



SHIFT SWAPPING

TOOLKITS FOR FLEXIBLE WORK ARRANGEMENTS

What is Shift Swapping?

Shift Swapping is an arrangement that enables shift employees to negotiate their working schedules by rearranging shifts among themselves.

Working Schedule Before Shift Swapping



AREAS	MON	TUE	WED	THURS	FRI
 SHIFT HOURS	DAY SHIFT 7.00am - 3.00pm				
	SWING SHIFT 3.00pm - 11.00pm				
	NIGHT SHIFT 11.00pm - 7.00am				
WORKING SCHEDULE FOR SHIFT WORKER  A	7.00am to 3.00pm	3.00pm to 11.00pm	11.00pm to 7.00am	7.00am to 3.00pm	3.00pm to 11.00pm
WORKING SCHEDULE FOR SHIFT WORKER  B	3.00pm to 11.00pm	11.00pm to 7.00am	7.00am to 3.00pm	3.00pm to 11.00pm	11.00pm to 7.00am
WORKING SCHEDULE FOR SHIFT WORKER  C	11.00pm to 7.00pm	7.00pm to 3.00pm	3.00pm to 11.00pm	11.00pm to 7.00am	7.00am to 3.00pm

Success factors for Shift Swapping



Ensure employees on this arrangement have similar skills and capabilities related to their work responsibilities, to enable a smooth Shift Swapping process, and to ensure customer demands and services delivered are not compromised.

Possible challenges and mitigation actions for implementation

Challenges	Description	Mitigation Actions
 <p data-bbox="188 703 331 779">Employee fatigue</p>	<ul data-bbox="475 510 869 913" style="list-style-type: none"> • Shift employees who have swapped shifts with colleagues could potentially experience fatigue due to adjustment to their biological clocks. • This could potentially impact employees' performance and productivity. 	<ul data-bbox="949 510 1484 689" style="list-style-type: none"> • Managers should consider the shift rotation directions and patterns, matching them with employees' health condition before approving the arrangement.
 <p data-bbox="121 1189 395 1265">Difficulty in tracking schedules</p>	<ul data-bbox="475 976 869 1115" style="list-style-type: none"> • Constant Shift Swapping may result in lack of control or clarity over shift schedules. 	<ul data-bbox="949 976 1500 1176" style="list-style-type: none"> • Ensure a process is in place to track how many and which shifts are swapped. • Establish a maximum number of shift swaps for a stated period per employee.

Who can benefit from it?

Employers who wish to meet the following business objectives:



Ensure operational coverage in case of employees having clashing commitments or emergencies during the scheduled shift



Promote work-life integration



Reduce absenteeism

Employees who meet the following criteria:



Shift employees who face clashing commitments on the same day as their work schedule



SPOTLIGHT:

Keep It Central

Setting up a portal (e.g. sharepoint, online calendar) containing work schedules that is accessible to all supervisors and shift employees can ensure seamless and effective coordination of Shift Swapping requests and arrangements.

Key components of the policy



Purpose

Outline the objective behind implementing Shift Swapping in line with the business goals and employees' needs.



Eligibility

Specify the target group who is eligible to apply for Shift Swapping, taking into consideration various factors (e.g. job level, work scope).



Types of FWAs

Define Shift Swapping, introduce clear work schedules and determine frequency of Shift Swapping.



Performance Management

Clarify that standard performance management process will apply for employees utilising Shift Swapping.



Compensation and Benefits

Clarify that salary, compensations and other benefits will not be impacted.



Policy Review

State how frequently the policy should be reviewed by HR (e.g. quarterly or annually) and that it may be amended or terminated if it does not comply with the business needs.

At TalentCorp, we help companies to get started on implementing Flexible Work Arrangements (FWAs). Our team provides advisory support and sharing of best practices to help companies manage FWAs challenges, both organisational and people. Whether it's to implement, enhance, or promote FWAs for your company, we can support to deliver a solution that is customised to your business and people needs.

Want to kick-start your FWAs journey?

Connect with us through email at flexworklife@talentcorp.com.my

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