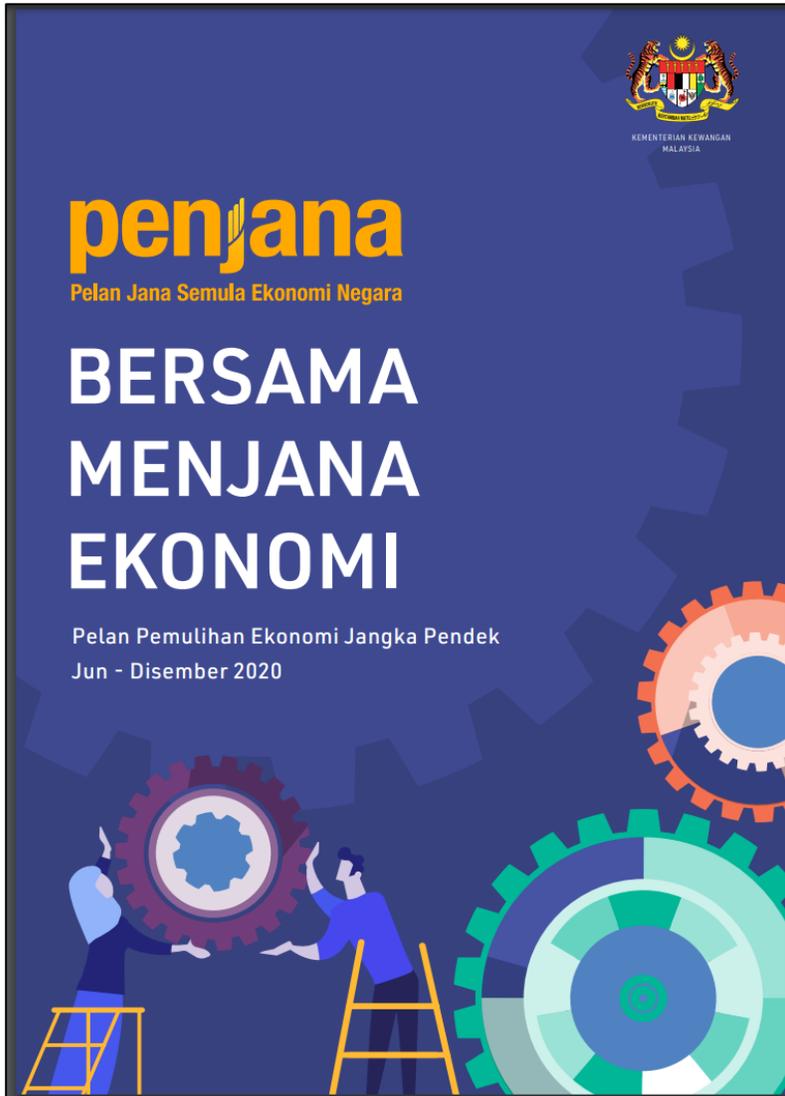


FWAs Implementation:

Tax Incentive under PENJANA



FWAs was announced under PENJANA as part of Economic Recovery Plan



Flexible Work Arrangement Incentives

BENEFICIARIES

All employees working from home

QUANTUM

RM800 million

TIMELINE

Beginning June 2020

OBJECTIVE

To encourage work-from-home arrangements by providing support to both employers and employees

To sustain the new normal of work-from-home, the Government will support employers and employees with the following:

- ▶ Further **tax deduction for employers** which implement Flexible Work Arrangements (FWAs) or undertake enhancement of their existing FWAs (effective 1st July 2020)
- ▶ Individual **income tax exemption of up to RM5,000** to employees who receive a handphone, notebook & tablet from their employer (effective 1st July 2020)
- ▶ Special **individual income tax relief of up to RM2,500** on the purchase of handphone, notebook & tablet (effective 1st June 2020)

With the increasing number of Malaysians working from home, SOCSO will also provide:

- ▶ Coverage for workers involved in accidents while working at home under the Employment Injury Scheme



For more information: www.hasil.gov.my • www.perkeso.gov.my

Lead agencies:



Types of FWAs to fit employers and employees needs



Flexi Hours



Leaving Early from Work



Job Sharing



Telecommuting



Shift-swapping



Connect with us

To get started with a repository of best practices in implementing WFH or other FWAs, please contact our team at

flexworklife@talentcorp.com.my

or visit www.flexworklife.my

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THANK YOU

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