

# NEWSLETTER

The Official Newsletter of ABSL Latvia

## Dear ABSL Latvia members and strategic partners,

*by Monta Geidane, Executive Director of ABSL Latvia*

Another quarter has passed and we have stepped into Autumn, which, as already predicted, comes with the second wave of Covid. Seems like BSCs are more prepared this time, many of you have used Summer season wisely by reviewing, improving your business continuity plans, preparing B and even C action plans in case if all goes out of control.

There is always something positive in every negative - well known site selection consultants in Europe are claiming that the pandemic can bring new opportunities to develop business services industry in popular GBS locations across Europe. It's obvious that international companies are facing problems in their shared service centers based in Asia, India. This leads to conclusion that nearshoring will become much more popular. Besides, global companies that still have decentralized administrative support functions, may finally prefer to centralize this part of business, thus significantly reduce the costs. The latest circumstances causing new business strategies may bring opportunities to Latvia, especially Riga.

Norwegian, which recently announced its plans to set up a client service centre in Riga, which is an excellent example showing that there is a growing number of investor's interest in Riga. It's important to emphasize that newcomers help us to rise the importance of industry, to get even stronger voice when having discussions with government institutions. Let's welcome Norwegian on board and do our best to make it an excellent journey for all of us.



# ADVOCACY OF THE INDUSTRY AND LOBBYING THE INTERESTS ON BEHALF OF GBS SECTOR

*Communication with government institutions, EU funds*

## **ABSL participates in a work-group organized by Ministry of Economics to discuss talent requalification opportunities**

There is additional European Union funding allocated to all member countries for the purpose to successfully recover from crisis. Certain amount of this extra funding is being devoted to retrain those, who are left without any income – people previously working in tourism, aviation related industries or restaurant businesses.

Although the primary goal of this funding is to support certain group of people left without jobs, the requalification courses will be freely available to all those who are interested in rising their qualification and get higher-paid jobs. The work-group organized by Ministry of Economics aims at coming up with certain requalification plan and identify those skills that people lack to match the professional competences highly required by employers. ABSL strategic partner ERDA in cooperation with Riga Stockholm School of Economics carried out a survey in order to identify employee training needs of largest exporting companies in Latvia.



# ADVOCACY OF THE INDUSTRY

## **ABSL Latvia, together with its strategic partner ERDA, doubts the usefulness of lifelong education program**

ABSL Latvia, together with ERDA, has raised the question of well-known lifelong education program financed by European Social fund and Government of Latvia. Within this program, there are 47 million euro allocated in order rise the professional qualification of 53 thousand people in Latvia. Our main concern is that government is spending high amounts of money in providing training courses in almost all kind of areas, not directly matching the needs of employers. In the last application round, more than 350 people applied in gardening courses. There is exactly zero job vacancies published on cv.lv or nva.gov.lv in gardening. The question is obvious – what is the reason to teach something that is not required by employers?



There are 23 informal education centers involved in this program providing more than 200 study courses not directly matching the needs of employers. Besides the educational centres are not the ones that exporting companies would prefer, meaning that they are doubting the quality of training programs itself. Seems like this lifelong education program is more a hobby level activity rather than possibility to meaningfully teach competences required in labor market. On behalf of all industry, we have prepared an official recommendation letter addressed to Ministry of Education, Ministry of Economics, State Education Development agency listing certain things that should be improved.

ABSL clearly understands the system and how such support program has been built, we know that the possibility to change lifelong education program dramatically is even impossible, yet there can be slight improvements, so that people could get more benefit out of it - starting with a clear guidance on which training courses should they better choose (based on open job positions on cv.lv) and which educational centres are highly recommended by GBS centers and other large exporting companies in Latvia.

# ADVOCACY OF THE INDUSTRY

## **ABSL Latvia aims to improve immigration policy**

In the context of political instability in Belarus, the government of Latvia and Ministry of the Interior is more than ever willing to review the current immigration process to make it less bureaucratic, faster and more digitalized. Taking into account, that this is something that has always been an issue for many GBS centers, ABSL Latvia organized a separate work-group and with the assistance of Accenture Latvia, SEB Global Services, Deloitte, LIAA, we have reviewed all the immigration process and identified a list of changes on how to significantly improve it. ABSL has prepared two separate official letters addressed to OCMA (Office of Citizenship and Migration Affairs) outlining all the operational level improvements and another official letter of recommendations addressed to Ministry of the Interior in order to suggest strategic level improvements in immigration process.

## **Riga Investment Attraction agency - a benefit for all industry**



New Riga City Council management was elected in the end of August. The new mayor of Riga, Martins Stakis, has quite promising plans when it comes to importance of Riga City Council in attracting new business centers and developing supportive business environment for the existing ones. ABSL Latvia has received positive signals that Riga City Council is in the process of establishing a separate Riga Investment attraction agency or at least a strong and dedicated division under the roof of Riga City Council.

The newly formed establishment will take care of Riga recognition in international area, they will attract high-level talents to live and work in Riga and also welcome new GBS centers to set up operations in capital city of Latvia. ABSL Latvia has assisted Riga City Council in providing all the necessary information on how other municipal level investment attraction agencies are working in Europe.



# ADVOCACY OF THE INDUSTRY

## ERAF support program for employee training needs - Progress update

ABSL is in the phase of organizing official procurement for all training needs identified by industry. It is kindly recommended to all ABSL members to contact their external training providers and describe in details company's training needs for upcoming 6-12 months. Most of the educational centres that the industry has mentioned (KIC, Trivium, BDA, Training Lab, FranklinCovey) are well informed about this exact support program administrated by ABSL. Currently Scandinavian language courses are officially available, but before the company starts the training, it has to inform the association, since ABSL Latvia needs to carry out each company's official assessment procedure. After receiving a green light from CFLA (Central Finance and Contracting Agency), the organization can officially receive 50% covered from training costs.

*Scandinavian language courses with ERDF support are available. Please inform the association before training, to receive 50% covered from ERDF.*



Recently ABSL Latvia announced the first official procurement for IT training courses. Thanks to all members that identified their IT training needs from the most desirable training centre - BDA (Baltijas Datoru Akadēmija). We will inform you as soon as the procurement procedure will be finalized and you will have access to IT courses with ERDF support.

Please note that the first procurement of IT courses is based on all IT training needs identified by GBS centers. The next BDA procurement will be organized in six months time. If you didn't manage to define your IT training needs in the first round, please do that with the second one.

Regards other training centers - KIC, Trivium, Training Lab, FranklinCovey, Stockholm School of Economics, please note that ABSL will announce an official procurement in upcoming months, so please define your training needs directly to training centers in a timely manner.



# WEBINARS ORGANIZED BY ABSL LATVIA

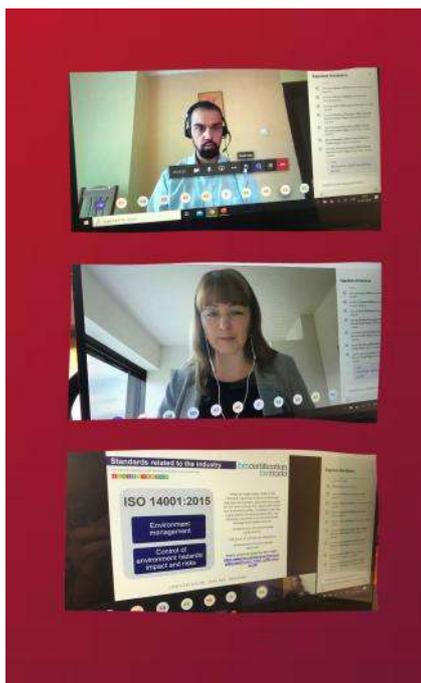
Knowledge sharing possibilities is a crucial part of GBS community helping to become more efficient in everything we do. It provides the ability to prove our external and internal clients that we can deliver high-end world class services. During the 3rd quarter of 2020, ABSL Latvia organized four webinars.

## Quality Control Standards for GBS Centers - Business Strategy Club (July 1)

In the beginning of July, ABSL Latvia held a webinar about Quality Control standards and ISO certification for Global Business Services Centers.

We welcomed two excellent speakers - Agnese Alksne representing BM Certification/BM Trada introduced participants to different ISO quality standards relevant for industry. Dzintars Putnis from SIA "Leilands un Putnis" stressed the importance to clearly identify the needs of all process stakeholders, the significance of having process descriptions in order to mitigate situations when employees are performing the same procedures in a completely different ways, thus losing time and efficiency.

The graphic features the ABSL logo at the top, followed by the text 'Business Strategy Club - webinar'. The main title is 'QUALITY CONTROL STANDARDS FOR GBS CENTERS' in bold, with the date and time 'JULY 1, 10:00-11:30' below it. It mentions the 'Microsoft Teams Platform'. There are three speaker portraits: Agnese Alksne (ISO Quality Certification, Regional Business Development Lead, BM Certification), Dzintars Putnis (QA - the main driver for Business Efficiency, Management Consultant and Trainer, Leilands and Putnis Ltd), and a panel discussion section with four speakers: K. Bukeika (Cabot Latvia), N. Zaiceva (Deloitte), A. Vilka (ATEA Global Services), and M. Geidane (ABSL Latvia).



There were many takeaways from panel discussion, please find few of them below:

- Although quality control certification is not an obligatory need, still, it is always beneficial to improve processes based on already internationally recognized quality requirements and standards, encouraging companies to achieve certain results.
- Communication is highly important to explain employees the need to accept changes and improve the existing procedures.
- Quality control can be one of the services that GBS center provides to its group companies.

# WEBINARS ORGANIZED BY ABSL LATVIA

## RPA in Finance and Accounting - Finance Club (July 30)

ABSL Latvia held a webinar "RPA in Finance and Accounting" in the end of July. It was a pleasure to discuss the implementation of RPA from different aspects. This was a great opportunity to discover how other shared service centers are using RPA to digitize accounting operations and how to get the most out of RPA in finance and accounting. The webinar was organized as panel discussion starting with three minutes introductory presentations revealing an expertise of each panelist.

### Finance Club - webinar: RPA in Finance and Accounting

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 30.07.       10.00-11:00       MS Teams



Sintija Morica  
Solvay



Kaspars Ramins  
SEB Global Services



Khodor Al Siblani  
Accenture



Marija Timofejeva  
Deloitte Latvia

Moderated by  
Monta Geidane  
ABSL Latvia

Please find few takeaways below:

- RPA can be implemented starting from 2 weeks till couple of months based on the process that we are willing to automate. Sometimes there might be one single step in the process that user is struggling to change, thus significantly impacting time spent on process automation.
- There might emerge unexpected problems during the process automation, but it's always recommended to rethink, evaluate once again the process itself rather than completely stopping the RPA project.
- Successful cooperation between RPA team or vendor and finance department is crucial. It's good to have this "middle man" or business analyst who speaks both languages – understands the business side and can explain it to developers. Don't underestimate the importance to engage end-users.
- RPA will not replace accountant profession. Accountant profile is changing, RPA should be considered as opportunity to minimize repetitive and routine tasks. RPA is here to make work easier, not taking jobs away.

# WEBINARS ORGANIZED BY ABSL LATVIA

Health Strategy Management - HR Club (August 27)



The graphic is split into two main color sections: a dark blue left side and a dark red right side. On the left, the ABSL logo is at the top, followed by the title 'Health Strategy Management' and 'GLOBAL BUSINESS SERVICES CENTERS'. Below that, the date and time 'AUGUST 27 10:00-11:00' and 'MS Teams Webinar' are listed. A photo of Māris Žunda, wearing a cap and glasses, is shown. A red arrow points to a red box containing 'MĀRIS ŽUNDA BIOHACKING.LV'. Below the photo, a t-shirt with the text 'KEEP CALM and ENJOY BIOHACKING' is visible. On the right, two paragraphs of text in white font provide a testimonial and a quote.

**ABSL**

## Health Strategy Management

GLOBAL BUSINESS SERVICES CENTERS

AUGUST 27  
10:00-11:00  
MS Teams Webinar

➔ MĀRIS ŽUNDA  
BIOHACKING.LV

KEEP CALM  
and  
ENJOY  
BIOHACKING

*It was an extraordinary useful talk with Māris Žunda (founder at biohacking.lv), since he has completely different understanding on how organizations should increase productivity, health and overall energy levels of its employees.*

*"Meaningful Health Strategy is all about untapped potential to boost energy, health, productivity and overall well-being of employees. Taking care of employee's health goes far beyond well known benefits provided by employers," says Māris Žunda.*

Please find few takeaways from the webinar below:

- Meaningful Health Strategy Management goes far beyond health insurance policies, fruits in the office and lectures about health management that organizations tend to provide to it's employees.
- "Ready for work" is a status that we tend to apply to almost everyone, also to those who suffer from chronic inflammations, depression, high blood pressure etc. And we let it proceed this way without any interference coming from the organizations.
- In future large organizations are heading towards having a separate health department, which directly monitors the physical and mental health of employees, their well-being and overall productivity levels.
- Our physical and mental well-being is primarily depending on the quality of sleep, ability to manage stress levels, healthy meals and only then comes active lifestyle or sport activities.

# WEBINARS ORGANIZED BY ABSL LATVIA

HR Analytics – Recruitment - HR Club (September 25)

The graphic is a dark blue poster with a network pattern. At the top left is a circular portrait of Václav Plevka. To his right, the ABSL logo is displayed above the event details: 'September 25', '10:00-11:00', and 'MS Teams'. Below this is a grey box with his name and affiliation: 'Václav Plevka, Analytics & Cognitive | Consulting, Deloitte Czech Republic'. In the center, the Deloitte logo is followed by the title 'HR ANALYTICS' in large white letters and 'RECRUITMENT' in red. To the right is a circular portrait of Zane Culkstena, with a grey box below her name and title: 'Zane Culkstena, Founder at ERDA'. At the bottom left is a circular portrait of Toms Galins, with a grey box below his name and title: 'Toms Galins, Head of Operation Department, DNB Bank ASA'.

The recent global turmoil has taught us how critical people are to our organizations. Global Business Services industry requires HR to be able to quickly adapt to the situation and streamline the core employee-cycle process. Therefore, ABSL Latvia in cooperation with Deloitte is organizing monthly seminars about HR Analytics focusing on the key areas - Recruitment, Performance, and Retention. The aim of the series is to show how to make the people related decisions data-driven, and in turn, empower the entire HR function.

On September 25, the first HR Analytics webinar was held with a focus on recruitment. Recruitment analytics helps to make data-driven choices when it comes to sourcing, selection and hiring. With the help of recruitment analytics it is possible to significantly minimize hiring costs, reduce time spent to find the right candidates and improve the process itself by carefully assessing the reasons and factors why candidates drop out of the process and identify the characteristics that the best candidates have in common.

Many thanks to Vaclav Plevka, Simona Pirva (Deloitte Czech Republic), Pārsla Baško (ERDA) and Toms Galins (DNB Bank ASA) for sharing your experiences and ideas on how to improve talent acquisition process.



**Takeaways from "HR Analytics - Recruitment" webinar in the next page**

# WEBINARS ORGANIZED BY ABSL LATVIA

## HR Analytics - Recruitment - HR Club (September 25)

Please find few takeaways from the webinar below:

- HR supported by digital solutions allows to automate repetitive and time-consuming tasks. Chatbot as a great solution to answer typical employee questions or pre-screening job applicants.
- Natural language processing tool for efficient candidate search - matching job description with candidate CV.
- Teamtaylor (applicant tracking system) and Actiview.io (candidate assessment platform) as tested digital tools to empower talent acquisition process.
- Design thinking can be used to significantly improve candidate experience.

Please note that the next HR Analytics webinar, this time with a focus on PERFORMANCE, will be held in the end of October. Keep following the updates on ABSL LinkedIn and Facebook accounts to be informed about exact date, time and agenda of the next webinar.



**Deloitte.**

## HR Analytics Recruitment

SEPTEMBER 2020

Václav Plevka

### Streamline recruitment with digital assistants.

Assist HR with answering the most typical questions from job applicants

How do you protect your employees against Covid-19?

What are the benefits?

When should I expect answer from you?

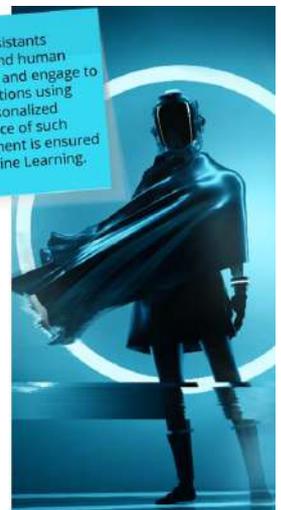
Support HR with pre-screening job applicants

How long is your professional experience

Do you have user experience with CRM?

Do you have driving license?

Digital assistants understand human language and engage to conversations using NLP. Personalized experience of such engagement is ensured by Machine Learning.



# WEBINARS ORGANIZED BY ABSL LATVIA

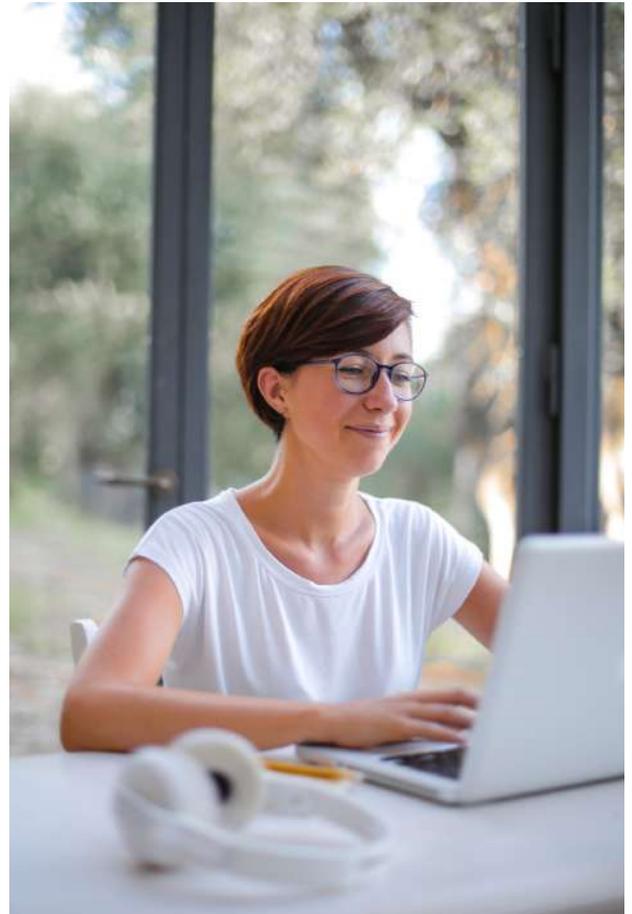
**ABSL is looking for Ambassadors supporting each thematic club**

ABSL Latvia overtakes few practices from ABSL member countries. When it comes to knowledge sharing events, there is already proven approach to separate all events (webinars) under several thematic clubs. Currently we have HR Club, Finance Club, Business Strategy Club and RPA Club.

In order to keep all thematic clubs alive and active, ABSL is looking for 3-4 ambassadors from the industry supporting each of the thematic clubs.

The ambassador's responsibility is to support ABSL Latvia, when it comes to identifying topics for knowledge-sharing events, helping to shape the agenda of webinar, so that industry would get the most out of each webinar. The purpose of this initiative is to get experts involved and to completely use ABSL as a platform for knowledge-sharing possibilities.

In the best case scenario, there should be at least one knowledge-sharing event (webinar) per quarter under each Thematic club.



Please contact [monta.geidane@absl.lv](mailto:monta.geidane@absl.lv) in case if you are willing to become an Ambassador supporting any of thematic clubs.



# COOPERATION WITH UNIVERSITIES

Based on fulfilled forms by industry experts willing to contribute as guest lecturers in universities, ABSL has prepared a portfolio of all lectures in IT, Business Strategy, Human Resources, Procurement management, Client Service etc. The portfolio has been sent to RISEBA, RTU, LU, Riga Business School, Turība, BA School of Business and Finance. ABSL held calls and meetings with study program directors to tell in details about this initiative. Higher education institutions have to review the offer and select the lectures that they would like to integrate in their study programs. The first requests might be coming in October.



**GUEST LECTURER'S PORTFOLIO  
(GLOBAL BUSINESS SERVICES INDUSTRY)**



ABSL LATVIA ORGANIZES A GROUP OF INDUSTRY EXPERTS WILLING TO VOLUNTARILY GIVE GUEST LECTURES IN UNIVERSITIES

**Choose the lecture that meets the needs of your study course!**

**It is an opportunity to dig deeper into study courses through lens of industry experts!**  
The proposed guest lectures are recommended only for last year students!

## THE IMPORTANCE OF CUSTOMER CARE

### BRIEFLY ABOUT THE LECTURE:

We would start with describing GBS structure and their role in global corporation management as such, following deeper dive into customer care. Topics like everyday life of customer care, communication style and right wording, importance of ERP systems in GBS work, interactions with customers, task prioritization and stress management would be included.



**Roberts Slaukstins**  
(NA Customer Experience Lead)  
Cabot Latvia



**Edgars Kuzeniks**  
(Customer Experience Manager)  
Cabot Latvia

### PREVIOUS EXPERIENCE OF BOTH LECTURERS:

During our time in the current company we have experienced different levels of customer care, starting from trainee - customer care representative and finally customer experience lead. We have served two regions (Europe and North America) therefore we are able to compare and distinguish differences between them. Additionally, we have taken over responsibilities from North America region, being responsible for new employee onboarding and training for new job roles, transferring knowledge from other companies and establishing continuous customer experience process in current location (mainly customer care with a bit of transportation and data management).



1 lecture or 2 consecutive lectures (as university prefers)

**lecture code: #cabot01**

## CONSOLIDATED PROCUREMENT AND DELIVERY OF IT EQUIPMENT WORLDWIDE

### BRIEFLY ABOUT THE LECTURE:

A lot of global companies are looking for a single interface to procure IT equipment that would cover all their offices around the world. This task has many challenges due to local legislation and a list of manufacturer's restrictions for cross border invoicing. Many customers are arranging the procurement by themselves, maintaining a fleet of IT professionals in each country as well as optimizing the procurement channels across all offices. It requires great investments for companies whose main business is not related to IT sector. Atea is built a complex solution for the possibility to help their customers to minimize their involvement and costs for IT consolidation.



I would like to dig deeper into deliveries through Atea Logistics warehouse deliveries via freight forwarders with customs clearances local procurement via supplier explanation on how all above models are working combined and what are the added values of such methods, including manufacturer discounts, tax returns and others.



**Sergejs Anzinovskis**  
(Senior Global Solution & Operational Manager)  
Atea Global Services

### PREVIOUS EXPERIENCE OF LECTURER:

Sergejs has educational background in transportation law and international trade for both Common and Continental law systems. He started his work career as a customs inspector at Latvian port and then he had a chance to work as freight forwarder, logistics specialist, supplier manager and operational manager. In all his positions he had to sign agreements with logistics companies, work with different transportation rules, deal with customs in different countries etc. For the last 5 years he works as a manager at Atea Global Services, where from the beginning his task was to develop multi-modal IT product delivery solution and to make it work. Now he leads the team that is preparing the offers and designs the solutions for Atea's largest customers.



This particular guest lecturer gives 1 lecture (1.5 hours)

**lecture code: #atea01**

The goal of this initiative is to educate students about Global Business services sector with the help of industry experts. This will enrich the knowledge got through different study courses, giving clear understanding on what does it mean to work in one or another position offered by industry, since job responsibilities and daily operations significantly differ compared to the same position in local company. The initiative is mainly targeted to study programs in business administration, mostly bachelor level. When it comes to the content of guest lectures, ABSL kindly suggests to dive deeper into daily life, problems, case scenarios faced by each position rather than talking only about the company that lecturer represents. Nevertheless, according to descriptions of lectures received so far, looks like industry has understood this message correctly. The long-term goal of this initiative is to encourage one of the universities to establish a separate bachelor's level study program targeted to GBS industry.

# BUIDING THE AWARENESS OF INDUSTRY

Previously the association has frequently appeared in public news, mostly Dienas Bizness, talking about different aspects, needs of the industry. It is quite crucial that there is an event or a happening based on which we can build the publicity. Sometimes it's a question of organizing such events by the association itself or pushing forward ABSL participation in events organized by others. During the last quarter, ABSL built the awareness of industry by participating in several public events as opinion leaders, speaking on behalf of all industry.

## ABSL organizes a debate of Riga mayoral candidates before Riga City Council elections (August 5)

ABSL Latvia in cooperation with The Alliance of Real Estate Developers organized a discussion with candidates for Riga City Council elections. The primary goal of debate was to discuss the role of Riga when it comes to investment attraction, creating well-paid jobs, increasing the number of highly qualified talents and raising the availability of office buildings and living space in Riga.

**ABSL** **NĪAA**  
Nekustamā īpašuma attīstītāju aliansa

**KĀPĒC RĪGA ATPALIEK  
NO VIĻNAS PAR 10  
GADIEM?**

**LIVE** 5. AUGUSTS 15:00-17:00

**Edvards Smiltēns**  
NA/LRA

**Konstantīns Čekušins**  
Saskaņa

**Linda Ozola**  
Jaunā konservatīvā  
partija

**Viktors Valainis**  
Zaļo un Zemnieku  
savienība

**Inna Djeri**  
Latvijas  
Krievu savienība

**Mārtiņš Staķis**  
API/PRO

**Vilnis Ķirsis**  
Jaunā Vienotība

**Oļegs Burovs**  
Gods kalpot Rīgai!

Only those Riga mayoral candidates that according to latest SKDS statistics were exceeding 5% barrier, participated in debate. All mayoral candidates supported our recommendations on how to grow the number of highly qualified talent and to encourage new office building projects in Riga. They promised that new Riga is all about becoming a Business metropolis of Baltics.

# BUIDING THE AWARENESS OF INDUSTRY

## **ABSL organizes a debate of Riga mayoral candidates before Riga City Council elections (August 5)**

The debate attracted high media attention. ABSL got an interview in LTV1 morning news, Latvijas Radio 4. Local television TV3 participated in event and filmed the discussion. This was a great event and worth all the invested time and money, since we once again raised the awareness of industry and new Riga City Council management has promised to work towards better business environment for GBS centers in Riga.



## **ABSL participates in discussion about skills needed in future jobs (August 21)**

ABSL Latvia Chairman of the Board, Fredis Bikovs, together with President of Latvia, Levits Egils, Executive Director of Foreign Investors' Council in Latvia, Linda Helmane, and Youth Policy activist, Natālija Knipše, participated in a panel discussion about young talents and skills needed for future jobs.

You can watch full discussion here:

<https://bit.ly/3l4xY5d>



"GBS sector invests 10 million EUR a year in education and I was happy to share where employers invest and what kind of skills they require in future. Meaningful education and upskilling policy directly correlates with country export strategy, which is crucial for attracting new investors and creating sustainable and competitive jobs," comments Fredis Bikovs during discussion.

# BUIDING THE AWARENESS OF INDUSTRY

ABSL participates in LAMPA Conversation festival (September 5)



ABSL Latvia, Chairman of the Board, Fredis Bikovs, participated in discussion called "Who is going to buy my skills?" organized by Latvijas Darba devēju konfederācija within LAMPA Conversation festival. This was a great opportunity to speak on behalf of all business services industry about meaningful changes in higher education system in Latvia.

Other discussion panellists were Gustavs M. Upmanis (Founder of Visas Iespejas), Justīne Širina (President Latvijas Studentu apvienība), Jolanta Vjakse (Project Manager at Latvijas Darba devēju konfederācija), Oskars Putnins (HORTUS Digital).

"Starting from the first study year, I decided to join one of global business service centers as an entry level specialist, which gave me understanding on how theoretical knowledge can be easily applied on different processes in organization," comments Fredis Bikovs during the discussion.

You can still watch the full discussion here: <https://bit.ly/338JMuY>

# BUIDING THE AWARENESS OF INDUSTRY

## ABSL organizes separate panel discussion within HRNedela Latvia (September 22)

HR experts speaking on behalf of all GBS industry - Ieva Zirne (CIRCLE K BUSINESS CENTRE), Lauma Kadike (Solvay Latvia), Elva Reine (Atea Global Services Ltd.) and Antra Lazdiņa (TietoEVERY Latvia), participated in a panel discussion within HR Nedēļa Latvija to talk about the main principles and challenges of remote work. The importance of communication, urgent necessity to identify those employees, who find it especially difficult to work remotely and provide individual approach, engagement issues, mental well-being were discussed. Talking about the future of remote work - looks like a new reality has started and we will never completely return back to offices.



Many thanks to Zane Culkstena for moderating the discussion and guiding the conference attendees through "tips&tricks" recommended by global business services centers in order to stay productive, engaged and healthy also while working remotely.

# BUIDING THE AWARENESS OF INDUSTRY

## ABSL participates in Real Estate Conference organized by Dienas Bizness (September 24)

ABSL Latvia Executive Director, Monta Geidane, together with Andris Varna, CPM (VAS "Valsts nekustamie īpašumi" / State Real Estate, Latvia), Ieva Tetere (SEB banka Latvia), Jekaterina Kosmaceva (Regus Baltics) participated in a panel discussion about future office environment within real estate conference organized by Dienas bizness. Monta Geidane was speaking about how the need for office space will change in future considering Covid impact on employee's habits and increased willingness to work from home.

"Although pandemic can leave certain changes in our habits, it's still too early to come up with conclusions on how long they are here to stay and to what extent. Large organizations are starting to asses their current office space, how it's being used and for what purposes. Shared desk policy, activity based offices, larger leisure rooms, extended kitchens and coffee corners is something that might become more popular. Undoubtedly, employee experience is a strong defining element for company success," comments Monta during the discussion.

You can watch full discussion here: <https://bit.ly/36M8Qf1>



# Dienas Bizness



# BUILDING THE AWARENESS OF INDUSTRY

## Launching ABSL Latvia website - [www.absl.lv](http://www.absl.lv)

ABSL Latvia has finally launched its own website, where you can find all the relevant information about association itself, it's members and strategic partners, events, industry news, career opportunities, business services report (possibility to download it) and many more. Stay informed, stay updated with our latest and upcoming activities and initiatives carried out by business services association in Latvia.

**ABSL LATVIA**

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### GLOBAL BUSINESS SERVICES CENTERS (GBSC)

GBSC are globally represented companies with business units in Latvia responsible for providing support services (IT, accounting and finance, client service, procurement, logistics, legal, document management and others) to its group companies worldwide or providing similar support services to legally unrelated entities. In other words, GBSC can be divided into two main groups - shared service centers and business process outsourcing or IT process outsourcing companies.

### INDUSTRY CONTRIBUTION TO ECONOMIC GROWTH OF LATVIA

- 50 GBSC based in Latvia provide 15 thousand jobs;
- The average gross salary is 1657 euro, which is 43% higher than average pay in the country;
- The number of people employed by GBSC has increased by 10% in 2019, the same growth rate expected in 2020;
- Approximately 15 million euro paid in A and B class office space leasing transactions every year;
- GBSC are investing around 10 million euro in employee training activities (soft skills, digital competences, foreign language training).

ABSL recommends to it's members to have a look at homepage's section "career opportunities" and verify, whether the description about your organization is correct, up to date and reflects the existing situation. Please check descriptions in both languages – Latvian and English and do let us know in case if any corrections should be made.



# ABSL IS GETTING READY FOR BUSINESS SERVICES REPORT 2021

As we are getting closer to the end of the year, please note that the association will start shaping the survey questions for Business Services Report 2021. The survey will be sent out to all industry in the beginning of December, which means that you still have time to suggest any additional questions or topics that should be covered in our survey this year.

**BUSINESS SERVICES SECTOR IN LATVIA 2020**

ABSL

MAGNETIC LATVIA

LATVIA LATVIA

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In cooperation with the Investment and Development Agency of Latvia

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