



navigating COVID-19

Lessons from China and India,
business during and after!

March 24, 2020

welcome to brighter



Executive Summary

Thank you for your interest in our webinar, Navigating Covid-19 – Lessons from China and India, Business during and after! Over 200 participants attended the webinar, and about 100 organizations from India and Bangladesh participated in our online poll, underscoring the importance of staying connected and learning from each other.

We are pleased to share with you the responses to the eight questions on crisis management, and the impact of Covid-19 on business and talent decisions.

Disruption, transformation, and agility have become every day words in the past few years as changes in technology, demography, and politics have shaped our world. However, little did countries, organizations and employees anticipate the disruption that a natural disaster like Covid-19 unleash upon us. The virulence and spread of the disease have forced us to bring to the fore the best of our capabilities and spirit. In these early weeks, our survey highlights that at least in the early weeks:

1. Organizations are balancing economics with empathy and protecting existing employees
2. Almost all organizations have prioritized the safety and wellness of their employees alongside ensuring as little business disruption as possible
3. Technology is being adopted at scale to stay connected with employees
4. First principles are being followed while rewarding employees, with organizations making a distinction between rewarding for past vs current or future performance
5. Managing current employee experience has been a focus

It is interesting that the results of the short Covid-19 survey from last week are aligned with findings from [Mercer's Global Talent Trends Survey 2020](#), for which data was collected in Q4 2019. Please feel free to access the [Global Talent Trends survey 2020](#) results and assess if any of the forward- looking recommendations could be of use to you.

In the coming weeks, organizations will have greater clarity on the impact of Covid-19, and which of their strategies have helped them cope with it. We will be happy to share what we find from our global polls on Covid-19 and engage with you in conversations around dealing with the business and people impact of Covid-19.

All the best. Stay safe!
Team Mercer



Shanthi Naresh
India Business Leader – Career

Preeti Chandrashekhar
India Business Leader – Health and Wealth

Survey findings from the webinar pulse check with respondents, from about 100 organizations, across industries in India and Bangladesh



* All responses have been cleaned up to avoid duplication and other hygiene aspects



Key highlights

84 %

have a business continuity plan in place and are implementing it

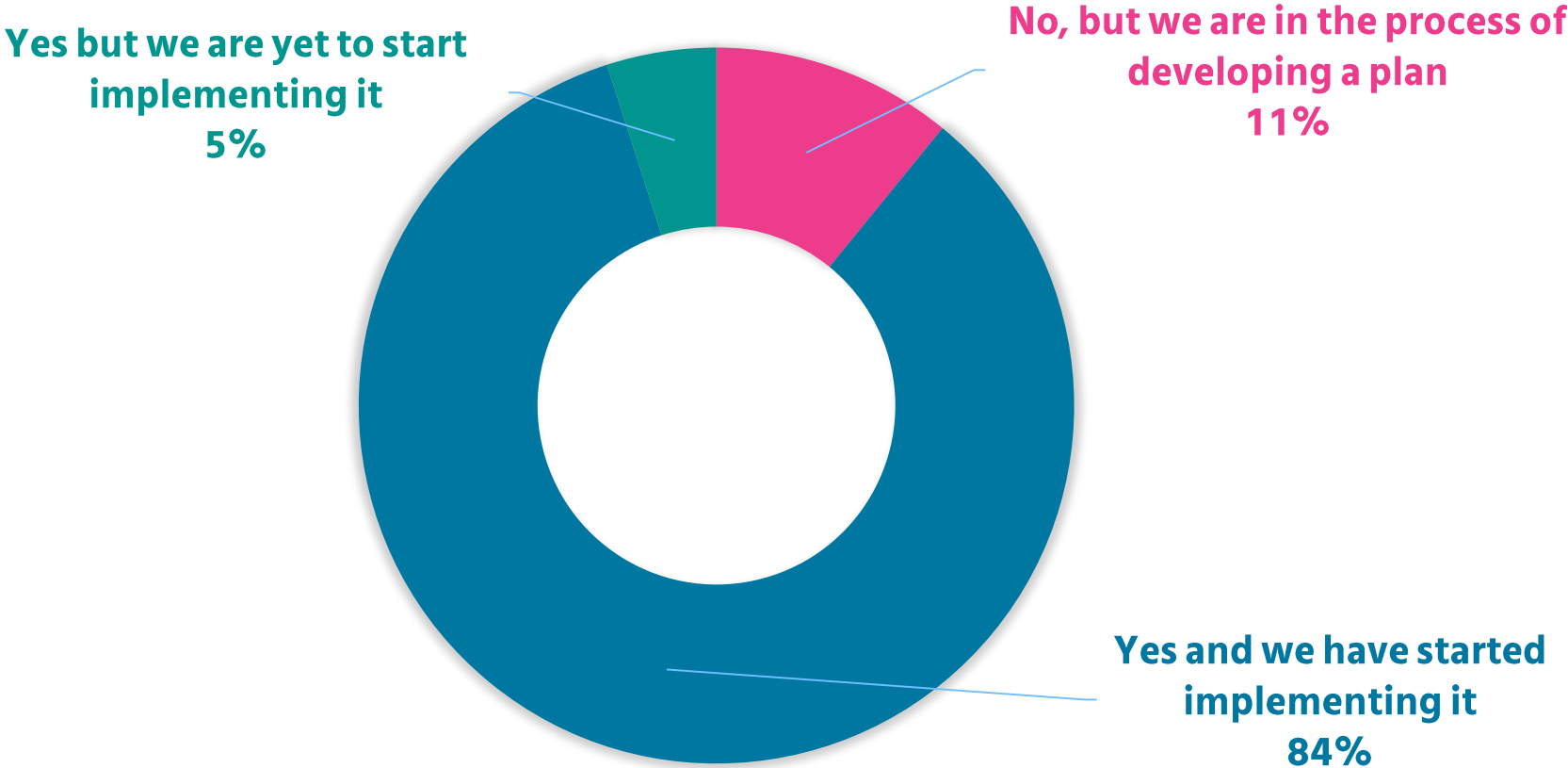
59%

respondents, confirm NO impact on annual increments

54%, feel its too early to determine the impact of COVID-19 on annual business plan

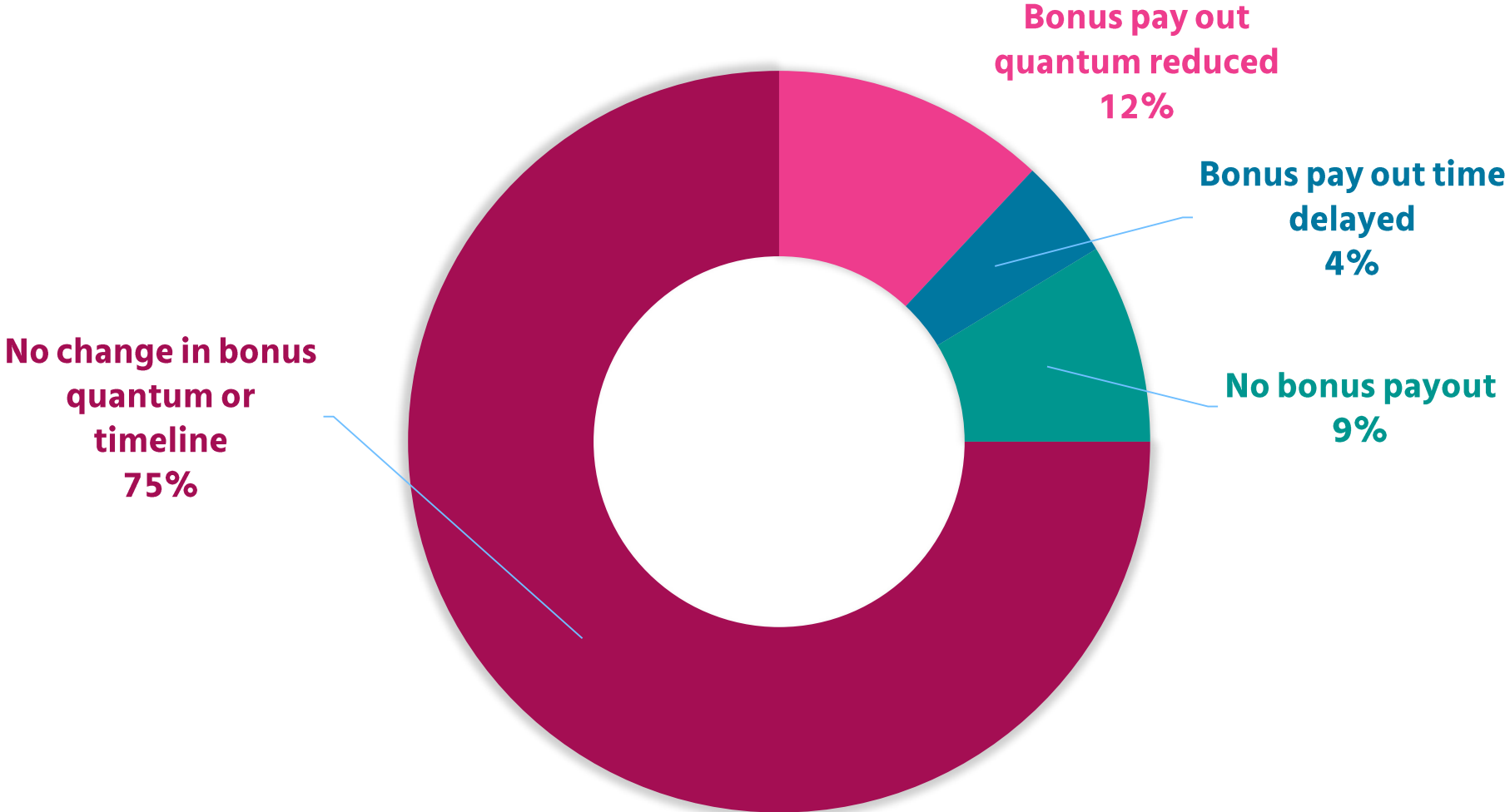
* Responses have been cleaned up to avoid duplication

Do you have a business continuity / pandemic plan?



* Responses have been cleaned up to avoid duplication

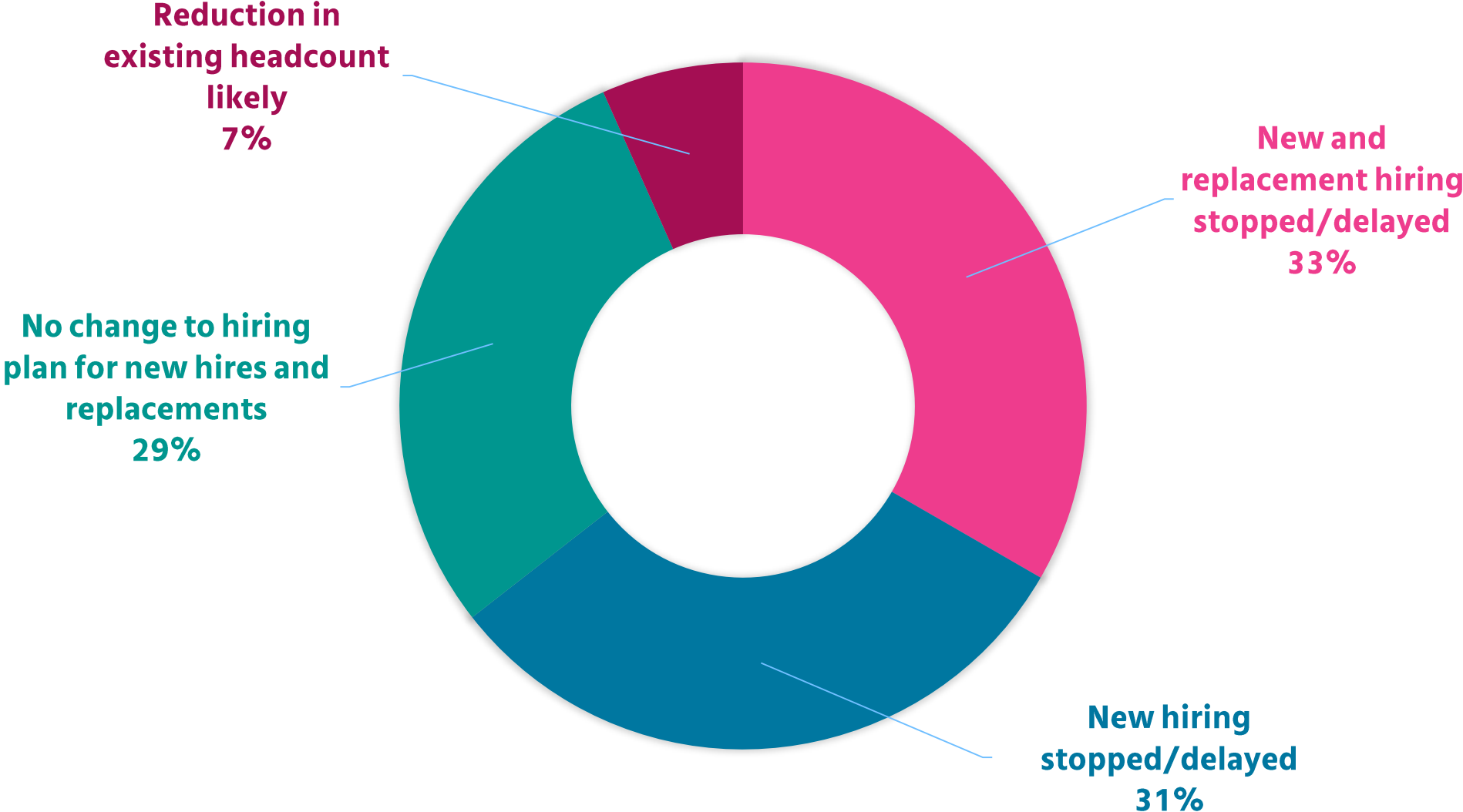
Impact on Annual Bonus



* Responses have been cleaned up to avoid duplication



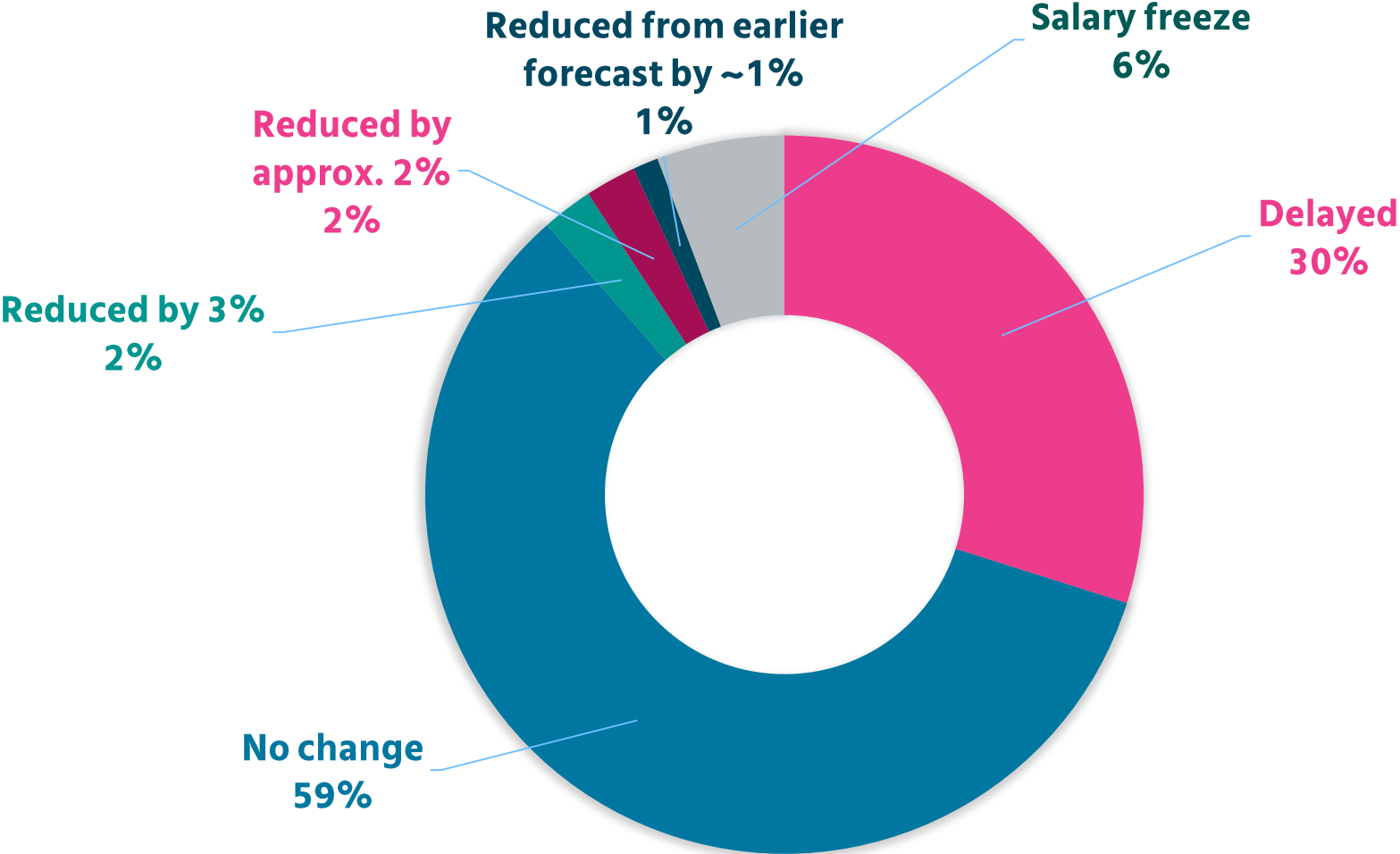
Impact on Headcount



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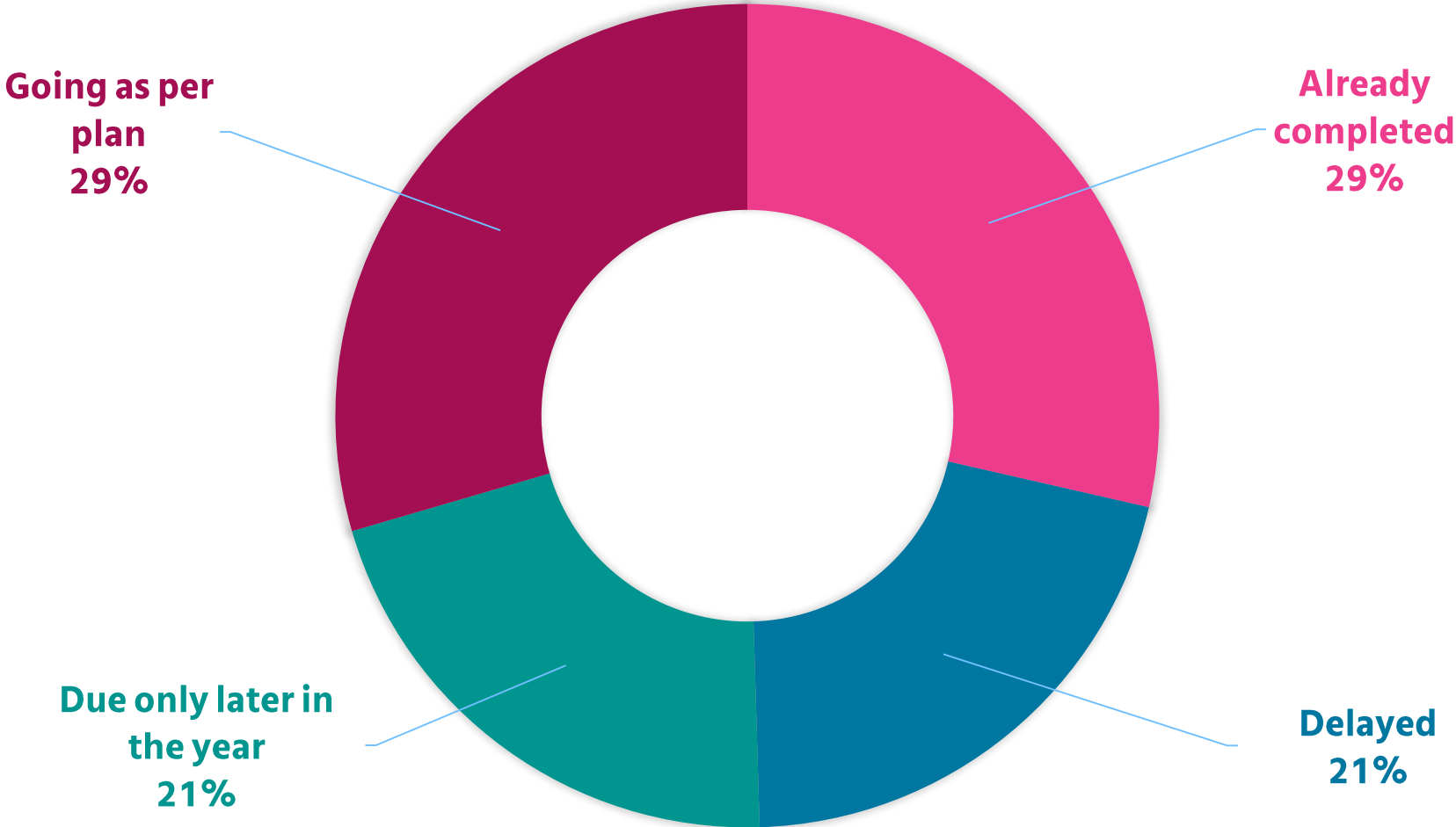
Impact on Increments



* Responses have been cleaned up to avoid duplication



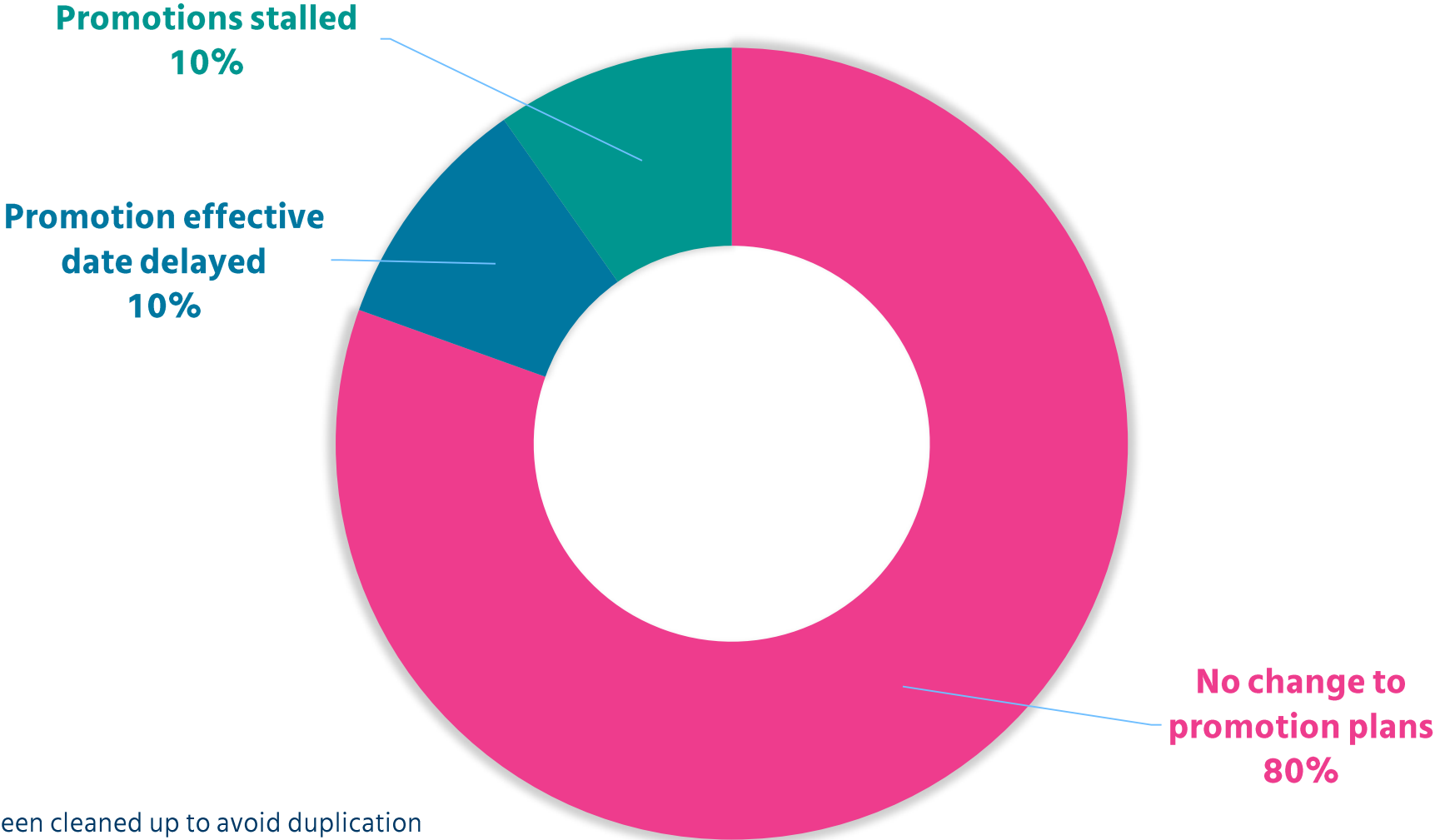
Impact on Performance Appraisal Discussion



* Responses have been cleaned up to avoid duplication



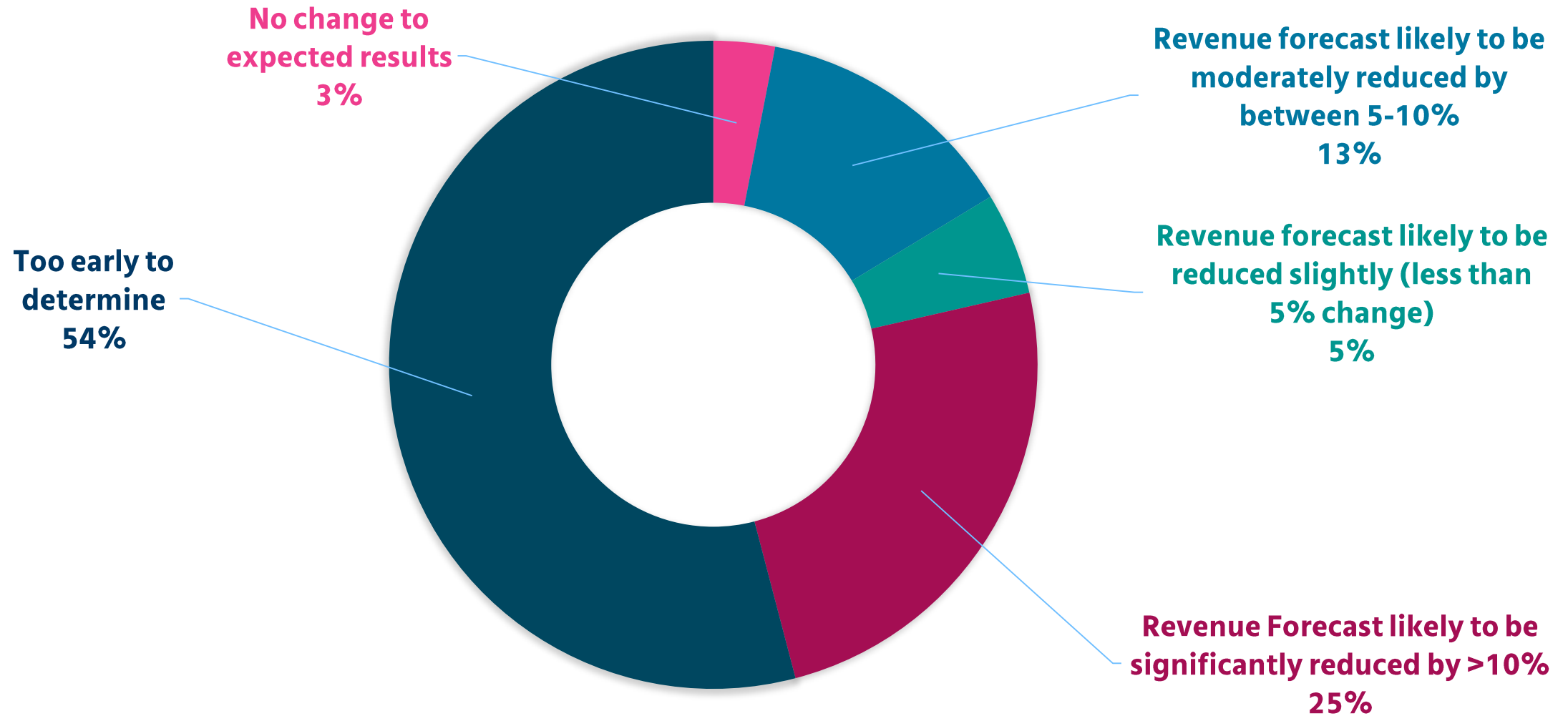
Impact on Promotions



* Responses have been cleaned up to avoid duplication



What is the impact of Covid-19 on your annual business plan



* Responses have been cleaned up to avoid duplication



Which of these have you currently implemented in your organization? (Multiple selection)



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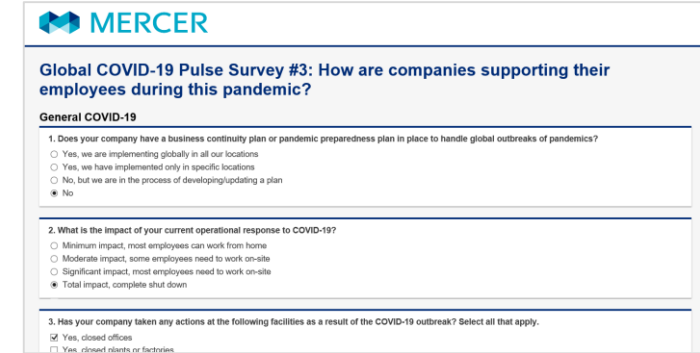
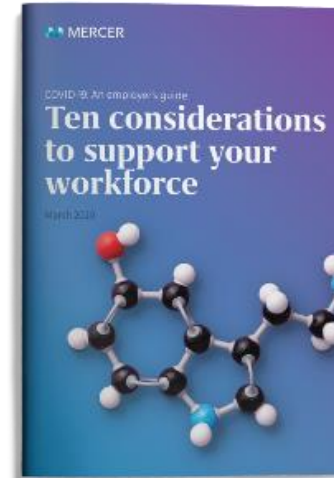
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India Webinar Replay*



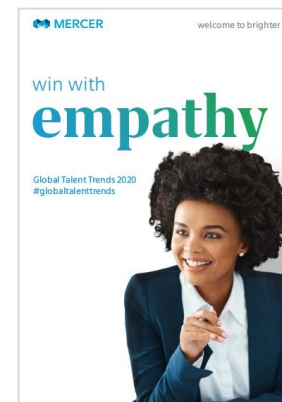
Webinar Pulse Survey Findings



Global - Live Poll Participation Link



Other Survey Reports



Global Talent Trends 2020

*Webinar **recording** does not capture the on screen polling, all responses have been added in this report.

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