

Facilitating the Return to Work

What happens next

Facilitating the return to work will require thoughtful and deliberate choices in the face of uncertainty

The new normal

As employees return, work will be distributed as and consist of a combination of remote and in-person work.

What to consider...

- As an **employer** – how to plan and operationalize the return-to-work process, taking into account:
 - Preparations needed for the workforce and the workplace
 - Support services including testing and monitoring
 - The ongoing role of work from home
- As an **ecosystem participant** in the COVID testing process – how will participants collectively support this process and work in conjunction across the public and private sectors?

Other factors:

- Lockdown timelines
- Government regulations
- New workplace safety rules
- Pace of return
- Scale and reliability of testing, tracing, advances in treatment, and eventual vaccine development/deployment

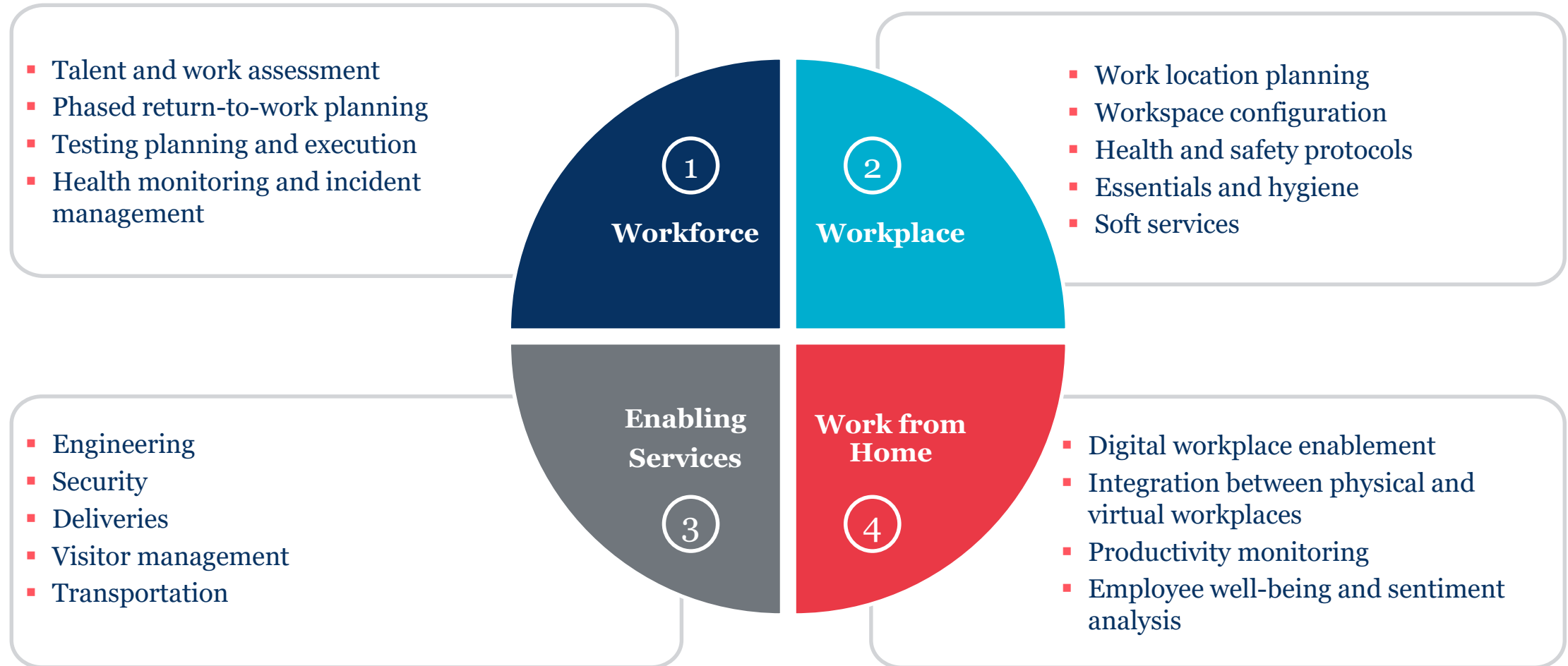
Long term: Work itself will be reimagined as offline migrates to online (virtual services, automation), and demand for work and supply of talent is reassessed

The journey back will be a multi-step process

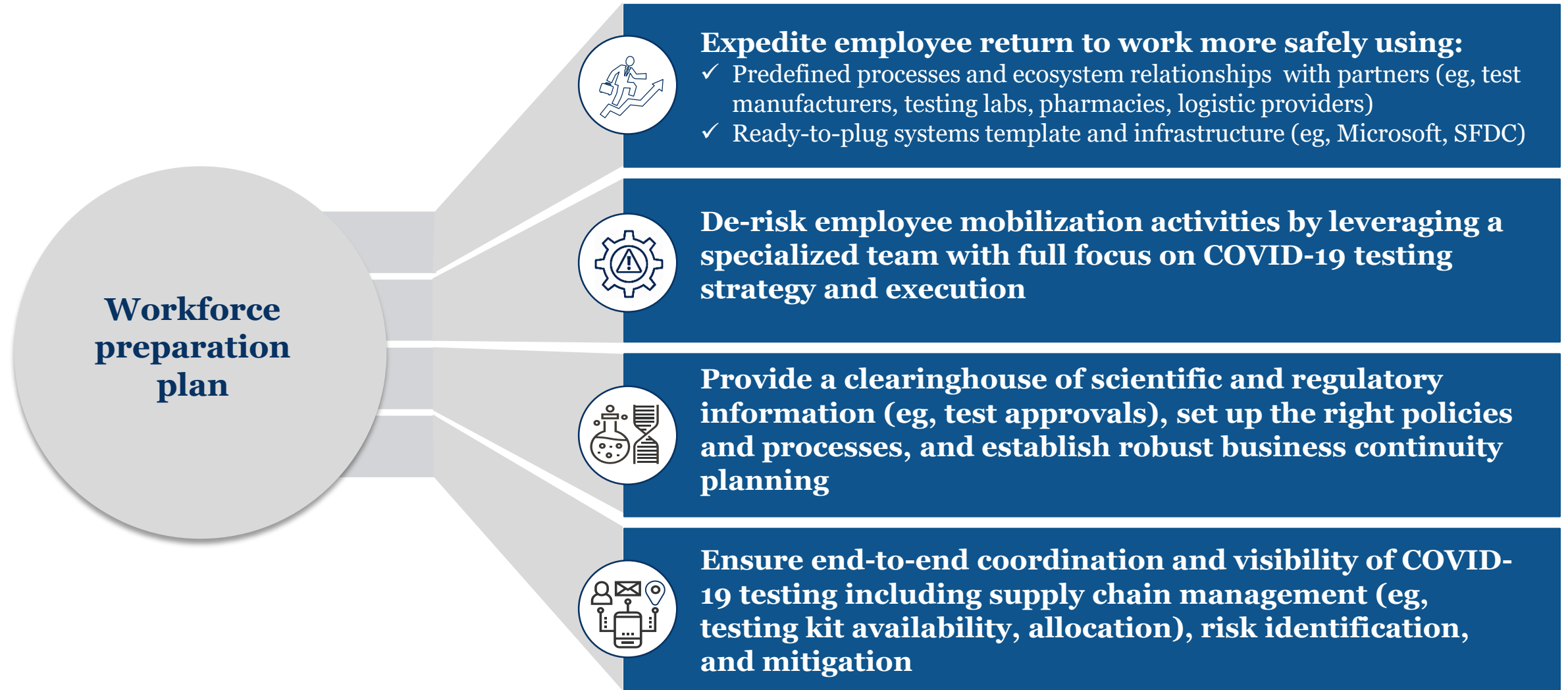
The post-COVID-19 ‘new normal’ will require new ways of thinking about **work, the workforce, and ways of working**. Organizations will need to consider demand for work, supply of talent, integration of remote work, and most critically, how to return to work in the safest way possible for the organization, its employees, and its customers.

	Where we are		Where we are going				
Phases	 Step 1 Resolve	➔	 Step 2 Resilience	➔	 Step 3 Return	➔	 Step 4 Reimagine and Reform
Response	Crisis management	Operations stabilization	Gradual take-up of business as usual	Reimagine business as usual and plan for the new normal			
Implications	Determine immediate actions in response to crisis. Understand depth, pace, and scale of actions. Prioritize risk management and business continuity	Develop and implement broader resilience plans to support operations. Enable infrastructure for remote work and mobilize response team	Return business to operational health and manage return-to-work processes, including workforce and workplace preparedness, as well as long-term remote work enablement	Reassess demand for work and supply of talent and ensure seamless integration of remote work efforts. Enable safe return-to-work process			

As organizations prepare to return to work, their responses will be shaped by their responses across four focus areas



Workforce preparedness plans holistically incorporate process expertise, data, and experience



The workplace itself must look, feel, and be managed differently before employees can return

Building Safety

- Physical building systems must be tested and potentially upgraded following vacancy (eg, ventilation, fire alarms)
- Building procedures, such as evacuation plans, must be revised to prevent mingling
- Availability of emergency services must be confirmed

Communication and Awareness

- Posters and information on notice boards and common places
- Awareness on dos and don'ts
- Consistent communication plan for all employees returning to work about changes to workplace

Essentials and Hygiene

- Staff must have access to PPE, sanitizer, and handwashing stations
- Capacity of all facilities (eg, washrooms, water stations) must sufficiently support all employees with social distancing in effect
- Dedicated assets (eg, headsets, keyboards)

Health and Safety Protocols

- Temperature checks before entry
- Contactless entry where possible
- Elevators assigned by floor
- Social distancing enabled and enforced at all times (eg, dedicated and distanced desks, closed common areas, no cafeteria seating or closed cafeteria, staggered entrance and entry times)
- Split accounts and processes across areas and floors to support continuity

Soft Services

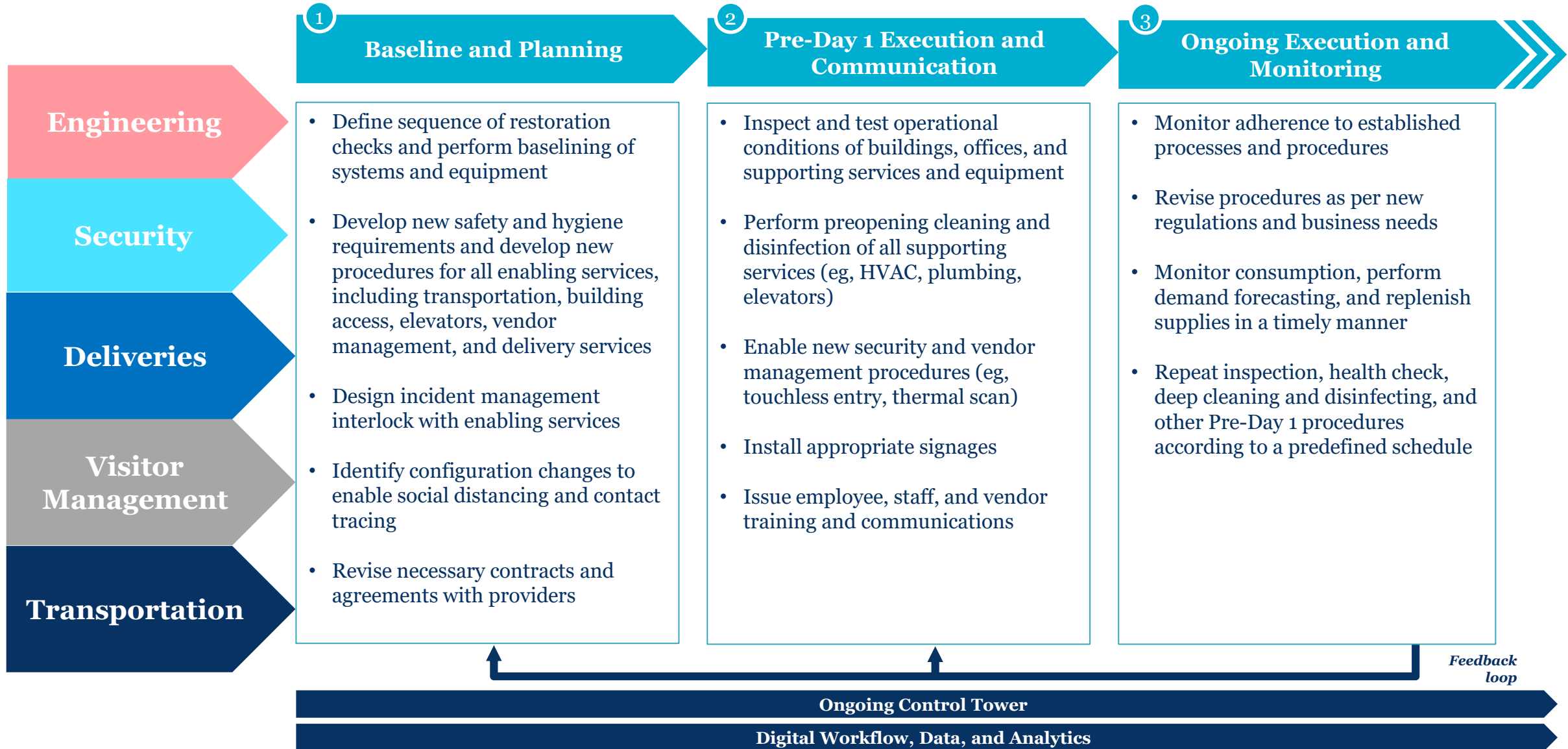
- Focus on cleaning and disinfectant procedures
- Some facilities like gyms, play zones, crèches, and rest areas to be closed
- Updated guidelines for usage of areas like cafeterias, lobbies, receptions, pantries, parking areas, and medical rooms, to be shared and instituted consistently



Preparing the Workplace and Enabling Services: An illustrative process flow

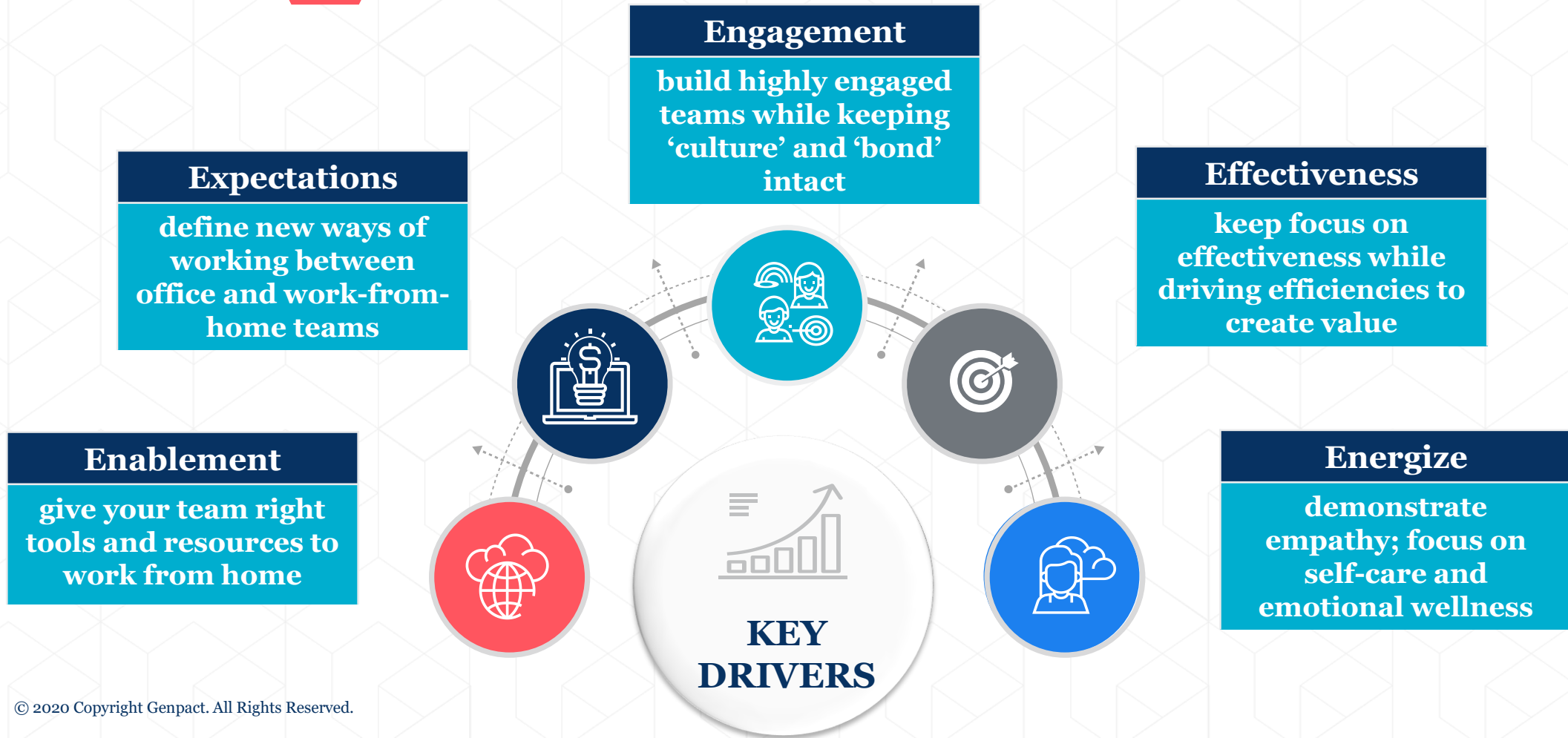


Incorporating new and revised Enabling Services is critical



Work from home is here to stay in the new normal and benefits from a framework that enables distributed teams

The **5Es** Management Framework for Sustainable Work From Home



Aligned to the 5Es, we have defined a set of solutions and accelerators that can enable the entire spectrum ranging from work-from-home enablement to visibility through nerve center and employee wellness

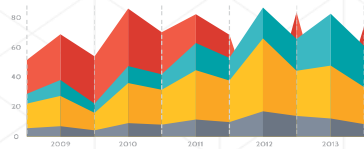
1. Digital Workplace at Home



Critical steps to enablement

- Digital workplace enablement for seamless connectivity to work applications
- Collaboration enablement between employees working from home and office
- Endpoint security

2. Control and Governance



- Digitally enabled nerve center for visibility on SLAs, metrics, and productivity
- Network security and compliance monitoring
- Work orchestration between physical and digital workplaces

3. Employee Engagement



- Continuous employee engagement and mental health monitoring
- Virtual employee connects and one on one
- Online training and skill enhancement

Genpact offerings

Digital workplace enablement

Cybersecurity and identity management

Digital nerve center

Case manager

Amber Culture Tool

How we are helping our clients in their own return to work



Blueprint, Control Tower, PMO

- Design and develop processes across return-to-work components
- Governance, Program Management, and Control Tower to manage execution
- PMO support



Reusable Checklists and Frameworks

- Setting people, processes, and technology infrastructure up to operationalize return-to-work processes
- Change management and communications support



Digital and Analytics Accelerators

- Data-based insights as a service to drive specific workforce or functional insights
- Digital workflow to support E2E processes



COVID Testing Enablement

- Ecosystem formation
- Clearinghouse of scientific and regulatory information
- Managed services for COVID testing demand planning and execution



Work-from-Home Enablement

- Digital workplace enablement
- Hybrid helpdesk support
- Digital nerve center
- AI-enabled chatbot for employee sentiment analysis

In order to support our clients, we developed **reusable accelerators, frameworks, and digital solutions** that will help expedite design and execution of the end-to-end process. We also enabled **governance and program management capabilities** to support execution of return-to-work programs on an ongoing basis.

About Genpact

Genpact (NYSE: G) is a global professional services firm that makes business transformation real. We drive digital-led innovation and digitally-enabled intelligent operations for our clients, guided by our experience running thousands of processes primarily for Global Fortune 500 companies. We think with design, dream in digital, and solve problems with data and analytics. Combining our expertise in end-to-end operations and our AI-based platform, Genpact Cora, we focus on the details – all 90,000+ of us. From New York to New Delhi and more than 30 countries in between, we connect every dot, reimagine every process, and reinvent companies' ways of working. We know that reimagining each step from start to finish creates better business outcomes. Whatever it is, we'll be there with you – accelerating digital transformation to create bold, lasting results – because transformation happens here.

Reach out to us at lets.chat@genpact.com

For additional information visit, <https://www.genpact.com/building-resilience>

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