

## Engagement calls with almost 500 employees in Japan

Many employees face various challenges due to the outbreak of COVID-19, which often comes along with strict movement control, curfews, working from home for a longer period and other safety measures. An ad-hoc team at DS Japan started a fantastic initiative to tackle employees' anxiety and concerns and show them that they are not alone.

DS Japan organized 20 online meetings over two days in order to connect with employees who work from home, listen to their doubts and challenges, share tips for daily work, learn from positive and successful 'home office stories' and update each other on customers, dealers and market situations.



In this way, more than 92% out of 530 employees mixed from all departments/pillars connected via MS Teams and made 'virtual face to face conversations' on the screen as much as they could. In 20 smaller groups, each consisting of approx. 10-30 participants, the meeting facilitator appointed a speaker and let him/her appoint a following speaker, so that everybody could speak up once.

For Yuko Kitamoto, GM of Japan, connecting with employees, in particular in these challenging times, is crucial: "We want to make sure employees, even though they are isolated at home, get the chance to interact with colleagues as much as possible, raise any doubts or anxieties they might have, and reinforce the sense of belonging to one team. The feedback we received after these engagement calls confirmed the importance of this approach."