

# Employee Experience COVID-19

This is the time to make the difference.



# Context



On the basis of the directions established by the Government, we are receiving **many guides and recommendations from experts about how to manage the coronavirus crisis** in the workplace from a labour, organisational, and even economic perspective, with the objective of guaranteeing that organisations can go back to normal as soon as possible.

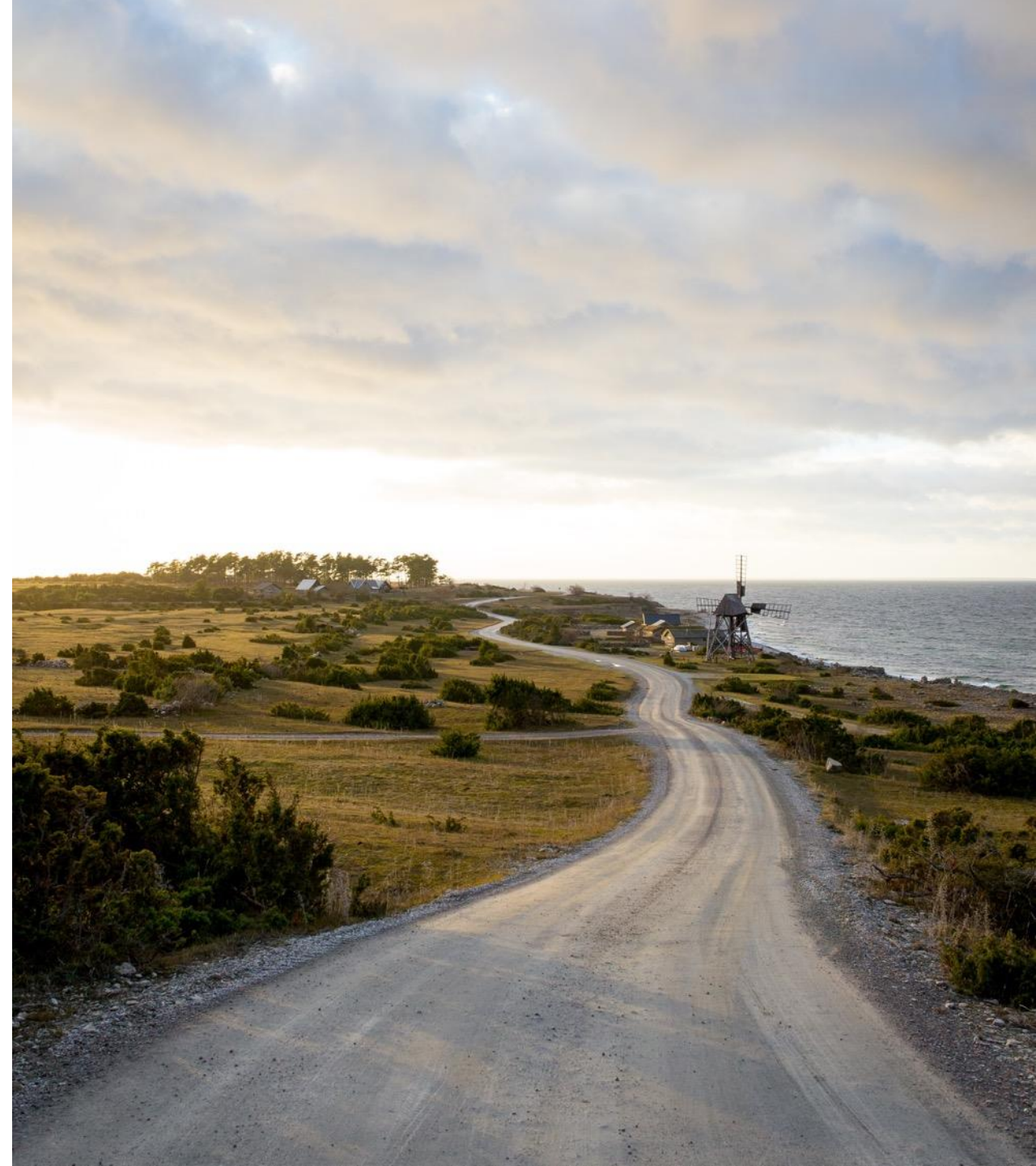




# Route map: employee journey

Employees are, above all, people. People with fears, anxiety and uncertainty. People that are asking **numerous questions** as we approach the “**back to normal**” and to whom, from organisations we must give answers.

In order to provide answers, it's essential to **visualise the route map** of the next few weeks from the perspective of the employee journey, personalised to the reality of each organisation, and even segmented by population.



# Route map: employee journey

Illustrative



A few days before going back

THEY PREPARE ME TO GO BACK INTO THE OFFICE



The organisation offers me the possibility of taking **paid leave to look after a sick relative**



They communicate our **shifts for going back to the office**



I receive the **personal protective equipment** at home



The first day back

I GO TO THE OFFICE FOR THE FIRST TIME



I **remind a colleague** of the importance of taking the measures seriously



They present the **new way to organise** the team



I apply the new **hygiene measures in my job** (paperless, no personal objects...)



I go to work in the **shuttle bus enabled for employees**



A few days after going back

DAY TO DAY OF THE NEW NORMAL



Compliance with the **daily checklist of exposure** to the virus



We do **shadowing with a colleague** so they can learn the tasks only I do



I request an **advance on my paycheck** to cover problems during the quarantine



I negotiate with the organisation to **work from home every afternoon**



# Reflection points to explore

To perform this exercise in a structured way and not to forget anything, **we have identified 9 reflection points** through which to pose questions. We also identify common denominators to tackle them once we have the answers: **communication, awareness and the training of employees.**



# Technology as an enabler

Technology is the main accelerator to succeed in the initiatives related to improving the experience.

everis has designed and developed different tactical solutions that cover the different points of reflection quickly and easily in each phase of the **employee journey**.

## Biometric & temperature control



## Traceability of Movement



## Collaboration & Communication Tools



Examples

## Space Management



## COVID 19 monitoring (KPIs & Dashboard)



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**Because in moments that matter, the facts are what make the difference but, the feelings experienced during the process, leave a mark for life.**



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