











# Return to workplace

**Steps to a new reality**



# As we start to consider the easing of lockdown and a return to options for working flexibly, not just remotely, there are a number of elements to plan:

<b>Priority groups</b> 	<b>Scheduling</b> 	<b>Health &amp; wellbeing</b> 	<b>Effective working</b> 
<p>Plan for continued social distancing phasing employees back in the physical office...or not</p> <ul style="list-style-type: none"> <li>- Priority groups, second wave, etc</li> <li>- Op effectiveness, financial, reputation, community, conduct</li> </ul>	<p>How do we group teams to be in the same physical space?</p> <ul style="list-style-type: none"> <li>- Stagger start, finish &amp; lunch</li> <li>- Assign different core days</li> <li>- Split teams into smaller groups</li> <li>- Establish handover protocols</li> </ul>	<p>Continued provision of additional health and wellbeing measures, both on-site and virtually</p> <ul style="list-style-type: none"> <li>- Physical wellbeing</li> <li>- Emotional wellbeing</li> <li>- Family wellbeing</li> </ul>	<p>Designing how mixed teams will work, to ensure consistent interactions</p> <ul style="list-style-type: none"> <li>- All meetings have virtual options</li> <li>- Meetings 10-4 for staggered starts</li> <li>- Measure outputs not inputs</li> <li>- Embed WFH as a real alternative</li> </ul>
<b>Employee engagement</b> 	<b>Systems &amp; Technology</b> 	<b>Policy</b> 	<b>Facilities &amp; workplace</b> 
<p>Continued engagement through communications at all levels and across office based and virtual teams</p> <ul style="list-style-type: none"> <li>- Communication</li> <li>- Leadership</li> <li>- Resetting the trust equation</li> <li>- Culture &amp; Behaviours</li> </ul>	<p>Cope with a combination of in-house and remote access</p> <ul style="list-style-type: none"> <li>- Common experience</li> <li>- Network agnostic tools and capabilities</li> <li>- Cyber security management including data management</li> <li>- Automate digitise workflows</li> </ul>	<p>Redesign and alignment of HR and employment policies to the new working practices</p> <ul style="list-style-type: none"> <li>- Scenario planning and productivity</li> <li>- Reward, AL, working hours etc. compliance</li> <li>- Conduct and behaviour</li> <li>- Travel, mobility and agility</li> </ul>	<p>Redesign of office space to serve remote and face to face simultaneously</p> <ul style="list-style-type: none"> <li>- Immediate: reduce people flow</li> <li>- Longer term: scenario planning, fundamental rethink of the need for physical office space.</li> </ul>

## Considerations:

### Compassion



- Understand the physical and mental impacts that have occurred on individuals and families
- Consider the impacts of the transition to return to work in various workplace models.
- Alignment of the plans to values

### Capability and Capacity



- Identify what has been productive and innovative to embed into the new norm.
- Build a workforce to optimise resourcing options and explore accelerated automation of jobs and plan around this
- Recruitment models to reflect the location and presence in the office requirements

- alignment with client expectations, competitive position and differentiators

### Cost



- Cost savings experienced to date may not be sustainable
- Careful and continued consideration of sustained cost and cost optimisation
- Explore the accelerated automation of jobs

### Connectivity



- Leaders have a key role in keeping human connection.
- Engage people in how they want to come back to work.
- Leverage digital tech and advanced analytics for better and faster decisions
- Strengthen employee capability/capacity and links to serving customers more effectively.

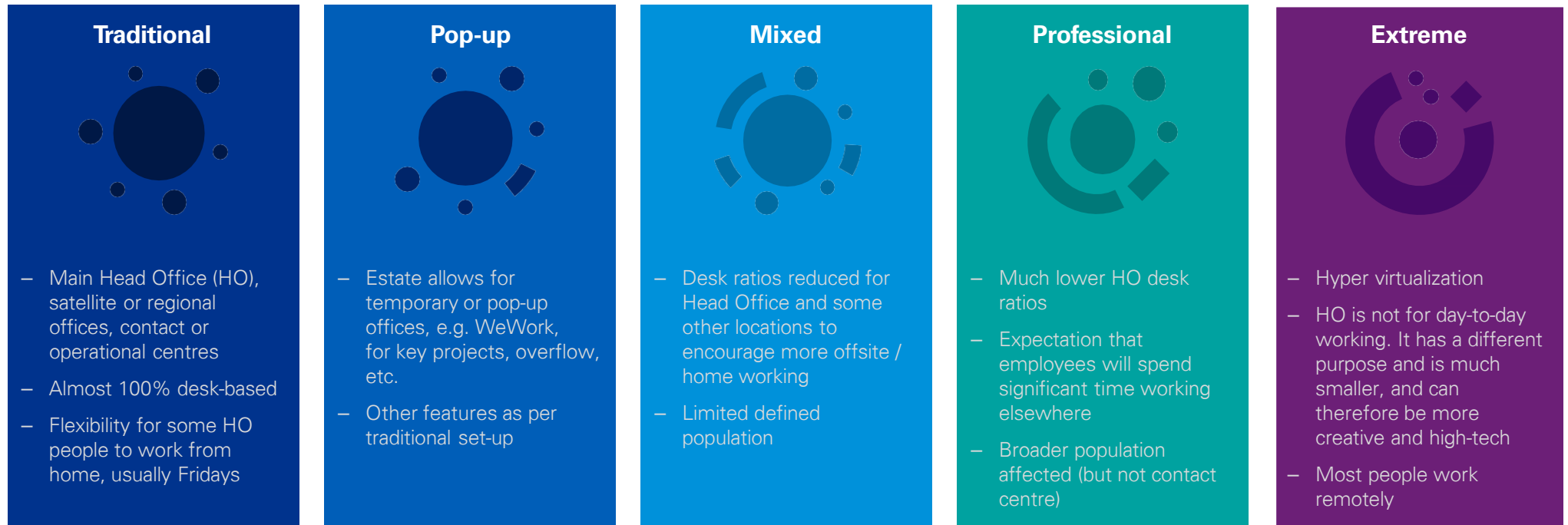
### Conduct & Compliance



- Changes in operating models may change Roles and impact Reward.
- Remain compliance with workplace laws and entitlements of a remote workforce
- Operating systems and frameworks to aid agility and monitor/track changes

The global impact of COVID-19, and the remote working it necessitates, is set to change the workplace for good..

How do businesses setup for success and identify the right strategy that is most optimal?



## Predictions

- Enduring increase in volume of remote working
- The 9 to 5 workday will be challenged
- Operating models will continue to need to be dynamic and require agility
- Emerging technology will continue to improve remote working
- Real estate needs are going to change rapidly
- Leaders will play an active role in managing mental health and connection
- Remote work will break traditional management structures
- Occupational health and safety extends into the home
- People will adapt faster than we think



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