Ramping up for the new work reality.

Steps for keeping your workforce safe, confident, and satisfied in the post pandemic world.

Best practice steps, plus apps and solutions ready to use now.

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Where we once were and will never return.

Hard to believe now, but a late 2019 study[1] found that only 45% of US companies allowed remote work. Globally, the number was 41%. Progressive companies were strategizing ways to slowly increase that percentage in order to stay competitive in a tight job market. But those "careful" plans were thrown out the window with COVID-19 with the sudden need to shut down entire offices in a matter of days. The situation continues to evolve, but it is clear that entire work complexes can't conduct business from their kitchen tables forever, especially for organizations relying on in-person operations and management, such as manufacturing or retail.

Entire work complexes can't conduct business from kitchen tables forever.

Will workforces ever want to return to work as normal?

These stats reveal the odds. According to a recent USAToday survey of professionals ages 18-74, more than half of those forced to work from home because of the pandemic say it has actually had a positive effect on their productivity.[2] The reasons they give make sense: saving time not commuting, less office distractions, and fewer meetings. Additionally, a recent joint CNBC/ Change Research report showed that 24% of those surveyed want to work either entirely or more from home than before the shut-down, while 55% plan to head back to the office.[3] This can be further parsed up into three personas:

1. Those eager to get back to the office environment, regardless of how essential their roles

2. Those who'd prefer to continue working from home as much as possible

3. Those new to the workforce, longing for better guidance and assurances

What's the best a company can do for its people, regardless of their role or comfort level?

Employees appreciate company concern for their safety and well-being. It adds to overall satisfaction. To that end, companies must have proactive and reactive plans to ensure employee safety, access to benefits, systems, and care in the face of natural disasters such as hurricanes and earthquakes, but also biological threats like the current COVID-19 pandemic.

The cost of illness—the regular kind.

Even before the pandemic, the impact of employee illness on productivity is estimated to be $530B a year. Additionally, the danger of sick workers showing up at the office, called Presenteeism, had an estimated $150B knock to the bottom line. Today, we are in uncharted territory. The ultimate effect on productivity, good or bad, is yet to be calculated.[4]

$530B
cost of sickness per year

$150B
cost of Presenteeism per year

COVID-19 Pandemic
changing it all

https://www.nationalpartnership.org/our-work/resources/economic-justice/paid-sick-days/lost-productive-work-time-american-productivity-audit.pdf

What does employee happiness look like in the "new normal?"

Research shows that happy employees are 20% more productive than their unhappy counterparts.[5] But what does "happy" look like now? A quick internet search yields numerous results and lists. But, interestingly, no matter what industry or geography these articles focus on, they all share some significant commonalities:

Concern 1: Communication.

To feel protected, employees need to be heard AND listened to. This is more than the usual "open door" policies and regular team meetings, it's even more than hot-lines and HR suggestion boxes.

You should provide:

Up-to-the-moment company information that must be noticed immediately and easily findable on any device, desktop to mobile.

A ready way for employees to offer real-time feedback and share insights and information.

Clear information on who is essential staff required to report to the office, and if a rotating schedule is enforced, who comes in when.

Easy-to-find information on procedures for social distancing, mask wearing, and reporting cleaning needs.

> **"**
> A safe and successful 'Return to Workplace' requires a compassionate, flexible and cross-functional approach that prioritizes employee safety above all else, and lays out clear expectations, protocols, and practices.
>
> – Robert Teed, VP Corporate Services, ServiceNow

Concern 2: Burnout.

To feel supported, work-life balance must be respected and enabled.
Obviously, working from home has further blurred the lines between when the working day starts and ends.

You should provide:

Power for employees to set their own "on-the-clock" hours that will be respected. Even before the pandemic, workers were weary of feeling obligated to respond to colleagues at all times. In fact, a Forbes study found on average employees check their email 36 times an hour.[6]

A way for employees to easily express concerns and report issues.

A plan for managing the return to the workplace across functions including assigning and tracking tasks related to workplace and employee readiness.

Concern 3: Safety.

To feel confident, there must be freedom from fear in the office and in the field. Safety was once something employees took for granted, assuming they were protected from risk and grudgingly participating in fire drills, earthquake training, and the like. The pandemic has created a new hyperawareness around what to means to "feel safe" at work.

You should provide:

Workspace COVID-proofing—Employees want to feel confident that their workspaces are more than just clean. They want them virus free, and they want proof.

Maximum occupancy management and enforcement—Employees want to be confident that their building is always within the allowed percentage of inhabitants and social distancing can be maintained. This is especially important for organizations adopting staggered workdays to limit employee density.

Exposure management and health check-ins—Employees want dependable ways to know if they have been exposed to anything and easy self-reporting if they become ill.

Contractor and visitor control—Screen any visitor entering offices or buildings by capturing information about recent travel or exposure before gathering personal information to maintain privacy standards, evaluate visitor health risk levels, highlight required safety rules, and provide visitors with personal protective equipment (PPE), if necessary.
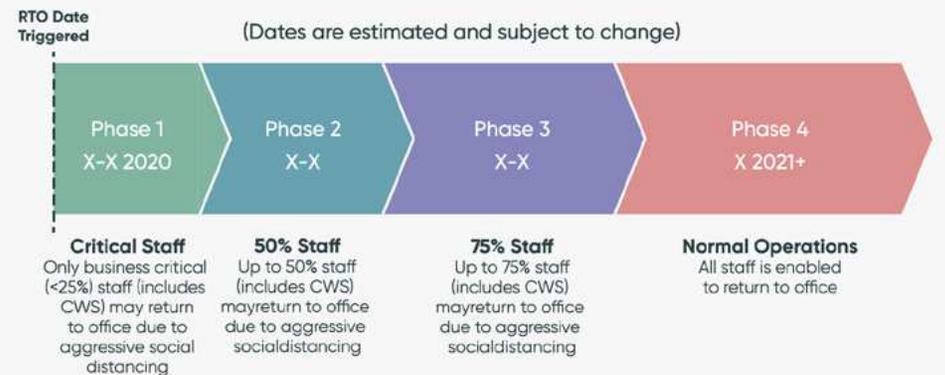
Steps for an effective return to the workplace.

A recent ad-hoc discussion with workplace leaders at a dozen global enterprises revealed common concerns and needs. All agreed that bringing about a successful return to the physical office will not be a simple task, especially for enterprises with multiple locations adhering to unique local, state, and regional regulatory requirements. Timelines and approaches must be established now to ensure physical readiness as distancing and density restrictions change. This is critical, as the COVID-19 related health risks will most likely continue well into 2021.

It will take more than just implementing regular cleaning schedules, temperature checks, and social distancing policies. Employee sentiment must be brought to a point of trust and confidence.

Phased Timeline (Example)

RTO Date Triggered

(Dates are estimated and subject to change)

Phase 1 X-X 2020	Phase 2 X-X	Phase 3 X-X	Phase 4 X 2021+
Critical Staff Only business critical (<25%) staff (includes CWS) may return to office due to aggressive social distancing	**50% Staff** Up to 50% staff (includes CWS) mayreturn to office due to aggressive socialdistancing	**75% Staff** Up to 75% staff (includes CWS) mayreturn to office due to aggressive socialdistancing	**Normal Operations** All staff is enabled to return to office

Global workplace leaders agree on these must-do's.

1) Engage with employees to inform and listen to feedback

- ⊘ Proactively inform employees with targeted campaigns about returning to the workplace
- ⊘ Gather employee feedback, listen to their concerns, and take action through communications and process changes
- ⊘ Provide easy access to information on health and safety

2) Automate steps for returning

- ⊘ Digitize processes for returning including health checks, employee and workplace readiness, space scheduling, security updates, and more
- ⊘ Plan for and manage returning to workplace across functions including assigning and tracking tasks related to workplace and employee readiness
- ⊘ Guide new hires and returning furloughed workers through onboarding and other lifecycle events

3) Provide a safe, employee-ready working environment

- ⊘ Manage planned and on-demand workplace arrangements, and notify employees of assignments and arrival times
- ⊘ Ensure the sanitation, readiness, and safe use of the workplace
- ⊘ Screen employees for safe return to the workplace and provide required PPE

To help make these necessities a reality, ServiceNow has created new apps that are ready to implement. Used in tandem, they are designed to deliver employees the right digital experience for a successful return to the workplace.

Available now: New Safe Workplace Apps

Safe Workplace Dashboard—The centralized view of readiness.

Quickly evaluate your ability to open sites, and remain open, based on employee and workplace readiness.

This offers a single, real-time view into your organizations readiness to reopen locations informed by employee feedback and site preparedness.

- Quickly see the readiness of sites to support employees returning
- Drill into locations to see status of cleaning and availability of PPE
- Open Safe Workplace apps from the dashboard to take action

Visit **store.servicenow.com** to find out more.

Workforce Readiness Apps

Ensuring your people are prepared for change.

Employee Readiness Surveys

Measure the preparedness of your workforce through surveys to gain insights into workforce readiness and determine the actions needed to ensure employee wellness, safety, and security.

- Gain visibility into employee wellness and ability to return
- Survey employees via mobile or desktop
- Use results to initiate workspace planning and reservations

Employee Health Screening

Verify the health of employees before entering the workplace through employee screening for elevated temperatures and recordkeeping of compliance-related data.

- Track temperature of employees within guidelines
- Verify employee has required PPE
- Management visibility into return to workplace trends

Workplace Readiness Apps

Safeguarding your properties for low-risk activity.

Workplace PPE Inventory Management

Manage the PPE inventory levels of your organization across various locations and facilities to ensure the physical safety needs of your workforce are met.

- Monitor PPE resource needs of your workforce
- View PPE levels by location and facility
- Update inventory based on real-time results

Workplace Safety Management

Easily define and reserve workspaces for a safe and managed process including scheduled shifts and automated cleaning tasks.

- Schedule employee shifts to pre-configured safe workspaces
- Automate cleaning task assignments for shift readiness
- Gain management insights into workspace availability with full audit trail of cleaning history

Employee workflow solutions: The foundation for resiliency and growth.

Meeting your employees where they are isn't a short-term affair, so the platform you use to build your return to work structure should also power your employee service delivery for years to come. With ServiceNow Employee Experience Solutions, you can make work life as great as real life by simplifying how employees get the services they need.

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No matter if it's a massive strategy pivot or just a tweak to an existing strategy, it's all enabled by technology. Technology powers everything...

– Chris Bedi, Chief Information Officer, ServiceNow
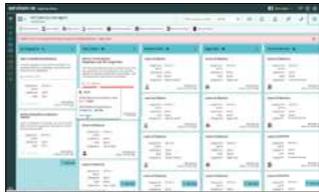
Employee Service Center

Break down siloes and increase shared service efficiency by providing your workforce in a unified service center to easily get help from HR, IT, or other departments with a the organization.

- Improve employee experiences with a single employee portal
- Easily communicate relevant information to targeted sets of employees
- Reduce caseloads and requests by making information easy to find
- Automate processes and hide complexity

Case and Knowledge Management

Standardize documentation, interaction, and fulfillment of employee inquiries and requests by putting an end to using inefficient process and tools like email and spreadsheets.

- Manage, prioritize, and route all inquiries in one system
- Increase visibility into volume and type of employee inquiries to improve services over time
- Interconnected knowledge base lets you capture and share information at tier zero

Enterprise Onboarding and Transitions

Onboarding begins as soon as an offer letter is signed, so deliver your new hire a unified employee experience across IT, HR, facilities, finance, and legal so they can contribute starting on day one. Then manage an individual's lifecycle events smoothly through digital workflows.

- Use mobile onboarding to ensure new hires can check off tasks while on the move
- Customize your HR and IT cross-departmental onboarding with process builder
- Real-time data gives visibility into onboarding volume and task completion

Now Intelligence for HR Service Delivery

This empowers HR teams to leverage analytics, machine learning, and virtual agents with Natural Language Processing (NLU) to deliver context-aware recommendations to service agents and employees, resolve employee inquiries faster with an always-on virtual agent, and deflect cases that enable live service agents to focus on more strategic paths.

Now Mobile

Find answers and get help from every department—HR, IT, Workplace Services, Finance, and Legal—all from a single, modern mobile app. Search for answers, get help with your IT equipment, find the contact information of your co-workers, report an issue using the camera from your mobile phone, and approve an expense on-the-go with a just a tap or a swipe.

Employee Document Management

Provide a secure, paperless, and complete view of all employee documents from hire-to-retire. Quickly capture, store, and configure retention and security policies for all employee documents across multiple locations. Maintain compliance with the ability to audit, and automate the purge and deletion of documents within a set period of time. Pre-built, fully customizable employee experience packs allow you to deploy new digital workflows quickly.

Experience Packs

Pre-built, fully customizable employee experience packs allow you to deploy new digital workflows quickly.

In conclusion.

Organizations may not have been prepared for the sweeping impact of COVID-19. Leaders now have a short window where they can not only set the structure of what returning to the workplace looks like, but also define the culture of the company for years to come.

The ServiceNow Workforce Readiness Apps provide everything you need to bring your employees back to work safely, while the larger ServiceNow suite of solutions has everything you need to bring your workforce back to productivity.

Digital workflows provide flexibility in a world where working remotely is the new normal. They break down siloes and provide a resilient infrastructure, allowing you to pivot quickly as business conditions change or pandemics spread.

Visit servicenow.com/safeworkplace to find out more.
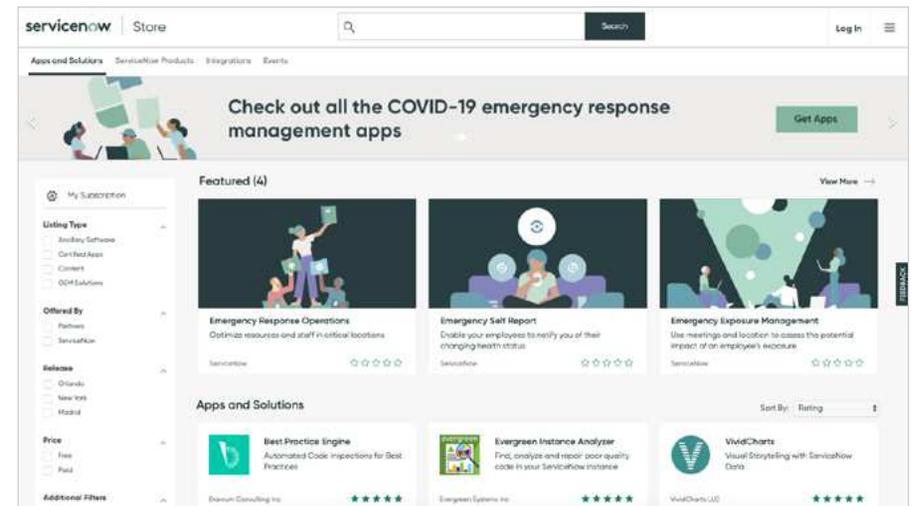
ServiceNow App Store

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For a deeper exploration of ServiceNow Employee Experience Solutions, we recommend reading the following document:

eBook: The Employee Experience Imperative
Surveying more than 1,400 employees about their perceptions of their experience at work
https://www.servicenow.com/lpwhp/employee-experience-imperative.html

eBook: Top 5 ways HR and IT can partner on delivering great employee experiences HR and IT better together
Surveying more than 1,400 employees about their perceptions of their experience at work
https://www.servicenow.com/lpwhp/hr-and-it-better-together.html

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