

2026 Global Workforce Management White Paper

GLOBAL

GaiaWorks



Vietnam Thailand Malaysia Singapore
Indonesia Philippines Japan Korea Mexico
Serbia Morocco Hungary Egypt Saudi Arabia

Global Workforce Management? Gaia Works.

10+ Years of Empowering
Global Enterprise Workforce
Management Across 34
Countries and Regions

Over a decade of experience
managing complex interna-
tional workforces, recognized
by top-tier media.

Dedicated exclusively to
workforce management,
purpose-built to solve global
labor complexities.

Powering nearly 1 million overseas employees
across 34 countries and regions.

Greater China (Mainland, Hong Kong, Macau, Taiwan)

Japan

South Korea

Vietnam

Philippines

Malaysia

Singapore

Indonesia

Thailand

Brunei

India

Australia

New Zealand

United States

Canada

Mexico

Germany

France

Italy

Switzerland

United Kingdom

Ireland

Serbia

Monaco

Spain

Poland

Czech Republic

Saudi Arabia

United Arab Emirates

Morocco

Ethiopia

Data current as of December 2025 and continuously updated.

Core Challenges of Global Workforce Management

01 Localization

(Language, Currency & Time Zones)

How do you seamlessly adapt to diverse languages, time zones, and currencies across different countries?

02 Workforce Compliance

How do you digitize and automate cross-border labor laws, leave policies, and attendance regulations?

03 Data Governance & Privacy

How do you comply with stringent international data security and cross-border privacy regulations?

04 Global Governance

How do you aggregate, standardize, and quantify workforce data from multiple countries in real time?

05 Cross-Cultural Integration

How do you deliver an autonomous, engaging employee experience while balancing cultural nuances?

06 Operational Efficiency

How do you optimize labor productivity across markets?

The GaiaWorks Global WFM Suite

Securing High-Quality Global Expansion for Modern Enterprises

Localization (Language, Currency & Time Zones) | **Localized Compliance**
Global Governance | **Next-Gen Employee Experience**

Digitized solution for global workforce management

Greater China (Mainland, Hong Kong, Macau, Taiwan), Japan, South Korea, Vietnam, Philippines,
Malaysia, Singapore, Indonesia, Thailand, Brunei, India, Australia, New Zealand
United States, Canada, Mexico
Germany, France, Italy, Switzerland, United Kingdom, Ireland, Serbia, Monaco, Spain, Poland,
Czech Republic, Saudi Arabia, United Arab Emirates
Morocco, Ethiopia...

Service Layer

- Local labor laws, time and leave policies, data privacy, and security frameworks across 34 countries and regions.
- Strategic Consulting | Solution Architecture | Global Implementation & Deployment.

Functional Layer

Workforce Compliance by Design

- Multi-country statutory calendar management
- Localization of localized leave and time-off policies
- Custom shift and roster management
- Compliant scheduled rostering
- Ad-hoc overtime compliance tracking

Global Governance & Centralization

- Unified, collaborative global application platform
- Digital configuration of corporate HR policies
- Aggregated global data reporting and analytics
- Standardized data sources for multi-country payroll processing

Localized Employee Experience

- Flexible, localized time-tracking methods
- Real-time data transparency for frontline workers
- Comprehensive employee self-service (ESS) portal
- Mobile-first scheduling and shift-swapping

Operational Efficiency & Optimization

- Rule-driven, real-time calculation engine
- Flexible management of flexible working hours
- Dynamic overtime policy matching
- Lean management of labor accounts
- Labor productivity and efficiency dashboards

Architectural Layer

Enterprise-Grade Infrastructure

Native multi-language architecture | Automated multi-time-zone switching
Multi-currency calculation and conversion | Cross-regional data isolation

Ecosystem Layer

End-to-End Talent Management

Beyond time and attendance — we deliver seamless implementation and integration services for leading, unified global talent management systems.



Module Services

- Employee Central
- Recruitment & Onboarding
- Performance & Talent Management
- Training & Incentives

Global Team Capabilities

- Global advisory and delivery experts
- Certified Expert-Level SAP consulting delivery team

Proven Impact

- Successfully delivered to 60+ global enterprises across 34 countries and regions

Trusted by Global Leaders

Part of Our Global Customers Across Industries

Manufacturing



Retail



Service Sector



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Introduction

As multinational companies navigate the most transformative phases of global business environment, the year 2026 marks a new chapter in the evolution of global operations.

The consensus that "go global or get left behind" is quickly transitioning from a strategic slogan to the operational norm for businesses worldwide. As the wave of globalization enters a new phase, multinational companies are integrating into the global industrial chain with a more proactive and resilient posture. **High-quality, high-value overseas expansion has become the main theme of this new phase.**

To understand the scale of this global shift, one can look at the proactive expansion of Chinese enterprises as a representative case. From January to September 2025, China's total OFDI reached \$128.93 billion, representing a year-on-year increase of 3.6%. Specifically, non-financial OFDI reached a total investment of \$110.74 billion, a 4.0% year-on-year increase, which was invested in 8,995 overseas enterprises across 151 countries and regions. This significantly underscores the demand for sophisticated workforce management across diverse legal and cultural landscapes, under rapid business expansion.

However, the attendant challenges in global workforce management are escalating, bringing forth an unprecedented level of complexity and urgency. This is no longer merely a basic compliance issue for multinational operations; it has become a critical variable determining an enterprise's global competitiveness and pace of development.

GaiaWorks has specialized in digitalizing and enhancing global workforce management services for over 16 years, supporting over a hundred clients in establishing their operations across 34 countries and regions. Based on real-world insights, we affirm that the core strategic triangle for global workforce management is:

- **Compliance:** The foundation of operation continuity

globally.

- **Productivity:** The engine of competitive advantage in the global market.

- **Employee Experience (EX):** The cornerstone for sustainable organizational growth.

This white paper will construct a replicable framework for implementing global workforce management and will offer the following practical tools:

- **Compliance Toolkit:** A set of practical instruments, including the Workforce Management Compliance Model, a Compliance Self-Assessment Checklist, the Global Compliance Map, and a Global Workforce Compliance Management System.

- **Country Policy Benchmarking:** Detailed pathways for cross-border labor usage and data localization requirements in popular overseas expansion regions such as Southeast Asia, East Asia, the Middle East, Eastern Europe, Africa, and South America.

- **Overseas Case Studies:** Real-world labor management implementation practices across various popular global destinations.

We hope this white paper will serve as a compass on the globalization journey of Multinational Companies. In the dynamic international market, GaiaWorks is committed to being your solid backing. Through our professional digital capabilities, we will help you overcome compliance barriers, unleash workforce efficiency, and build a highly competitive global workforce management system, enabling a seamless transition from "market entry" to "operational excellence" on the global stage.

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2026 Strategic Outlook: the Focus of Operational Depth

Looking ahead to 2026, the international expansion of enterprises is moving from initial market entry to global operations, shifting to high-tech integration and operational complexity and placing more advanced demands on workforce management (WFM).

Hotspot: Industrial Structure & Regions

The industrial structure upgrading of global expansion is accelerating. Leading green-tech sectors —such as New Energy Vehicles (NEVs), Lithium-ion batteries, and Solar Photovoltaics — are surpassing mere product exporting. Instead, upstream R&D and downstream brand building are being engaged, aiming to create full-spectrum global competitiveness.

Simultaneously, a new wave of digital sectors, including cross-border e-commerce, digital entertainment, and Enterprise SaaS, is emerging as the current frontier of international growth.

In terms of globalization destinations, emerging markets across Southeast Asia, the Middle East, Central Asia, and Latin America continue to attract significant capital. To elaborate, non-financial direct investment from China into the above-mentioned regions saw a robust 23.5% year-on-year growth in 2024, which highlights the attractiveness.

Deep Globalization: From Capacity Output to Deep Localized Operations

Global expansion has entered the decisive phase of localized capacity (Capacity Go Global Stage), which is shifting the investment focus from mere trade to in-depth local manufacturing and services. This is not simply replicating factories; it necessitates the comprehensive localization of the supply chain, talent pool, and management approaches.

Enterprises that pursue global and integrated efficiency must directly confront the significant differences in regional culture, law, tax, and labor practices. Deep globalization implies that organizations need to manage

a distributed workforce operating across multiple time zones, cultures, and diverse legal and regulatory frameworks.

The key to operational success lies in Global Visibility with Local Agility, achieving lean scheduling, strict hours compliance, and data transparency across these disparate regions.

Upgrading On-Site Operation: Driving Lean Management with Localized Compliance

In the Capacity Go Global stage, the local management of frontline blue-collar employees directly determines the cost and efficiency of overseas production lines. A localized Workforce Management (WFM) system has become an indispensable cornerstone for achieving lean production.

The complexity and dynamic changes in various countries' labor regulations (such as overtime pay, rest periods, holiday management, and union agreements) represent the primary challenge for local operations. Simultaneously, the WFM system must support the localized, meticulous matching of People-Positions-Tasks. This includes optimizing schedules based on local skill qualifications, language, culture, and employment models.

In conclusion, multinational corporations are moving towards a higher level, deeper field, and broader scope of lean globalization operations.

However, to translate these grand global strategies into controllable on-site operations, enterprises must systematically solve what is often regarded in practice as the **Impossible Trinity**: simultaneously achieving Compliance, Efficiency, and Employee Experience.

Key Focuses Across Three Stages of Global Expansion

	Product Going Global	Capacity Going Global	Industrial Chain Going Global
Business Characteristics	Primarily trade-focused, initial stage of overseas brand building.	Overseas manufacturing and production, localized production and sales.	Full industrial chain layout, industrial coordination and integration.
Workforce Pain Points	Insufficient market understanding, limited sales channels.	Disparity in labor force quality, diverse and complex compliance policies.	Shortage of high-end talent, risks associated with talent mobility.
Workforce Strategy	Primarily domestic expatriates, collaboration with local agents/distributors.	Primarily local employment, supplemented by expatriates.	Global talent acquisition, talent sharing and exchange.
Key Workforce Management Focus	Standards for selecting and training expatriates, establishment of an expatriate incentive system.	Compliance with local laws and regulations, global group-level control and management.	International talent development and training, data security and privacy protection.

The Impossible Trinity of Global Workforce Management

As multinational companies integrate deeply into the global value chain, workforce management is no longer a simple cross-border HR operation; it is a strategic issue concerning enterprise survival, competition, and sustainable development.

The core challenge of global workforce management lies in breaking the Impossible Trinity that is often regarded as unavoidable in practice: the simultaneous

achievement of Compliance, Productivity, and Employee Experience (EX).

To maximize performances, enterprises might be tempted to take risks by treating these three factors as trade-offs. However, for multinational companies venturing overseas, these three elements constitute rigid requirements—the non-negotiable imperatives.



Compliance Challenge: The Baseline for Global Operations Survival

In overseas markets, compliance is the lowest threshold for establishing a foothold and an untouchable red line. Any violation can lead to devastating consequences: minor infractions result in huge fines and lawsuits; severe ones can impact local operations and international reputation, dealing a fatal blow to the enterprise's globalization strategy.

Global workforce management presents challenges in policy compliance due to its complexity, diversity, and dynamic nature:

- **Complexity:** It involves aspects like working hours, compensation & benefits, leave, and termination, often highly interconnected with social security and tax systems. Furthermore, it necessitates compliance with countries' strict data privacy and cross-border transfer laws.
- **Diversity:** Labor laws, cross-border data regulations, and union power vary drastically worldwide. Even within the same country, different states or regions may apply local regulations (e.g., minimum wage, mandatory rest periods).

- **Dynamic Nature:** International labor standards and national laws are constantly being revised and updated, demanding continuous learning and rapid response from multinational corporations.

Moreover, numerous overseas expansion cases indicate critical needs to adapt management criteria and practices to local cultural contexts. Specifically, this paper suggests that enterprises carefully employee autonomy and privacy and the necessity of transparent, collaborative employee relations to align with local regulators or unions to the greatest extent and avoid compensation claims and/or serious public relations crises.

Enterprises must possess the mentality of avoiding any possible grey areas and treat local compliance as a strategic investment, using digital means to ensure automatic alerts and guarantees for labor regulations and data security compliance.

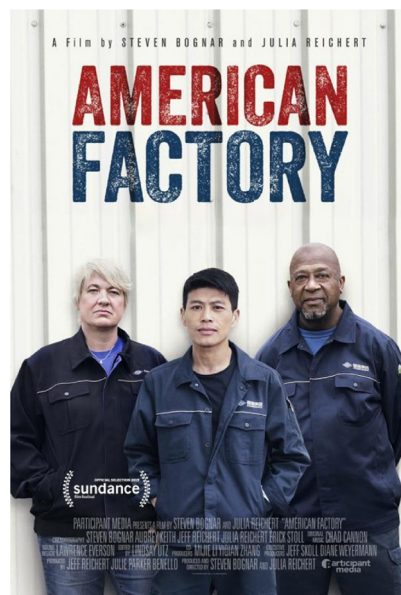
Productivity Challenge: The Engine of Global Market Competition

While ensuring compliance, enhancing the efficiency of global operations is crucial for maintaining a competitive edge. A common challenge faced by many multinational corporations is how to effectively crack the dilemma of low overseas employee productivity.

Traditional management approaches, such as labor-intensive models relying on excessive overtime or command-and-control motivation strategies, are highly prone to cultural conflict and union resistance in overseas markets. The documentary American Factory vividly illustrates this conflict: aggressively enforcing a culture of overtime and corporate slogans based on the parent country's culture not only fails to boost efficiency but invites strong opposition and damages employer-employee relationships.

Therefore, the principle advocated by this white paper is: efficiency improvement in a global environment must not rely on accumulating working hours but must shift towards optimizing time utilization rates. This requires enterprises to transition from extensive management to lean operations through digital methods, specifically by:

- Headquarters needs the ability to clearly control global frontline labor efficiency (e.g., output per hour, input per unit hour), enabling the visualization and standardization of global operational data to support lean decision-making at a macro level.
- Leveraging technology to automate transactional tasks such as attendance, scheduling, and leave approval, freeing up managers' energy to focus on higher-value performance management and talent development.



Employee Experience Challenge: The Cornerstone for Global Talent Rooting

Against the backdrop of increasing global talent mobility, Employee Experience (EX) has transformed from a nice-to-have to a rigid requirement for global employment, especially in countries and regions that advocate individual value and low power distance.

The Cultural Dimensions Theory by Dutch social psychologist Geert Hofstede highlights significant differences in the Power Distance Index (PDI) across nations. In high power distance societies, employees might be more accepting of centralized authority and clear hierarchical commands; however, in low power distance societies, employees value equality, flexibility, transparency, and autonomy.

Multinational companies should flexibly adjust their management approach based on the local PDI. If the management approach is culturally misaligned, it will lead to talent drain, demoralization, and eventually erode the enterprise's foundation in the local market.

To successfully handle the global labor market, enterprises must systematically resolve the aforementioned three major challenges. Based on this, we have summarized **nine key issues** that global workforce management needs to address urgently, which will be explored in depth in the subsequent chapters through SaaS-based workforce management solutions.

Three Challenges, Nine Key Issues of Global Workforce Management

Compliance	Overseas compliance is not only complex and diverse but also dynamic.	• How do the key points and stringency of cross-border data transfer differ across various countries? • How can automated compliance be ensured for leave, attendance, scheduling, overtime, and allowances across different countries and employee types? • How can we achieve real-time compliance amidst dynamic changes in pay rate multipliers across different overseas shifts and holiday periods?
Productivity	How to manage global labor efficiency from headquarters?	From the domestic headquarters, how can managers clearly know the daily and hourly status of factories/stores/warehouses globally regarding: • How many people are needed? • How many people are actually attending? • How is the work performance?
Employee Experience	Enterprises with global operations need to focus more on work experience.	From the domestic headquarters, how can managers clearly know the daily and hourly status of factories/stores/warehouses globally regarding: • How many people are needed? • How many people are actually attending? • How is the work performance?

GaiaWorks Digital WFM System: Breaking the "Impossible Trinity" of global WFM

Fully supports global business / Automatically verifies compliance rules / Actively prioritizes employee experience

How many people are needed?

Labor Planning

How many people are actually attending?

Matching & Execution

How is the work performance?

Assessment & Incentive

The Right Person



At the Right Time



In the Right Place



Getting the Right Pay

Guideline for Global Workforce Management Compliance

Note: The regulatory information and data provided below are based on the latest available information as of January 26, 2026, and are subject to change. For customized compliance solutions, please contact GaiaWorks.

Global WFM Compliance Model



The Global WFM Self-Assessment Checklist

Based on the Global WFM Compliance Model and SMART principles, GaiaWorks has established this quantifiable self-assessment checklist with a scoring system. Enterprises can use this tool to identify compliance gaps in their global operations.

Part1: Foundational Compliance

Objective: To ensure the organization understands local labor laws, data security regulations, and cultural nuances.

No.	Self-Check Question	Scoring Criteria (0-5)
1	Has the "Labor Law Core Provisions Fact Sheet" (e.g., working hours, minimum wage, termination limits) been completed for target countries?	0=Have not yet started 3=Completed for 50% of target countries 5=All target countries are covered with bilingual documents of legal terms plus interpretation.
2	Is there a comprehensive list of religious holidays and cultural taboos for target countries, with mandatory training for all staff?	0=Not yet listed 3=List exists but training has not yet been delivered 5=Complete list + annual training coverage ≥ 90%.
3	Are legal pathways for cross-border data transfer clearly defined (e.g., SCCs signed, explicit consent obtained from employees)?	0=Undefined 3=Compliant in partial scenarios 5=Compliance readiness for all employee/customer cross-border data transfer.
4	Is there a local labor contract template library (including local language versions and statutory clauses like 13th-month pay)?	0=Using HQ unified template 3=Localized templates exist but not have not yet cover all target countries 5=Have lawyer-vetted contracts in local languages for all target countries.
5	Have the social security contribution rules for the target countries been fully analyzed?	0=Not yet delivered 3=Basic rules understood 5=Accurate calculation tools + certified vendor list available.

Part2: Process Compliance

Objective: To transform legal regulations into digital workflows for automated validation and execution.

No.	Self-Check Question	Scoring Criteria (0-5)
6	Are core labor law provisions and regulatory requirements embedded into business rules and workflows?	0=Not yet embedded 3=Approx. 50% embedded 5=Fully embedded and aligned
7	Are compliance rules for working hour management (overtime, attendance, scheduling, leave etc.) automatically validated by a digital system?	0=Manual checks 3=System alerts without hard-blocking 5=100% automated blocking of non-compliant scheduling.
8	Is payroll calculation automated through digital systems while accounting for local compliance (e.g., local allowances and statutory requirements)?	0=Manual Excel calculation 3=Partial automation 5=Fully automated calculation.
9	Are onboarding and offboarding workflows pre-configured in the system in accordance with local compliance requirements?	0=Offline processing 3=Documented Processes 5=System-enforced approval workflows.
10	Is a digital chain of evidence deployed (e.g., automated archiving of attendance records)?	0=Paper Based 3=Basic electronic storage 5=Blockchain-based evidence + multi-language with one-click export.

Part3: Risk Management

Objective: To establish mechanisms for risk identification, response, and continuous improvement.

No.	Self-Check Question	Scoring Criteria (0-5)
11	Is there a Global Labor Compliance Risk Database (covering law changes, strike records, litigation cases) updated quarterly?	0=No database yet 3=Basic data without update 5=Integrated with professional legal databases with real-time updates.
12	Is there a Tiered Risk Response Plan with color codes (e.g., Red Alert for major labor incidents requiring HQ; Yellow Alert for local resolution)?	0=Not yet planned 3=Categorized without details 5=Defined triggers + response teams + contingency funds.
13	Are semi-annual labor compliance audits conducted (e.g., covering at least 90% of employee files, hours, and payroll records)?	0=No audits yet 3=Random partial checks 5=Full coverage + audit reports + remedial tracking
14	Is there a Post-Incident Review (PIR) mechanism for labor disputes to analyze root causes and update policies?	0=Not yet reviewed 3=Basic summary 5=Case library formed with 3+ internal policies updated.
15	Have compliance clauses been integrated into supplier selection criteria (e.g., requiring factories to meet ESG standards)?	0=No requirements yet 3=Basic requirements 5=Clear standards and audit protocols in place.

Part4: Strategic Support

Objective: To build a global compliance support infrastructure.

No.	Self-Check Question	Scoring Criteria (0-5)
16	Is there a dual-layer support team consisting of Local Compliance Officers and Global Legal Counsel?	0=HQ support only 3=Local officers in some target countries 5=Full coverage for all target countries
17	Is a multi-language digital system (e.g., WFM) deployed to automatically generate statutory reports required by local governments?	0=Only in English 3=Partial localization 5=Full language adaptation + one-click statutory reporting.
18	Is cross-system data integration achieved (e.g., attendance data synced to payroll; compliance risks synced to GRC platforms)?	0=Data silos 3=Partial API integration 5=Full workflow automation + real-time data dashboards.
19	Is annual cross-cultural compliance training conducted (covering customs, anti-bribery, data security, etc. With a employee pass rate $\geq 95\%$)?	0=No training yet 3=Annual coverage < 70% 5=All staff completed with archived results (pass rate $\geq 95\%$)
20	Are partnerships established with global professional service providers (law firms, accounting firms, etc.)?	0=No partnerships 3=With 1-2 partners 5=At least 3 certified vendors per target country in the supplier pool



Get in Touch

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Global WFM Compliance Map

Country	Principal Labor Legislation	Labor Authority & Official Website	Data Privacy & Security Laws
Vietnam	Labor Code (2019)	Ministry of Labor, Invalids and Social Affairs (MOLISA) Official Site: www.molisa.gov.vn	Personal Data Protection Decree (PDPD) 13/2023/ND-CP
Thailand	Labour Protection Act B.E. 2541	Ministry of Labour (MOL) Official Site: www.mol.go.th/en	Personal Data Protection Act (PDPA) B.E. 2562 (2019)
Malaysia	Employment (Amendment) Act 2022	Ministry of Human Resources Kementerian Sumber Manusia in Malay(KESUMA) Official Site: www.mohr.gov.my	Personal Data Protection Act 2010 (PDPA)
Singapore	Employment Act 1968	Ministry of Manpower (MOM) Official Site: www.mom.gov.sg	Personal Data Protection Act 2012 (PDPA)
Indonesia	Manpower Law No. 13/2003 (Amended by Job Creation Law)	Kementerian Ketenagakerjaan Republik Indonesia(Kemnaker) Official Site: www.kemnaker.go.id	Law No. 27 of 2022 on Personal Data Protection (PDP Law)
Philippines	Labor Code of the Philippines	Department of Labor and Employment(DOLE) Official Site: www.dole.gov.ph	Data Privacy Act of 2012 (Republic Act No. 10173) (DPA)
Japan	Labor Standards Act	Ministry of Health, Labour and Welfare(MHLW) Official Site: www.mhlw.go.jp	Act on the Protection of Personal Information (APPI)
South Korea	Labor Standards Act	Ministry of Employment and Labor Official Site: www.moel.go.kr	Personal Information Protection Act (PIPA)
Mexico	Federal Labor Law (Ley Federal del Trabajo)	Secretaría del Trabajo y Previsión Social (STPS) Official Site: www.gob.mx/stps	Federal Law on the Protection of Personal Data Held by Private Parties (LFPDPPP)
Serbia	Labour Law	Ministry of Labour, Employment, Veteran and Social Affairs Official Site: www.minrzs.gov.rs	Law on Personal Data Protection

Morocco	Moroccan Labor Code	Ministère de l'Inclusion Économique, de la Petite Entreprise, de l'Emploi et des Compétences (Ministry of Economic Inclusion, Small Business, Employment and Skills) Official Site: www.miepeec.gov.ma	Law No. 09-08 on the Protection of Individuals w.r.t. Processing of Personal Data
Hungary	Act I of 2012 on the Labour Code	Ministry for National Economy Official Site: kormany.hu/nemzet-gazdasagi-miniszterium	General Data Protection Regulation (GDPR) & Act CXII of 2011 (Info Act)
Egypt	Labor Law No. 12 of 2003	Ministry of Labour Official Site: www.manpower.gov.eg	Personal Data Protection Law No. 151 of 2020
Saudi Arabia	Labor Law	Ministry of Human Resources and Social Development (MHRSD) Official Site: www.hrsd.gov.sa	Personal Data Protection Law (PDPL)

How is cross-border data secured by Gaia WFM systems?

- **Dedicated Team:** GaiaWorks maintains a specialized global data security and privacy team intimately familiar with regional regulatory requirements.
- **Dual Data Centers:** Powered by robust, geo-redundant data hubs in China and Singapore.
- **World-Class Certifications:** Fully aligned with internationally recognized data security frameworks.

- Canada PIPEDA
- USA CPRA, CCPA, APRA
- Mexico MPL
- EU GDPR
- Switzerland PADP
- Serbia ZAKON O ZAŠTITI PODATAKA O LIČNOSTI
- Morocco Loi-09-08

- Russia DP Law
- Mainland China PIPL
- Japan APPI
- South Korea PIPA
- India DPDP
- Hong Kong PDPO
- Thailand PDPA
- Philippines DPA
- Malaysia PDPA
- Singapore PDPA
- Indonesia PDP Law
- Australia The Privacy Act 1988
- New Zealand The Privacy Act 2020

DATA SECURITY



SOC 2 Type II
Independent AICPA Attestation for IT Security, Availability, and Confidentiality



ISO 27001: 2022
Information Security Management Systems



ISO 27017
Code of Practice for Information Security Controls based on ISO 27002 for Cloud Services



ISO 27018
Code of Practice for Protection of Personally Identifiable Information (PII) in Public Clouds



ISO 20000-1:2018
Information Technology Service Management



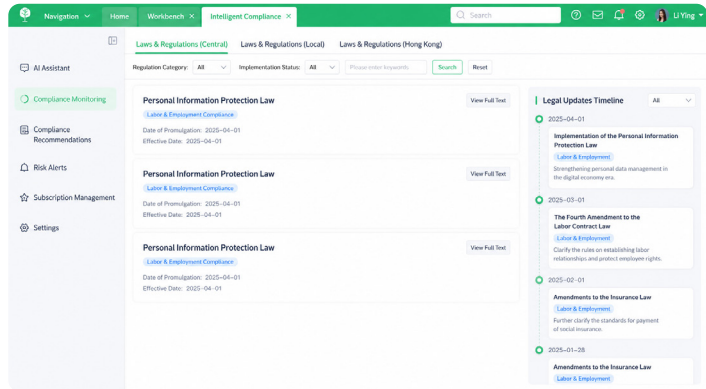
ISO 9001:2015
Quality Management Systems

Gaia Global WFM Compliance Management System

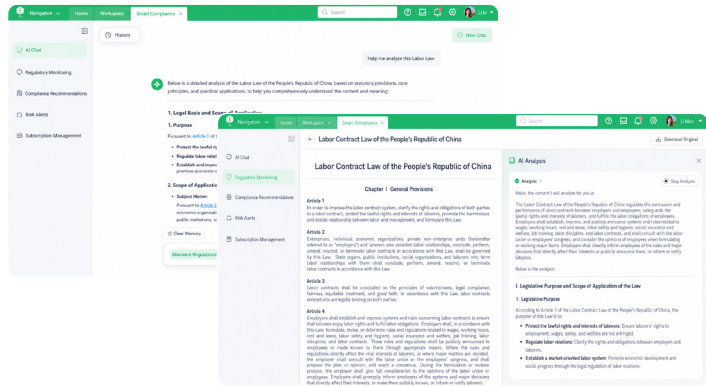
To address the complexity, diversity, and dynamic nature of global labor compliance, GaiaWorks offers a comprehensive compliance management framework. Covering the entire value chain of Regulatory Data → Process Validation → Decision Support → Ecosystem Synergy, GaiaWorks helps enterprises transition from reactive compliance to proactive risk control.

Compliance Management Module

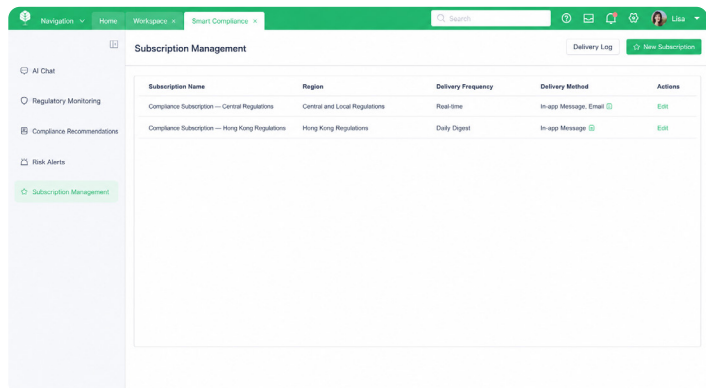
Providing daily updates sourced from official channels across global expansion hotspots, including Southeast Asia, Japan, South Korea, the Middle East, Europe, and Latin America. The database covers working hours, overtime, leave management, compliance validation, payroll & benefits, and special provisions. Supports real-time queries and one-click downloads of original legal texts.



Provides professional legal interpretation and AI-powered Q&A. Supports "highlight-to-interpret" functionality, transforming obscure legal jargon into structured, actionable insights. Offers clear answers to frequently-asked compliance questions, helping enterprises quickly assess their labor practices and reduce legal risks caused by misinterpretation.

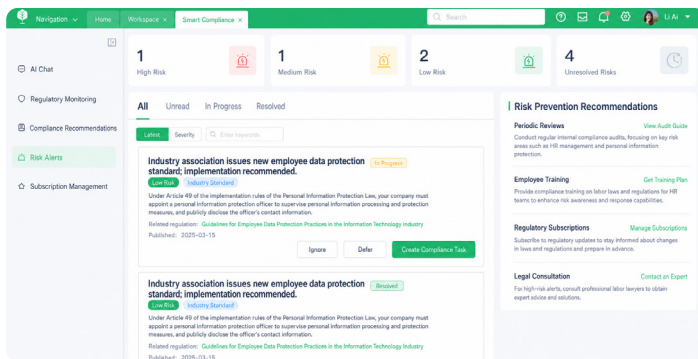


content packages based on region and frequency. This ensures enterprises are pre-notified of the impact of regulatory changes, allowing for timely internal policy adjustments and achieving a closed loop of Regulatory Change → Solution Implementation → User Reached.

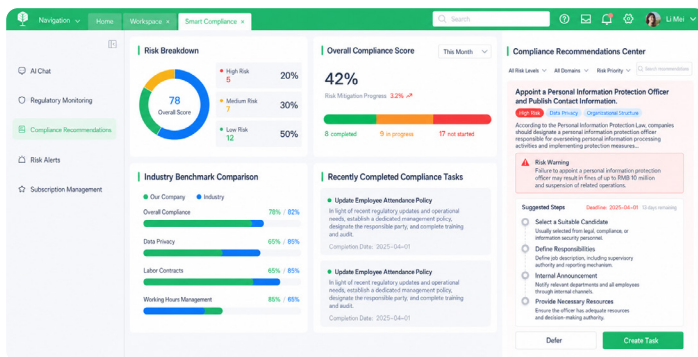


Compliance Monitoring Module

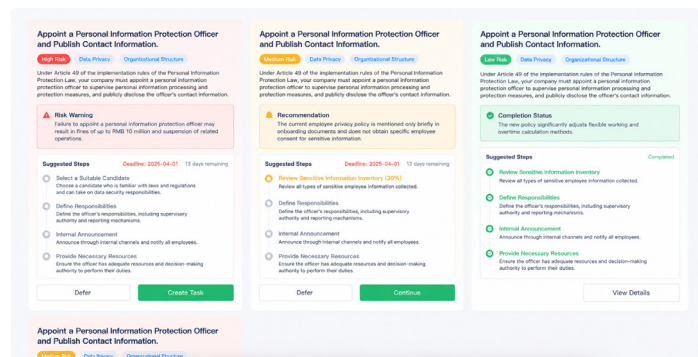
Integrates with WFM data to automatically match corresponding legal clauses. For example, it validates if shift allocations align with regional rest day requirements or if Hong Kong payroll calculations adhere to the Minimum Wage Ordinance.



Generates visual reports such as compliance scorecards and risk heatmaps to intuitively display the organization's compliance level and regional risk distribution, quantifying performance for an at-a-glance executive overview.



Automatically triggers alerts for high-risk items and pushes targeted recommendations (including problem descriptions, legal bases, and remediation steps) to empower enterprises to respond to risks with speed and precision.





Get in Touch

Check our LinkedIn or message us
to learn more!

Vietnam

Overview

Common Language:
Vietnamese

Population:
Approx. 100.3 million

GDP:
Approx. USD 476.3 billion

Official Currency:
Vietnamese Dong (VND)

Territory Area:
Approx. 329,000 square kilometers

Major Religions:
Buddhism, Catholicism, Hoa Hao,
and Cao Dai

Labor Compliance Guide

Minimum Wage

Pursuant to Decree No. 293/2025/ND-CP, the Vietnamese government implemented an increase in the regional minimum wage effective Jan 1, 2026. The current standards are as follows (Note: These are monthly standards; enterprises should monitor official announcements for real-time updates.):

Region		Monthly Minimum Wage (Effective Jan 1, 2026)
Region 1	This region encompasses the most economically developed and urbanized areas of Vietnam, including its key industrial and business hubs, such as the urban districts within Hanoi, Ho Chi Minh City, Hai Phong, and Da Nang.	5,310,000 VND
Region 2	This region encompasses areas with substantial industrial and economic development, albeit at a lower intensity than Region I. Most areas of Binh Duong, Dong Nai, and Can Tho belong to this region."	4,730,000 VND
Region 3	Comprising areas with moderate economic development, this region features emerging industrial and agricultural areas, some of which belong to Hai Duong, Khanh Hoa, and Long An."	4,140,000 VND
Region 4	This region encompasses the least economically developed areas, often characterized as rural or less industrialized, with a primary focus on agriculture and small-scale industries."	3,700,000 VND

Source: Decree No. 293/2025/ND-CP on Regional Minimum Wages.

Note: The corresponding reference value of minimum hourly rate are approximately as follows: Region 1: 25,500 Vietnamese Dong/hour; Region 2: 22,700 Vietnamese Dong/hour; Region 3: 20,000 Vietnamese Dong/hour; Region 4: 17,800 Vietnamese Dong/hour.

Statutory Public Holidays

The Statutory Public Holidays of Vietnam are as follow (The government announces specific dates for public holidays annually, enterprises should reference the official announcements.) :

Holiday	Statutory Days	Description
New Year's Day	1 day	January 1st (Gregorian calendar); If the holiday coincides with a weekend, compensatory leave will be granted in accordance with the official government announcement.
Tet Holiday	5 days	A 5-day statutory holiday based on the Lunar Calendar. The specific start/end dates—and whether Lunar New Year's Eve is included—are determined annually by government mandate. If any days fall on a weekend, compensatory leave is provided per the official schedule.
Hung Kings' Commemoration Day	1 day	Observed on the 10th day of the 3rd lunar month. Compensatory leave is granted if the holiday falls on a weekend, as per government announcement.
Reunification Day	1 day	Observed on April 30th. If the holiday coincides with a weekend, compensatory leave is provided per the official government schedule.
Labor Day	1 day	Observed on May 1st. If the holiday falls on a weekend, compensatory leave is granted according to the official government announcement.
National Day	2 days	Observed on September 2nd plus one adjacent day (either September 1st or 3rd), as determined by annual government announcement. Compensatory leave applies if these dates fall on a weekend.

Paid Leave Entitlements

Leave Type	Eligibility	Duration
Annual Leave	Employee with 12 months of service	- Standard: 12 days per year. - Seniority Bonus: +1 day for every 5 consecutive years of service. - Hazardous/Toxic Work: 14–16 days per year (based on work environment).
Paid Sick Leave	All employees	Based on Social Insurance (SI) contribution period: < 15 years SI: 30 working days/year. 15–30 years SI: 40 working days/year. > 30 years SI: 60 working days/year.
Maternity Leave	Female employees	- Standard: 6 months. - Multiple Births: +1 month for each additional child.
Paternity Leave	Male employees	Normally should be used within 30 days of delivery: - Normal birth: 5 working days. - C-section / Premature (<32 weeks): 7 working days. - Twins: 10 working days (14 days if via C-section). - Triplets or more: 15 working days.
Paid Leave for Sick Children	Employees with children under 7	Benefit: Paid via Social Insurance (SI) fund at 75% of the salary: - Child < 3 years old: 20 working days/year. - Child 3–7 years old: 15 working days/year.
Bereavement Leave	All employees	Up to 3 days of paid leave for the death of an immediate family member.
Marriage Leave	All employees	Up to 3 days of paid leave for the employee's marriage.

Working Hours & Overtime

According to the Vietnam Labor Code, the standard working duration per employee must not exceed 8 hours per day and 48 hours per week. Employers must adhere to the following overtime (OT) limits:

- **Daily Limit:** Total hours (including OT) must not exceed 12 hours.
- **Monthly Cap:** Overtime must not exceed 40 hours.
- **Annual Cap:** Overtime is capped at 200 hours (extendable to 300 hours for specific industries).

Moreover, employees are entitled to at least one day off after six consecutive working days. If this is not feasible, the employer must ensure an average of at least four rest days per month.

Overtime Period	Compensation Rate
Weekdays	150% of the regular hourly/daily wage.
Weekends	200% of the regular hourly/daily wage.
Public Holidays / Paid Leave	300% of the regular wage (exclusive of the basic daily wage)
Night Shift Work	• Time period: 22:00–06:00 (Next day). • Night shift allowance: 30% of the normal wage as an additional subsidy.
Night Overtime	Stacked Calculation: Applicable OT Rate + 30% (Night Allowance) + 20% (Night OT Premium)

Note: Restricted or Prohibited Groups from Overtime

- **Minor Employees:** Generally, employees under 18 are prohibited from overtime or night shift work. For those aged 15–18, OT/night shift work is only permitted in specific roles defined by law and within strict hour limits.
- **Employees with Disabilities:** Employers cannot force employees with disabilities to work overtime or night shifts. For those with severe or extremely severe disabilities, such work is prohibited unless there is mutual consent with a health assessment and implement protective measures.
- **Hazardous/Toxic Environments:** For roles involving toxic, hazardous, or dangerous substances, overtime and night shifts must be strictly controlled, with occupational health protection and additional assessments implemented.
- **Pregnant & Nursing Women:** Overtime and night work are prohibited for women from their 7th month of pregnancy (or 6th month in specific regions) and for those nursing infants under 12 months.

Interpretation of Cross-Border Data Regulations

In 2023, Vietnam enacted its first comprehensive personal data protection regulation — the Personal Data Protection Decree (PDPD). Effective January 1, 2026, this framework has been significantly elevated with the entry into force of the Personal Data Protection Law (PDPL) and its guiding Decree No. 356/2025/ND-CP ("Decree 356"). This new legislative suite supersedes the previous Decree No. 13/2023/ND-CP, transforming data protection from a temporary administrative measure into a permanent, high-level national law.

The PDPL and Decree 356 maintain an extra-territorial scope, regulating all local and foreign entities processing the personal data of Vietnamese citizens, regardless of where the processing occurs. The new framework significantly expands regulatory oversight to emerging technologies such as Big Data, AI, and Cloud Computing. Notably, Decree 356 refines the definitions of sensitive personal data and introduces a 5-year exemption period for certain obligations for small enterprises and startups (unless they are primarily engaged in data processing services).

For cross-border data transfers, Vietnam continues to employ a unique model. Unlike the EU GDPR's "Adequacy Decision" or "Standard Contractual Clauses (SCCs)," the PDPL mandates a rigorous Transfer Impact Assessment (TIA) system. Data controllers must complete a comprehensive assessment and submit the dossier to the Ministry of Public Security within 60 days of the transfer's commencement. The authorities review the documentation within 15 days to confirm compliance, a process that ensures high accountability for multinational enterprises operating in the region.

Case Study: Empowering a Global High-Tech Manufacturer in Vietnam

Empowering a global leader with 30,000+ employees in Vietnam.

A global high-tech manufacturer faced significant workforce management challenges during its multinational expansion. Due to Vietnam's complex labor regulations and localization needs, the company required unified group-level control and compliant operations. Partnering with GaiaWorks since 2017, the manufacturer built a digitized workforce management system covering its global footprint.

Core Challenges & Solutions:

- **Multinational Compliance:** Vietnam's labor laws impose strict requirements on hour tracking, overtime calculations (e.g., multi-tier multipliers), and annual leave accruals, which traditional systems struggle to adapt to. GaiaWorks' proprietary rule engine achieved precise alignment with Vietnamese policies, ensuring 100% compliance and mitigating labor dispute risks.
- **Fragmented Global Management:** Significant disparities in attendance policies between domestic and overseas subsidiaries led to data silos. A unified attendance platform integrated global data, balancing standardized corporate policies with flexible localized strategies to support cross-border synergy.
- **Operational Inefficiency:** Manual scheduling and cross-system friction caused delays in exception handling. Through modular architecture and intelligent algorithms, scheduling was optimized, leading to a 50% increase in attendance processing efficiency, a 30% reduction in payroll cycles, and a 70% boost in exception response speed.

Industry Value

This case serves as a benchmark for labor-intensive industries (such as high-tech manufacturing) expanding globally. Through unified platform management, GaiaWorks helps enterprises navigate complex overseas environments, achieving cost reduction, efficiency gains, and sustainable growth.



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Thailand

Overview

Official Language:
Thai

Population:
Approximately 71.6 million

Total GDP:
Approximately 515 billion US dollars

Official Currency:
Thai Baht

Land Area:
Approximately 513,000 square kilometers

Major Religion:
Buddhism

Labor Compliance Guide

Minimum Wage

Thailand implemented a new provincial minimum wage structure since January 1, 2024. The daily minimum wage across provinces ranges from 330 to 370 Thai Baht. For example, Phuket exemplifies the higher end of the scale with a rate of 370 Baht, while the southern provinces of Narathiwat, Pattani, and Yala are set at the baseline of 330 Baht. The standard is announced annually by the Thai Wage Committee. It is imperative for businesses to adhere to the specific wage standard mandated for their respective provinces, and track dynamically of subsequent adjustments to ensure ongoing compliance.

Statutory Public Holidays

Date	Holiday	Holiday
January 1st	New Year's Day	Celebrates the start of the Gregorian calendar year.
Subject to Announcement	Makha Bucha Day	An important Buddhist festival. The exact date is determined by the Thai lunar calendar and official announcement.
April 6th	Chakri Memorial Day	Commemorates the founding of the Chakri Dynasty by King Rama I in 1782.
April 13th - 15th	Songkran Festival	The traditional Thai New Year, known as the most important and grandest festival in Thailand
May 1st	Labour Day	A statutory holiday for employees in the private sector while government sectors typically remain open.
May 4th	Coronation Day	Commemorates the formal coronation of the current monarch, King Maha Vajiralongkorn (Rama X), on May 4, 2019.
Subject to Announcement	Visakha Bucha Day	Commemorates the birth, enlightenment, and parinirvana of the Buddha. The exact date is determined by the Thai lunar calendar and official announcement.
June 3rd	Queen Suthida's Birthday	Celebrates the birthday of Her Majesty Queen Suthida.
Subject to Announcement	Asalha Bucha Day	Commemorates the Buddha's first sermon. The exact date is determined by the Thai lunar calendar and official announcement.
Subject to Announcement	Buddhist Lent Day(Khao Phansa)	Marks the beginning of the three-month Buddhist rainy-season retreat. The exact date is determined by the Thai lunar calendar and official announcement.
July 28th	King Vajiralongkorn's Birthday	Celebrates the birthday of the current King, Maha Vajiralongkorn (Rama X).

Date	Holiday	Holiday
August 12th	The Queen Mother's Birthday	Celebrates the birthday of Her Majesty Queen Sirikit The Queen Mother, and is also the Mother's Day of Thailand.
October 13th	Anniversary of the Passing of King Bhumibol	Commemorates the passing of the revered late King Bhumibol Adulyadej (Rama IX).
October 23rd	Chulalongkorn Day	Commemorates King Chulalongkorn (Rama V), who is highly revered for his modernization reforms in Thailand.
December 5th	King Bhumibol's Birthday/Father's Day)	Commemorates the birthday of the late King Bhumibol Adulyadej (Rama IX), and is also the Father's Day of Thailand
December 10th	Constitution Day	Commemorates the promulgation of Thailand's first permanent constitution on December 10, 1932.
December 31st	New Year's Eve	The day before the New Year.

Note: The dates of some festivals are determined on a rolling basis according to the Thai lunar calendar; the specific dates for 2026 shall be subject to the annual announcement issued by the Thai Cabinet. In case the festival falls on a weekend, whether to grant compensatory leave or adjust the holiday date shall also be subject to the official government announcement.

Paid Leave Entitlements

Leave Type	Duration	Rules
Annual Leave	At least 6 days/year	Entitled to employees who have completed one year of continuous service.
Sick Leave	Up to 30 days/year	Granted based on actual need. A medical certificate is required for sick leave exceeding 3 consecutive days.
Maternity Leave	120 days	Employers are required to pay full wages for up to 60 days.
Paternity Leave	15 days	15 days with pay (must be used within 90 days after childbirth)
Child Rearing Leave	15 days	15 days at 50% pay if the child is ill or has complications, disorders, or disabilities.
Others	Case-by-case	Includes personal leave, military service leave, training leave, etc., as stipulated by law.

Working Hours & Overtime

Scenario	Statutory Standard Working Hours	Overtime Rate / Calculation Multiplier
Standard Daily/Weekly Hours	Daily: ≤ 8 hours Weekly: ≤ 48 hours	Applicable to most industries. Hazardous Work (Chemical, Radiation): ≤7 hours/day, ≤42 hours/week.
Overtime on Working Days	Work performed beyond the standard hours.	1.5 times the regular rate.
Work on weekends/weekly rest days/holidays (within 8 hours)	Work performed on statutory rest days or public holidays.	2 times the regular rate.
Overtime on Rest Days/Public Holidays (beyond standard hours)	Overtime work performed on statutory rest days or public holidays.	3 times the regular rate.
Overtime Limit	Weekly overtime shall not exceed 36 hours.	Overtime can only be arranged with the employee's consent

Note: In accordance with the Ministerial Regulation No. 3 (B.E. 2541), the total overtime hours must not exceed 36 hours per week. Remuneration for work on holidays and overtime pay must be executed as stipulated by the Labour Protection Act, and written consent along with work hour records must be retained .

Interpretation of Cross-Border Data Regulations

- **Primary Legal Framework:** Personal Data Protection Act(PDPA)
- **Cross-Border Data Requirements:** The cross-border transfer of personal data is strictly regulated under the PDPA. On March 24, 2024, the Personal Data Protection Committee (PDPC) of Thailand enacted new notifications that further clarify the available compliance pathways :
 - a. **Adequacy Decision:** Data transfers are permitted to countries or international organizations recognized by the PDPC as providing an adequate level of data protection (i.e., those on the "whitelist") .
 - b. **Appropriate Safeguards:** In the absence of an Adequacy Decision, transfers may proceed based on appropriate safeguards. These include implementing Standard Contractual Clauses (SCCs) endorsed by the PDPC or adopting approved Binding Corporate Rules(BCRs) for intra-group transfers .
 - c. **Statutory Exceptions:** Specific exemptions from the above requirements may apply in particular circumstances, such as when explicit consent is obtained from the data subject, when the transfer is necessary for the performance of a contract, or for the protection of vital interests .

Case Study: Empowering a Global Solar Leader in Thailand

Empowering a Global Solar Leader, A Decade of Partnership in Thailand

As a global leader in the photovoltaic energy sector, this multinational group accelerated its global expansion after going public in 2006. Its operations span over 20 countries, supported by a workforce exceeding 20,000 employees. In recent years, its manufacturing facility in Thailand confronted significant workforce management challenges, driven by rapid production cycles and the complexity of local regulations.

Core Industry Challenges and Solutions

Multinational Compliance Complexities: Significant variations in labor regulations across Southeast Asian countries made it difficult for traditional management methods to accurately adapt to rules concerning overtime pay calculations and leave adjustments, creating prominent compliance risks. Gaia's solution incorporated an intelligent rules engine that dynamically adapts to the regulations of different countries, ensuring 100% compliance in working hour calculations and substantially reducing legal risks .

Shift Scheduling Efficiency Bottlenecks: With over a hundred shift planners relying on manual processes, frequent production plan changes led to outdated scheduling data and inefficient end-of-month centralized settlements. The implementation of an automated scheduling system with real-time data synchronization increased scheduling efficiency by 40% and improved exception response speed by 80%, transforming the process from "post-event accounting" to "real-time control" .

Cost Control Pressures: Unmanaged overtime and imbalances in time-off in lieu led to inflated labor costs, with significant monthly wastage on overtime expenses. By leveraging an intelligent labor hour forecasting model, the solution dynamically balanced production demands with workforce allocation, resulting in a 9% reduction in labor hours costs and a 77% decrease in manual effort dedicated to scheduling, freeing up resources to focus on core business activities .

Industry Value

By leveraging Gaia's workforce management system, the client has successfully embedded compliance risk controls, dynamized resource scheduling, and enabled data-driven management decisions, effectively overcoming the geographical barriers associated with multinational workforce management .

This success story provides a replicable digital blueprint for the new energy manufacturing sector. It demonstrates that digital workforce management not only directly reduces operational costs but also, through precise capacity matching and risk mitigation, enhances a company's resilience in a complex international environment, injecting sustainable momentum for long-term growth .



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Malaysia

Overview

Official Languages:
Malay / English

Population:
Approximately 34.1 million

Total GDP:
Approximately 465.5 billion US dollars

Official Currency:
Malaysian Ringgit

Land Area:
Approximately 330,000 square kilometers

Major Religion:
Islam

Labor Compliance Guide

I Minimum Wage

- Legal Basis: Pursuant to the Minimum Wages Order 2024 (P.U.(A) 376/2024).
- Phased Implementation:
 - Phase 1 (Effective 1 February 2025): A monthly minimum wage of RM1,700 applies to employers with ≥ 5 employees, and employers engaged in professional activities as classified under the Malaysian Standard Classification of Occupations (MASCO) 2020 (irrespective of employee count).
 - Phase 2 (Effective 1 August 2025): The RM1,700 minimum wage extends to all employers nationwide (no further extensions permitted).
- Daily/Hourly Wage Calculation:
 - Daily wage: Calculated based on statutory weekly working days.
 - Hourly rate: Typically computed as "Monthly Wage $\div$ 26 days $\div$ statutory daily working hours". For RM1,700, the approximate hourly rate is RM8.17 (based on an 8-hour day).
- Exemptions: Does not apply to domestic servants; interns are generally excluded from minimum wage coverage.
- Review Mechanism: The government typically reviews the minimum wage biennially. As of 2026, RM1,700 remains the unified national standard (subject to updates from the Ministry of Human Resources).

Statutory Public Holidays

Date	Holiday	Description
1st January	New Year's Day	Federal public holiday.
Subject to Announcement	Chinese New Year	2 days; date set annually per lunar calendar & government notice.
1st May	Labour Day	Federal public holiday.
Subject to Announcement	Agong's Official Birthday	Date set annually by government notice, federal public holiday.
Subject to Announcement	Wesak Day	Buddhist festival; date based on lunar calendar, federal public holiday.
Subject to Announcement	Hari Raya Aidilfitri	2 days; date based on Islamic calendar, federal public holiday.
Subject to Announcement	Hari Raya Haji/Aidiladha	1–2 days (varies by state); date based on Islamic calendar and government notice.
Subject to Announcement	Awal Muharram	Islamic New Year; Based on government notice, federal public holiday.
Subject to Announcement	Maulidur Rasul	Prophet Muhammad's birthday; Based on government notice, federal public holiday.
31st August	National Day	Federal public holiday; substitute leave applies if it falls on a weekend based on government notice.
16th September	Malaysia Day	Federal public holiday; substitute leave applies if it falls on a weekend based on government notice.
25th December	Christmas Day	Federal public holiday
1st February	Federal Territories Day	Observed only in Kuala Lumpur, Labuan, and Putrajaya.
Subject to Announcement	Deepavali/Diwali	Hindu festival; public holiday in some states, based on Hindu calendar and government notice.
Subject to Announcement	Thaipusam	Public holiday in some states; date based on Hindu calendar and government calendar

Note: Public holidays vary by state, and dates are determined on a rolling basis according to the lunar/Islamic/Hindu calendar. Specific dates subject to annual announcements by the Ministry of Human Resources (JTKSM) and state governments. Substitute leave for weekends is determined by official notices.

Statutory Leave Entitlements

Leave Type	Duration	Description
Paid Annual Leave	8-16 days/year	Service <2 years: 8 days/year Service 2-5 years: 12 days/year Service ≥5 years: 16 days/year
Maternity Leave	98 consecutive days	98 consecutive days for each childbirth. Applicable to all female employees. Female employees who have 5 or more surviving children at the time of childbirth are not entitled to any maternity benefits. Dismissal due to pregnancy or related illnesses is prohibited.
Paternity Leave	7 consecutive days	for married male employees, available up to 5 times. Requires at least 12 months of continuous service with the same employer and advance notice required.
Sick Leave	14-22days/year	Service <2 years: 14 days/year Service 2-5 years: 18 days/year Service ≥5 years: 22 days/year ;or in case of hospitalization as certified by a registered practicing doctor or medical officer, the cumulative number of days per calendar year is 60 days.

Working Hours & Overtime

Scenario	Statutory Standard Working Hours	Overtime Rate / Calculation Multiplier
Standard Working Hours	Maximum 8 hours/day and 45 hours/week.	Not Applicable
Overtime on working days	Work performed beyond the standard hours. ≤50% of normal hours	1.5 times the regular hourly rate.
Overtime on rest days	>50% but ≤100% of normal hours exceeding normal hours	0.5 times the daily wage. 1 times the daily rate. 2 times the regular hourly rate.
Overtime on Public Holidays	Within normal hours Exceeding normal hours	2 times the daily wage in addition to the regular daily wage. 3 times the regular hourly rate.

Hourly Rate Calculation: Normal hourly rate = Monthly wage ÷ 26 days ÷ statutory daily working hours.

Supplementary Rules (Employment Act 1955):

- **Daily Cap:** Total daily hours (including overtime) must not exceed 12 hours(including the statutory requirements for meal and rest periods).
- **Monthly Overtime Limit:** Maximum 104 hours per month; overtime requires employee consent and proper records.
- **Record-Keeping:** Employers must maintain records of attendance, overtime, leave, and wage payments for labor inspections.

Interpretation of Cross-Border Data Regulations

- **Primary Legal Framework:** Personal Data Protection Act 2010 (PDPA)
- **Cross-Border Data Requirements:** On 29 April 2025, Malaysia enforced the Cross-Border Personal Data Transfer Guidelines (CBPDT Guidelines), issued by the Personal Data Protection Department (JPD). These guidelines impose more stringent requirements on cross-border personal data transfers, with key updates as follows:
 - **Abolition of the White List:** The previously established "white list" of eligible recipient countries for data transfers has been abolished.
 - **Transfer Impact Assessment (TIA):** Data controllers are mandated to conduct a Transfer Impact Assessment prior to transmitting personal data overseas, to ensure that the data protection standards of the recipient country/region are equivalent to those of Malaysia.
 - **Lawful Bases:** Cross-border data transfers must be grounded in valid lawful bases, such as obtaining explicit consent from the data subject or fulfilling the essential requirements of a contractual obligation.
 - **Alternative Transfer Mechanisms:** Where the adequacy of the recipient's data protection regime cannot be verified, alternative safeguards may be adopted, including Binding Corporate Rules (BCR) or Standard Contractual Clauses (SCC). It should be noted that a TIA remains a mandatory prerequisite even when such alternative mechanisms are deployed.

In Malaysia, Gaia Solutions Empowers a Global Premium Beauty Brand, Driving a 30% Surge in Employee Satisfaction

As a benchmark enterprise in the global premium beauty sector, the brand relocated its Asia-Pacific headquarters to Shanghai in 2005 and has since steadily advanced its global footprint. Presently, its business operations span 12 countries and regions, with a workforce exceeding 13,000 employees. Nevertheless, the brand's Asia-Pacific business expansion has been confronted with multiple workforce management challenges, with Malaysia serving as a representative case in point.

Gaia's Solutions in Malaysia

Empowering a Global Premium Beauty Brand to Enhance Employee Satisfaction by 30%

As a benchmark enterprise in the global premium beauty industry, this brand relocated its Asia-Pacific headquarters to Shanghai in 2005 and has since deepened its global expansion. Its operations now span 12 countries and regions, with a workforce exceeding 13,000 employees. However, its business expansion in the Asia-Pacific region faced multiple workforce management challenges. Take Malaysia as an example:

Core Industry Pain Points and Solutions

1. **Global Adaptation Challenges:** The system required compatibility with multiple languages (e.g., Simplified and Traditional Chinese, English) and numerous time zones (such as Australia's three time zones and Daylight Saving Time switches). By building a multi-language, multi-time-zone compatible platform, the solution supports real-time interaction and data synchronization for employees in Malaysia and other countries, breaking down geographical barriers.
2. **Compliance Risk Management:** Malaysia has specific regulations concerning leave, attendance, overtime, and allowances, alongside stringent data compliance requirements. Gaia's system helps enterprises dynamically adapt to Malaysian regulations, ensuring 100% compliance in working hour calculations and mitigating legal risks.
3. **Balancing Employee Experience and Efficiency:** Traditional manual scheduling was error-prone, and incentive methods were singular, leaving room for improvement in employee satisfaction. Leveraging a mobile self-service platform and gamified incentives enabled real-time check-in, performance queries, and interaction, leading to a 30% increase in employee satisfaction.

Industry Value

Gaia's workforce management system intelligently adapts to labor regulations across multiple countries (e.g., flexibly accommodating holiday policies and working hour rules in various Southeast Asian nations), ensuring global employment compliance. It integrates multinational workforce data (e.g., scheduling, attendance) in real-time, providing enterprises with dynamic decision-making support to optimize resource allocation and cost control. Furthermore, by utilizing mobile self-service and gamified incentives, it breaks down traditional management barriers, significantly enhancing employee engagement and satisfaction.

This solution not only establishes a foundation of compliance and efficiency for the enterprise but also empowers frontline teams through user-friendly tools. It drives dual improvements in service quality and operational agility, offering a digital benchmark that integrates **Compliance, Efficiency, and Experience** for the global expansion of the beauty retail industry.



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Singapore

Overview

Official Languages:
English, Mandarin, Malay, Tamil

Population:
Approximately 6.04 million

Total GDP:
Approximately 547.39 billion US dollars

Official Currency:
Singapore Dollar

Land Area:
Approximately 735.2 square
kilometers

Major Religions:
Buddhism, Taoism, Islam, Christianity
and Hinduism

Labor Compliance Guide

Minimum Wage

Legal Framework: Singapore does not have a universal statutory minimum wage. Instead, it employs the Progressive Wage Model (PWM), which mandates minimum wages for specific sectors and occupations to uplift lower-wage workers through skills upgrading and productivity gains.

Key Changes for 2026

- **Continued Support for the Progressive Wage Credit Scheme (PWCS):** By 2026, the government will continue to provide salary subsidies to employers. For local full-time employees with a monthly salary of not more than SGD 3,000, the government will co-fund 20% of their 2026 salary increment.
- **Example of Industry Standards:** Take the security industry as an example. According to the regulations of the Ministry of Manpower (MOM), starting from January 1, 2026, the minimum basic monthly salary for entry-level full-time security personnel will reach SGD 2,475.

For multinational companies, it is imperative to refer to the latest Progressive Wage Model (PWM) standards issued by Singapore's Ministry of Manpower (MOM) for different sectors (such as cleaning, security, retail, food and beverage services, and administrative management) to ensure compliance.

Public Holidays

According to Singapore MOM, employees are entitled to 11 days of paid public holidays in 2026. The schedule for 2026 is as follows:

Holiday	Dates	Description
New Year's Day	1st Jan (Thu)	
Chinese New Year	17th Feb (Tue) & 18th Feb (Wed)	
Hari Raya Puasa	21st Mar (Sat)*	*Date subject to moon sighting
Good Friday	3rd Apr (Fri)	
Labour Day	1st May (Fri)	
Vesak Day	31st May (Sun)	Holiday observed on 1 Jun (Mon)
Hari Raya Haji	28th May (Thu)*	*Date subject to moon sighting
National Day	9th Aug (Sun)	Holiday observed on 10 Aug (Mon)
Deepavali	8th Nov (Sun)	Replacement holiday on 9th Nov (Mon)
Christmas Day	25th Dec (Friday)	Holiday observed on 9 Nov (Mon)

Statutory Leave Entitlements

The statutory holidays in Singapore are mainly governed by the provisions of the **Employment Act**. The key updates worthy of attention in 2026 will focus primarily on child-rearing related leave entitlements.

Leave Type	Duration	Description
Paid annual Leave	7-14 days	Employees covered by the Employment Act are entitled to a minimum of 7 days of paid annual leave in their first year, increasing with years of service up to 14 days.
Maternity Leave	16 weeks	Eligible mothers are entitled to 16 weeks of paid maternity leave for Singapore Citizen children.
Government-Paid Paternity Leave (GPPL)	4 weeks (Compulsory)	Since 1st April 2025, eligible fathers are entitled to 4 weeks of compulsory government-paid paternity leave (Made For Families announcement)
Shared Parental Leave (SPL)	Maximum 10 weeks	The new SPL implements through 2 phases: 6 weeks since 1st April 2025, increased to 10 weeks since 1st April 2026, paid by government; shall be equally divided between parents on a default basis of 3 weeks/5 weeks, and may also be allocated through mutual consultation. (Made For Families official site) .

Working Hours & Overtime

The working hour and overtime regulations in Singapore are mainly governed by the Employment Act, and no fundamental changes are expected by 2026.

Scenario	Statutory Standard Working Hours	Overtime Rate / Calculation Multiplier
Standard Hours	The maximum working hours are 8 hours per day and 44 hours per week	Not applicable
Overtime on Workdays	Hours exceed standard hours	1.5 times the regular rate
Overtime on Rest Days	Based on whether the work is employer-mandated and the working hours	"According to MOM, Non-mandated work ≤ half a day: 0.5 days of basic salary Non-mandated work > half a day: 1 day of basic salary Mandated work ≤ half a day: 1 day of basic salary Mandated work > half a day: 2 days of basic salary If the actual working hours exceed the standard hours of a normal workday, the excess hours shall be compensated at a rate of 1.5 times the basic hourly wage."
Overtime on Public Holidays	Work performed as required by the employer	In addition to the employee's regular daily wage, the employer shall pay an additional 1 day of basic salary or grant 1 day of compensatory leave. If the actual working hours on the public holiday exceed the standard hours of a normal workday, the excess hours shall be compensated at a rate of 1.5 times the basic hourly wage.

Key Eligibility Limits for Overtime Pay

- Overtime pay regulations primarily apply to:
 - Non-manual workers with a monthly basic salary not exceeding SGD 2,600.
 - Manual workers with a monthly basic salary not exceeding S\$4,500.
- The maximum monthly overtime limit is 72 hours.

Interpretation of Cross-Border Data Regulations

The data protection framework of Singapore is governed by the Personal Data Protection Act 2012 (PDPA), which took effect on January 2, 2013, and has been amended multiple times. The PDPA has extraterritorial effect, applying to organizations that process personal data in Singapore, regardless of whether the organization has a physical presence or is registered in Singapore. In addition to the Act, the Personal Data Protection Commission (PDPC) has issued guidelines, including the 2021 Personal Data Protection Regulations, to support implementation.

In terms of cross-border data transfers, Singapore's Personal Data Protection Act (PDPA) is premised on the principle that the recipient jurisdiction must provide data protection standards at least equivalent to those stipulated under this Act. Specifically, the data recipient's protection obligations shall be clearly defined through legally binding instruments such as Binding Corporate Rules (BCRs) and contracts.

Exempt scenarios include the following:

1. Valid consent from the data subject
2. Consent recognized by applicable laws
3. Transfers conducted for the purpose of safeguarding individual or national interests, provided that reasonable protective measures are in place
4. Transfers involving publicly available data or transit data

The concept of transit data refers to data that only transits through Singapore and is not accessed or disclosed by any party other than the transmitting organization and its employees. A typical example is the international transmission of data via cloud servers located in Singapore.

Gaia's Solution in Singapore

Impact Metric: Driven a 40% surge in scheduling efficiency and cut short-term labor costs by 10%–15%.

Background:

This Asia-renowned real estate group operates across 30 countries, with core markets in Singapore and China. Its portfolio spans commercial, residential, and industrial properties. To support its international footprint, the group required a digital framework to replace manual, labor-intensive operations across varying regional workforce demographics.

Core Challenges & GaiaWorks Solutions:

- **Regulatory Divergence (Singapore vs. Mainland China):** Singapore's labor regulations regarding overtime pay and hours differ fundamentally from China's, creating compliance risks. GaiaWorks embedded local statutory rules directly into the engine, automated working-hour calculations, and mitigated legal exposure.
- **Manual Tracking & Roster Friction:** Paper-based attendance and manual scheduling caused manpower deployment delays. By automating time-tracking and matching shift requirements with real-time employee skill profiles, the group improved scheduling efficiency by 40%.
- **Delayed Operational Visibility:** A lack of centralized data prevented optimized manpower allocation. GaiaWorks introduced employee self-service tools and an integrated dashboard, giving leadership real-time visibility into global workforce data.

Business Impact:

- **80% faster** response times to attendance anomalies.
- **80% reduction** in payroll processing cycles.
- **10%–15% reduction** in short-term labor costs through optimized scheduling.

The Takeaway: The deployment replaces localized, experience-driven scheduling with a unified, data-driven framework. By automating regional compliance and operational workflows, the group established a resilient model for cross-border workforce deployment.



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Indonesia

Overview

Official Language:
Indonesian

Population:
Approximately 281 million

Total GDP:
Approximately 1.396787 trillion US dollars

Official Currency:
Indonesian Rupiah

Land Area:
Approximately 191,000 square kilometers

Major Religion:
Islam (Sunnism)

Labor Compliance Guide

Minimum Wage

Minimum wage standards in Indonesia are not uniform nationwide. Instead, they are determined and adjusted annually by provincial governments based on economic growth, inflation, and the "Decent Living Standard" (KHL). For multinational enterprises, navigating these regional disparities is critical to ensuring compliance and avoiding regulatory penalties.

For 2026, the provincial minimum wage (UMP) has been officially determined and announced in accordance with Government Regulation No. 49 of 2025 (PP No. 49/2025). While growth rates vary across provinces, the core standards for key regions are as follows (subject to final localized official decrees)

Province	Minimum Wage (IDR/Month)	Increase (%)	Ref. (USD)
Jakarta (DKI)	5,729,876	6.17%	\$341.51
Papua Pegunungan	4,508,714	5.20%	\$268.73
Papua Selatan	4,508,100	5.19%	\$268.69
Yogyakarta (DIY)	2,417,495	6.78%	\$144.09
Jawa Tengah	2,327,386	7.28%	\$138.72
Jawa Barat	2,317,601	5.77%	\$138.13

Note: USD conversions are for reference only, calculated based on exchange rates as of March 2026. Enterprises should refer to actual settlement rates and the latest local government notices.

Public Holidays

Based on the Joint Ministerial Decree (SKB), Indonesia observes 17 national public holidays in 2026. The government also implements the "Cuti Bersama" (Collective Leave) system to create long weekends and boost domestic tourism.

While Collective Leave is mandatory for civil servants, it is optional for private companies. If adopted, it is typically deducted from the employee's annual leave entitlement.

Date(2026)	Holiday	Descriptions
1st January	New Year's Day	Celebrates the start of the Gregorian calendar year, Public Holiday
Subject to Announcement	Isra Mi'raj	Islamic Holiday; date based on Islamic calendar and government notice.
Subject to Announcement	Imlek/Chinese New Year	Normally one day public holiday; date based on lunar calendar and government notice
Subject to Announcement	Nyepi	Balinese Saka New Year; date based on Balinese Saka Calendar and government notice.
Subject to Announcement, normally two days	Idul Fitri/Hari Raya	Islamic Holiday, celebrates the end of Ramadan; public holiday.
3rd April	Good Friday	Christian Holiday(2026)
5th April	Easter Sunday	Christian Holiday(2026)
1st May	International Labor Day	Public Holiday
14th May	Ascension Day	Christian Holiday(2026)
Subject to Announcement	Waisak/Vesak Day	Buddhist Holiday; date based on lunar calendar and government notice.
Subject to Announcement	Idul Adha	Islamic Feast of Sacrifice; date based on Islamic calendar and government notice.
1st June	Pancasila Day	Commemoration of State Philosophy
Subject to Announcement	Awal Tahun Hijriah	Islamic New Year; date based on Islamic calendar and government notice.
17th August	Independence Day	National Day
Subject to Announcement	Maulid Nabi	Islamic Holiday; date based on Islamic calendar and government notice.
25th December	Christmas Day	Christian Holiday, Public Holiday
Subject to Announcement	Cuti Bersama	The arrangements for compensatory leave and consecutive holidays, announced annually by the government, shall apply before and/or after certain holidays.

Note: Indonesia's public holidays and "cuti bersama (collective leave)" are uniformly announced on an annual basis via the Joint Decree of Three Ministers (SKB 3 Menteri). For festivals observed in accordance with the lunar calendar, Islamic calendar or Balinese Saka calendar, the specific dates and the designation of collective leave shall be subject to the official annual announcement. Public holidays that fall on weekends are generally not automatically postponed, and any leave adjustments shall be subject to official announcements.

Remarks: Under Indonesian law, there is no mandatory requirement for compensatory leave if a statutory holiday coincides with a weekend.

Statutory Leave Entitlements

Leave Type	Duration	Eligibility
Annual Leave	12days/year	Employees with 12 months of continuous service in the same company.
Maternity Leave	3 months	Femal employees, 3 months (typically 1.5 months pre- and post-childbirth) at full pay. Note: Legislation to extend maternity leave to 6 months is under review.
Paternity Leave	2days	Male employees are entitled to two days of fully paid paternity leave when their spouse gives birth.
Sick Leave	depends on the situation	Full pay for the first 4 months; 75% for the next 4 months; 50% for the following 4 months. Employment may be terminated after 12 months of continuous illness.
Special Leave	2-3days	For the employee's own marriage: 3 days of leave; Circumcision/Baptism/Child's Marriage (2 days); Death of immediate family (2 days).

Working Hours & Overtime

The working hours and overtime regulations of Indonesia are designed to balance productivity and employee well-being, with the core standards as follows:

Scenario	Statutory Standard	Overtime Compensation
Standard Hours	40 hours/week	For 5 working day: 8h/day; for 6 working day: 7h/day
Weekday Overtime	Beyond standard daily hours	1st Hour: 1.5x Hourly Rate Subsequent Hours: 2.0x Hourly Rate
Rest/Public Days Overtime	Overtime on weekends or holidays for 5-Working Day System	First 8 Hours: 2.0x Hourly Rate 9th Hour: 3.0x 10th-11th Hour: 4.0x
Rest/Public Days Overtime	Overtime on weekends or holidays for 6 Working Day System	First 7 Hours: 2.0x Hourly Rate 8th Hour: 3.0x 9th-10th Hour: 4.0x

Core Overtime Regulations:

- **Consent:** Overtime must be based on the employee's written consent.
- **Caps:** Max 4 hours/day and 18 hours/week (excluding holidays).
- **Meal Benefit:** If overtime lasts 4 hours or more, the employer must provide food and drinks (min. 1,400 calories), which cannot be replaced by cash.
- **Night Shift:** Work performed between 23:00 – 07:00, pregnant employees are prohibited from working.

Interpretation of Cross-Border Data Regulations

The core of Indonesia's data protection framework is Law No. 27 of 2022 on Personal Data Protection (PDP Law). Fully aligned with international standards such as the GDPR, the PDP Law became fully enforceable in October 2024. Enterprises should closely monitor the release of implementing regulations and the latest guidelines from the Personal Data Protection Agency (PDP Agency), which is expected to be established by 2026.

Mechanisms for Cross-Border Data Transfer

The PDP Law establishes a three-tier compliance path for cross-border data transfers:

1. **Adequacy Assessment:** Data may be transferred to countries assessed and recognized by the Indonesian government as having an equivalent or higher level of data protection. The assessment mechanism and the list of approved countries are pending release by the PDP Agency.
2. **Appropriate Safeguards:** If the destination country has not received an adequacy assessment, the data controller must provide appropriate legal safeguards, such as adopting approved Standard Contractual Clauses (SCCs) or implementing Binding Corporate Rules (BCRs).
3. **Explicit Consent:** If neither of the above conditions can be met, explicit consent must be obtained from the data subject, who must be informed of the risks of transferring data to a country lacking adequate protection levels.

Key Regulatory Shifts:

- **Repeal of Mandatory Data Localization:** For most private sector enterprises, the PDP Law repeals previous mandates requiring all electronic data to be stored and processed within Indonesia, providing flexibility for global data management.
- **Sector-Specific Supervision:** Specific industries, such as financial services, remain subject to additional rules from their respective regulators (e.g., the Indonesian Financial Services Authority – OJK), which may still include data localization requirements.

Case Study: Empowering a Global Leader in Lithium-Ion Batteries

Achieving 100% Compliance for an Indonesian Production Facility

As a premier global supplier of lithium-ion battery materials, this enterprise initiated its group-wide digitalization in 2019, focusing on core areas such as integrated business-finance management and precise cost accounting. With the acceleration of its global strategy in 2024, the company faced significant cross-border workforce management challenges following the commencement of its Indonesian operations.

Core Industry Pain Points & Solutions:

- **Elevated Cross-Border Compliance Risks:** Significant disparities exist between Indonesian and domestic facilities regarding calendars, attendance rules, and leave systems. Furthermore, management rules differ between expatriates and local employees. Manual operations were prone to compliance failures.
 - **Solution:** By unifying rules through a global engine, the system achieves flexible adaptation for multiple regions and employee types, ensuring 100% compliance in working hour calculations.
- **Low Operational Efficiency:** Complex scheduling rules across different production lines (e.g., shifts involving two time clock-in vs. four time clock-in systems) led to chaotic manual scheduling and high error rates.
 - **Solution:** The implementation of intelligent scheduling and real-time data synchronization boosted scheduling efficiency by 40% and accelerated exception response speeds by 80%.
- **Insufficient Data-Driven Decision-Making:** Under global expansion, the headquarters needed to integrate fragmented workforce data, which previously relied on inefficient offline communication, impacting payroll accuracy and cost control.
 - **Solution:** The unified data platform allows headquarters to access global workforce data in real-time, breaking down information silos and supporting precise strategic decisions.

Industry Value:

Global competition in the lithium battery industry has extended from technology and capacity to digital governance capabilities. Leveraging the GaiaWorks Global Workforce Management Suite, the enterprise has built a "Compliance + Efficiency + Data" digital ecosystem. This reduces overseas labor risks while enhancing resource utilization, providing a benchmark for digital transformation and compliant global expansion in the manufacturing sector.



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Philippines

Overview

Official Languages:
Filipino and English

Population:
Approximately 117 million

Total GDP:
Approximately 404.3 billion US dollars

Official Currency:
Philippine Peso

Land Area:
Approximately 299,700 square kilometers

Major Religion:
Roman Catholicism

Labor Compliance Guide

Minimum Wage

Minimum wage standards in the Philippines are not uniform and are independently set by the Regional Tripartite Wages and Productivity Boards (RTWPPBs) based on regional economic conditions and cost of living.

In the National Capital Region (NCR), the daily minimum wage for the non-agriculture sector has been increased to PHP 695.00, effective July 18, 2025 (under Wage Order No. NCR-26).

Legislative discussions regarding a nationwide uniform wage hike are ongoing in 2026. Enterprises must stay tuned for official Department of Labor and Employment (DOLE) announcements.

Public Holidays

The Philippine government has officially released the list of holidays for 2026 via Proclamation No. 1006. Pay rules differ between "Regular Holidays" and "Special (Non-Working) Days."

Date (2026)	Holiday	Type	Pay Rate
Jan 1 (Thu)	New Year's Day	Regular	200% regular daily wage
Feb 17 (Tue)	Chinese New Year	Special (Non-Working)	130% regular daily wage
Feb 25 (Wed)	EDSA People Power Revolution Anniversary	Special Working Day	100% (Normal Pay)
Apr 2 (Thu)	Maundy Thursday	Regular	200% regular daily wage
Apr 3 (Fri)	Good Friday	Regular	200% regular daily wage
Apr 4 (Sat)	Black Saturday	Special (Non-Working)	130% regular daily wage
Apr 9 (Thu)	Araw ng Kagitingan (Day of Valor)	Regular	200% regular daily wage
May 1 (Fri)	Labor Day	Regular	200% regular daily wage
Jun 12 (Fri)	Independence Day	Regular	200% regular daily wage
Aug 21 (Fri)	Ninoy Aquino Day	Special (Non-Working)	130% regular daily wage
Aug 31 (Mon)	National Heroes Day	Regular	200% regular daily wage
Nov 1 (Sun)	All Saints' Day	Special (Non-Working)	130% regular daily wage
Nov 2 (Mon)	All Souls' Day	Special (Non-Working)	130% regular daily wage
Nov 30 (Mon)	Bonifacio Day	Regular	200% regular daily wage
Dec 8 (Tue)	Feast of the Immaculate Conception	Special (Non-Working)	130% regular daily wage

Date (2026)	Holiday	Type	Pay Rate
Dec 24 (Thu)	Christmas Eve	Special (Non-Working)	130% regular daily wage
Dec 25 (Fri)	Christmas Day	Regular	200% regular daily wage
Dec 30 (Wed)	Rizal Day	Regular	200% regular daily wage
Dec 31 (Thu)	Last Day of the Year	Special (Non-Working)	130% regular daily wage
TBD	Eid'l Fitr / Eid'l Adha	Regular	200% regular daily wage

Statutory Leave Entitlements

Leave Type	Duration	Remarks
Service Incentive Leave (SIL)	5 days/year	For employees with at least one year of service; covers both sick and vacation leave.
Maternity Leave	105 days	Full pay under the 105-Day Expanded Maternity Leave Law. Single mothers get an additional 15 days.
Paternity Leave	7 days	For married male employees for the first 4 deliveries of their legitimate spouse.
Leave Transfer	Up to 7 days	A mother may transfer up to 7 days of her maternity leave to the child's father.
Solo Parent Leave	7 days	For solo parents with at least one year of service.

Working Hours & Overtime

Scenario	Statutory Standard	Pay Multiplier
Standard Hours	48 hrs/week, 8 hrs/day	not applicable
Workday Overtime	Beyond 8 hours	1.25x the regular hourly wage
Special Day Overtime	Work on Special Non-Working Day	1.30x the regular hourly wage
Regular Holiday Overtime	Work on Regular Holiday	2.00x the regular hourly wage
Holiday on Rest Day Overtime	Holiday falling on scheduled rest day	1.50x the regular hourly wage
Night Shift	Work between 22:00 – 06:00	+10% (Premium on hourly rate)

Note: Overtime pay multiplier and night differential are calculated based on the employee's regular hourly rate.

Interpretation of Cross-Border Data Regulations

- **Primary Legislation:** Data Privacy Act of 2012 (RA 10173)
- **Cross-Border Data Requirements:**
 - **Core Philosophy:** The Philippines' Data Privacy Act does not prohibit cross-border data transfers; however, it emphasizes the accountability of the Personal Information Controller (PIC) for ensuring the continuous protection of data.
 - **Compliance Mechanism:** In May 2024, the National Privacy Commission (NPC) issued official guidelines on Model Contractual Clauses (MCCs). This is currently the primary compliance tool for cross-border data transfers. Enterprises are advised to incorporate these standard clauses into agreements with overseas data recipients to ensure that data receives a level of protection equivalent to that required under Philippine law.
 - **Data Localization:** Currently, there are no mandatory data localization requirements in the Philippines, except for specific categories of government-related data.

Case Study: Empowering a Global Leader in Intelligent Power Management

Streamlining Processes by 70% for a Production Facility in the Philippines.

As a century-old leader in global intelligent power management, this enterprise has consistently expanded its overseas market presence through technical excellence. With the growth of its Philippine operations, the company faced an urgent need for digital workforce transformation. The existing attendance system could not adapt to complex local regulations, leading to manual inefficiencies. Technical upgrades were required to achieve precision in operations.

Core Industry Pain Points & Solutions:

- **Dynamic Adaptation of Leave Management:** Philippine holidays are complex and subject to change via presidential proclamations at short notice. Traditional static systems struggle to respond in real-time.

- **Solution:** Through real-time attendance tracking, the system automatically aligns leave types with payroll logic, ensuring zero errors in work-hour calculations.
- **Fragmented Overtime Rules:** Overtime calculations involve multiple dimensions, including calendar types, work shifts, and special periods (e.g., night shifts), resulting in over 30 distinct calculation scenarios.
- **Solution:** Utilizing intelligent working hours algorithms, the system built a multi-dimensional rule matrix to support automated calculations for complex scenarios, significantly reducing manual intervention.
- **Inefficient Manual Operations:** Manually processing attendance exceptions, leave applications, and payroll led to low efficiency and heavy workloads for HR.
- **Solution:** Leveraging a mobile self-service platform, employees can check and correct attendance data and submit applications in real-time. The supervisory approval process was shortened by 70%, and the payroll cycle was compressed by 40%.

Industry Value:

By intelligently adapting to multi-country labor laws, automating scheduling and attendance, and providing real-time data tracking, the GaiaWorks workforce management system helps multinational power management enterprises resolve compliance risks, scheduling inefficiencies, and data fragmentation. This solution enables precise labor cost control, real-time visualized decision-making, and agile global collaboration—providing a digital benchmark that balances compliance, efficiency, and flexibility while upgrading traditional HR models to be more intelligent and transparent.



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Japan

Overview

Common Language:
Japanese

Population:
Approximately 124 million

Total GDP:
Approximately 4.0–4.1 trillion US dollars

Official Currency:
Japanese Yen

Land Area:
Approximately 378,000 square kilometers

Major Religions:
Shinto and Buddhism

Labor Compliance Guide

Minimum Wage

Minimum wage in Japan varies by region and is adjusted annually in October. As of October 2024, the national weighted average minimum wage has been increased to JPY 1,054 per hour. Tokyo maintains the highest rate in the country at JPY 1,163 per hour.

Public Holidays

Japan observes 16 statutory national holidays(国民の祝日). In 2026, due to the "Silver Week" configuration in September, there will be an additional bridge holiday.

Holiday	Date	Description
New Year's Day	Jan 1	The first day of the New Year
Coming-of-Age Day	Jan 12 (Second Monday of January)	Celebration of Coming-of-Age (Japan lowered the age of majority to 18 in April 2022, but local Coming-of-Age Ceremonies are usually still held for those who turn 20).
National Foundation Day	Feb 11	A day to commemorate the founding of Japan.
Emperor's Birthday	Feb 23	Celebration of the current Emperor's birthday.
Vernal Equinox Day	Mar 20 (Normally on Mar 20 or Mar 21)	A day with equal length of day and night, determined by astronomical observations; the specific date in 2026 fixed by the Cabinet Office
Showa Day	Apr 29	A day to commemorate the birthday of Emperor Showa. Start of "Golden Week"
Constitution Memorial Day	May 3	A day to mark the enforcement of Japan's current Constitution.
Greenery Day	May 4	A day to give thanks for the blessings of nature.
Children's Day	May 5	A day to pray for the healthy growth of children.
Marine Day	Third Monday of July	A day to give thanks for the blessings of the sea.
Mountain Day	Aug 11	A day to give thanks for the blessings of the mountain.
Respect for the Aged Day	Sep 21 (Third Monday of September)	A day to respect the elderly and wish them longevity.
Citizens' Holiday	Sep 22	Bridge holiday for "Silver Week" 2026
Autumnal Equinox Day	Sep 23 (Normally on Mar 20 or Mar 21)	A day with equal length of day and night, determined by astronomical observations; the specific date in 2026 shall be subject to the annual announcement of the Cabinet Office.
Sports Day	Oct 12 (Second Monday of October)	Officially renamed "Sports Day" in 2020; it encourages the public to engage in sports and cultivate a sound mind and body.
Culture Day	Nov 3	A day to advocate for the love of freedom and peace, and promote cultural undertakings.
Labor Thanksgiving Day	Nov 23	A day to uphold the value of diligence, celebrate productivity, and encourage mutual gratitude among the people.

Note: If a holiday falls on a Sunday, the following Monday becomes a substitute holiday. A "Citizens' Holiday" (国民の休日) occurs when a single working day is sandwiched between two national holidays (as seen on Sept 22, 2026).

Statutory Leave Entitlements

Leave Type	Eligibility	Duration & Compensation	Remarks
Annual Paid Leave	Employees with ≥ 6 months of continuous service and an attendance rate of $\geq 80\%$.	10–20 days/year. 10 days initially, increasing by 1 day per additional year of service, capped at 20 days.	Leave remains valid for 2 years (max accumulation: 40 days). Cash buyouts are generally discouraged.
Maternity Leave	All female employees.	14 weeks total (6 weeks pre- and 8 weeks post-childbirth).	Health insurance provides a "Childbirth Allowance" (approx. 2/3 of standard salary).
Childcare Leave	Eligible male and female employees.	Until the child reaches age 1 (extendable to 2 years under special circumstances)	Since Oct 2022: "Postpartum Paternity Leave" allows fathers to take up to 4 weeks (split into 2 periods) within 8 weeks of birth. Pay: 67% of salary for the first 180 days; 50% thereafter.
Nursing Care Leave	Employees caring for family members (Spouses, parents, children, grandparents and other such relatives) requiring continuous care (≥ 2 weeks).	Up to 93 days annually (can be split into 3 periods).	Paid at 67% of pre-leave salary via employment insurance. Short-term care leave is also available: 5 days/year (1 person) or 10 days/year (2+ persons).
Congratulatory & Bereavement Leave	Employees or their relatives.	Not statutory; governed by internal company regulations.	Most companies provide 3–5 days for marriage and 1–7 days for bereavement depending on the relationship.

Working Hours & Overtime

Scenario	Statutory Standard	Overtime Rate
Standard Hours	40 hrs/week, 8 hrs/day	not applicable
Weekday Overtime	Beyond standard hours	125%
Rest Day Overtime	-	135%
Public Holiday Overtime	-	135%
Monthly Excess OT	Beyond 60 hours/month	150% (Mandatory for all companies)
Night Shift and Overtime	22:00 – 05:00	" +25% (Stacked on top of base or OT) 150% (workday overtime + late-night work) / 160% (rest day overtime + late-night work)"

Interpretation of Cross-Border Data Regulations

- **Primary Legislation: Act on the Protection of Personal Information (APPI)**
- **Cross-Border Data Requirements:** In principle, the transfer of personal data to a third party outside of Japan requires obtaining the consent of the data subject. However, consent may be exempted if the recipient's country or region is recognized by the Personal Information Protection Commission (PPC) of Japan as having a data protection standard equivalent to that of Japan, or if the recipient has established a personal information protection system that meets the requirements of the APPI (such as through contractual agreements).

Case Study: Global Chemical Leader's Japan Branch

Achieving Double Growth in Compliance and Employee Satisfaction.

Japanese labor regulations are renowned for their rigor and complexity, particularly in overtime management, with differentiated calculation rules and rates for weekdays, rest days, and late-night periods. A world-leading chemical enterprise faced challenges in its Japan branch, including redundant configurations in its legacy attendance system, fragmented rules, and high maintenance costs. To enhance efficiency, ensure compliance, and improve employee experience, the company introduced a professional workforce management cloud platform to optimize its attendance and overtime processes.

The success of this project lies in the precise analysis and system integration of Japanese localization rules. The system categorizes overtime scenarios into four distinct types: Weekday OT, Weekday Late-night OT, Rest Day/Holiday OT, and Rest Day/Holiday Late-night OT, achieving three core enhancements:

1. **Rule Simplification and Automated Calculation:** By restructuring the configuration logic, the original 12 rules and 16 attendance codes were streamlined into 7 rules and 8 codes. The system automatically handles complex cross-calendar scenarios and accurately executes localized rounding rules, such as "10-minute floor with 5-minute intervals," achieving fully automated and error-free calculations for overtime hours.
2. **Simultaneous Improvement in Efficiency and Satisfaction:** Following the simplification of configurations, the time required for administrators to manage complex scheduling was reduced from 4 hours to 1–2 hours, an efficiency gain of over 50%. Meanwhile, the system supports mobile self-service for employees to query overtime records and work-hour details, significantly increasing payroll transparency and employee satisfaction.
3. **Enhanced Compliance and Operational Reliability:** Through a built-in "Work-hour Distribution Matrix," the system ensures that every minute of overtime is automatically categorized into the correct type. This eliminates compliance risks at the source, building a solid defense for compliance and a foundation of operational trust for the enterprise.



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Korea

Overview

Common Languages:
Korean, English

Population:
Approximately 52 million

Total GDP:
Approximately 1.87 trillion US dollars

Official Currency: South
Korean Won

Land Area:
Approximately 100,364 square kilometers

Major Religions:
No religion (around 51%), Christian
(around 31%), Buddhism (around 17%)

Labor Compliance Guide

Minimum Wage

According to the decision by the Minimum Wage Council, effective January 1, 2026, the statutory minimum wage in South Korea will be increased to **KRW 10,320 per hour**, a 2.9% increase from 2025. Based on the standard 209 working hours per month, the minimum monthly wage is approximately **KRW 2,156,880**. This standard applies uniformly nationwide across all industries and regions, covering all types of employees, including foreign workers.

Public Holidays

Holiday Name	Date (2026)	Remarks
New Year's Day	Jan 1	-
Lunar New Year (Seollal)	Feb 16–18	3-day consecutive holiday
March 1st Movement Day	Mar 2	Substitute Holiday (Monday)
Children's Day	May 5	-
Buddha's Birthday	May 25	Substitute Holiday (Monday)
Memorial Day	Jun 6	Generally no substitute holiday
Liberation Day	Aug 17	Substitute Holiday (Monday)
Chuseok (Mid-Autumn Festival)	Sep 24–26	3-day consecutive holiday
National Foundation Day	Oct 5	Substitute Holiday (Monday)
Hangeul Day	Oct 9	-
Christmas Day	Dec 25	-
Total	20 days (combined total of statutory holidays and applicable substitute holidays)	According to the official public holiday calendar released by the South Korean government, organizations implementing a five-day workweek will have a total of 118 rest days in 2026 (including weekends and applicable substitute holidays).

According to the official public holiday calendar released by the South Korean government, organizations implementing a five-day workweek will have a total of 118 rest days in 2026 (including weekends and applicable substitute holidays).

Substitute holidays are implemented in accordance with the "Regulations on Holidays of Government Offices" to ensure that if a public holiday falls on a weekend, a weekday is designated as a rest day.

Statutory Leave Entitlements

Leave Type	Duration	Remarks / Legal Basis
Paid Annual Leave	15-25 days/year	15 days after 1 year of service; 1 additional day for every 2 years thereafter, capped at 25 days.
Maternity Leave	90-120 days	90 days for single births; 120 days for multiple births. At least 45 days must be taken post-delivery.
Paternity Leave	20 days	Effective Feb 23, 2025, extended from 10 to 20 days. Can be used in installments within 120 days of birth.

Working Hours and Overtime

Scenario	Statutory Standard	Overtime Rate
Standard Hours	40 hrs/week, 8 hrs/day	not applicable
Weekday Overtime	Hours exceeding standard limits	150% of regular wage
Rest Day Work	Within 8 hours	150% of regular wage
Rest Day Work	Hours exceeding 8 hours	200% of regular wage
Public Holiday Work	Within 8 hours	150% of regular wage
Public Holiday Work	Hours exceeding 8 hours	200% of regular wage
Night Work (22:00-06:00)	Performed within standard hours	Additional 50% (Total 150%)

Interpretation of Cross-Border Data Regulations

- **Primary Legislation:** Personal Information Protection Act (PIPA)
- **Cross-Border Data Requirements:** South Korea's PIPA imposes strict regulations on the cross-border transfer of data. The core requirement is that before transferring personal information overseas, the data subject must be clearly informed of the recipient's information, the purpose and items of the transfer, the retention period, and the data subject's right to refuse, and their separate consent must be obtained. Recent amendments have introduced additional compliance pathways, including: if the recipient's country is recognized as having an equivalent level of protection, if the recipient has obtained specific certifications, or if Standard Contractual Clauses (SCCs) have been signed. Although there is no mandatory data localization requirement, regulatory authorities have the power to order the suspension of transfers in the event of a violation.
- **Primary Regulatory Authority:** Ministry of Employment and Labor (MOEL)

Case Study: Gaia Works in South Korea

Empowering a Global In-flight Catering Company in Korean Workforce Management

A Korean branch of a world-leading in-flight catering service provider faced the dual pressures of strict labor regulations and a highly competitive operating environment in the Korean market. Korean labor law has stringent rules regarding working hours, night shifts, and rest intervals, while the in-flight catering business is both labor-intensive and time-sensitive, placing extremely high demands on production scheduling and labor allocation.

To address these challenges, the company deployed professional GaiaWorks' workforce management system, achieving enhancements in two core capabilities:

First, Automation of Compliance Assurance. The system integrates South Korea's complex labor regulations into its scheduling and attendance engine. It can automatically provide early warnings and block overtime scheduling that exceeds limits, ensuring that overtime calculations and rest day arrangements fully comply with legal requirements, effectively avoiding potential labor disputes and compliance risks.

Second, Optimization of Operational Dispatching. The system can dynamically generate optimal scheduling plans based on real-time fluctuating flight orders. In cases of flight delays or temporary additional assignments, it can rapidly adjust manpower deployment and simultaneously update work hours and task records, achieving precise control of labor costs while maintaining high service standards.

Through Gaia's system, the company successfully transformed compliance into an operational advantage in the high-standard Korean market, providing a reliable workforce management practice model for international service enterprises operating in South Korea.



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Mexico

Overview

Official Currency:
Mexican Peso

Land Area:
Approximately 196,000 square kilometers

Major Religion:
Predominantly Roman Catholicism

Population:
Approximately 131 million

Total GDP:
Approximately 1.85 trillion US dollars

Labor Compliance Guide

Minimum Wage

Effective January 1, 2025, the national minimum wage has been adjusted by the National Minimum Wage Commission (CONASAMI) as follows:

- General Minimum Wage Zone (ZSMG): 278.80 Pesos/day
- Northern Border Free Zone (ZLFN): 419.88 Pesos/day

The above adjustments were published in the Official Gazette of the Federation (DOF) on December 19, 2024.

Public Holidays

Date	Holiday Name (EN)	Holiday Name (ES)	Remarks
Jan 1	New Year's Day	Año Nuevo	Statutory Holiday.
Feb 2	Constitution Day	Día de la Constitución	Statutory Holiday; observed on the first Monday of February.
Mar 16	Benito Juárez's Birthday Memorial	Natalicio de Benito Juárez	Statutory Holiday; observed on the third Monday of March.
Apr 2	Maundy Thursday (Holy Thursday)	Jueves Santo	Religious holiday; non-statutory but widely observed.
Apr 3	Good Friday	Viernes Santo	Religious holiday; non-statutory but widely observed.
May 1	International Labor Day	Día del Trabajo	Statutory Holiday.
Sep 16	Independence Day	Día de la Independencia	Statutory Holiday; National Day.
Nov 16	Revolution Day	Día de la Revolución	Statutory Holiday; observed on the third Monday of November.
Dec 25	Christmas Day	Navidad	Statutory Holiday.

Statutory Leave Entitlements

Leave Type	Duration	Remarks
Paid Annual Leave	Minimum 12 days/year	After 1 year of service, employees get at least 12 days. This increases by 2 days per year until year 5 (20 days). Thereafter, 2 additional days are added for every 5 years of service. During the leave, employees are entitled to a 25% a premium (Prima Vacacional) on top of their regular salary.
Maternity Leave	12 weeks	6 weeks before and 6 weeks after childbirth. 100% of salary is paid by the Mexican Social Security Institute (IMSS).
Paternity Leave	5 working days	Paid leave for fathers following the birth of a child.
Sick Leave	Up to 52 weeks	Non-work-related: 60% of salary from day 4, paid by IMSS. Work-related: 100% of salary.
Marriage Leave	5 days	Paid leave for employees getting married.
Bereavement Leave	Usually 3 days	Not explicitly defined in Federal Labor Law; customary practice is 3 days. The pay for the leave shall be subject to the company policy.

Working Hours and Overtime

Mexico defines maximum working hours based on shift types:

- **Day Shift:** Max 8 hrs/day, 48 hrs/week.
- **Night Shift:** Max 7 hrs/day, 42 hrs/week.
- **Mixed Shift:** Max 7.5 hrs/day, 45 hrs/week.

• Overtime Pay Standards

Scenario	Pay Rate	Remarks
Weekday OT (First 9 hrs/week)	200% (Double Pay)	Max 3 hours per day, 9 hours per week.
Weekday OT (Beyond 9 hrs/week)	300% (Triple Pay)	Any hours exceeding the statutory overtime limits.
Rest Day / Holiday OT	300% (Triple Pay)	Normal salary for the day plus a 200% premium.

Interpretation of Cross-Border Data Regulations

The core legislation for personal data protection in Mexico is the Federal Law on the Protection of Personal Information Held by Private Parties (LFPDPPP). Enterprises are required to:

- Provide a Privacy Notice (Aviso de Privacidad) to data subjects, detailing the purposes of processing, transfer scenarios, and rights of redress (ARCO Rights: Access, Rectification, Cancellation, and Opposition);
 - Ensure the recipient provides an equivalent level of protection for cross-border transfers, typically achieved through contractual clauses, Binding Corporate Rules (BCRs), and explicit consent;
 - Establish technical and organizational security measures, and in the event of a data breach, notify relevant parties and maintain records in accordance with regulations.
- Regulatory Authority: National Institute for Transparency, Access to Information and Personal Data Protection (INAI).

Case Study: Gaia Works in Mexico

Mexican Factory of a Global Optoelectronic Giant: A Model for Localized Workforce Management Practice

The global workforce management system implemented by GaiaWorks for a world-leading optoelectronic giant serves as a crucial digital cornerstone of its overseas expansion strategy. Facing the challenges of diversified group business and international growth, the system has successfully supported the large-scale management of a workforce that grew from 60,000 to over 110,000 employees today, completing deep localized deployments for overseas factories, including those in Mexico.

In the Mexico factory, the system achieved comprehensive compliance integration and lean operations. First, at the core attendance and scheduling level, the system established an independent calendar and shift system for the Mexican factory, supporting a multi-language environment (Chinese, English, and Spanish) to meet localized operational needs. The system provides flexible manual and automated scheduling functions, allowing shifts to be arranged by employee, team, or other dimensions, and applies flexible shifts for specific personnel, significantly improving scheduling efficiency and humanized management.

Secondly, regarding compliance control, the system accurately adapts to Mexico's complex labor regulations. This includes the full configuration of local national statutory holidays and leave. The system strictly follows Mexican regulatory requirements for overtime comparison, intelligently distinguishing and calculating regular overtime, rest day attendance, and holiday attendance. It provides accurate work-hour data to the payroll system in accordance with local laws, ensuring total compliance.



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Serbia

Overview

Common Language:
Serbian

Population:
Approximately 6.6 million

Total GDP:
Approximately 82–89 billion US dollars

Official Currency:
Serbian Dinar

Land Area:
Approximately 77,474 square kilometers
(excluding Kosovo region)

Major Religion:
Eastern Orthodox Christianity

Labor Compliance Guide

Minimum Wage

Based on official government decisions, effective January 1, 2026, the statutory net minimum wage is increased to RSD 371.00 per hour. Converted by standard billable hours, the minimum monthly wage for 2026 is RSD 64,554 (approx. EUR 551). This follows a temporary increase to RSD 337/hour between October 1 and December 31, 2025, an annual regular adjustment to RSD 371/hour shall take effect starting from 2026.

Sources:

- Official Gazette: Službeni glasnik RS, No. 78/2025;
- Ministry of Finance media briefing (Sept 2025).

Public Holidays

Public holidays in Serbia are categorized into national and religious holidays. If a statutory holiday falls on a week-end, substitute/extended rest days apply. The schedule of major public holidays in 2026 is as follows (based on the non-working days of 2026 announced by the National Bank of Serbia (NBS)):

Date	Holiday Name	Remarks
Jan 1-2	New Year's Day	Statutory holiday; nationwide.
Jan 7	Orthodox Christmas Day	Statutory holiday; nationwide.
Feb 15-17	Statehood Day	Statutory holiday; Observed on Sunday-Tuesday in 2026, Feb 16 (Mon) and Feb 17 (Tue) are observed as substitute rest days.
Apr 10	Orthodox Good Friday	Religious holiday (Orthodox calendar). Date observed on Apr 10 in 2026.
Apr 12-13	Orthodox Easter	Religious holiday, observed on Easter Sunday (Apr 12) and Monday (Apr 13) in 2026.
May 1-2	Labour Day	Statutory holiday; International Workers' Day.
Nov 11	Armistice Day	Statutory holiday; commemorating the end of WWI.

Source:

- National Bank of Serbia (NBS) 2026 Non-working Days Schedule: Serbian Statehood Day 2/15–2/17; Orthodox Easter 4/10–4/13; Labour Day 5/1–5/2; Armistice Day 11/11

Statutory Leave Entitlements

Leave Type	Duration	Remarks / Legal Basis
Paid Annual Leave	Min. 20 working days/year	Eligible pro-rata after 1 month of service; no less than 20 days after 1 year. Days may increase based on tenure or CBA.
Maternity & Childcare Leave	365 days (1st/2nd child)	Mandatory maternity leave (28–45 days before due date to 3 months post-birth), followed by childcare leave until the 365th day.
Extended Childcare Leave	2 years (3rd child +)	Applies to the third and subsequent children.
Paternity Leave	Max 5 days	Paid leave for fathers upon childbirth; fathers may also take childcare leave.
Statutory Sick Leave	Max 30 days	Paid by employer (usually at 65% of normal wage; 100% for work injuries).
Long-term Sick Leave	Beyond 30 days	Paid by the National Health Insurance Fund (RFZO).
Marriage Leave	Max 5 days	Paid leave for marriage of the employee.
Bereavement Leave	Max 5 days	Paid leave for the death of an immediate family member.

Working Hours and Overtime

Scenario	Statutory Standard	Overtime Rate
Standard Hours	40 hrs/week, 8 hrs/day	Statutory standard working hours.
Weekday Overtime	Max 8 hrs/week extension	126% of normal wage (min. 26% premium).
Rest Day Overtime	Max 8 hrs/week extension	126% of normal wage (min. 26% premium).
Public Holiday Overtime	Max 8 hrs/week extension	126% of normal wage (min. 26% premium).

Interpretation of Cross-Border Data Regulations

- **Primary Legislation:** Law on Personal Data Protection (Zakon o zaštiti podataka o ličnosti)
- **Cross-Border Data Requirements:** Serbia's Law on Personal Data Protection is largely aligned with the EU's GDPR. As a signatory to the protocol amending the "Modernized Convention 108," its data protection standards are on par with those of the European Union. For the transfer of personal data to countries outside the EU/EEA that have not been recognized as providing an "adequate level of data protection," additional safeguards must be implemented, such as adopting Standard Contractual Clauses (SCCs) or obtaining the explicit consent of the data subject. There are no mandatory data localization requirements, but extra caution is required when processing sensitive data.

Case: Study: Gaia Works in Serbia

A Major Tire Manufacturing Plant in Serbia: The Cornerstone of Compliance and Operations for Entering the European Market

To deepen its global presence, a leading tire manufacturer of East Asia established its European flagship production base in Serbia. As a significant investment project in the country at that time, the project involved a total investment of nearly one billion USD and planned an annual production capacity in the tens of millions, receiving high attention from the local government. However, the Serbian legal system is deeply integrated with the EU, and its complex labor regulations posed severe compliance challenges for daily operations. Consequently, the enterprise introduced a professional global workforce management system to build a compliant, efficient, and controllable overseas operational framework.

The core objectives of deploying GaiaWorks' workforce management system were to address two key issues: meeting stringent local compliance requirements and achieving centralized precision management by the group headquarters.

- **Deep Integration of Localized Compliance:** The system configured a dedicated calendar for the Serbian factory, precisely matching local public holidays. More importantly, it directly translated Serbian legal provisions regarding working hours, overtime, rest, and various leave types into automated verification rules within the system. Whether for expatriates or locally hired employees, their attendance records, scheduling, and payroll calculations are recorded by the system in real-time. This ensures 100% compliance with legal requirements and enables complete retention and traceability of all attendance and payroll data, providing a solid foundation for audits.
- **Refined Operations and Group Governance:** Faced with complex production shifts, the system supports the flexible configuration of multiple attendance rules, enabling the precise handling of various rotation patterns and work-hour calculations. This ensures the accuracy of "work-hour data for thousands," providing a reliable basis for "payroll distribution for tens of thousands," fundamentally guaranteeing that "wages are paid correctly and labor efficiency is calculated accurately." Meanwhile, the domestic headquarters can grasp the overseas factory's labor data in real-time, achieving lean, unified management across regions.

Project Value: The successful application of this system allowed the Serbian factory to not only smoothly navigate the integration of culture and management systems but also to set a benchmark for high-quality operations. It successfully transformed compliance from passive avoidance into proactive management and converted fragmented labor data into a unified strategic asset for the group. This provides critical support for East Asia manufacturing enterprises investing in Europe to achieve the transition from "capacity expansion" to "management excellence" overseas.



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Morocco

Overview

Common Languages:
Arabic, Berber (French and
Spanish are also widely used)

Official Currency:
Moroccan Dirham

Population:
Approximately 38.47 million

Land Area:
Approximately 446,550 square kilometers

Total GDP:
Approximately 157 billion US dollars

Major Religion:
Islam

Labor Compliance Guide

Minimum Wage

According to the 2024 Social Dialogue Agreement and Government Decree (No. 2.24.1122), the minimum wage will be increased in two stages during 2025 and 2026. Effective on January 1, 2026:

- Industrial, Commercial, and Liberal Professions (SMIG):
 - Statutory Hourly Rate: 17.92 MAD/hour
 - Reference Monthly Salary (based on 191 hours, gross): Approx. 3,422.53 MAD (Reference Net: Approx. 3,191.85 MAD, subject to social security and tax variations).

- Agricultural Sector (SMAG):
 - Effective April 2025: 93 MAD/day.
 - Effective April 2026: Increases by another 5% to approx. 97.65 MAD/day.

Note: Final standards are subject to official announcements in the Bulletin Officiel.

Public Holidays

The following table lists the statutory public holidays for 2026. Islamic holidays marked with (*) are based on the lunar calendar (Islamic Calendar); the dates may be slightly adjusted before the holidays. Actual dates shall be referred to official announcements.

Date (2026)	Holiday Name	Duration	Remarks
Jan 1	New Year's Day	1 day	National holiday.
Jan 11	Anniversary of the Independence Manifesto	1 day	Commemorates the 1944 manifesto.
Jan 13	Amazigh New Year	1 day	Official holiday since 2023.
~Mar 20*	Eid al-Fitr	2 days	End of Ramadan.
May 1	Labour Day	1 day	International Workers' Day.
~May 27*	Eid al-Adha	2 days	Feast of Sacrifice; the most significant Islamic holiday.
~June 17*	Islamic New Year	1 day	First day of Hijri year.
July 30	Throne Day	1 day	Celebrating the accession of King Mohammed VI.
Aug 14	Oued Ed-Dahab Day	1 day	Commemorates the recovery of the Oued Ed-Dahab region.
Aug 20	Revolution of the King and the People	1 day	Commemorates King Mohammed V.
Aug 21	Youth Day	1 day	Birthday of King Mohammed VI.
~Aug 25-26*	Prophet Muhammad's Birthday (Mawlid)	2 days	Commemorates the birth of the Prophet.
Nov 6	Green March Day	1 day	Commemorates the 1975 Green March.
Nov 18	Independence Day	1 day	Commemorates independence from France and Spain.

Note: Islamic holidays marked with (*) are predicted based on the lunar calendar; actual dates depend on crescent moon sightings and official announcements.

Statutory Leave Entitlements

Leave Type	Applicable To	Duration & Eligibility	Compensation & Remarks
Paid Annual Leave	All employees	Eligible after 6 months of service. Base entitlement is 1.5 days/month (18 working days/year); 2 days/month (24 working days/year) for employees under 18.	Increases by 1.5 days for every 5 years of service, capped at 30 working days. Leave can be split or accumulated over 2 years upon agreement; if split, one segment must be at least 12 consecutive working days (including 2 rest days).
Maternity Leave	Female employees	A total of 14 weeks (98 days) before and after the expected delivery date. Can be extended based on medical advice. The extended period shall not be paid by the CNSS.	Paid at 100% of the average daily wage by the National Social Security Fund (CNSS), based on the last 6 months' declared salary (monthly cap of 6,000 MAD). Includes 1 hour of paid nursing time daily for 1 year post-birth (30 mins each before and after noon); units with 50+ female employees must provide a nursing room.
Statutory Paternity Leave	Male employees	3 days per birth, which can be used consecutively or in segments within 1 month of the child's birth.	Paid by the employer at a rate equivalent to the normal salary; in the private sector, the employer is usually reimbursed by CNSS according to regulations.
Parental Leave	Either parent	Upon completion of maternity/paternity leave, a parent may apply for up to 1 year of unpaid leave through negotiation.	Requires mutual agreement with the employer; upon expiry, the employee is reinstated to their original or an equivalent position following statutory procedures.
Marriage Leave	Employee	4 days of paid leave for the employee's own marriage.	Paid by the employer.
Child's Marriage Leave	Employee	2 days of leave for the marriage of a child (including stepchildren).	Usually paid (for monthly-rated employees), subject to company policy or collective bargaining agreements.

Working Hours and Overtime

Scenario	Statutory Standard	Overtime Rate
Standard Hours	44 hrs/week (2,288 hrs/year)	Statutory limit.
Weekday Overtime (Day)	Non-Agri: 06:00-21:00; Agri: 05:00-20:00	125% (Base + 25%).
Weekday Overtime (Night)	Non-Agri: 21:00-06:00; Agri: 20:00-05:00	150% (Base + 50%).
Rest Day/Holiday (Day)	Strictly restricted; compensatory rest prioritized.	150% (+50%); Increases to 200% (+100%) if no compensatory rest is given.
Rest Day/Holiday (Night)	Strictly restricted; compensatory rest prioritized.	200% (Base + 100%).

Interpretation of Cross-Border Data Regulations

- **Primary Legislation:** Law No. 09-08 on the Protection of Individuals with Regard to the Processing of Personal Data
- **Cross-Border Data Requirements:**
 - **Prior Authorization:** Prior authorization from the National Commission for the Control of Personal Data Protection (CNDP) is required when data is transferred to a country that has not been recognized by the CNDP as providing an equivalent level of protection.
 - **Standard Contractual Clauses:** Data transfers may be conducted by signing Standard Contractual Clauses (SCCs) approved by the European Commission; however, notifying the CNDP remains advisable.
 - **Data Localization:** There are currently no strict universal data localization requirements, though specific sectors (such as finance) may have more stringent regulations.

Case Study: Gaia Works in Morocco

An Alternative Energy Technology Enterprise's Moroccan Factory: Localized Practice of Refined Workforce Management

In the process of advancing its global strategy, a Chinese alternative energy technology enterprise deployed a professional workforce management system for its Moroccan factory to address compliance challenges and the need for improved management efficiency in overseas operations. The system has achieved end-to-end digital management, covering personnel information, scheduling, and attendance to leave management, providing strong support for the standardized operations of the enterprise's overseas facility.

The system has constructed a complete closed-loop for workforce management. It supports convenient login via both PC and mobile devices, providing flexible individual and bulk scheduling functions. Managers can manually establish scheduling groups based on business needs. After attendance data is collected by terminals and transmitted to the system, it is automatically calculated based on preset rules to produce key data such as attendance hours and allowances. Furthermore, it handles and approves exceptions, while allowing employees to independently query leave balances and records.

Regarding localized compliance configuration, the system has deeply adapted to Moroccan labor regulations:

- **Dedicated Calendar and Annual Leave Rules:** The system established an independent calendar for the Moroccan factory and configured annual leave calculation rules that comply with local policies.
- **Refined Exception Management:** The system can automatically identify and process various attendance exceptions, including tardiness, early departures, and absenteeism.
- **Coverage of Complex Overtime Scenarios:** The system set up multi-dimensional overtime calculation rules. Based on different calendar types (weekdays, rest days, holidays) and different overtime periods, it automatically matches differentiated overtime rates ranging from 1.25x to 2.0x, ensuring total compliance in overtime calculations.



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Hungary

Overview

Common Language:
Hungarian

Population:
Approximately 9.68 million

Total GDP:
Approximately 229 billion US dollars

Official Currency:
Hungarian Forint

Land Area:
Approximately 93,028 square kilometers

Major Religion:
Christianity (predominantly Roman
Catholicism and Protestantism)

Labor Compliance Guide

Minimum Wage

Based on current information and long-term social dialogue agreements, minimum wage standards in Hungary are projected to grow steadily.

- 2025 Projection: HUF 290,800 / month
- 2026 Projection: HUF 328,600 / month

Note: These standards apply to all full-time employees, regardless of industry or region.

Public Holidays

Date	Holiday Name	Remarks
Jan 1	New Year's Day (Újév)	National statutory holiday.
Mar 15	1848 Revolution Memorial Day (Nemzeti ünnep)	Commemorating the Hungarian Revolution of 1848.
Apr 3	Good Friday (Nagypéntek)	Religious holiday; date varies.
Apr 5	Easter Sunday (Húsvétvasárnap)	Religious holiday; date varies.
Apr 6	Easter Monday (Húsvéthétfő)	Religious holiday; date varies.
May 1	Labour Day (A munka ünnepe)	International Workers' Day.
May 24	Whit Sunday (Pünkösdvasárnap)	Religious holiday; date varies.
May 25	Whit Monday (Pünkösdhétfő)	Religious holiday; date varies.
Aug 20	State Foundation Day / St. Stephen's Day (Szent István ünnep)	Hungary's National Day.
Oct 23	1956 Revolution Memorial Day (Nemzeti ünnep)	Commemorating the Hungarian Revolution of 1956.
Nov 1	All Saints' Day (Mindenszentek)	Religious holiday.
Dec 25	Christmas Day (Karácsony)	Religious holiday.
Dec 26	Second Day of Christmas (Karácsony másnapja)	Religious holiday.

Statutory Leave Entitlements

Leave Type	Duration	Remarks / Basis
Paid Annual Leave	Base 20 days, up to 30 days	Employees are entitled to a base of 20 days. Starting from age 25, the entitlement increases by 1 day every 2–3 years, reaching a cap of 30 days at age 45.
Maternity Leave	24 weeks	Usually starts 4 weeks before the expected delivery date. A maternity allowance (CSED) equal to 100% of the average daily income is paid by the government.
Paternity Leave	10 working days	Must be used by the end of the second month following the birth. First 5 days: 100% salary paid by the employer; next 5 days: 40% salary paid.
Parental Leave	44 working days	Available to both parents until the child turns 3. The employee must have worked for the current employer for at least one year.
Sick Leave	15 working days / year	Employer pays 70% of the salary. Beyond 15 days, payment is covered by the national social security system at rates and durations based on specific circumstances.

Working Hours and Overtime

Scenario	Statutory Standard	Overtime Rate / Calculation
Standard Hours	40 hours/week, 8 hours/day	Not Applicable
Weekday Overtime	Beyond standard hours	150% of the regular hourly wage, or compensatory time off.
Rest Day Overtime	Work on weekly rest days	200% of the regular hourly wage, or 150% plus an additional rest day.
Public Holiday Overtime	Work on public holidays	200% of the regular hourly wage.

Interpretation of Cross-Border Data Regulations

- Primary Legislation: Act CXII of 2011 on the Right to Informational Self-Determination and on Freedom of Information; EU General Data Protection Regulation (GDPR).
- Cross-Border Data Requirements:
 - GDPR Compliance: As an EU member state, Hungary strictly adheres to GDPR. Transfers to non-EU/EEA countries must ensure the recipient provides a level of protection equivalent to GDPR.
 - Standard Contractual Clauses (SCCs): Enterprises can ensure compliance through the execution of SCCs.
 - Localization: No mandatory data localization, but extra caution is required for sensitive data.
- Regulatory Authority: Hungarian National Authority for Data Protection and Freedom of Information (NAIH). Website: <https://www.naih.hu/>



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Egypt

Overview

Common Language:
Arabic

Population:
Approximately 116.5 million

Total GDP:
Approximately 383.1 billion US dollars

Official Currency:
Egyptian Pound

Land Area:
Approximately 100,100 square kilometers

Major Religion:
Islam (predominantly Sunni Islam)

Labor Compliance Guide

Minimum Wage

As of 2026, the latest applicable standards for the minimum wage in Egypt are as follows:

- **Private Sector:** Effective March 1, 2025, the National Wages Council (NWC) raised the minimum wage for the private sector from EGP 6,000 to EGP 7,000 per month (Decree No. 15/2025). The minimum annual increment for FY2025 is set at 3% of the Social Insurance (SI) salary base, with a minimum of EGP 250. For the first time, a minimum hourly wage for part-time work has been set at EGP 28 (Net). Unless new official announcements are made, the EGP 7,000 benchmark remains in effect for 2026.
- **Public Sector:** According to the FY2025/2026 budget, the public sector minimum wage was raised to EGP 7,000 per month starting July 2025, supported by annual raises and fixed incentives as per Cabinet and Ministry of Finance circulars.

Note: The definition of "Wage" in Minimum Wage in the private sector includes employer-paid social insurance components, as defined by the Labor Law and annual NWC announcement. Any "Cost of Living Support" or extra bonuses are subject to specific fiscal year budget directives.

Public Holidays

Date	Holiday Name	Remarks
Jan 7	Coptic Christmas Day	
Jan 25	Revolution Day	Commemorating the 2011 Revolution; the government may move the day off to Thursday.
Apr 12	Coptic Easter Sunday	2026 date; based on the Coptic Orthodox calendar.
Apr 13	Sham El Nessim	Spring festival; usually the Monday following Coptic Easter. Observed on Apr 13 in 2026.
Apr 25	Sinai Liberation Day	
May 1	Labour Day	
Subject to Announcement	Eid al-Fitr	End of Ramadan; duration and date depend on moon sightings and government announcement.
June 30	June 30 Revolution Day	
July 23	Revolution Day / National Day	
Subject to Announcement	Arafat Day	The day before Eid al-Adha; date depends on moon sightings and government announcement.
Subject to Announcement	Eid al-Adha	Feast of Sacrifice; duration and date depend on moon sightings and government announcement.
Subject to Announcement	Islamic New Year	First day of the Hijri year; date depend on moon sightings and government announcement.

Date	Holiday Name	Remarks
Oct 6	Armed Forces Day	
Subject to Announcement	Prophet Muhammad's Birthday	date depend on moon sightings and government announcement.

Note: Secular holidays may be moved to Thursday by Cabinet decree to create long weekends. Religious holidays are typically observed on their actual dates.

Statutory Leave Entitlements

Leave Type	Duration	Remarks / Basis
Paid Annual Leave	21 days / year	Increases to 30 days for employees with 10 years of service or those aged 50+.
Maternity Leave	90 days	Eligible twice during total service period; requires at least 10 months of social insurance contributions.
Paternity Leave	Not specified by law	Usually governed by internal company policies.

Working Hours and Overtime

Scenario	Statutory Standard	Overtime Rate / Calculation
Standard Hours	40 hours/week, 8 hours/day	Not Applicable
Weekday Overtime	-	135% (Daytime) / 170% (Nighttime) of regular hourly rate.
Rest Day Overtime	-	200% of regular hourly rate (Double pay).
Public Holiday Overtime	-	300% of regular hourly rate (Triple pay).

Interpretation of Cross-Border Data Regulations

- **Primary Legislation:** Data Protection Law No. 151 of 2020.
- **Cross-Border Data Requirements:** Egypt' s data protection law is heavily influenced by the EU GDPR. It stipulates that personal data can be transferred across borders under specific conditions, such as obtaining explicit consent from the data subject or transferring to countries/regions recognized by the Egyptian Data Protection Center (DPC) as providing an equivalent level of protection. Stricter measures apply to sensitive personal data, which is generally prohibited from being shared or transferred without rigorous oversight.



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Saudi Arabia

Overview

- Common Language:
Arabic

- Population:
Approximately 36.9 million

- Total GDP:
Approximately 1.1 trillion US dollars

- Official Currency:
Saudi Riyal

- Land Area:
Approximately 215,000 square kilometers

- Major Religion:
Islam (State Religion)

Labor Compliance Guide

Minimum Wage

The minimum wage policy in Saudi Arabia is structural. Currently, the minimum wage for **Saudi nationals** in the private sector is **SAR 4,000 per month**. This standard is primarily used within the "Nitaqat" (Saudization) program to count a Saudi employee as "one person" for compliance ratios. This standard does not apply to expatriate employees; there is no unified statutory minimum wage for expats. Their compensation is determined by employment contracts and must be paid timely via the Wage Protection System (WPS).

Public Holidays

Holiday Type	Duration	Remarks / Basis
Eid al-Fitr	4 days	Starts on the 1st of Shawwal (Oct 1 Islamic Calendar); based on moon sightings and government announcements. Min. 4 days for both private and government sectors.
Eid al-Adha	4 days	Starts on the 10th of Dhu al-Hijjah (Dec 10 Islamic Calendar); based on moon sightings and government announcements. Min. 4 days for both private and government sectors.
National Day	1 day	September 23rd annually. If it falls on a weekend, a substitute day is granted per government decree.
Foundation Day	1 day	February 22nd annually (statutory since 2022). If it falls on a weekend, a substitute day is granted based on government announcements.

Statutory Leave Entitlements

Leave Type	Duration & Compensation	Remarks / Basis
Paid Annual Leave	21 days (<5 yrs service) 30 days (≥5 yrs service)	Accrual begins upon commencement of employment.
Sick Leave	Up to 120 days per year: - 1-30 days: 100% Pay - 31-90 days: 75% Pay - 91-120 days: Unpaid	Requires a certified medical report.
Maternity Leave	10 weeks (Full pay if service ≥1 yr; Half pay if <1 yr)	At least 6 weeks must be taken post-birth. Can start up to 4 weeks before due date.
Paternity Leave	3 days (Full Pay)	Available upon the birth of a newborn.
Marriage Leave	5 days (Full Pay)	Available for the employee's marriage.
Bereavement Leave	5 days (Full Pay)	For the death of a spouse or immediate family member (parents, children).
Iddah Leave	Muslim Female: 4 months 10 days (Full Pay) Non-Muslim: 15 days (Full Pay)	Specifically for female employees whose husband passes away.
Hajj Leave	10-15 days (Full Pay)	Available once during service for Muslim employees with at least 2 years of tenure with the same employer.

Working Hours and Overtime

Scenario	Statutory Standard	Overtime Rate / Calculation
Standard Hours	48 hours/week, 8 hours/day	Not Applicable
During Ramadan (Muslims)	36 hours/week, 6 hours/day	Hours exceeding this limit are treated as overtime.
Weekday Overtime	Max total 11 hrs/day (incl. OT)	150% of the regular hourly wage.
Rest Day / Holiday OT	-	Treated as overtime at 150% , or compensatory time off.

Note: Dates for Eid al-Fitr and Eid al-Adha are subject to official moon sightings. If holidays overlap with weekends, substitute days are typically granted by the government.

Interpretation of Cross-Border Data Regulations

- **Primary Legislation:** Personal Data Protection Law (PDPL).
- **Cross-Border Data Requirements:** Data transfers outside Saudi Arabia are strictly regulated. In principle, personal data may not be transferred abroad without the subject's consent or meeting PDPL exemption criteria. Data controllers must obtain approval from the **Saudi Data and AI Authority (SDAIA)** before transferring data overseas. Furthermore, the destination country must provide a level of data protection no less than Saudi standards. Specific data localization requirements may apply to personal data in critical sectors.

Case Study: Gaia Works in Saudi Arabia

Empowering a Leading Global Integrated Logistics Provider to Root Deeply in the Middle East

Following the deepening of the "Belt and Road" Initiative, a leading global integrated logistics service provider positioned the Middle East as a critical hub in its global network. In Saudi Arabia and the UAE alone, its workforce has reached nearly 50,000 employees. Facing stringent Islamic labor regulations, diverse cultural backgrounds, and the high volatility of the logistics industry, the enterprise's traditional HR models faced severe challenges in scheduling compliance, labor efficiency monitoring, and cross-regional coordination. To address these, the enterprise partnered with GaiaWorks to deploy a digital labor efficiency management system across the Middle East.

The core objective of the project is to achieve precision management and efficiency enhancement of the massive labor resources in the region:

Deep Integration of Localized Compliance: The system is deeply adapted to the complex labor policies of Middle Eastern countries—particularly the special working hours during Ramadan, daily prayer breaks, and localized employment quotas (Saudization) in Saudi Arabia and the UAE. By transforming legal requirements into automated scheduling validation rules, the system ensures compliance for large-scale employment from the source.

Real-time Quantifiable Regional Efficiency: Through a unified cloud platform, the headquarters achieved transparent management of nearly 50,000 employees across Saudi Arabia and the UAE. Real-time visibility into headcount, labor utilization, and task completion rates at each distribution center and outlet enables a leap from extensive management to "real-time quantifiable" refined management.

Agile Regional Resource Dispatching: Facing fluctuations in Middle Eastern business volume, the system supports intelligent scheduling based on business forecasting and cross-site labor sharing. This allows for rapid response to regional peak demands, ensuring service timeliness while achieving precise control over large-scale labor costs.

GLOBAL



Disclaimer:

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