



Aon Pulse  
Survey

# COVID-19 Epidemic

Impact on Business and HR Policies – Thailand

March 2020

Retirement Solutions

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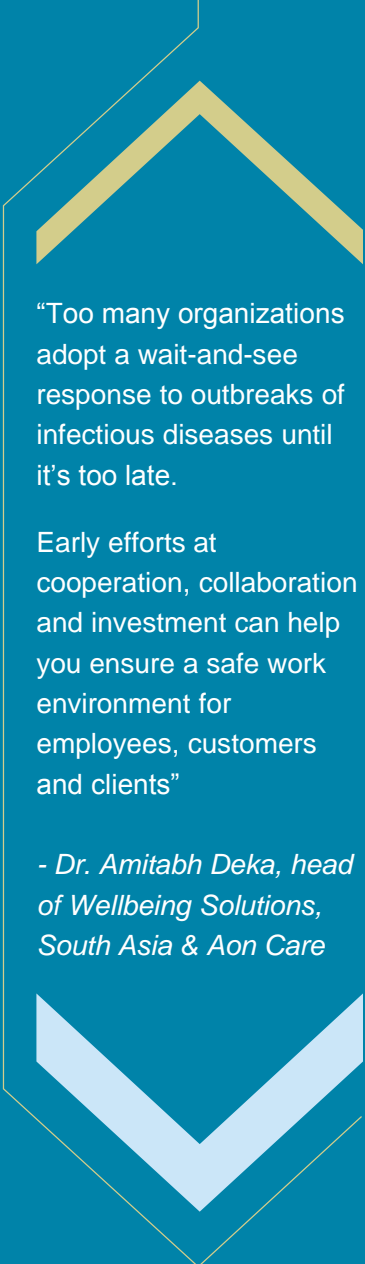
In January 2020, the Chinese government acknowledged that a new virus, first reported in the city of Wuhan, was spreading from human to human. Since that time, coronavirus – officially called COVID-19 has spread to over hundred countries, and hundred thousands of people.

To aid organizations in their decision making during the coronavirus epidemic, Aon conducted a pulse survey among organizations in Thailand to understand the potential impact of the disease and actions taken by organizations to mitigate repercussions on employees and business operations. The survey was conducted from February 27<sup>th</sup> to March 5<sup>th</sup>, 2020.

During the survey period, the number of cases reported in Thailand was less than 40. In less than two weeks - as this report is being published, although the number of cases has not surged drastically, the people on the watchlist has doubled. As organizations in Thailand are getting concerned over the situation, more and more questions and queries arises among the senior management and HR practitioners with their employees.

The coronavirus outbreak is still changing rapidly, and in many cases, plans for business travel and resuming work activities are still under constant evaluation. We recommend organizations continue to develop and amend their approach with the latest central and local government requirements, while also recognizing that these official policies are always subject to change as this situation continues to unfold.

Governments worldwide have taken steps, including travel restrictions, in hopes of containing the spread of the virus and avoiding a global pandemic\*. Still, should the epidemic continue to grow at its current pace, it is likely to affect places of work. Among other consequences, such an infectious disease outbreak can have a significant impact on productivity, increase stress among the workforce, affect business continuity and even increase business liability – especially among organizations without adequate communicable-illness policies and response plans.



“Too many organizations adopt a wait-and-see response to outbreaks of infectious diseases until it’s too late.

Early efforts at cooperation, collaboration and investment can help you ensure a safe work environment for employees, customers and clients”

- Dr. Amitabh Deka, head of Wellbeing Solutions, South Asia & Aon Care

\* as at time of writing, the World Health Organization has characterized COVID-19 as a pandemic

# SURVEY DEMOGRAPHICS



CEOs, HR Practitioners



from **52** organizations

participated in our

**15-questions survey**



**10** Consumer Products



**7** Energy & Chemical



**6** Real Estate



**6** Healthcare



**5** Finance & Insurance



**4** Information Technology



**4** Professional Services



**3** Electronics



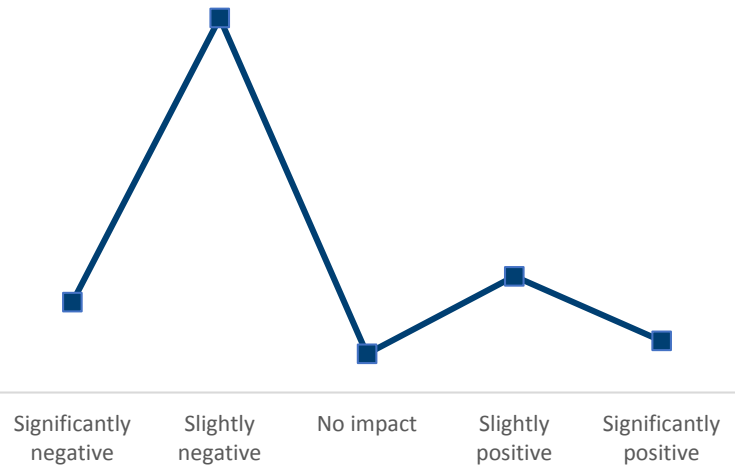
**2** Automotive

### Others

E-commerce  
Hospitality/ Restaurants  
MICE  
Telecommunications  
Transportation Services

# SURVEY FINDINGS

# Impact of COVID-19 outbreak

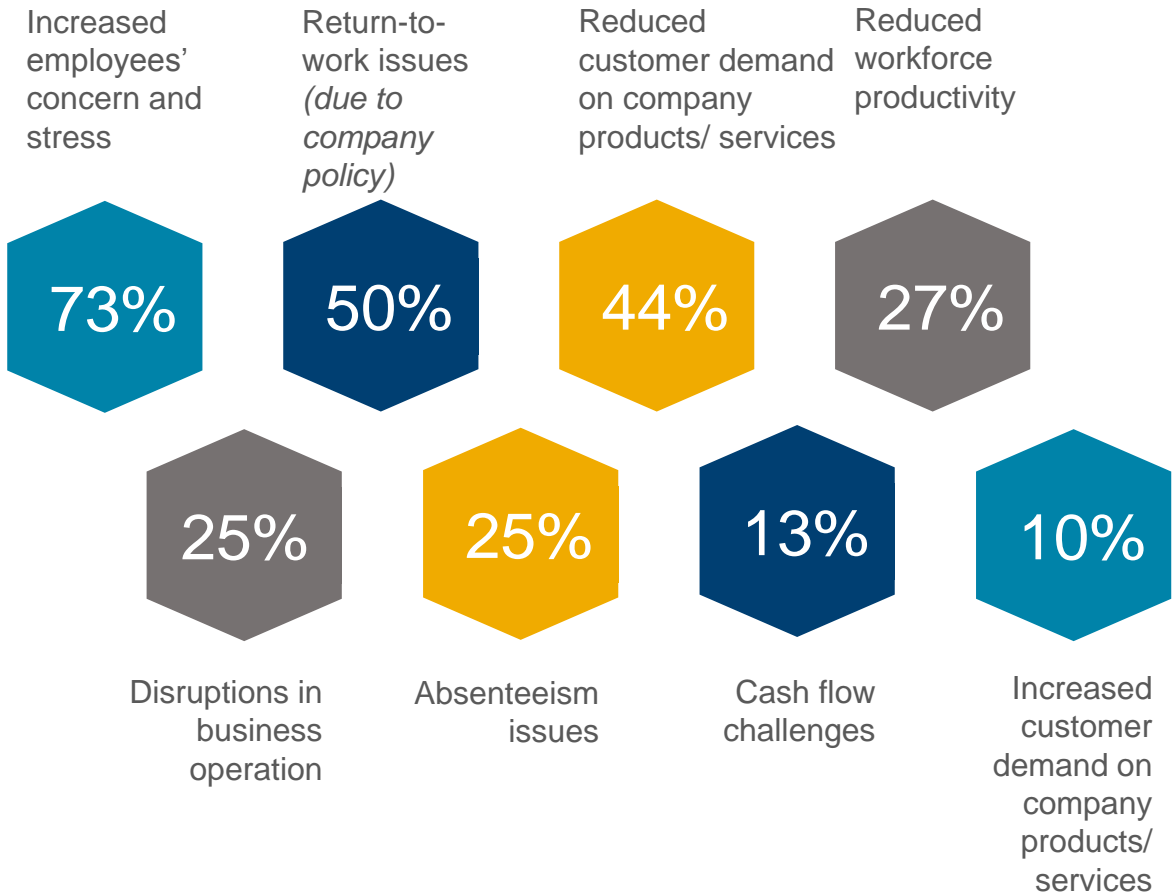


**69%** of organizations has reported a negative impact, mainly from the manufacturing, hospitality/ restaurants, banking/ finance and IT industries.

**6%** of organizations has reported no impact.

**25%** of companies has reported a positive impact.

## The impacts



# Organization readiness in dealing with COVID-19



**96%** of organizations have indicated that they **monitor closely** on updates from Ministry of Public Health (MOPH) and ready to implement health response measures as advised by MOPH.

**69%** of organizations setup a **special task force** or team to monitor the development of the COVID-19 outbreak.

**62%** of organizations have **cancelled or postponed** events inclusive of office activities

**96%** of organizations have taken various **precautions** against the COVID-19 outbreak as listed below:



\* Impacted cities differs from company to company

# Practices on quarantine period

## Official Business Travel *(to/from impacted countries)*



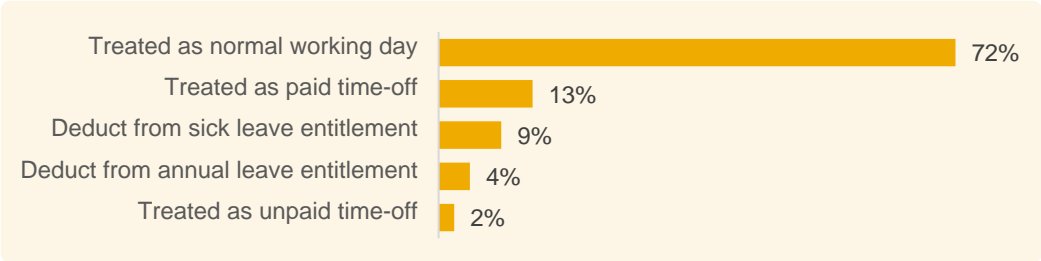
**90%** of organizations require employees to be quarantined

### Quarantine period

**94%** 14 days  
**4%** 7 days  
**2%** 14 days or more

*Some companies treat the quarantine period based on scenario, according to the company's approval guideline*

### Treatment of leave



## Personal Trip/ Vacation *(to/from impacted countries)*

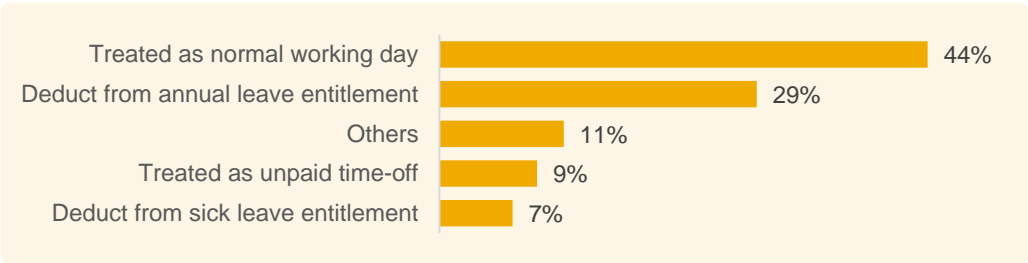


**88%** of organizations require employees to be quarantined

### Quarantine period

**94%** 14 days  
**4%** 7 days  
**2%** 14 days or more

### Treatment of leave





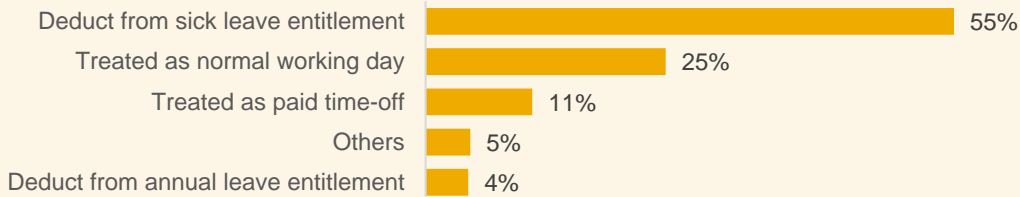
## Practices on quarantine period

### Employee has symptoms/unwell



**88%** of organizations require employees to be quarantined

#### Treatment of leave

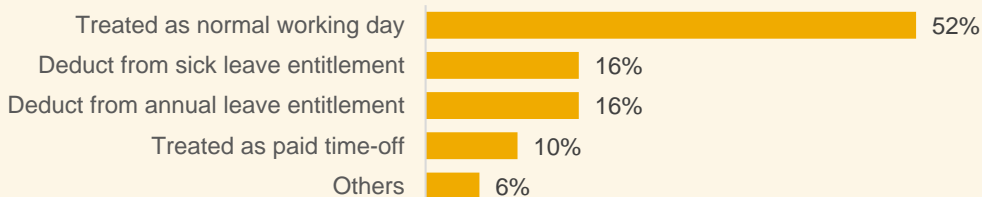


### Family member has symptoms/unwell



**60%** of organizations require employees to be quarantined

#### Treatment of leave



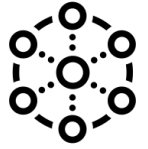
### Quarantined child from school closure



**10%** of organizations require employees to be quarantined  
**35%** of organizations do not require employees to be quarantined  
**56%** of organizations have not decided on this matter

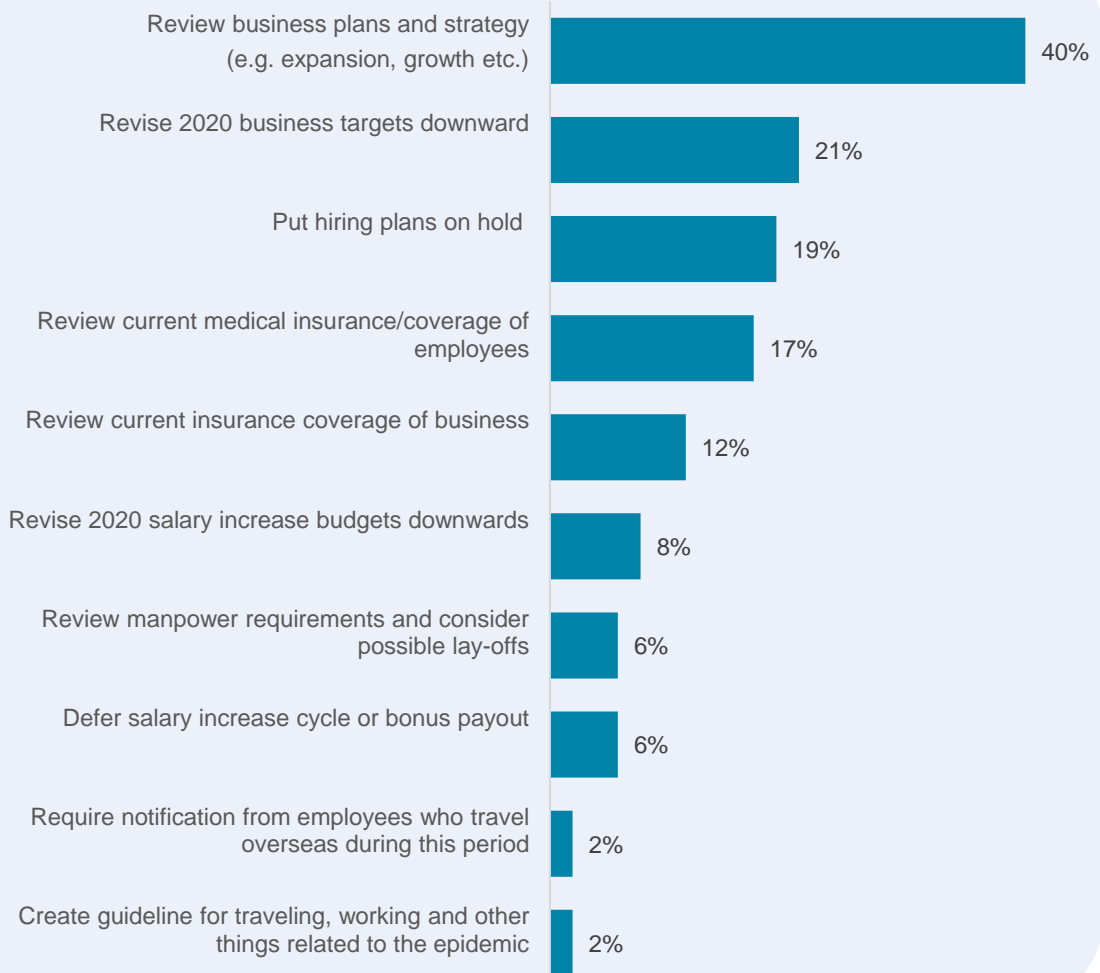
**19%** of employers allow employees to stay away from work simply because of **fear of infection**

# Actions taken or planned to mitigate business impact

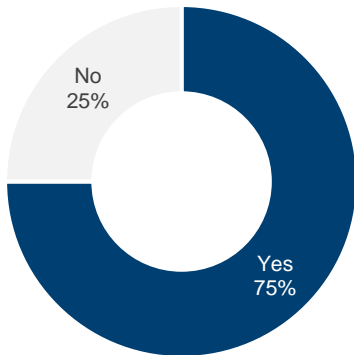


**48%** of organizations do not have plans or taken any actions to mitigate the business impact due to the COVID-19 outbreak.

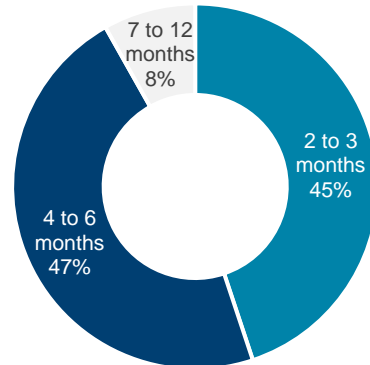
Among the **52%** of organizations which have taken actions or have plans in place to deal with the risk and impact, the top actions are:



## Trust in the government's capability

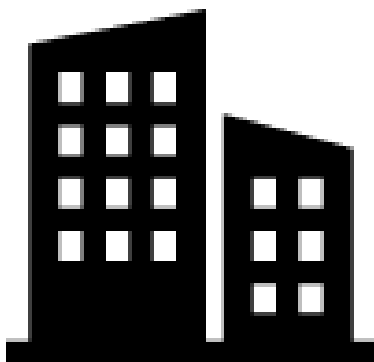


## Expectation on length of epidemic



## Actions taken by Thai authorities

- Lower withholding tax rates for eligible individuals and companies
- Lower social security fund contribution for employees and employers for 6 months from March to August 2020
- Soft loan with the more attractive tax benefit for eligible businesses
- Tax deductible on super saving fund purchase before June 2020.
- Guidelines on loans/ debt restructuring and credit policy
- Lower interest rate loan from Social Security Office (SSO) and Financial Institutions (FIs) collaboration to eligible business
- Programs for Small and Medium Enterprises (SMEs)
- Postponement of fee collection by government and state-owned enterprise
- Increase efficiency in government expense





# Have you developed a communication plan?

The disease has the potential to drive significant business and operational impact on organizations and their employees. Hence, it is critical for organization to establish clear lines of communications with their employees, as well as clients and third-party entities. The following checklist is provided to help organizations identify key communications best practices should a need arise.

## PREPARING COMMUNICATIONS STRATEGIES NOW

- ❑ **Create an internal communication plan:** A process for reaching employees through combinations of emails, intranet postings, flyers/posters, leader talking points, FAQs or a website situation room. The plan should identify simple, key messages, a reliable process and the vehicles for providing continual updates and collecting feedback from employees.
- ❑ **Create an external communication plan:** A process for reaching external stakeholders, customers, media, shareholders, suppliers, local community, health care providers, analysts, retirees, union representatives, etc.
- ❑ **Promote safety steps that employees can take at work:** Use posters, memos, emails, intranet postings, supervisor talking points, FAQs, etc. to promote preventive actions employees can take (hygiene and avoidance).
- ❑ **Describe the impact on the organization:** Describe the potential impact of a outbreak on your operations, services, travel, supply chain, business, revenues, etc., so employees can plan accordingly.

## WHAT TO SAY TO EMPLOYEES

- ❑ **State the facts:** Connect employees to timely, accurate information from WHO and your State and County Health Departments. Provide clear instructions about what to do if employees suspect they have been exposed to COVID-19.
- ❑ **Demystify the fear and outline the steps the organization is taking on behalf of its employees:** Communicate the facts from authoritative resources on how COVID-19 is spread and how to avoid infection. Clearly articulate and communicate preventive actions the organization is taking to avert or contain transmission of COVID-19 at work (focus on technology and techniques for employee safety, hygiene, biohazard disposal).
- ❑ **Summarize company policies/positions:** Describe health plan coverage (preventive and treatment), attendance, paid time off, payroll continuation, travel, and group meetings.
- ❑ **Articulate work-from-home policies:** One of the most effective strategies for limiting the spread of contagion among employees is to reduce human-to-human contact. If your organization supports telecommuting practices, clearly articulate procedures and expectations that employees should follow.
- ❑ **Promote safe travel policies:** Consider the organization's stance on employee travel and restrictions. Promote alternatives to travel, such as web conferencing and phone meetings. If employees must travel, offer clear guidance on safety protocols, augmenting with guidance from MOH and WHO.

Source: Aon Coronavirus (COVID-19) Communication Plan

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## Data

- Radford Surveys
- Salary Surveys
- Benefit Surveys
- McLagan Surveys
- CG Pro
- Global Benefits Insights
- Survey Services / Co-Sourcing



## Analytics

- Pay Equity
- Workforce Planning
- Rewards Optimization
- Predicting Hiring Analytics
- Location Analytics
- Capability Building
- Operational Due Diligence



## Advice

- Executive Compensation
- Employee Rewards
- Salesforce Compensation
- Actuarial Consulting
- Retirement Accounting Valuation
- Private Company Rewards
- Equity Services
- Governance Services
- Investment Consulting

Aon's Infectious Disease Response Task Force has established a resource site to support organizations in mounting effective infectious disease (pandemic) response, and in planning for impacts that may confront businesses, their employees, and the communities in which businesses operate and employees reside. This resource site is designed to present practical solutions that are actionable, timely and relevant to client needs and contains content that outlines the impacts that might be expected as an infectious disease event evolves while also helping to connect Aon global subject matter experts with clients to shape decision-making.

To find out more, visit <https://www.aon.com/event-response/coronavirus.aspx>



For further queries about this survey or assistance in developing HR policies in response to the coronavirus epidemic, please contact:

Suvimol Sthavorn | E-mail: [suvimol.sthavorn@aon.com](mailto:suvimol.sthavorn@aon.com)  
Aon Hewitt (Thailand) Ltd.  
12B Floor, Unit A1, Siam Piwat Tower  
989 Rama 1 Road, Pathumwan  
Bangkok 10330  
Thailand  
[Retirement.SEA@aon.com](mailto:Retirement.SEA@aon.com)  
+662 305 4700

## About Aon

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