



IOE Digital Conference: Fostering Skills & Productivity during Covid-19

Wednesday 15 April 2020, 11:30- 13:00 CET



A powerful
and balanced
voice for business

100
1920-2020

Agenda

11:30 – 11:40	Welcoming remarks by Mr Roberto Suárez Santos, IOE Secretary General
11:40 – 12:30	<p>Facilitation by Mr Scott Barklamb, Director of Workplace Relations, Australian Chamber of Commerce and Industry:</p> <ul style="list-style-type: none"> • <i>Confederation of Indian Industry</i>: Ms Bhavna Chopra Srikrishna , General Manager (Skills) • <i>International Labour Organization (ILO ACT/EMP)</i>: Mr Sam Asfaha, Senior Adviser, Bureau for Employers' Activities • <i>Deloitte</i>: Ms Myriam Denk, Partner • <i>Global Apprenticeship Network (GAN)</i> – Ms Nazrene Mannie, Executive Director
12:30 – 12:55	Tour de table
12:55 – 13:00	Concluding remarks by Mr Scott Barklamb

Welcome Remarks

Mr. Roberto Suárez Santos, IOE Secretary-General

- IOE COVID-19 Webpage
 - Key documents
 - Regional updates
 - Digital Conference schedule

<https://www.ioe-emp.org/en/policy-priorities/covid-19/>



Moderator

Mr Scott Barklamb, Director of Australian Chamber of Commerce and Industry

The Australian Chamber is Australia's largest and most representative business network. Members are state and territory chambers of commerce, national industry associations and a council of business leaders from individual enterprises. The Chamber represents Australian businesses of all shapes and sizes, across all sectors of the economy.



Confederation of Indian Industry (CII)

Ms Bhavna Chopra Srikrishna, General Manager (Skills)

CII works to create and sustain an environment conducive to the development of India, partnering industry, Government, and civil society, through advisory and consultative processes. CII is a non-government, not-for-profit, industry-led and industry-managed organization, playing a proactive role in India's development process. Founded in 1895 and celebrating 125 years in 2020, India's premier business association has more than 9100 members, from the private as well as public sectors, including SMEs and MNCs, and an indirect membership of over 300,000 enterprises from 291 national and regional sectoral industry bodies.



IOE Digital Conference:

Skills & Productivity amid pandemic

Overview

Coronavirus (COVID-19) pandemic

- *Over the past weeks the Coronavirus (COVID-19) pandemic has presented unique challenges to all types and levels of learning, including schooling, TVET, apprenticeships and skills development.*

How to Maintain the learning and skills capacity?

- *To maintain continued learning and skills building for workers in times of crisis, there is need for discussion on the need for accelerated innovation in **on-line learning, and the delivery of TVET and skills training.***

Learning & Training (Anywhere, Anytime)

An opportunity to explore an idea central to - **Lifelong Learning.**

- *A Lifelong Learner pursues for knowledge and skills which in turn maintains the productivity for any organization.*

Right Methodology – to develop & maintain productivity levels during crisis such as pandemic

- This requires examination of a range of issues such as:
- How **technically** prepared we are to support new ways of working in the face of disruptors like a pandemic?
- How quickly we can organize **digital education and training and mobilize teachers and trainers** to maintain services to learners?
- We also need to explore **innovative learning methodologies** for apprentices and workers who primarily acquire or upgrade skills at the workplace.

Indian Industry – *tackling work during pandemic (sighting Ex)*

Hewlett Packard Enterprise (HPE)*

- HPE has implemented work from home and has leveraged technologies and tools to allow support for and collaboration with colleagues, customers and partners in lieu of hosting physical meetings and events.

AZB & Partners *

- The firm has implemented work from home and has enhanced its technology solutions to ensure continued connectivity amongst team members as well as with its clients.

Accenture India

- The company has adopted a new recruitment process and has digitized the interview process ensuring business continuity during Covid-19 pandemic.
- The company has created a personalized on boarding process for the new recruits.

Rudrabhishek Enterprises Limited

- The Company is in regular communication with its employees. It is monitoring the rapidly changing situation and taking measures accordingly.
- It has also implemented various software and technology solutions to support the employees to manage their work from home.

Indian Industry – *Skill Development Initiatives during pandemic (sighting Ex)*

Captain Tractors Pvt Ltd

- It has created a **digital platform** for employees to improve their **work skills and effective engagement** with their customers.
- The company has launched some new schemes for customers; all its senior leaders and their teams are engaged to communicate to their customers. Helping in creating new business opportunity and knowing customer's demand & requirement

Vertiv Energy Private Limited

- It has launched **e-learning modules** to **revise and re-skill employees** in the lockdown period
- As product and solutions provider for Data Centre, Telecom, and Healthcare sector, which are part of essential services, it is keeping its operations functional and running.
- Some of its technical staff are working 24x7 and are also stationed at its customer's end for any emergency support.
- The company is daily monitoring of the health of all service engineers. All its other employees across locations are working from home and the management is in constant touch with them through Microsoft teams platform.

With Awareness Campaign some Preventive measures by organizations (In operation)

Health as focus

- Temperature monitoring through Infrared thermometer since 13 March 2020 in shift buses & entry and exit gates
- Bus wise champions identified and briefed on their roles and responsibilities.
- Canteen staffs and drivers are medically checked every day (Body temperature, cold, fever, etc) in the OHC
- Employees returning back to work after leave must go to the OHC for temperature monitoring for three days.
- Records of all such employees are maintained at OHC.
- Service functions are mandated to Work from Home.

Hygiene initiatives

- Employees to wash their hands every two hours and it is ensured by respective team champions.
- Deep cleaning of the office spaces once a week.
- Deep cleaning of Outsourced employees locker and restrooms once a week.
- Door handles are cleaned at two hour intervals.
- Self service of Food in canteen by employee restricted to protect ladle from contamination.
- Bus facilities and pool cars are sanitized on a daily basis
- Hand Sanitizers in offices, washrooms, conference rooms, meeting rooms, learning center, receptions, etc

Restriction on mass gatherings

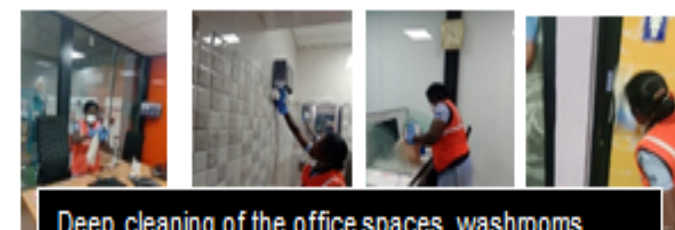
- Gym and crèche will be closed
- No meetings / conferences. No group gatherings permitted. Leverage Conference calls / Webex / Zoom meetings

Visitors restrictions

- Restriction on visitors entry from 11 March 2020. Important visitors need prior permission from Business head
- Visitor declaration – No visit to Corona affected places
- Prior permission for entry of Expat visitors. Permission from Operations Head / Project Head.
- Expat Travel History verified at gate viz passport, VISA and travel history of last one month



Body temperature check



Deep cleaning of the office spaces, washrooms



Bus fumigation



Sanitizers are placed

Car fumigation



Hygiene conditions and PPEs in the canteen facilities

CII's Role - *through its COVID – 19 Advisory*

Setting up Fund for MSME to tackle Covid-19 - CII sets up a CII COVID Rehabilitation and Relief Fund (CRR) to assist small enterprises or MSME in rehabilitation. This decision was taken by a CII Forum on Covid-19 which is leading industry response measures to the Coronavirus pandemic.

Policy Intervention – CII suggests **10-Point Action** to provide a boost to exports amidst the Covid 19 Pandemic (few listed)*

- CII also proposes action points **for strengthening the healthcare and pharma sectors amidst ongoing Coronavirus crisis*** - The private sector can be support the Government in medical facilities, pharmaceuticals and medical equipment.

CII in Action – extends all possible support to mitigate this global crisis through its CII Foundation: **(CII Haryana State Chairman donated Rs 66 lakhs to CII Foundation)**

- Cadre of Volunteers
- Supporting Government Health Systems
- Community Initiatives
- Food for Deprived

CIl's Role - *through its COVID – 19 Advisory*

Webinars :

Generic Training progras (CII 6 thinking hats, Upskillin(under CII awareness series on COVID-19) – Training on Ventilator Operations for Nursing/ Paramedical Group

It will cover Topics like:

- Basics of ventilation, primary care
- Knobology & settings, troubleshooting, ventilator care & maintenance
- Concept of ARDS, Do's & Don'ts, COVID-19 Preparedness

Event Details

TQM FORUM FOR ORGANISATIONAL EXCELLENCE: 2019-20 Mysore

Venue: Confederation of Indian Industry, Mysore

Three day Assessor training for leading Business Transformation - Bangalore

Venue: CII IQ, Bangalore

Introduction to CII new Plastic Use Protocol

Venue: Online Webinar, New Delhi

33rd TPM FACILITATORS COURSE (5-Day Certification Program)

Venue: Pune, Pune

Online Programme on Valuation of Enterprises

Venue: CII Naoroji Godrej Centre of Manufacturing Excellence, Mumbai

Fifth Meeting of CII North East Council

Venue: Zoom Call, Guwahati

Webinar on Effects of COVID-19 over Financial Markets Himachal Pradesh

Venue: CII, Chandigarh



Confederation of Indian Industry
125 Years: 1895-2020

Thank You

International Labour Organization (ILO ACT/EMP)

Mr Sam Asfaha, Senior Adviser, Bureau for Employers' Activities

ACT/EMP is a specialized unit within the ILO Secretariat. Its task is to maintain relations with Employer and Business Membership Organizations (EBMOs) in member States, to make the ILO's resources available to them and to keep the ILO constantly aware of their views, concerns and priorities. ACT/EMP seeks to foster well-functioning EBMOs, which are important actors in shaping an environment conducive to competitive and sustainable enterprises, good governance, political and social stability, democracy and socio-economic development.



Skills for Productivity and Resilience in the Post Covid-19 Era

Samuel G. Asfaha

Bureau for Employers' Activities (ACT/EMP)

ILO

**IOE Digital Conference: Fostering Skills & Productivity during Covid-19, 15 April
2020**



International
Labour
Organization

No historical precedence to the impact of Covid-19

Global Economy

+ Add to myFT

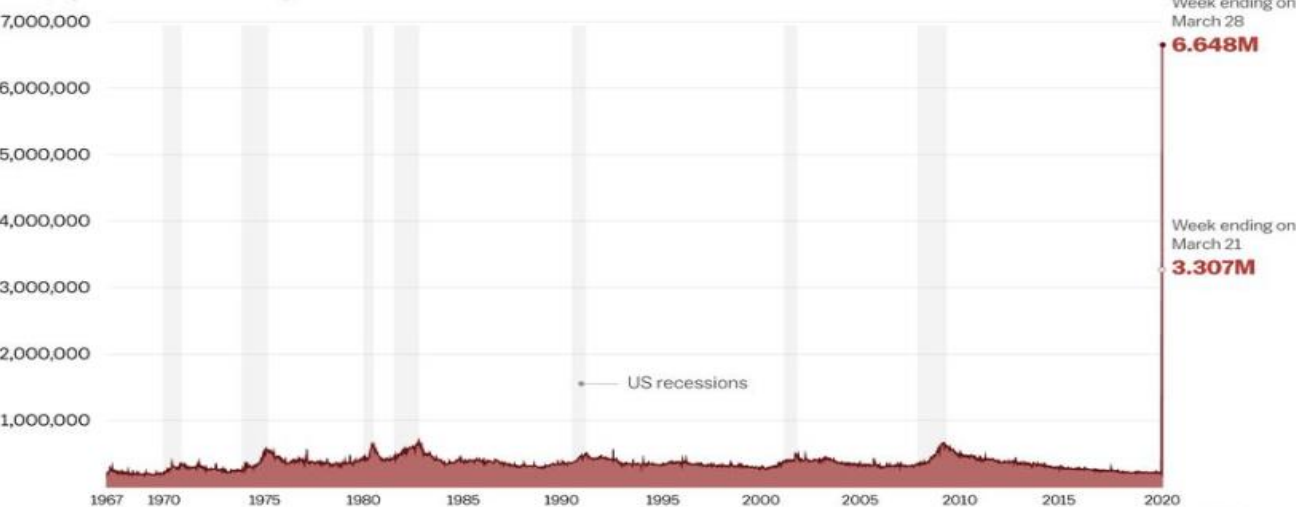
Loss of working hours to equal 195m full-time jobs, UN agency warns

Almost 7% of working hours worldwide set to be wiped out in second quarter, says ILO



An unprecedented rise in unemployment

Unemployment insurance claims by week



Source: US Department of Labor

Vox



The Eiffel Tower in Paris is one of many attractions closed



ANALYSIS

How the World Will Look After the Coronavirus Pandemic

The pandemic will change the world forever. We asked 12 leading global thinkers for their predictions.

BY JOHN ALLEN, NICHOLAS BURNS, LAURIE GARRETT, RICHARD N. HAASS, G. JOHN IKENBERRY, KISHORE MAHBUBANI, SHIVSHANKAR MENON, ROBIN NIBLETT, JOSEPH S. NYE JR., SHANNON K. O'NEIL, KORI SCHAKE, STEPHEN M. WALT

MARCH 20, 2020, 7:02 PM



MAGAZINE

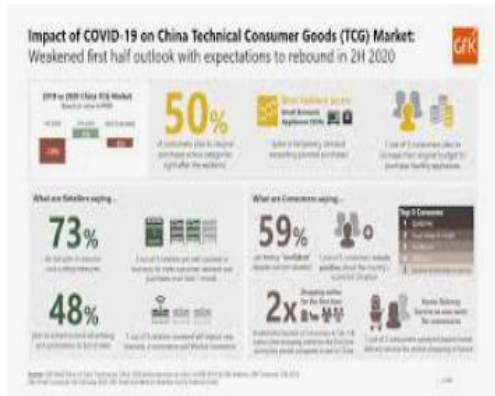
THE FRIDAY COVER

Coronavirus Will Change the World Permanently. Here's How.

A crisis on this scale can reorder society in dramatic ways, for better or worse. Here are 34 big thinkers' predictions for what's to come.

Colossal crises are often followed by deep, permanent and multi-dimensional social and economic shifts

At the wake of the crisis, society could likely be:



Press release | GfK Switzerland
gfk.com



COVID-19: Online grocery platforms to benefit as co..
businessday.in



COVID-19 Drives Consumers to Online Shopping, Del..
wholefoodsmagazine.com



COVID-19: DTC Sales Tips for Your Winery
winedirect.com

- **Pandemic conscious** – inducing changes in attitude and behavior
- **Resilience-focused** – inducing changes in business models as well as the roles of government
- Less **trusting** in the invincibility of humanity and government
 - but more aware of the importance of effective leadership and governance systems (and science of course)
- **Emphatically digital** - with increased sense of community and more through digital connectivity

As a result, seismic shifts are likely in:

Social interactions



The way we relate with each other & approach technology

- Behavioral, attitudinal & cultural shifts
- Change in purchasing and consumption behavior

Political institutions



The way we relate with government

- Concepts of government & governance
- The profile we look for in political leaders

Business models



Resilience as a new business currency

- Change in choice of technology, production, marketing and delivery systems
- Work place arrangement – telecommuting and other flexibilities

The big question: What do these changes mean for businesses ?

i.e. productivity, competitiveness, growth and resilience

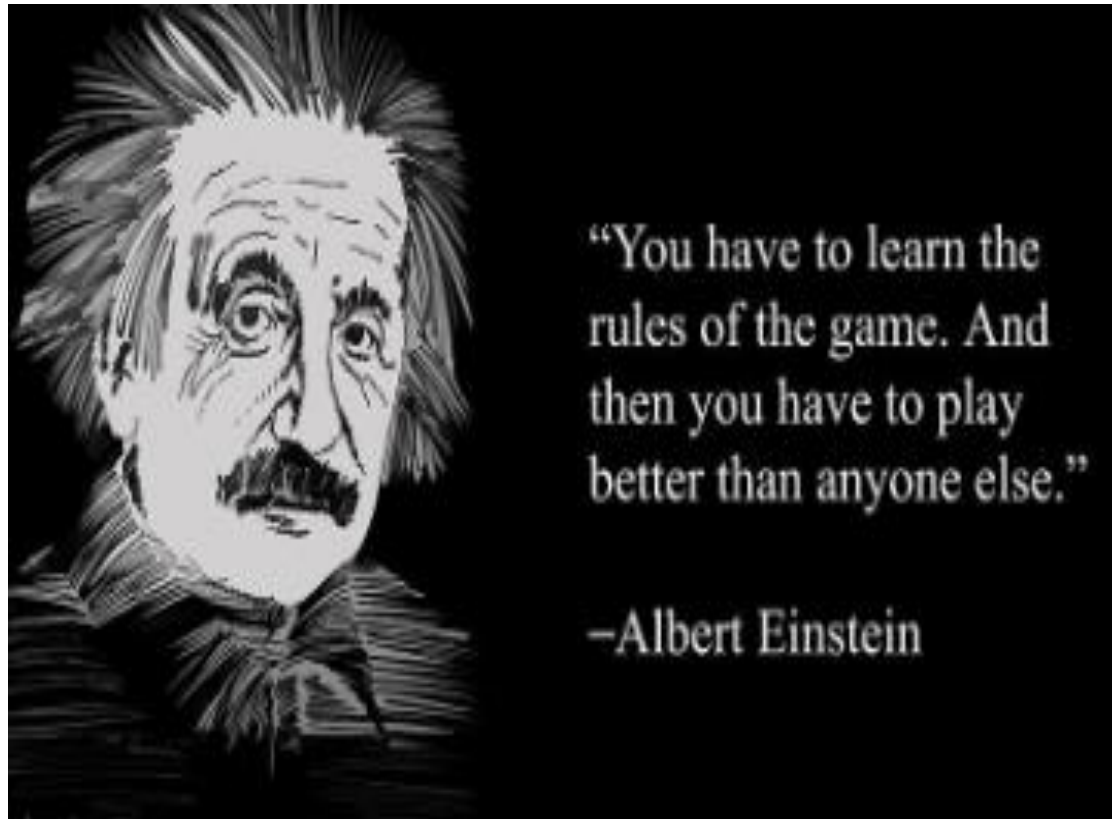


Two related questions that businesses may increasingly ponder on ...



- What type of enterprises demonstrated better resilience, flexibility and innovation during the crisis?
- What factors were at play in fostering (or curtailing) flexibility, innovation and resilience?
 - What business eco-systems? – (What policies, rules and regulations)
 - What business models, organizations set-ups and leadership systems? – (What team formats, sets of employees' skills; incentive systems; technological choices and infrastructures etc ...)

As the game changes so should the rules of the game ...



- Lifestyle changes: Emphatic Digitalization of life and work (including clients, suppliers, workplace arrangements etc ...)
- Strong demand and better social perception for automation technologies

Skills for productivity and resilience: a new business mantra?



- Shift of competitive edge towards enterprises with strong digital infrastructure, footprints and savviness
- Stronger demand and competition for high skills, with emphasis on soft skills,



Thank you

Deloitte

Ms Myriam Denk, Partner

Deloitte is the brand under which tens of thousands of dedicated professionals in independent firms throughout the world collaborate to provide audit & assurance, consulting, risk and financial advisory, risk management, tax, and related services to select clients.



Global Apprenticeship Network (GAN)

Ms Nazrene Mannie, Executive Director

GAN Global empowers people and businesses by promoting and advocating for the uptake of work-based learning, including apprenticeships, as a way to address the mismatch between the skills people have and the skills employers need. The goal is to accelerate the acquisition of skills and capabilities of all segments of the workforce and build a robust talent pipeline for business that can match the pace of change in the world of work.



A group of diverse professionals, including men and women of various ethnicities, are gathered around a wooden table in a bright, modern office setting. They are all smiling and looking at a tablet held by one of the women. On the table, there are several items: a green mug, a white mug, a glass of water, a carafe of dark liquid, and a small potted plant. The background shows large windows with a view of greenery outside.

Fostering Skills & Productivity during Covid-19

Nazrene Mannie
GAN
15 April 2020

OUR MEMBERS & PARTNERS

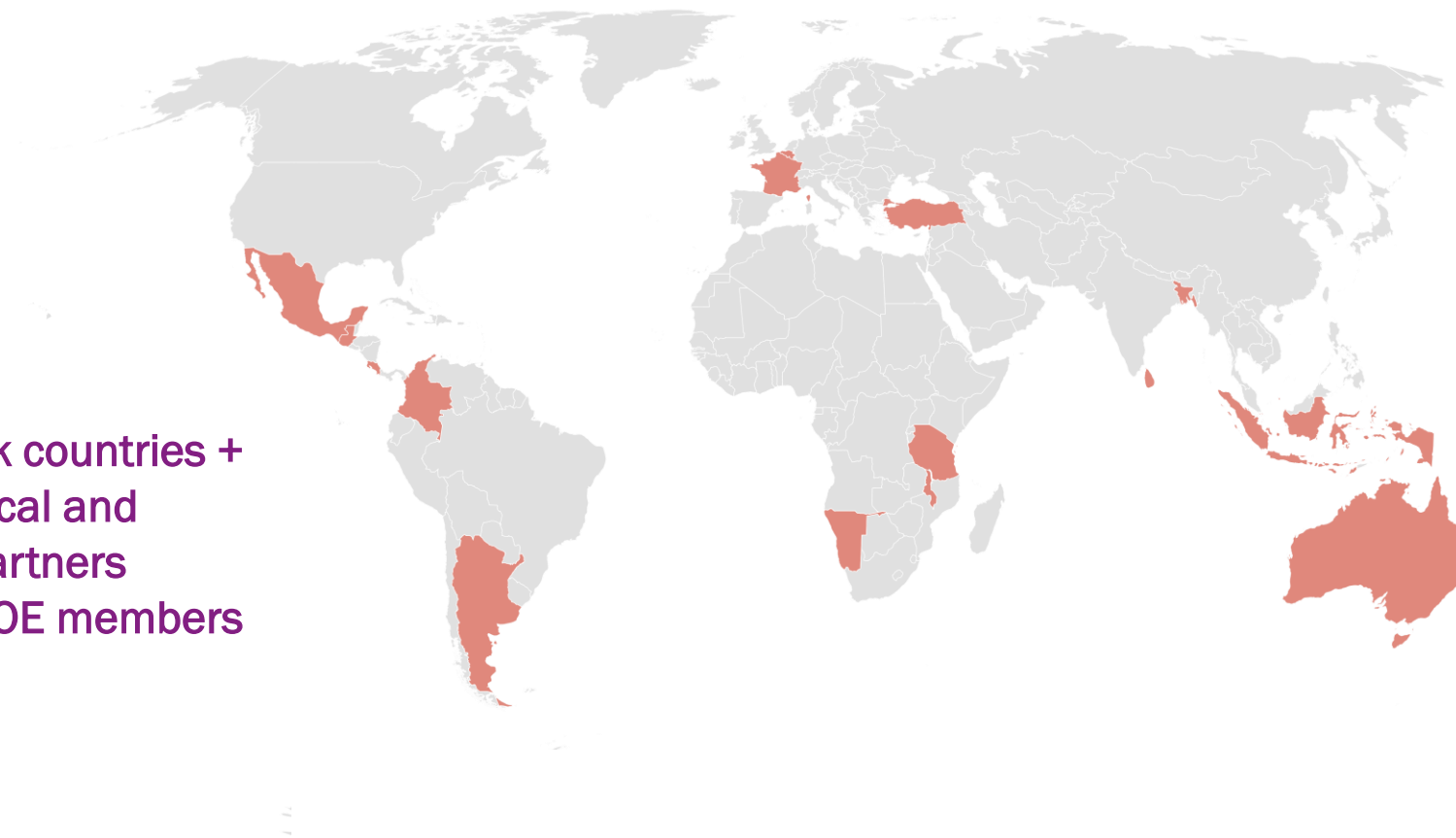


JPMORGAN CHASE & CO.



GAN Global Update: Where we work

15 network countries +
multiple local and
regional partners
including IOE members



OUR AMBITION

A future of work that provides decent and sustainable work opportunities for all segments of the workforce.

OUR PURPOSE

We empower people and businesses by promoting and advocating for the *uptake of work-based learning*, including apprenticeships, as a way to address the mismatch between the skills people have and the skills employers want.

KEY SHIFTS

- COVID-19 has increased demand for frontline workers in sectors such as healthcare, manufacturing, construction, plumbing and engineering,
- There may be more opportunities for some apprentices and trainees in these sectors to experience on-the-job training and even swifter onboarding processes.
- However, in hospitality, tourism, automotive, and in the informal and SME sectors –
- The result is that there is now less supervision of those programmes and reduced access for vulnerable groups,
- COVID-19 is widening many existing gaps!

HOW TO CREATE SKILLING OPPORTUNITIES



LESSONS to date

- The role of social partners, dialogue and policy action is key
- A whole of society approach is needed to tackle the implications that COVID-19 will have on workforces and consequently, delivery of WBL programmes and training and development.
- Employers are developing innovative ways to ensure that exams and certification are still being recognised, and through schemes such as group training, telephonic support, digital learning opportunities
- Ensuring that skills development continues to be part of the larger policy agenda is key
- This is the critical time to ensure that we develop agile and adaptable workforces- the FoW that we have been planning for has arrived!

Scott Barklamb

Director of Workplace Relations, Australian Chamber of Commerce & Industry

- **Tour de table**
- **Concluding Remarks**

Visit IOE COVID-19 webpage:

<https://www.ioe-emp.org/en/policy-priorities/covid-19/>

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Thank you!

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