

**Interview with IHRP-SP, Pauline Loo from  
Taiyo Nippon Sanso Holdings Singapore Pte Ltd**

Taiyo Nippon Sanso is the leading Japanese multinational industrial gas manufacturer incorporated in the year 1918 with over 100 years of experience as The Gas Professionals. Taiyo Nippon Sanso currently operates in more than 30 countries worldwide via its own name and subsidiaries, providing essential support with industrial gases for diverse industries including the steel, chemical, electronics, automobile, construction, shipbuilding, and food industries.

Company size (in Asia Oceania region): 2826

% of employees Working From Home: 80%

**Q: What are some of your successful strategies and available support systems that your company has implemented to engage your employees?**

HR division, in partnership with Safety division, rolled out the COVID-19 Business Continuity Plan (BCP) to all the subsidiaries in the Asia Oceania region and is the lead communicator for all COVID-19 updates.

Employee Engagement Strategies include:

- a. Communications: weekly basis via emails and in-house communication platform
    - i. Current situation on COVID-19 in respective countries / subsidiaries to keep everyone updated on latest travel advisories and travel bans
    - ii. Latest COVID-19 measures and advisory updates by the Government
    - iii. New practices at work such as temperature taking daily, check-in/check-out as a form of work ritual, submission of weekly work report and submission of staff movement forecast report for the following week, to keep everyone updated on one another's work progress, projects development and staff movement
    - iv. Making available of over 300 complimentary online courses for all employees in Singapore and across the Asia Oceania region to continue upskilling and reskilling during COVID-19
    - v. Sharing of best practices on measures implemented at the local and regional offices
  - b. Existing training & development programmes: Quarterly **Keep Our People Interactive (KOPI)**, monthly *We Care Brown Bag Reboot!* Webinars
2. Updates on MOM / Employment Act
  3. Changes in legislation and policies arising from COVID-19 ever-changing situation
  4. Hear from employees on their well-being on their current situation and how they are feeling
  5. Emphasis on the importance and seriousness of COVID-19
  6. Chat group set up via the platform of Teams for HR to address any of their concerns
  7. Tips on how to use digital platforms in a secured manner

**Q: How should we prepare our employees to be a step ahead during these uncertain times?**

Our President & CEO sends out his communications via President & CEO's Message to all the employees in Singapore and across the region to reassure and reiterate to employees that operations are not affected and the company is standing strong financially. The Company also closely monitors the budget. Employees were informed that they would not be retrenched or receive any pay reduction.

The business heads also work closely with the employees to have weekly updates on their work via digital platforms so that employees know that they are well-supported by their managers and the Company.

HR Division continues to curate resources and develop talent development programmes by rolling out webinars to the employees in Singapore and across the region.

**Q: How do you think COVID-19 will influence or shape your HR practices (e.g. onboarding, offboarding processes) in your workplace during this period and moving forward?**

Currently, there are no onboarding and offboarding cases, due to the COVID-19 situation.

However, the company is exploring onboarding and offboarding via an online platform. Submission of HR documents are now done via email or OneDrive.

Care will be undertaken to ensure that the foreign employees coming from overseas offices will be quarantined according to the Government's COVID-19 guidelines and measures, before letting them interact closely with the employees in the Singapore office.

**End**