# Planning the return to the workplace: COVID-19 workshop

Going "forward" to work, smarter and stronger together



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## Today's agenda

- Safety moment
- Welcome and introductions
- Back-to-workplace landscape
  - Physical safety
  - Psychological safety
- Going "forward" to work, smarter and stronger together



# Safety message: Set a good example for how employees should take care of themselves

Studies show that employees work harder from home because there's less work-life balance

- Are you drawing appropriate boundaries?
- Are you taking time for self-care?
- Do you take breaks to reduce stress?

## Introductions and an ice-breaker



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Ice-breaker: Share a personal win since the COVID-19 pandemic started

## Hearing from you ...



- What are your business objectives in back-to-workplace planning?
- What obstacles are you facing?
- What opportunities are surfacing?

# How employees feel about returning to the workplace

41% of employees are afraid to go back to work because of COVID-19

What are you doing to help employees feel safe, both physically and psychologically?

Source: Forrester's Q1 2020 US PandemicEX Survey

## Physical safety measures

What are you doing to safeguard physical safety?

How are you communicating about safety?

How are employees reacting?

Socially distance, maintain 6-foot spacing and stagger schedules to reduce risk

Masks: Wear them inside work locations and when engaging with customers (wear gloves if needed)

Avoid large meetings and gatherings where social distancing can't be accomplished

Remain at home for 14 days if you have symptoms or come into contact with a COVID-19 patient

Test temperatures and reporting COVID-19 symptoms

## Psychological safety measures

While you can create and communicate about physical safety, psychological safety depends more on the state of the employeremployee relationship

What are you doing to build this relationship?

Surveying employees on their ideal "return-to-work" scenario

Make it a choice—when, where, and how

Assistance programs—provide help with child care, stress, and anxiety

Reward good behavior—incentivize wearing masks, recognizing cognitive diversity

Temperature checks—pulse surveys can let you know how employees are feeling

Going "forward" to work, smarter and stronger together

## **Working smarter**

Healthcare experts are anticipating a second wave; working smarter means setting thresholds and anticipating phases

#### **COVID-19 example timeline**

### Cases confirmed

outside the US December 31, 2019

#### Prepandemic

During normal operations, plan, drill, and create policies that lead to resiliency

#### California lockdown

900 cases, 19 deaths March 20, 2020

#### Outbreak

When local, national, and global cases spike, mobilize forces and resources

#### **US lockdown**

More than 20,000 deaths April 12, 2020

# Flattening the curve

During a state of emergency, take proactive measures to lessen the impact

#### Criteria

Two weeks of declining cases; CA: 60,000 tests per day May 14, 2020

### Reopening

When testing is established and cases are dropping, take a safe and effective approach to adjust to the new normal



## Gap analysis

- Before an outbreak
- Outbreak
- Daily emergency operations
- Return to the workplace

## Before an outbreak

What do we have What do we need well planned? to improve?

## **Outbreak**

What do we need What do we have well planned? to improve?

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## Daily emergency operations

What do we have What do we need well planned? to improve?

## Return to the workplace

What do we have What do we need well planned? to improve?

## The path forward

### Creating stability and inclusion in utility postpandemic planning

Use back-toworkplace planning to engage employees Balance planning for physical safety with psychological safety

Survey employees and use feedback to stage and sequence backto-workplace activities Allow vulnerable employees to set longer return-to-workplace horizons

Amp up communications, two-way dialogue, and forums for connecting

Incentivize behaviors you want to see more of:

- Wearing protective equipment
- Flexibility
- Adaptability
- Collaboration

Be ready to shift from the "plan" as necessary Conduct pulse surveys; ask for feedback and act on it



## **Inspiration: Grocery**

If grocery stores can do it, so can you!

Limit the number of employees and customers in stores and limit to one point of entry Provide and require masks, gloves, and hand sanitizer

Allow for physical spacing in the work environment:

- Six feet apart (provide visual markers)
- Plastic guards at checkstands

Frequently clean and disinfect hightraffic areas and do a nightly deep cleaning of workspaces

Track employee vaccinations

Set strict policies about staying home when COVID-19 symptoms are present; continue to pay sick employees Discontinue use of self-service areas, such as salad bars

Source: "Reopening America Safely," New York Times (May 14, 2020)

## **Inspiration: Air travel**

Southwest Airlines is eliminating risks.

Limit the number of travelers on each flight

Limit the number of open restaurants, bathrooms, and security lines Allow passengers to board in groups of 10

Rope off the first and last three rows on the plane to limit contact between passengers and crew Equip flight
attendants with
masks and
gloves, eliminate
food and
beverage service,
and allow flight
attendants to pick
up trash only once

Deep clean planes every night

Leave all middle seats open

Source: Southwest Airlines

## **Inspiration: Tesla**

### **COVID-19** Safety Guidelines

As the events surrounding COVID-19 continue to evolve rapidly, we remain fully dedicated to the safety, health and well-being of the Tesla Team. This guide provides you with safety protocols and steps to take to help keep yourself and the Tesla community safe.

#### How We're Helping to Keep You Safe



Increased cleaning and disinfection in work areas, common areas, customer areas, buses

and vans



Producing and **providing disinfectant** to use in
work areas wherever
possible



Enforcing social distancing and adding barriers, PPE or other precautions where needed



Controlling access to our facilities and implementing temperature checks or other symptom screenings at some locations



Adjusting work shifts in some areas to reduce the number of people in a particular area at one time



Implemented companywide procedures for suspected or confirmed COVID cases



Reduced shuttle occupancy to 50% or lower to enable social distancing



Providing personal protective equipment (PPE) including face coverings and gloves in some areas



Implemented
"touchless" services for
those who have direct
customer interactions



Suspended visitors and tours in most locations

Source: "Return to Work Playbook," Tesla

## Thank you!



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# We're here to support you through the COVID-19 crisis

Access our research and guidance via the COVID-19 resource center

www.esource.com/covid19resourcecenter

