

Returning to the Workplace

And the Path to Emerging Stronger

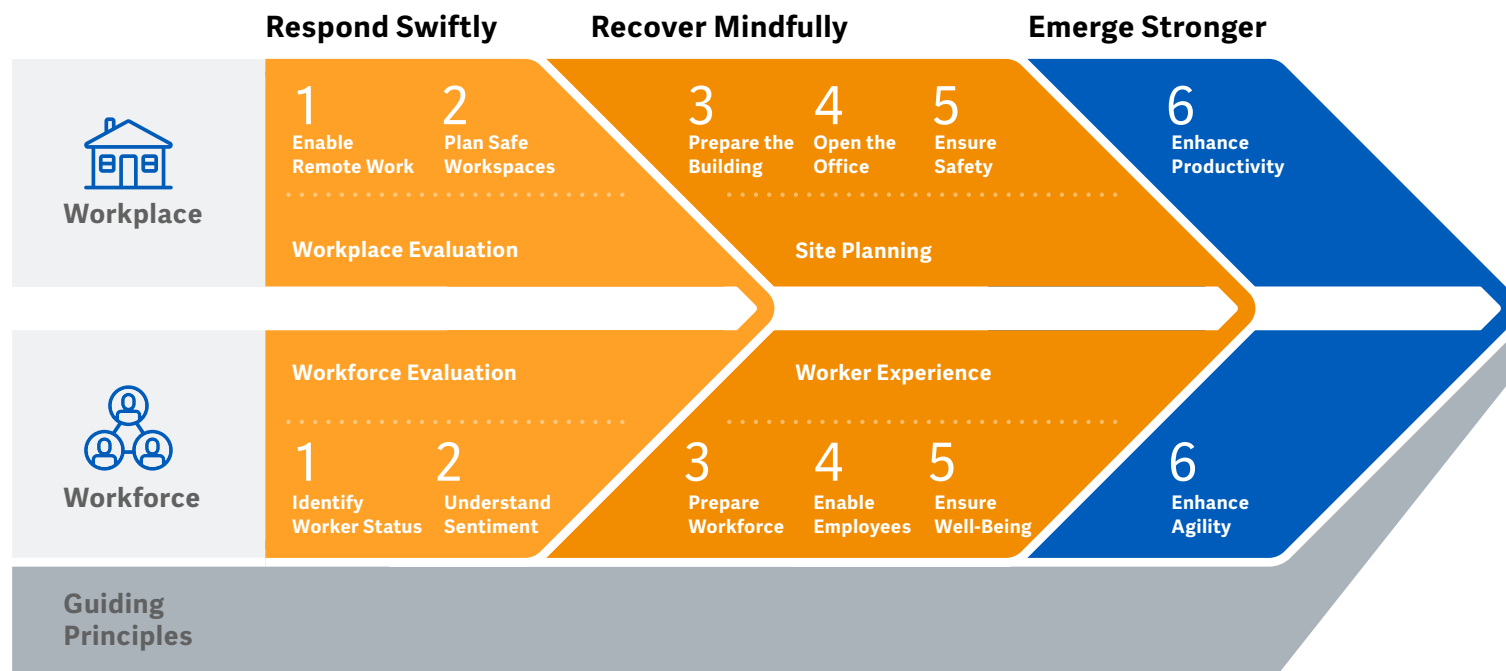


Introduction

No one had a playbook for a global pandemic. Suddenly, we all faced unprecedented upheaval in how and where we work, and businesses needed to adapt on the fly as conditions changed.

Essential services had to reinvent while operating at full capacity, and other organizations had to move a vast majority of people to remote work.

Inspired by what we've heard from our customers and our own experience, some best practices emerged for how organizations can return to the workplace safely—and emerge even stronger from the crisis.



Guiding Principles

We believe that insights, agility, and a great employee experience are essential to an organization's success. They're even more important in a moment of crisis.

As we've worked with customers to help them adapt to the crisis—and navigated our own journey—we've developed a set of guiding principles for responding to the pandemic and forging a way forward.

1 Take time to assess.

The pandemic has upended how we do business and live our lives. The impact is extensive and it's a lot to understand. Take time to assess the situation—everything from local health conditions to employee sentiment.

2 Empower local decision-making.

The pandemic looks very different city to city, country to country, and region to region. Customers with a global footprint can develop general global guidelines, while encouraging local leaders to decide when conditions are right to return in their region.

3 Be flexible.

The one thing we can count on during this crisis is that it's always changing. We're seeing each wave take different shapes, so the recovery process will not be linear. To respond quickly and thoughtfully, you need an agile approach.

4 Embrace transparency and open communication.

Putting any plan into action requires that everyone in your organization is on the same page. Clear, open, and honest communication is essential to ensure that your reopening efforts are a success.



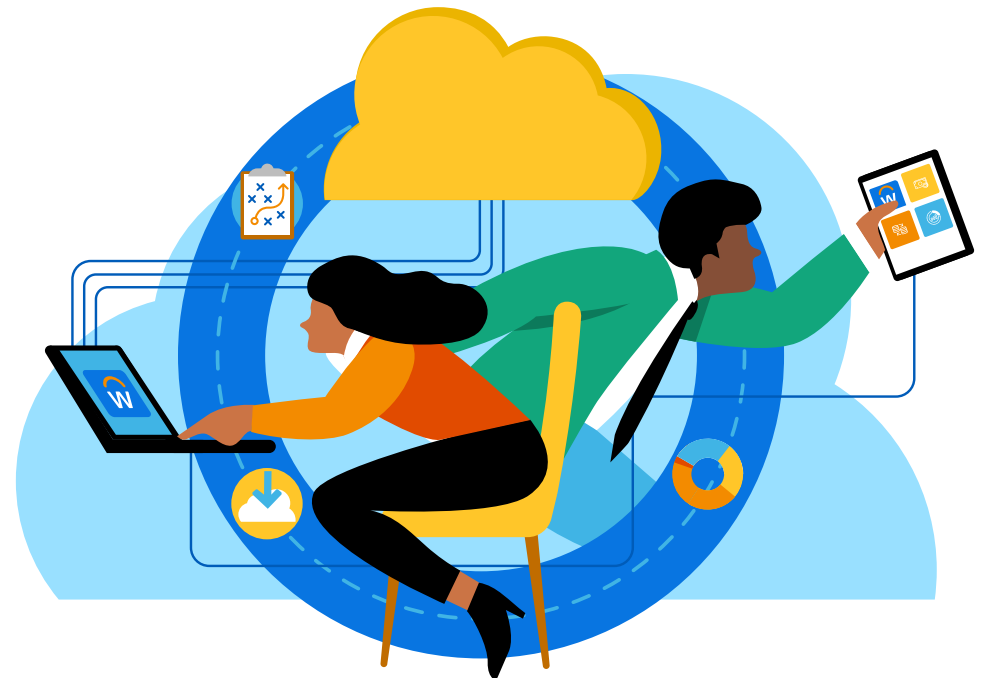
A Structured Approach

Responding to a crisis can be overwhelming. A structured approach can help make the process less daunting.

Returning to the workplace requires preparing physical space as well as supporting your employees. We chose these two domains—the workplace and the workforce—as a framework to organize our thinking.

Next we identified three key phases in returning to the workplace. The first phase all organizations faced was how to **respond** to the crisis. From there they began to take steps toward **recovery**. Finally, we believe that organizations can rethink processes and operating models to **emerge even stronger**.

Each phase involves a series of action items for the workforce and the workplace, along with a sample of Workday solutions that can help companies address the challenges they're likely to encounter in that phase.



Respond swiftly.

The onset of any crisis requires thoughtful action. This is the time to take stock of the situation—to assess the physical workspace as well as the health and emotional well-being of workers. Then take steps to ensure that all workers have a productive and safe work environment.



The workforce.

Make sure your people are supported during the abrupt change that the crisis presents, whether they remain in the workplace as essential workers or move to remote work.

1 Assess worker status.

- Identify and enable essential workers.
- Automate worker processes (such as essential worker credentials).
- Manage urgent worker issues.

2 Understand sentiment.

- Gauge employee wellness support and productivity.
- Share insights with local leaders so they can help support their teams.
- Respond to critical needs with programs, policies, and practices.



How Workday Can Help

Using surveys in **Workday Human Capital Management (HCM)**, organizations can continuously gather feedback from every worker and analyze sentiment to determine worker needs and preferences. What's more, Workday HCM can surface sentiment in a secure way to the people who can act on it—managers, local HR teams, or business leaders. With holistic insight into what is impacting workers' productivity, health, and well-being, organizations can take informed action.

Respond swiftly.



The workplace.

1 Enable remote work.

- Secure physical workplaces.
- Grant access to essential workers.
- Enable remote work connectivity and security.

2 Plan safe workplaces.

- Monitor health guidelines for safe commuting and workplace access.
- Track cases and testing.
- Coordinate with landlords and vendors.
- Define capacity guidelines.



How Workday Can Help

A Return to Work Control Center enabled by **Workday HCM and Workday Prism Analytics** brings Workday data together with external data to help organizations evaluate workplace sites and workforce readiness. The solution makes it easy to track employee health and health risks based on COVID-19 developments, as well as determine eligibility and desire for returning to the workplace based on health and safety training, office and desk location, and employee health cases.

Recover mindfully.

Once you address immediate needs in the Respond phase, provide the training and information to workers to prepare them to return to the workplace. Prepare facilities to open, and monitor closely.



The workforce.

Help your workers prepare to return to the office while ensuring their well-being.

1 Prepare your workforce.

- Provide a realistic preview of the office environment practices and protocols.
- Coordinate access requests and approvals.
- Share and confirm required learning.
- Empower people leaders with information and tools to help their teams prepare.

2 Enable employees.

- Communicate essential actions and information.
- Secure and display health attestation and other credentials.
- Enable workforce scheduling.
- Provide easy access to answers and manage cases.

3 Ensure well-being.

- Create access to benefits enhancements.
- Monitor and manage time off and leaves of absence.
- Foster an environment of inclusion and belonging.



How Workday Can Help

Organizations use **Workday HCM** to manage a safe return, including easily identifying essential workers, administering a health attestation survey, and providing back-to-office entry permits. **Workday Learning** prepares workers with required training. **Workday Time Tracking**, **Workday Absence Management**, and **Workday Payroll** help implement new flexible workforce management processes. With **Workday Prism Analytics**, organizations can perform contact tracing for on-site workers. **Workday Help** provides self-service and efficient case management.

Recover mindfully.



The workplace.

Ready workplaces and monitor closely.

1 Prepare the building.

- Ready mechanical, HVAC, fire, and life safety systems.
- Ensure inspections and remediations compliance with landlords.
- Secure PPE and cleaning supplies.
- Mark and make building protocols clear.

2 Open the office.

- Enable leadership decision-making and governed reopening.
- Control access and entry points, including deliveries.
- Implement desk/space scheduling and contact cleaning.

3 Ensure safety.

- Monitor local infection rates.
- Maintain enhanced cleaning and disinfection practices.
- Manage space usage.
- Establish safe snack and food procedures.
- Manage contact tracing.



How Workday Can Help

HR and facilities leaders use **Workday HCM** and **Workday Adaptive Planning** to ready the workplace, including monitoring COVID-19 and community risk trends for business and worker locations, then modeling scenarios based on a number of factors and priorities, including which job roles are considered essential to be on-site; employee sentiment to return to the workplace; “supply” of space and support, given reduced capacity at each location; organizational needs for different business scenarios; and employee preference and eligibility.

Emerge stronger.

Regardless of where you are on the road to recovery, the hard work you do today can set you up for an even brighter tomorrow. The pandemic offers an opportunity to improve productivity for both the workforce and the workplace.



The workforce.

Enable your organization to adjust quickly.

1 Enhance agility.

- Model options for organizational structure.
- Assess skills and identify gaps.
- Recruit, reskill, redeploy, reorganize, and retain workers.



How Workday Can Help

The skills foundation in **Workday HCM** enables organizations to understand workers' skills, then reskill and upskill to support important initiatives. Talent marketplace—part of **Workday Talent Optimization**—helps match people and opportunities through priority projects or gigs.

Emerge stronger.



The workplace.

Establish workspaces and operating procedures that enable a safe work environment.

1 Enhance productivity.

- Establish safe spaces for collaboration and innovation.
- Monitor and update health and safety protocols.
- Educate the workforce on new operating procedures.



How Workday Can Help

With **Workday HCM** and **Workday Prism Analytics**, organizations can track critical supplies by location to ensure adequate PPE inventory, such as masks, gloves, and sanitizer, is available for workers at each location.

Organizations use Journeys in Workday to orient workers to a new normal. Journeys can include messages from leadership, knowledge-base articles, and links to training in **Workday Learning**.

Continuing the Journey Together

With an end to the pandemic still unknown, it's clear that returning to the workplace is not a one-time activity, but rather a continuous journey to navigating the next normal—a journey that requires the resilience, adaptability, and reinvention we've seen in our customers. We hope this guide has provided some helpful information for your own path to organizational change.

Visit Workday to [learn more](#) about how we and our partners can support your return to the workplace. We look forward to continuing our partnership as we all work toward a brighter and stronger tomorrow.





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