



HAYS Recruiting experts
worldwide

YOUR GUIDE TO YOUR OPERATIONS IN THE NEW ERA

hays.ae

OPERATIONS CONSIDERATIONS FOR NOW

How might business operations need to change if new models of working emerge?

In this guide we cover:

- What you need to consider when planning for a return to the workplace
- How you can start to plan for the future world of work

As lockdown eases, many companies will be considering a phased return to the workplace.

Preparing the workplace

The first question for many is how to return to the workplace. Pay close attention to government guidelines and start to build your business continuity plan around this. Our checklist provides a starting point for some of the areas you may want to consider. Maintaining the health and safety of your employees should continue to be your top priority, so you'll need to think about how you will maintain social distancing guidelines.

Working arrangements

As part of your plan you should consider what the transition from remote working back to the workplace needs to look like for your organisation. You'll need to have the right policies in place to support this.

Communications

Communication to your staff during this period should remain frequent and clear to ensure transparency amongst the workforce. It should be the role of your leadership team and managers to cascade and reinforce critical information and key updates.

You will also need to ensure that any changes to working practices and health and safety protocols are well understood by your employees.

“ You will also need to ensure that any changes to working practices and health and safety protocols are well understood by your employees. ”

CHECKLIST

Hygiene, health and safety

- i. Preparing the workplace
 - Set clear policies for social distancing in the workplace
 - Consider limiting use of lifts and shared areas
 - Establish daily cleaning procedures as required
 - Provide adequate cleaning supplies
 - Promote mandatory health and hygiene protocols (e.g. hand washing, mask use, glove use) for employees
 - Provide supplies, such as hand sanitisers, masks and gloves
 - Discontinue use of shared items (e.g. phones, computers and mugs)
- ii. Set clear policies for access control
 - Set clear policies for workplace or site access, working with facilities management to agree these
 - Track and document all building entries and exits
 - Consider updating risk assessments to include COVID-19 in the workplace; this will reassure employees, suppliers and customers
 - Consider taking a body temperature reading at building or site entry
 - Set guidelines for employee quarantine when any COVID-19 symptoms are apparent in line with government guidance
- iii. Occupational health and safety
 - Evolve occupational health support for remote workers
- iv. Travel and commuting
 - Set clear guidelines when commuting to and from work, particularly with regards to public transport use
 - Consider how to deal with employees who feel that travelling to work poses an imminent risk to their health
 - Review your travel policies

Working arrangements

- i. Working arrangements and shift planning
 - Create differentiated shift plans or working arrangements as necessary to ease congestion on work premises
 - Consider workplace design and office layout to ensure minimum advised social distances are adhered to
 - Identify and isolate vulnerable employee groups

- ii. Remote working
 - Consider encouraging continued remote working for all roles that do not require a physical presence
 - Provide webinars and insightful resources on remote working and leadership best practices, such as wellbeing support

Business continuity plans (BCP)

- i. Evolve BCP with lessons learned from COVID-19
 - Define contingency plans for further workplace closures
- ii. Technology
 - Ensure cyber-security/data compliance of all IT systems
 - Assess technology training needs for staff

HR policies

- i. Refer to government and national public health protocols and guidelines for the latest advice
- ii. Review and update relevant HR policies. These may include:
 - Flexible working
 - Employee assistance
 - Leave and sickness
 - Contractual hours
 - Health and safety - social distancing addendum
 - Technology policy - Bring Your Own Device etc

Communications

- i. Communicate regularly with employees
 - Provide a mechanism for feedback either directly, through a union or employment group
- ii. Ensure national public health protocols and guidelines inform employee communication
 - Educate employees on COVID-19 symptoms and preventative measures
- iii. Communicate regularly about why any changes are being made

Please note: this is a guide checklist and should be tailored to the specific needs of your organisation.

OPERATIONS CONSIDERATIONS FOR THE FUTURE

Employers should start assessing how they might redesign their operating models to best suit the needs of their employees and customers in this new world.

The agility that has emerged in response to this pandemic should be preserved and nurtured for the future, so how does this map out across your infrastructure changes? What else should you invest in to keep that momentum?

Once social distancing measures begin to relax, your customers and employees are likely to continue to have concerns around face-to-face interaction.

Perhaps you have already taken some of your business operations online – how much further do you need to evolve customer engagement to make way for a digital experience with a personal touch?

“Once social distancing measures begin to relax, your customers and employees are likely to continue to have concerns around face-to-face interaction.”



QUESTIONS TO CONSIDER WHEN EVOLVING YOUR STAFF AND CUSTOMER INTERACTIONS

1. Are your working arrangements agile enough to cope with any future changes?
2. What flexible working arrangements do you have in place and what will your workforce want?
3. How will occupational health support need to evolve to facilitate the health and safety of workers?
4. Can your digital and technology infrastructure sustain any changes to the number of virtual and onsite teams?
5. How will you adjust your infrastructure and technology to support the new norms of engagement, collaboration and communication?
6. How will you communicate effectively – will there be more investment required in the use of digital tools and platforms?
7. How will you need to evolve your engagement models with key stakeholders to make way for a digital experience with a personal touch?
8. How will you decide what engagements warrant face-to-face physical interaction and which don't?
9. How will you harness feedback from your customers and users to enable product development or service enhancements?
10. How will your organisation update its BCP plans with lessons learned from COVID-19?
11. Will your organisation's supply chain need further changes? Is it too inflexible, dependent on too few suppliers or regions?
12. What will your workforce look like in the future? What skills will you need to hire for or can you re-skill existing employees?

Whatever you decide to do, rest assured that Hays consultants will be on hand to help recruit the people you need to make your business a success.

If you want to view more advice and tips on managing in the new era, please visit our management hub: hays.ae/manage-from-home. Or, if you have any further questions or concerns about hiring in the current climate, email: clientmiddleeast@hays.com.