

Employee Experience COVID-19

This is the time to make the difference.

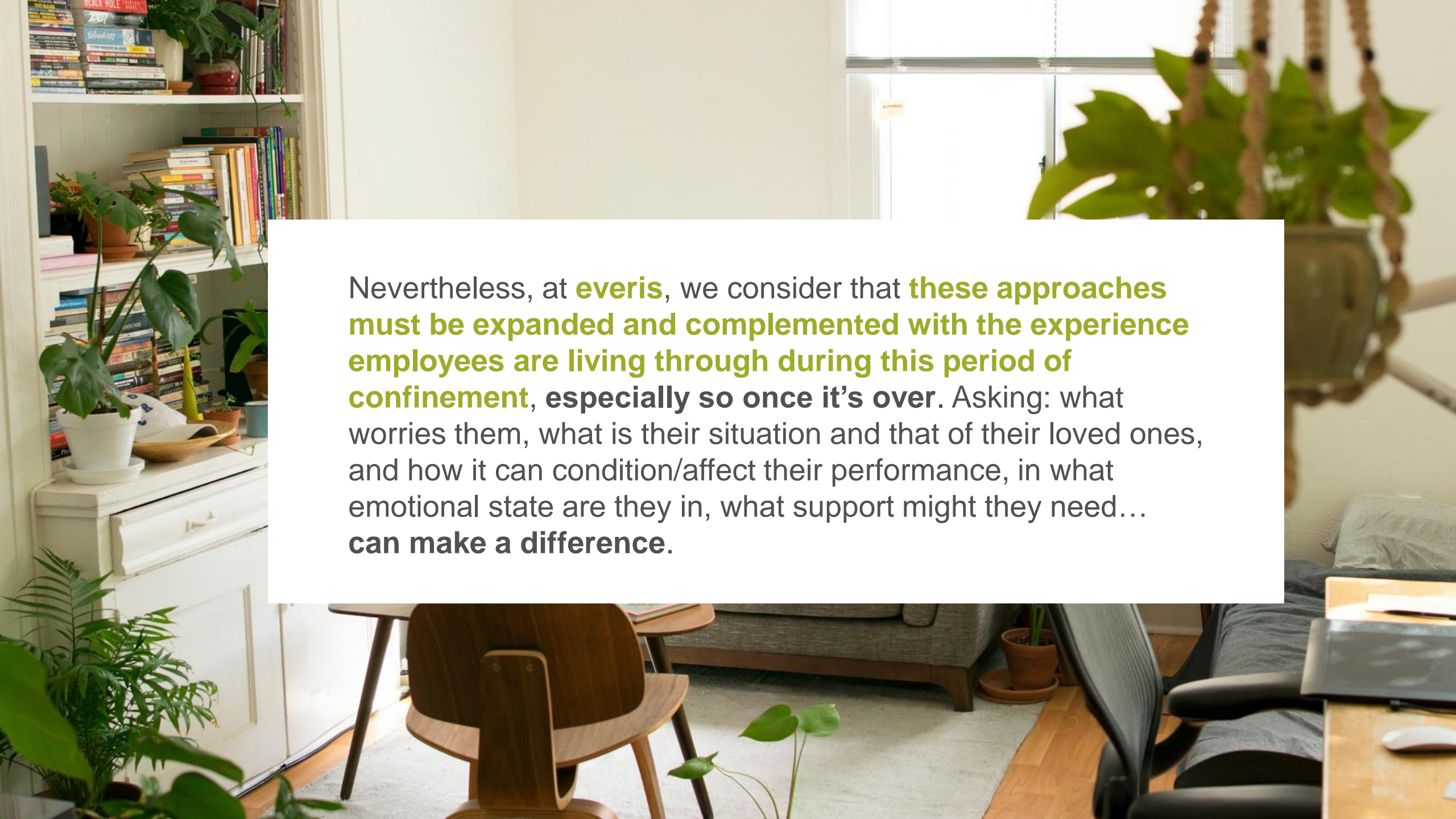


Context

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On the basis of the directions established by the Government, we are receiving **many guides and recommendations from experts about how to manage the coronavirus crisis** in the workplace from a labour, organisational, and even economic perspective, with the objective of guaranteeing that organisations can go back to normal as soon as possible.



A photograph of a bright, modern living room. On the left, a white bookshelf is filled with books and several potted plants, including a large Monstera. Below the shelf is a white cabinet. In the center, a wooden chair is visible. To the right, a large window with white frames lets in natural light. A hanging plant with large green leaves is in the foreground on the right. In the background, a grey sofa and a desk with a laptop and mouse are partially visible.

Nevertheless, at **everis**, we consider that **these approaches must be expanded and complemented with the experience employees are living through during this period of confinement, especially so once it's over.** Asking: what worries them, what is their situation and that of their loved ones, and how it can condition/affect their performance, in what emotional state are they in, what support might they need... **can make a difference.**

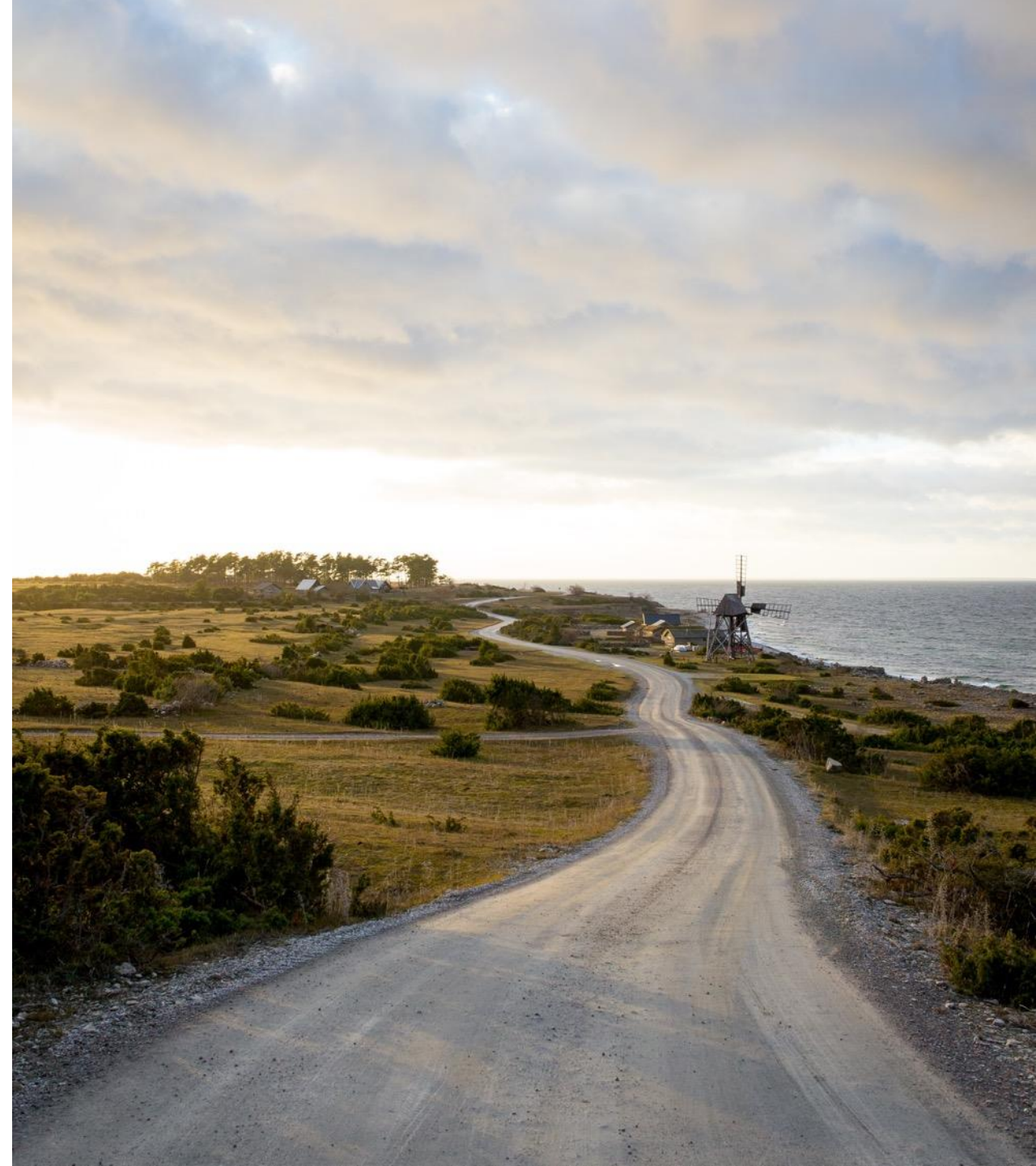
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We believe it is in these moments when **organisations must think about how to help both personally and professionally, their most precious asset, that to which they owe everything to: their employees.**

Route map: employee journey

Employees are, above all, people. People with fears, anxiety and uncertainty. People that are asking **numerous questions** as we approach going “**back to normal**” and to whom, from organisations we must give answers to.

In order to provide answers, it's essential to **visualise the route map** of the next few weeks from the perspective of the employee journey, personalised to the reality of each organisation, and even segmented by population.



Route map: employee journey

Illustrative



A few days before going back

THEY PREPARE ME TO GO BACK INTO THE OFFICE



The organisation offers me the possibility of taking **paid leave to look after a sick relative**



I fill in a **survey to know my exposure to the virus**



They communicate our **shifts for going back to the office**



They present **flexibility measures to facilitate the logistics**



I receive the **personal protective equipment** at home



I receive access to the **training platform**



The first day back

I GO TO THE OFFICE FOR THE FIRST TIME



I **remind a colleague** of the importance of taking the measures seriously



We take a break 3 times a day to **use the hand sanitiser gel** they've provided for us



They present the **new way to organise** the team



We have the first **team meeting** respecting social distancing and with half of the team connected online



I apply the new **hygiene measures in my job** (paperless, no personal objects...)



I go into the office during the **fixed access time window**



I go to work in the **shuttle bus enabled for employees**



A few days after going back

DAY TO DAY OF THE NEW NORMAL



Compliance with the **daily checklist of exposure** to the virus



I have **fortnightly virtual coffees** with my manager for them to give me feedback



We do **shadowing with a colleague** so they can learn the tasks only I do



I assist an **online training** during the lull periods in my work



I request an **advance on my paycheck** to cover problems during the quarantine



I don't feel well and the company **doctor does an online consult** with me



I negotiate with the organisation to **work from home** every afternoon

Reflection points to explore

To perform this exercise in a structured way and not forget anything, **we have identified 9 reflection points** through which to pose questions and a common denominator to tackle them once we have the answers: **communication, sensitisation and the training of employees.**



01. Mobility



Do I need to **go to work physically** the day confinement is over or shall I continue to work from home until I'm told otherwise?

If I have to go to work on grounds of force majeure, can I travel in my **own vehicle** and **use one of the parking spots** that won't be used by my colleagues? Will there be a shuttle bus provided?

Can I **manage my own commuting schedule** to avoid crowds as I see fit?



02. Prevention



Will there be a platform that enables us to **report daily on our health status** and that of those around us? How would it affect me if, through the reports, a colleague I have worked with is confirmed positive?

At the facilities, will there be **soap, disposable tissues and hand sanitiser gel available**? What personal protective equipment can I count on to protect myself in my client facing activity?

Will the **permanent roles be eliminated** to facilitate weekly rotations? Will I have to take all of my things home? Will there be a **daily cleaning protocol**?

How will the **2 metres of social distancing** be ensured between workers? What about the communal areas like for instance, the bathrooms or changing rooms? Will zones be opened and closed for each work shift?



03. Organisation



Are there going to be shifts at the time of **entry, exit** and at **lunchtime**? Which one is for me and/or how can I choose the one that suits me best?

Are **roles and priorities** going to be **differentiated**? How are critical roles going to be managed? What about those most exposed?

How are **critical employee absences** going to be **anticipated**? Are we going to do some kind of **shadowing** to make sure that someone can replace them in the event of an absence?

Are **shifts** going to be **planned between key teams** so that there is no risk of contagion due to possible encounters in the workplace?



04. Health and Wellbeing



I need a **psychology specialist** to help me with my personal situation, can the organisation provide me with this support?

How will **meals be managed** in the workplace if the restaurants and cafeterias are not yet open?

When I am focused, I may forget some of the hygiene rules, are we going to have **specific posters, messages and/or reminders** throughout the day?



05. Work-life Balance



Schools and pre-schools have not yet resumed and **I cannot leave my son alone to go to work**, how can my organisation support me?

Is it possible to **voluntarily take some kind of specific permit** for a while in order to balance my personal and professional life?

I have a family grievance (hospitalizations or death) and I am not able to concentrate working from home. **Can I have some kind of exceptional circumstances leave** until I am able to get through this situation?



06. Compensation



Due to the situation of the self-employed and/or the furlough scheme, my partner and I are facing an unforeseen economic circumstance, **is it possible to request a payroll advance** to deal with it?

During the past few weeks I have been using my own resources (telephone, wi-fi, etc.) to work from home. **Will I have any kind of help from the organisation** to cover these expenses?

What new services and/or products can the **organisation make available to support people's well-being** during the working from home period?

Does our **health insurance policy need to be adjusted?**



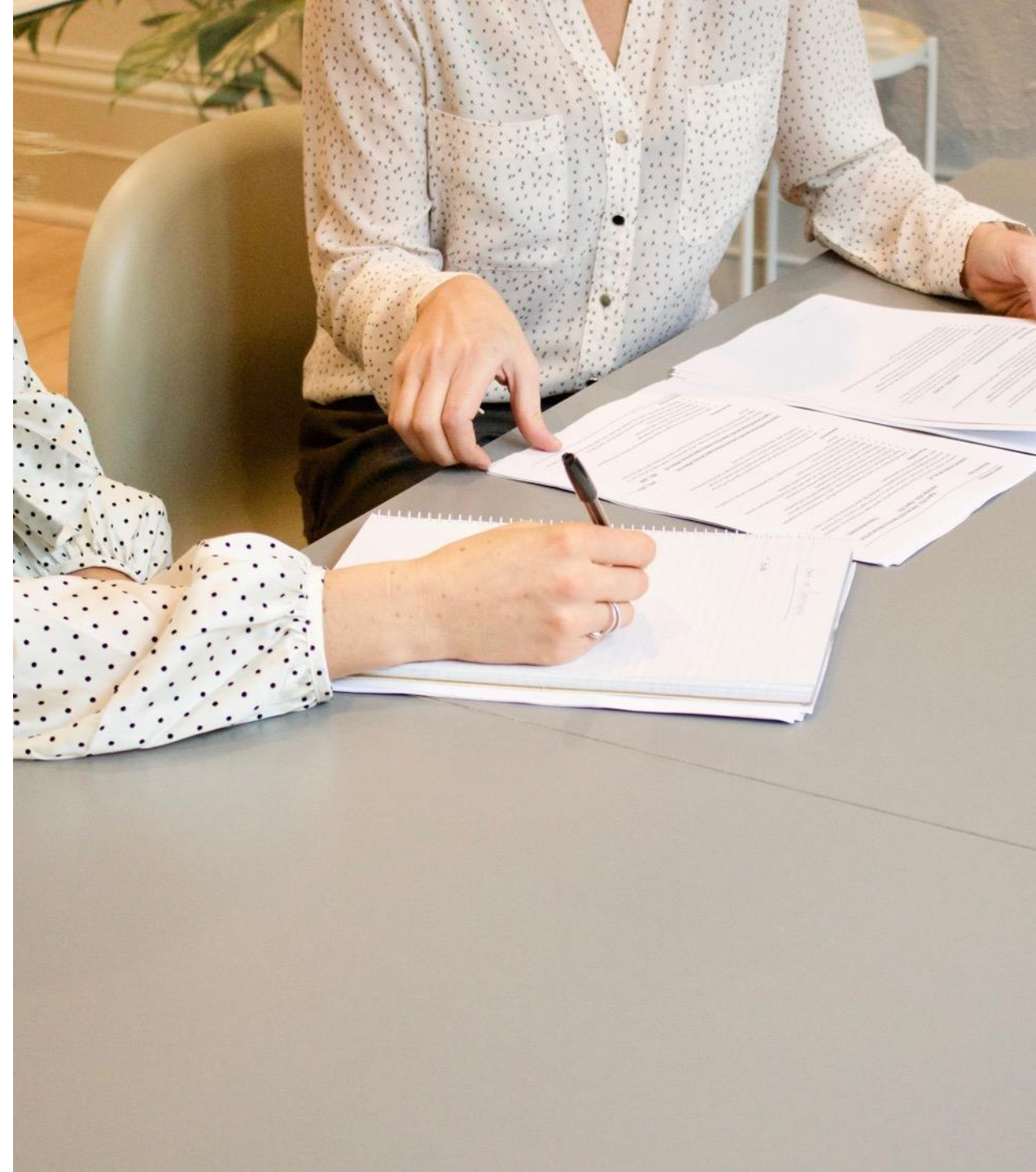
07. Administrative



What should I do if myself and/or someone I co-habit with **have been infected**?

How should I **manage the recoverable remuneration permit**?

If I cannot go to work because **I am part of a high-risk group**, how do I manage temporary disability? What if there is someone at home who is high-risk?



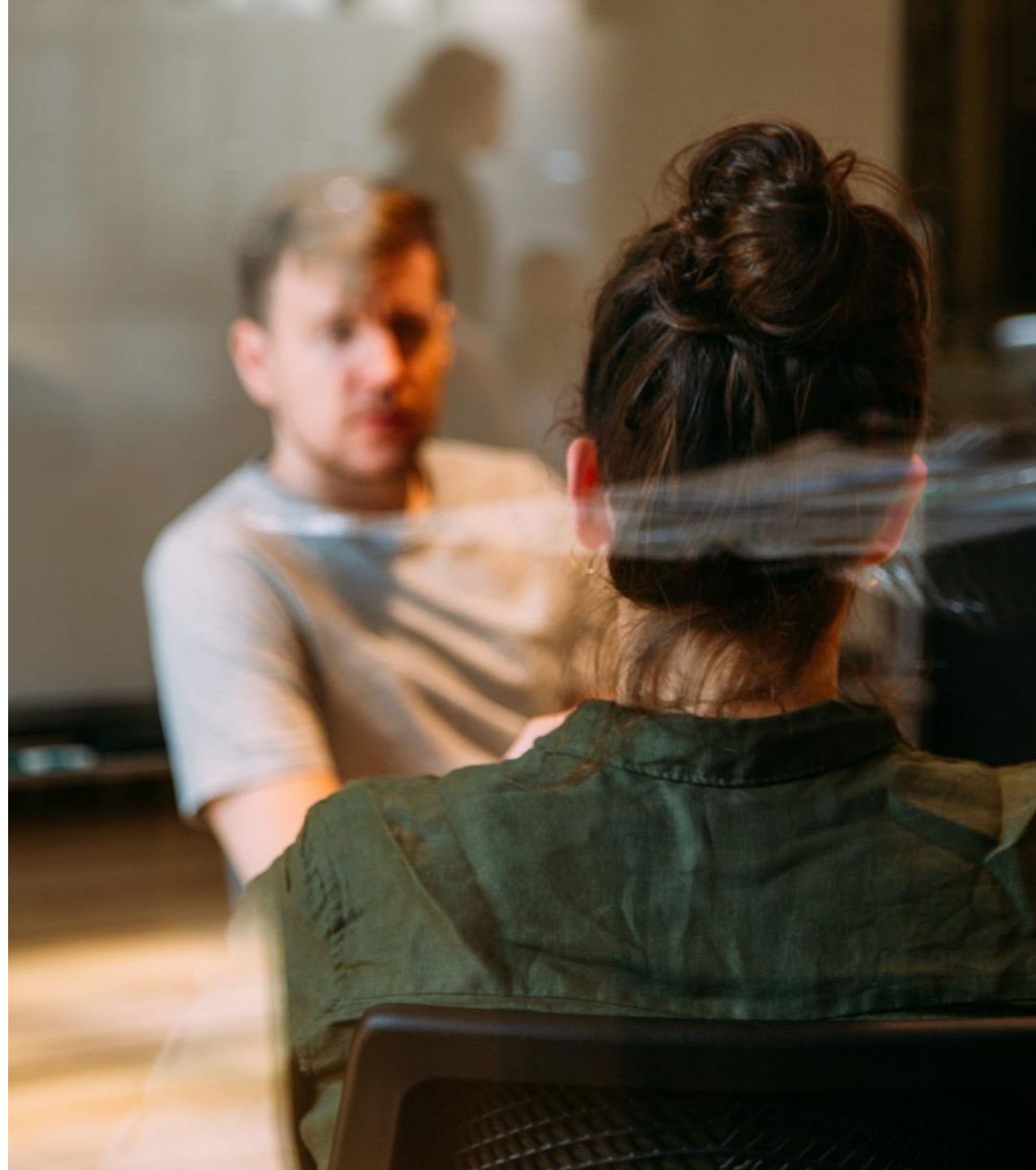
08. Ethics



I consider that a colleague is **misusing the facilities** and/or **jeopardizing their integrity** and that of the other colleagues, how and where do I report it?

I am aware that my workload has decreased during this time, what can I do to **make the most of my productive time**?

What **information can the organisation solicit regarding the disease**? What happens with GDPR and medical information?



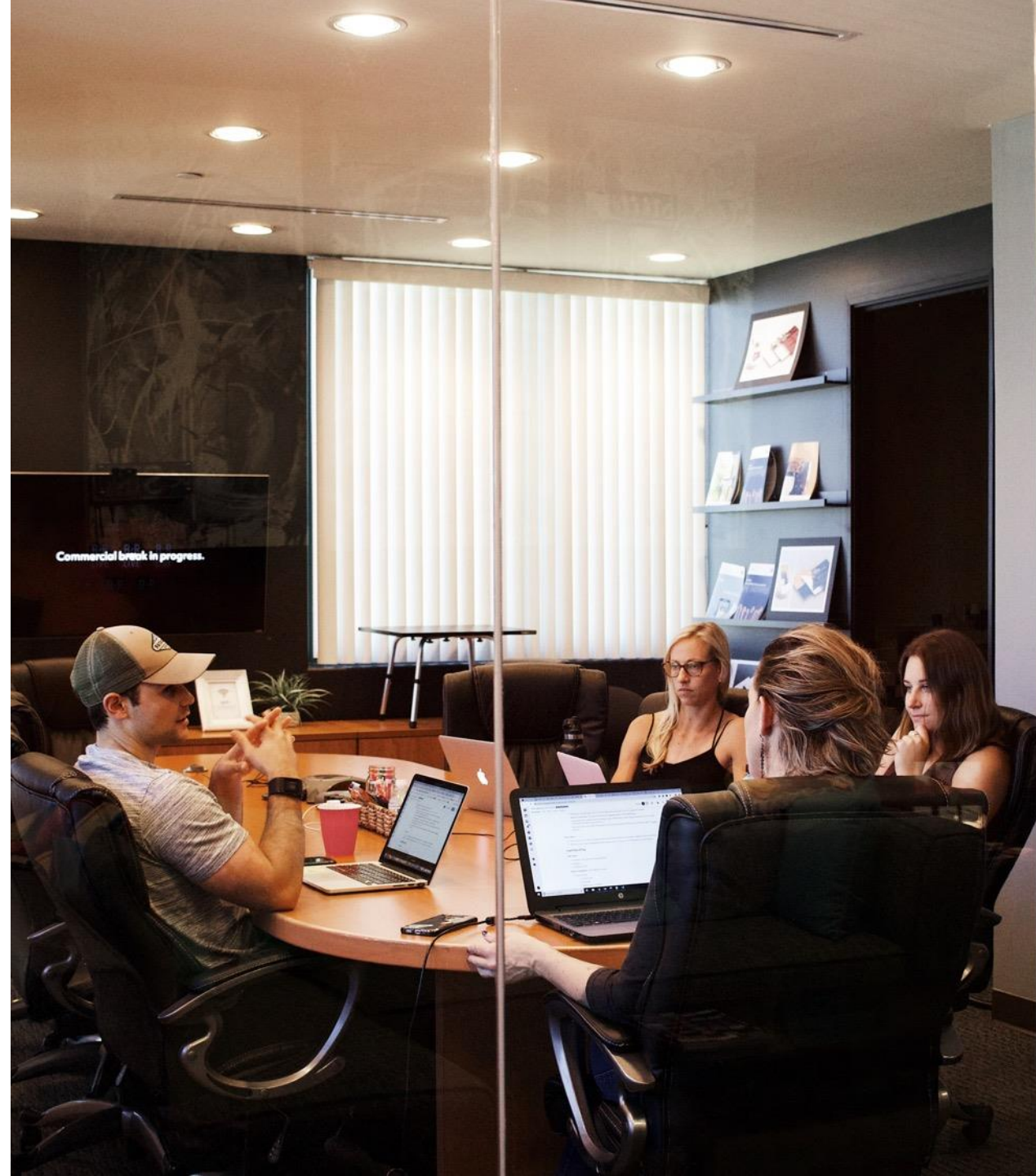
09. Leadership



I am not very clear on **how to support** some of my team in this situation, I am concerned about not being fair and/or equitable when making decisions as each person has their particular situation, where should I go for help?

In my department **we are reactive to the tasks** that our manager poses. How can we go from instructional leadership to directional leadership?

How can I **continue to motivate my teams** remotely? How do I get positive reinforcement to have the same impact and be just as frequent without seeing each other in person?



Specific channel and ambassadors for change



In order to answer these questions and others that may arise, in an integrated way, with concise and timely answers, and even in a personalised way in cases where appropriate, **it is essential to establish a unique and specific channel that allows multidirectional communication**, connecting all the people in the organisation in a transparent, orderly, and

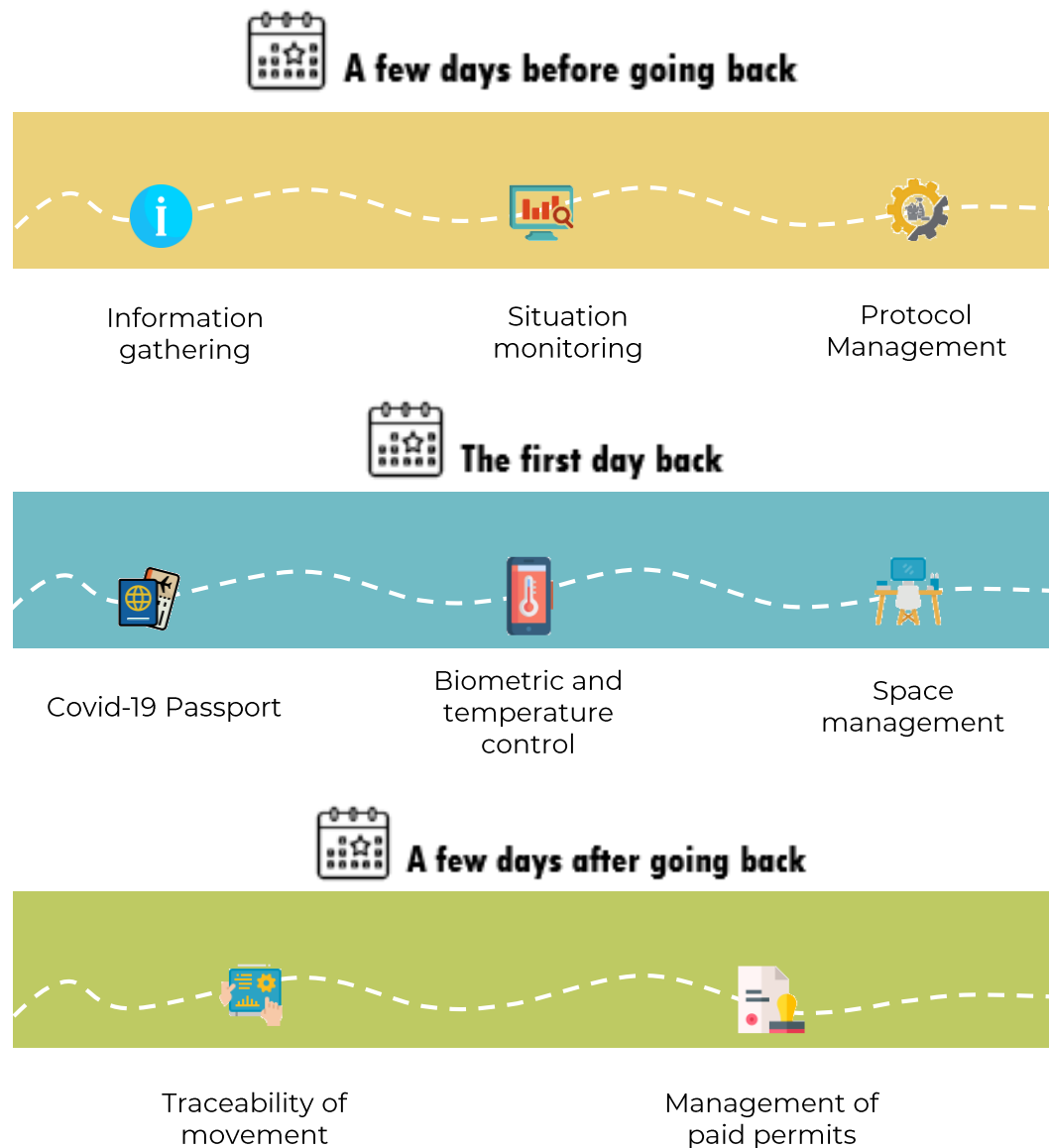
comprehensive manner.

This channel must mainly facilitate middle managers, since they are a key part of managing the process, playing their role as a hinge between senior management and the rest of the organisation, allowing them to be an example and ambassadors for change.

Technology as an enabler

The main **accelerator** to succeed in the initiatives associated with **improving the experience** is technology.

Everis has designed and developed different tactical solutions that cover the different points of reflection quickly and easily in each phase of the **employee journey**.



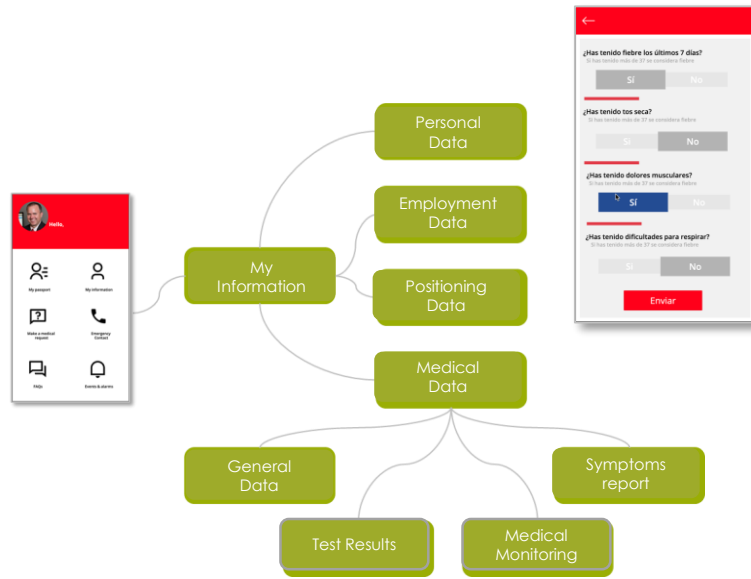
Throughout the process



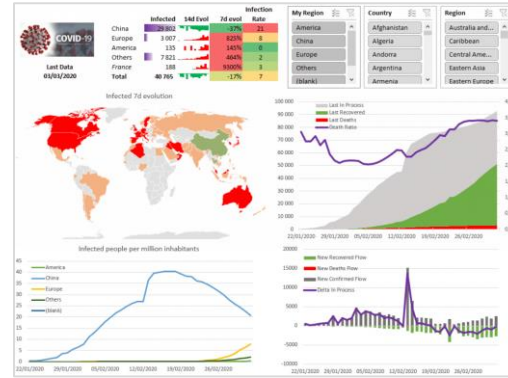
A few days before going back



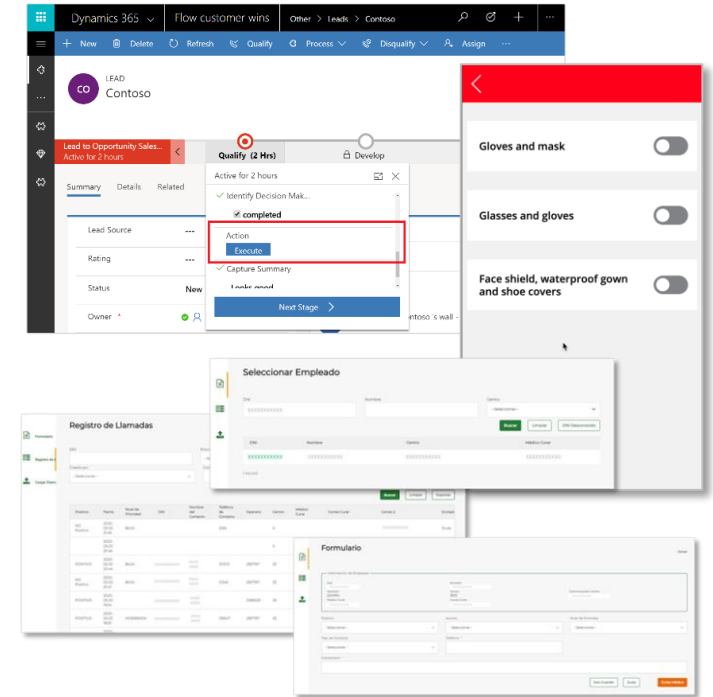
Information gathering



Situation monitoring



Protocol Management



Tools for **collecting information through questionnaires and / or forms** that can be completed manually or through integration with other applications.

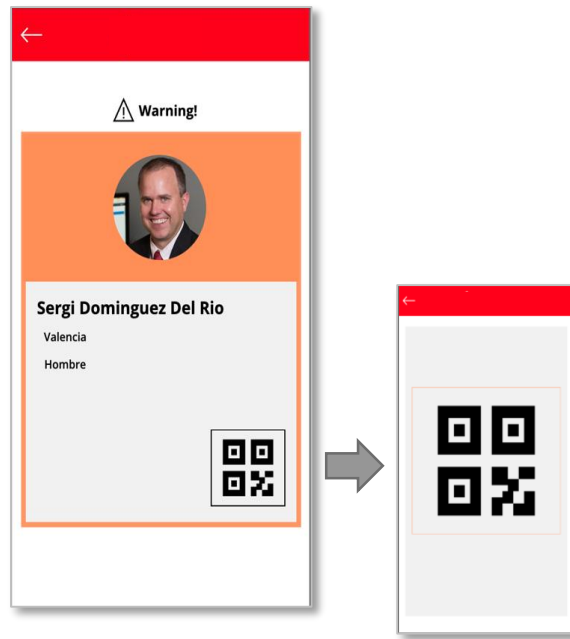
Dashboards and diagnostic reports with KPIs and indicators related to COVID-19.

Management and monitoring of requests, management of protocols and control in the distribution and delivery of PPE and physical means of prevention.

The first day back



Covid-19 Passport



Control tools to authorize an employee's access based on a set of parameters (prior authorization, PCR tests, risk history, risk prevention report, etc.)



Biometric and temperature control



Biometric identification systems and measurement of body temperature through thermal cameras that focus on the face, without the need for contact.



Space management



Visual tools to manage the physical space: space booking, recurring allocation, work space changes, occupancy tracking, cleanliness monitoring, etc.

A few days after going back



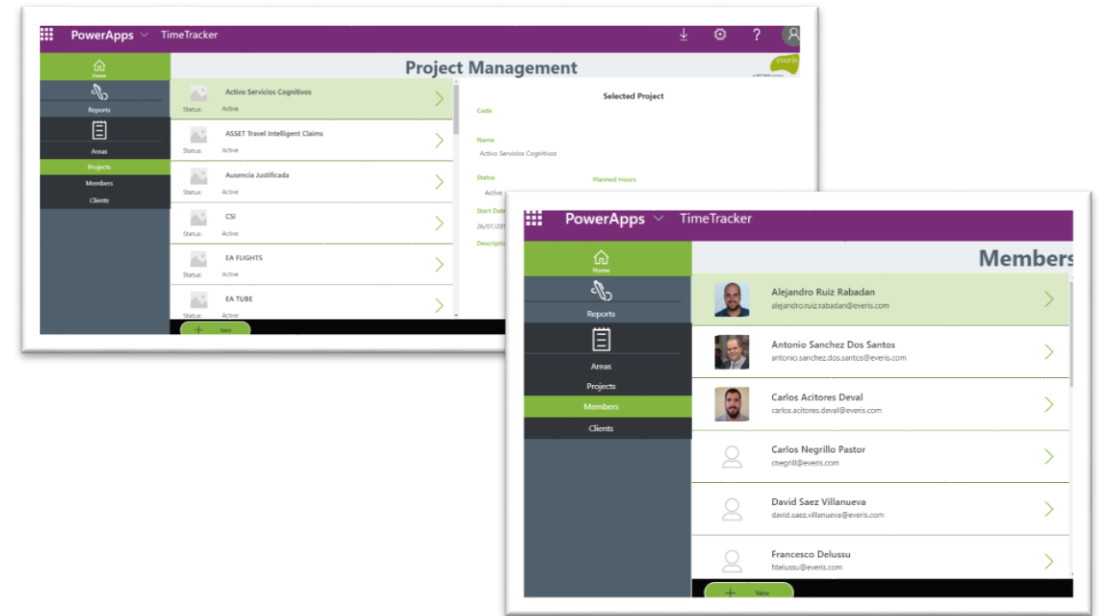
Traceability of movement



Automatic and / or manual registration of the areas and facilities of the organisation where employees have been in order to monitor the movements of people exposed to the infection.

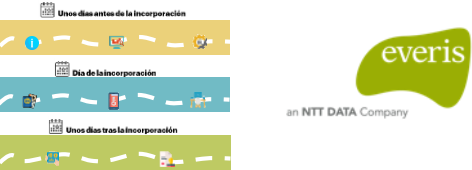


Management of paid permits



Time-tracker tool to manage the process of returning hours to compensate for paid temporary permits.

Throughout the process



Communication



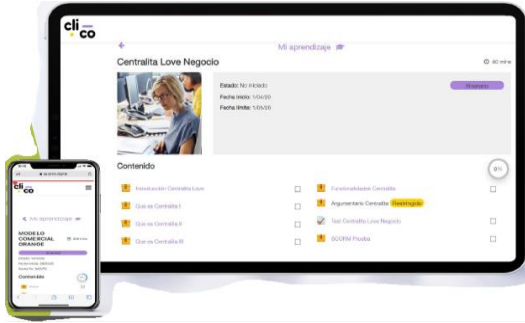
Specific multidirectional communication channel through which employees are informed in real time of the company's measures

Collaboration



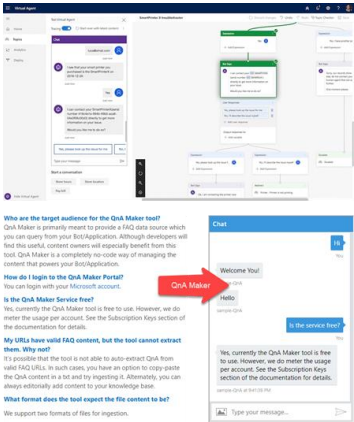
Collaborative solutions that allow online meetings, group chats, and file management to work remotely in the same way they would in a room

Training



Digital training platform based on an open source software, an international market leader supported by an architecture with Amazon WS

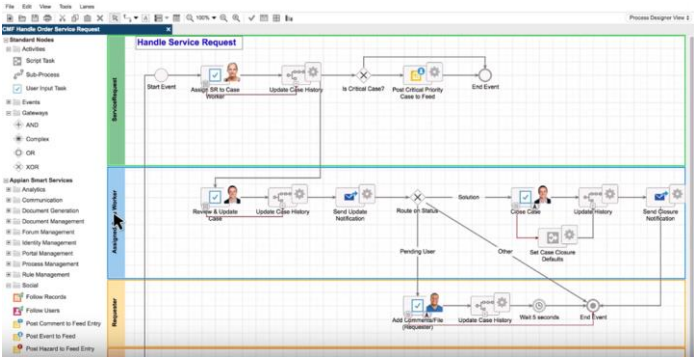
Virtual Agents



Virtual assistants and “smart” FAQ platforms that allow responding to the most frequently asked questions, reducing the risk of saturation of the support areas

Robotic Process Automation

Automation of tasks and processes using software that executes defined, structured and repetitive tasks in the same way a human would



Covid-19 Experience Office

Orchestrating the entire process back, and doing it in no time, requires focus and dedication.

Therefore, from everis we propose establishing a multidisciplinary team, led by the Human Resources department, but with the active support of other key areas of the organisation - such as: Communication, Technology, Facilities, Operations, etc. - and an external partner with previous experience to lead the implementation of the *Covid-19 Experience Office*.



The main objective of this office should be to **minimize the economic impact of the crisis caused by the Covid-19** through the creation of a differential employee experience that covers the needs and concerns that have arisen, generating an exceptional sense of belonging and an unmatched commitment to the organisation. For this, their main responsibilities should be:

- Coordinate and align all stakeholders involved in the process.
- Listen to the voice of the employee to know the starting point.
- Define the KPIs and key experience indicators on which to monitor.
 - Define the employee journey and establish the pillars of the experience, counting on the co-creation and active participation of the employee.
- Enable the channels, materials and communication, awareness and training platforms necessary to ensure the success of the initiative.
- Define a roadmap with action plans in the immediate, short and medium term, with direct impact on the employee's experience.
- Measure the return of initiatives, analyze risks and implement corrective measures, if necessary.

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Because in moments that matter, the facts are what make the difference, but the feelings experienced during the process leave a mark for life.

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an **NTT DATA** Company