



ASA Philippines- HR at the height of Pandemic

**MCPI Conference
Breakout Session: MFI Exchange
Human Resource Management
August 25, 2022, Thursday, 1:30-3:00 p.m.**

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STAFF UPDATE

	31-Jul-22	31-Dec-21	31-Jul-21
# of Microfinance Officers (MFOs)	7,078	7,374	7,356
# of Total Staff	10,966	11,254	10,938
# of Financially Viable Branches	1,670	1,652	1,647
# of Total Branches	1,683	1,683	1,683



COVID-19 UPDATE - STAFF

(AS OF AUGUST 22, 2022)

946

TOTAL CASES

937

TOTAL RECOVERIES

4

TOTAL DEATHS

5

ACTIVE CASES

10

SUSPECT CASES

15

QUARANTINE CASES

32

RE-INFECTION CASES



CHALLENGES

- ❖ Reduce workforce as per IATF guidelines
- ❖ High infection rate (NCR bubble+)
- ❖ Inability to move staff or difficulty in deployment due to restriction
- ❖ Recruitment – applicant cannot comply basic requirements
- ❖ Delayed processing, transactions of SSS, PH etc
- ❖ Mental health issue- burnout, anxiety of staff





MITIGATING FACTORS

- ❖ Full salary for quarantined or isolated staff , leave credits not affected
- ❖ No retrenchment
- ❖ Provided physical and psychosocial health and safety measures for employees such as
 - (1) frequent disinfection of facilities.
 - (2) regular COVID-19 testing for staff.
 - (3) provision of alcohol and soaps for sanitizing and handwashing in collection meetings.

MITIGATING FACTORS

- (4) creation of twelve primary isolation centers to provide best support for the Foundation's staff and secondary isolation as needs arises
- (5) subsidized medical expenses for all covid patients (food etc.)
- (6) additional leave with pay to severe covid patients until fully recovered
- (7) Incentivized vaccinated staff (100% are vaccinated)



RECRUITMENT AND DEPLOYMENT OF NEW STAFF

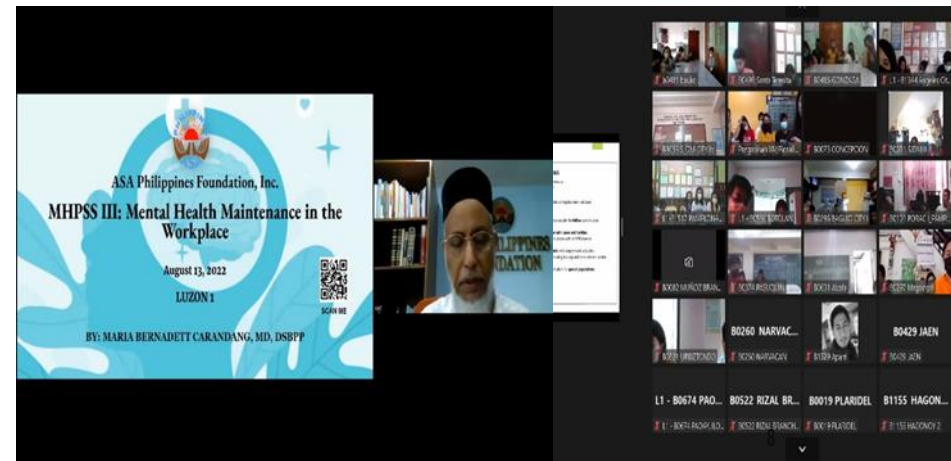
- ❖ 50 % decline in recruitment in 2020
 - decline due to restrictions, no new branches
 - for replacement of resigned staff only
 - due to limited activity and alternative means of collection, decline of staff was not felt

- ❖ difficulty in processing of applicant's requirements
 - government agency limited office hours/ days
 - Mobility restrictions
 - Applicant's personal fear of going out and LGU lockdowns



ADAPTING & EXHAUSTING AVAILABLE TECHNOLOGY TO EASE BUSINESS PROCESSES

- ❖ Work From Home arrangement
- ❖ Trainings and meetings on Zoom, google meet
- ❖ Continuous recruitment except during lockdowns
- ❖ Introduction of alternative collection methods



REASSURING STAFF (& THEIR FAMILY) THAT WE WILL TAKE CARE OF THEM NO MATTER WHAT

- ❖ We reported every positive cases, but we don't rely on LGU isolation
- ❖ We have antigen test (free) once staff went home, and RT-PCR test are also free of charge
- ❖ All related expenses are also given (food, medicines and other essentials)
- ❖ With the delay and hassle of SSS claims on Covid patients, the mgt has offered financial assistance more than what is given by SSS.
- ❖ Free medical assistance (SBF) & HBA



LESSONS LEARNED

- ❖ Pandemic forces us to innovate (work from home arrangement)
 - Telemedicine, teleconsult
 - e-payments
- ❖ Implementation of NEW NORMAL policies & guidelines (timely approach)
- ❖ Empathy! empathy! empathy – a simple “kumusta” goes a long way!

If you take care of your employees, they will take care of the clients (Richard Branson)



Yes, we need to **'be with our clients'** but in order to do that we need to **take care of our staff** so that they will **take care of our clients!**

