

Ministry of Employment and Labor (MOEL):

Support for Home Office Infrastructure for Call-Centers in Response to COVID-19

- ◆ The Ministry of Employment and Labor (Minister Jae-gap Lee) has announced that small to medium sized entities can be partially reimbursed for the set-up expenses for home-office infrastructure in response to COVID-19 outbreak at Guro call center.
 - To shift call-center works to home-office, the entities must purchase and install VPN. Thus, the expenses associated with setting up VPN shall be reimbursed by the government.
 - Entities, in such industries including banking and finance, home shopping, and social commerce are observed that they are shifting to work-at-home call center. Thus, it is expected that their burden of set-up expenses is partially reduced with the support of the government.
- ◆ The government support is applicable for small to medium sized entities with ceilings of 50% of the total applicable expenses and KRW 20,000,000.
 - Applicable expenses are groupware, work related software, information system, VPN and network securities system, online certificates, cloud and internet expenses up to maximum of three years.
 - However, PCs, communication equipment, land and buildings related expenses are not applicable.
- ◆ Other small to medium sized entities other than operating call-centers are equally eligible for this government support.
- ◆ To apply for the government support, it is required that the applications are filled out and submitted to the Employment Insurance Nuriweb online (www.ei.go.kr). It can also be submitted in person at the employment center.
 - The applicable expenses are limited to costs that occurred after submitting the application for the government support.
- ◆ Small to medium sized companies are also eligible to receive indirect employment support funds; KRW 100,000 per person per week if home office is implemented more than three times a week.
- ◆ Further details regarding the government funds can be found on www.worklife.kr.