

News release

Kyowa Kirin Asia Pacific Pte Ltd clinches 2 accolades at SBR Management Excellence Awards 2020

It was recognised for staying steadfast and resilient amidst growing uncertainties.

Kyowa Kirin Asia Pacific Pte Ltd (KKAP) has bagged both the Employee Engagement of the Year and COVID Management Initiative of the Year in the Pharmaceuticals category at the recently concluded SBR Management Excellence Awards 2020 thanks to its employee engagement initiatives and staying steadfast and resilient amidst growing uncertainty brought upon by the pandemic.

As the world faced the pandemic, the first thing KKAP did was form a COVID-19 management team, which analysed the local and global environment and instituted a work-from-home (WFH) policy before it was mandated by the government. This proactiveness ensured a smooth transitioning of business in the likely event of major announcements. With the simulated exercise, KKAP was able to resolve any possible logistical nightmares whilst mentally preparing the team for possible changes in their work routines.

To emulate the vibrant office environment despite working from home, KKAP also leveraged technology to assist its employees. The company hastened the implementation of their intranet system to valiantly disseminate news and content in a bid to connect one department to another and keep them engaged and current across the other offices within the region. KKAP also conducted a dipstick survey to hear from employees about how they feel with regards to key issues such as work environment, logistical matters, time versus productivity etc.

Close to 67% of the employees felt they were just as productive working from home, whilst 23% reported that they were even more productive than being at the office; bringing the total to a resounding 90% happy employees.

COVID-19 also provided the perfect opportunity to automate several processes as the company implemented Signing Hub to assist with gaining approval prior to purchases, signing contracts, and claiming for expenses.

They also allowed employees the loan of company's assets like monitors and disbursed to both the permanent and contract staff, a one-off allowance of \$600 to spend (or not) as they wish in order to remain productive. Upon implementation of these initiatives, the firm saw a clear increase in productivity from 38% in 2019 to 51% in May 2020.

KKAP also organised Get to Know Your Colleagues (GKYC) early this year, to promote camaraderie between new and existing employees. Whilst the company allowed employees to play and work hard, they also prioritised the employees' mental wellbeing. The organisation also hosted a Microskills for Listening Workshop for its employees, and it was conducted by certified psychologists and Mental Health Wellness Webinar, specifically aimed at ensuring employee mental health wellness.

In addition, KKAP rolled out an Employee Assistance Program regionally to provide employees and their immediate family members with 24/7 access to trained counsellors and practical support for any work/life issues they may be facing.

New joiners in the company were also especially catered to as they are batched into the same start dates so they can go through the virtual orientation program together. This ensured a profound dynamic and team spirit between the new and the rest of the employees, a common value of teamwork that is the foundation and a common value across all Kyowa Kirin employees, which also happens to be one of its core values.

KKAP strongly believes in investing in their employees' professional and personal growth. Its human resources conduct regular casual check-ins specially to provide an additional human element to this isolating world.