



Employee Experiences Matters

Walter Cai - ZAMA

Agenda



- ❑ Business desire to have from employee
- ❑ Employee want to have from employer
- ❑ A bridge getting through
- ❑ 4-Dimension managing EE
- ❑ Maximize effectiveness
- ❑ Zama example
- ❑ EE matters in era of post Covid-19

A Quick Survey



In the era of Covid-19

1. Does your company lower expectations to employees' performance?
2. As an employee, are you happy if your company reduces some of your benefits?

Discretionary Efforts

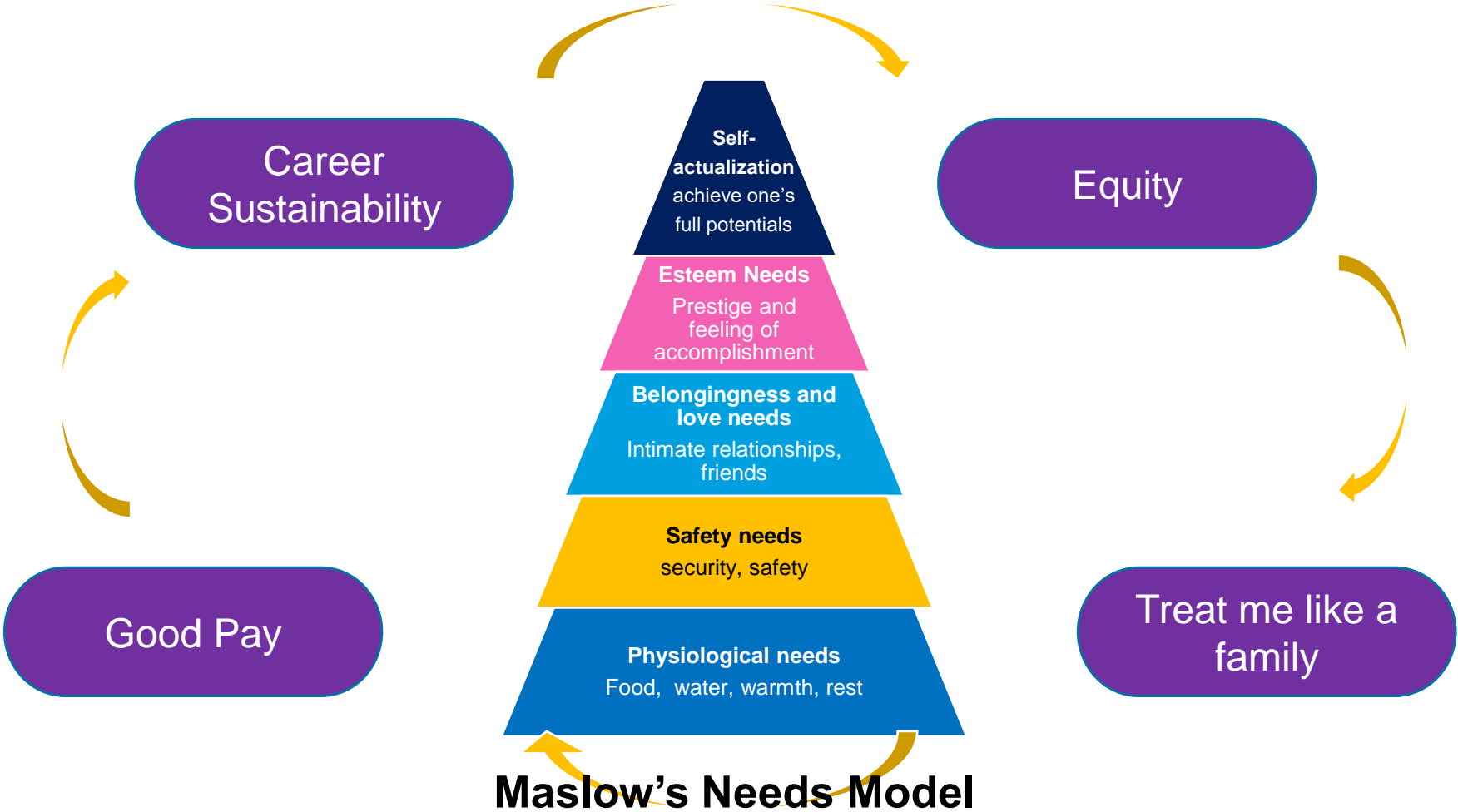
Innovative & Creative

Business Desire to Have
from Employee

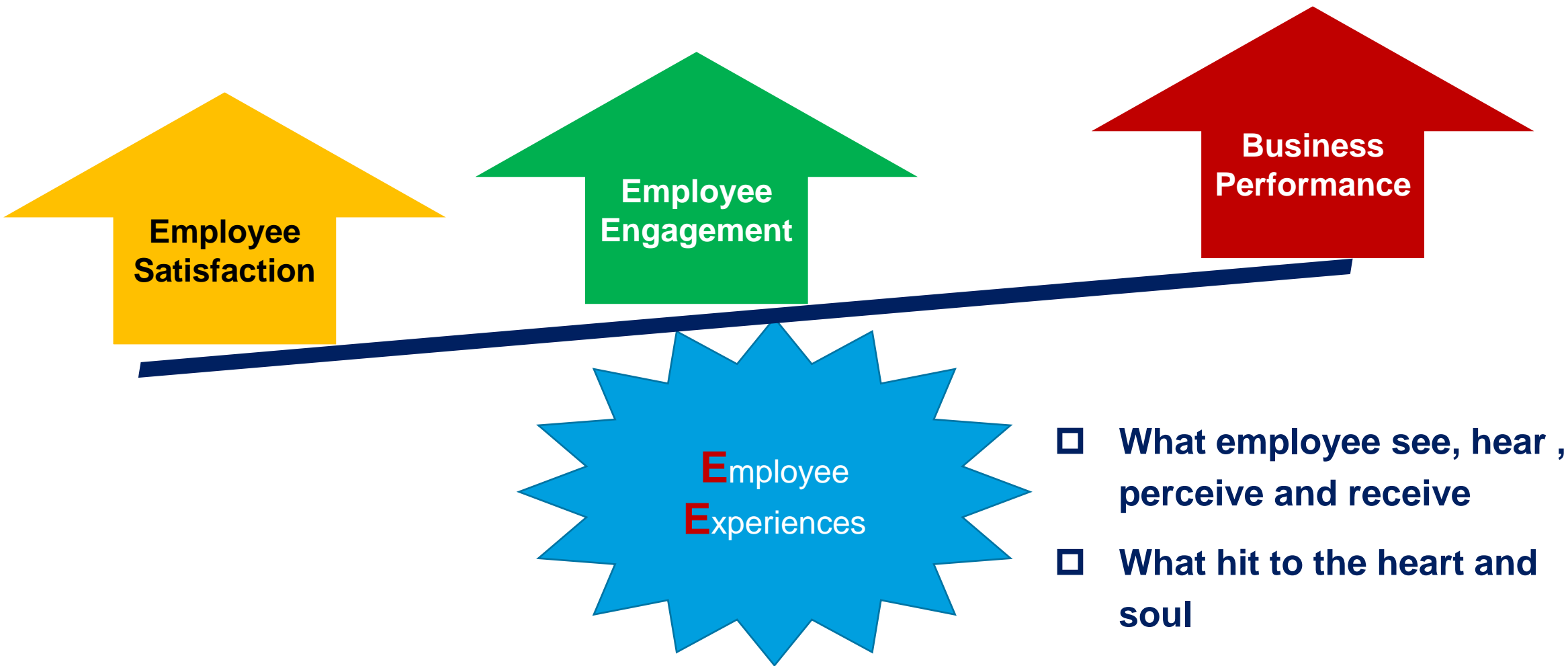
Loyalty

Well Disciplined

What Employee Want from Employer



A Bridge getting Through



4-Dimension Managing EE



D1 Systematically

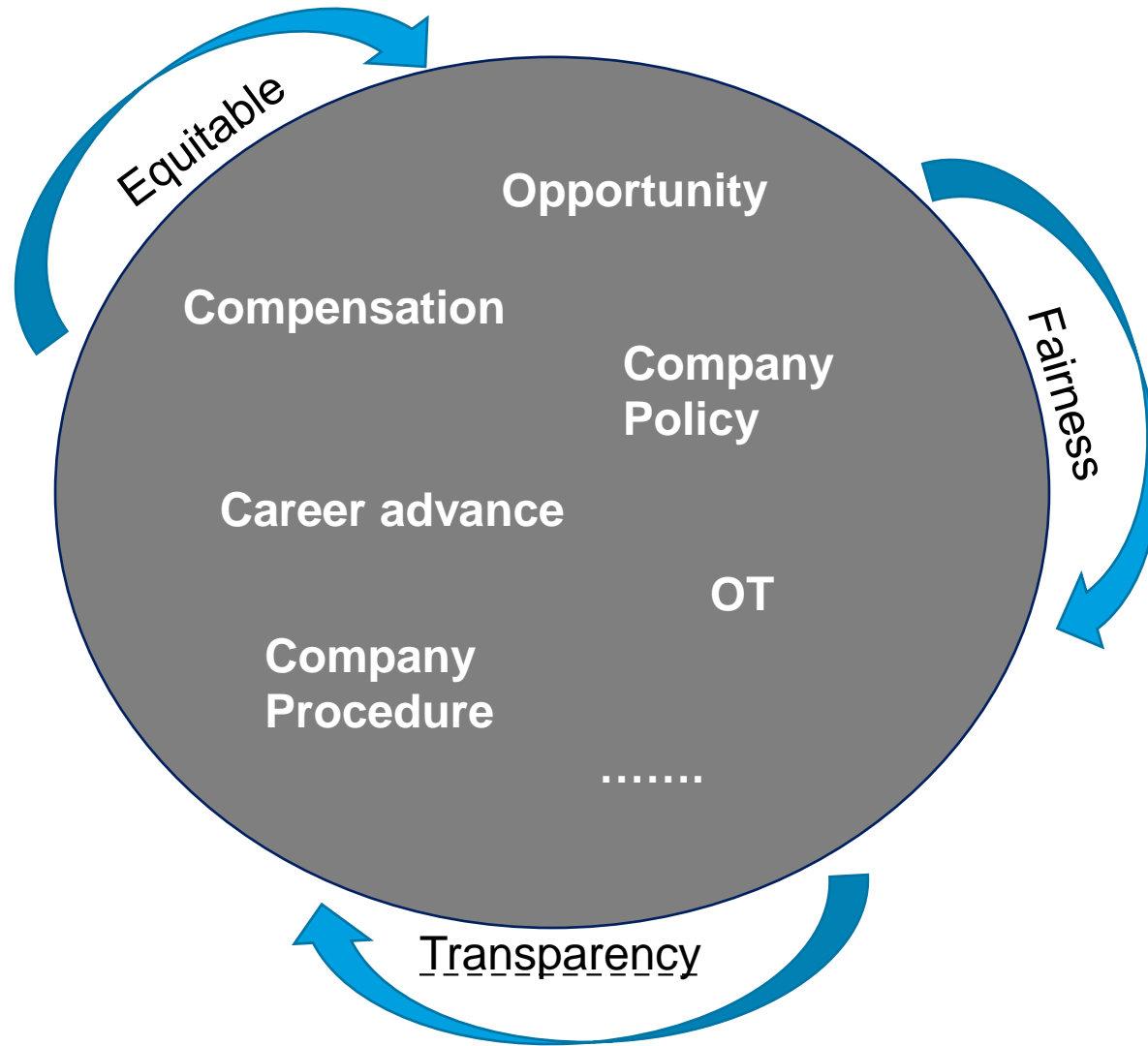
D2 Sincerely and with empathy

D3 Blend with corporate values

D4 With respect and trust

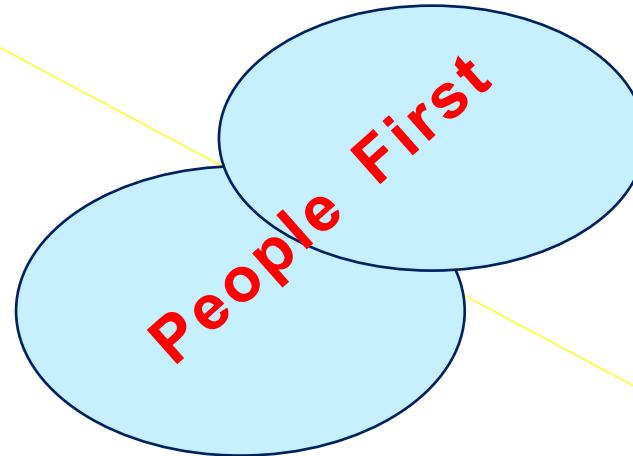
- Isolated
- Simple and rude
- Without purpose
- No consideration

Maximize Effectiveness



□ Confront Covid-19 epidemics

- Employee's children education support
- Flexible working hours
- >80% office employee work from home
- Special monthly allowance for employee staying in dormitory
- Free utility



□ Manage Relocation

- Resettlement allowance
- Extra bonus
- Special social insurance plan
- Seniority allowance
- Terminate existing employment with severance pay
- Open-ended employment contract in new site
- Regular shuttle bus
- Transparent & Eligible for everyone

ZAMA Example -continued



Employee relocated to new site with ZAMA

- ◆ Functional heads 92%
- ◆ Management and technical team 77%
- ◆ Supportive team 58%

Business achieved the best performance even encountering Covid-19

- ◆ OTD -100%
- ◆ Inventory turn exceeding annual goal – 55%
- ◆ Efficiency exceeding annual goal – 37%(exceeding best record 58%)

EE Matters in Era of Post Covid-19



- ❑ Don't just count on investment of the company
- ❑ Not ' No. Try....
- ❑ Details differentiate
- ❑ Communication, communication & communication

Q & A

Thank you for your attention!
Vielen Dank für Ihre Aufmerksamkeit!

谢谢聆听！
ご清聴ありがとうございました！

