

Implementation of processes in terms of remote ways of working and the role of employee loyalty management through employee life cycle during (and after) COVID-19

Goals

Creation of opportunities and risk mitigation by switching to working remotely

Work-from-home step by step guideline

Review of WFH policies

- Work-from-home policies need to be reviewed to specify conditions of home office. Establishment of team work protocols and adherence. Setting expectations by defining jobs that can be done remotely. (Leave & Time off benefits, Timekeeping & pay, Safety & health)
- Definition of online alternatives to physical presence

 Definition of all the areas where physical contact can be substituted by online presence. This can be done and work in various settings B2E, B2B, B2C, B2G etc.
- Implementation of tools used for WFH
- Various tools can be implemented to ensure seamless completion of work duties eg. Microsoft Teams, Slack, Skype for Business, Google Docs, etc.
- Employee training
- Employee training on the **use of tech tools** for working remotely. WFH also offers opportunity for **staff training & development** (eLearning tools eg. Success Factors)
- Ensuring effectivity of home office
 - After-pandemic comeback
- EY Time Tracker Effectivity must be maintained while working remotely which can be ensured by work tracking, effective & efficient task management, and identification of KPIs
- Consolidation of business activities after the pandemic has ended. Using newly implemented activities as an opportunity to improve employee satisfaction and reduce costs

Tools & systems can be used to ensure seamless completion of work duties:

- Microsoft Teams
 - Communication and collaboration; files storage, chat, and online meeting
- **EY Time Tracker**
 - ▶ Tool for work tracking
- ► EY Intelligent Process Discovery tool
 - Collects all information about activities performed by users - dashboards with information about the productivity of employees, apps and websites work time distribution
- ► EY Gig Now
 - Global platform for contractors managing

Effectivity while working remotely can be maintained by the utilization of work tracking apps, task management and KPIs:

- There are various application on the market to track the productivity of remote staff, eg. Time Doctor, Roadmap App, and Timely. Standard Google Forms and Spreadsheets can be also used
- Task management can serve as the foundation for efficient workflow when working remotely (eg. MS Planner, Click-up, Asana)
- KPIs to measure productivity when working remotely needs to be identified (eg. Communication index, In-time delivery, Activity index, ...)

How can EY help your organisation ensure continuity of business?

- ▶ Internal & external communication set up a mechanism of communication this situation within your company
- ▶ Remote check staff manual prepare your company for remote ways of working
- ▶ Preparation of scenarios and plans for the event of a significant COVID-19 impact

... and much more



EY SUPPORT

COVID-19 situation and its impact on people performance aspect

Due to the situation in the Czech Republic, many companies have to adapt quickly to the home office regime of their employees and, despite the difficult conditions, try to continue running the company. EY is ready to support you in these tough times in several areas, e.g.:

Support with selection and training in a convenient environment to facilitate work from home and bridge the distance barrier.

Communication with employees:

- internal communication regarding COVID-19 (information, tasks, learning, gamification)
- tracking of employee's work

Employee satisfaction – difficult time brings pressure on employee loyalty. EY will help you to connect with your employees using the latest technology and solve problems regardless of distance.

Training – EY will prepare tailor-made training for your employees according to your needs.

CONTACT



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Employee life-cycle



The role of employee loyalty and its management through employee life cycle during COVID-19

1 Recruitment

Considering the need for a new workforce and adapting recruitment to the situation using **the online forms of interviews** to limit personal contact. Do you have them ready?

2

Adaptation

Even in this situation, it is necessary to emphasize quality onboarding – ready to use "easy to start" interactive manual plus dedicated person who explains everything to a newcomer via skype to be ensured.

3

Motivation

Ensure employee workload, clearly set tasks and deadlines. Monitor and respond effectively to employee satisfaction (**EMU**). How do you collect feedback from your employees if you do not see them

Employer branding

Take care of your employees and show them your approach in this emergency - this will show **how strong your employer brand is**. Do you know how to support it?

5

Long-term development

Take advantage of this situation and provide your employees with training suitable for developing their skills (E-learning, VR training, ...)

