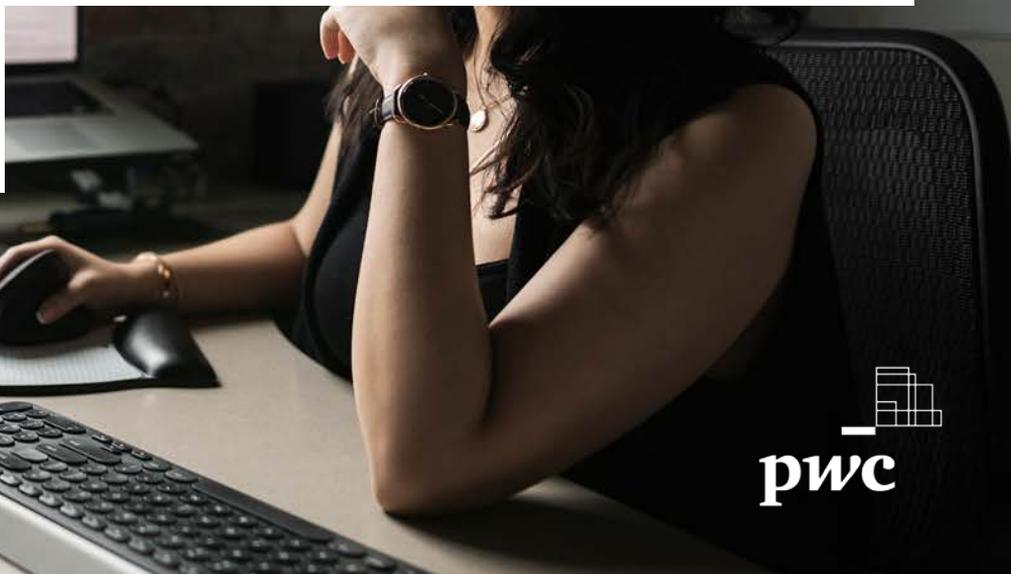
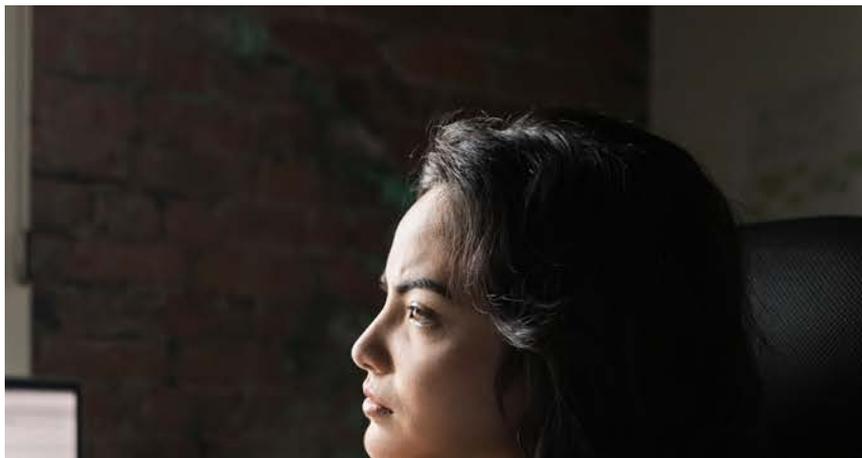


May 2020

# The new normal in returning to the workplace safely

Detroit Regional Chamber



# Introductions



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# Return to work strategies

Which of the following is your company planning to do once you start to transition back to work?  
(Select all that apply.)

New safety  
measures

83%

Change workplace safety measures and requirements (e.g. wearing masks, offering testing to workers)

Worksite  
configurations

73%

Reconfigure work sites to promote physical distancing

Shift work and  
alternate crews

58%

Change shifts and/ or alternate crews to reduce exposure

Remote  
work

43%

Make remote work a permanent option for roles that allow it

New  
tools

28%

Evaluate new tools to support location tracking and contact tracing

# A day in the life...



8:20 Amy opens the exterior door to her office building, scans her badge and walks through the turnstile



8:21 Amy joins the group waiting for the elevator

8:30 After a hallway chat with a colleague, Amy finds an open touchdown seat and sets up for the morning



9:00 Amy heads to the break room, setting her phone on the counter as she gets coffee and water



12:50 Amy hurries out to get to a different corporate building a couple miles away for afternoon meetings



12:00 Amy meets a friend from her last role for lunch in the office cafeteria

# New normal: Arrival



8:20 Amy opens the exterior door to her office building, scans her badge and walks through the turnstile

## Potential changes:

- Scheduled arrival times
- Touchless entry
- Temperature screening
- Self health questionnaire



“

How are you using my health information? Can I request that it is not stored?

## Entry protocol

23%

Employees who say they are “very concerned” about temperature checks when arriving onsite to track employees who at risk having contracted COVID-19

Source: PwC US COVID-19 Employee Pulse Survey, May 8, 2020; base of 1,189

# “Return to work” assessment

## Reduce risk in the workplace

Ask employees and third parties to self-report on symptoms or risk factors according to CDC guidelines and company policy - before they enter the workplace

## Get a continuous view of enterprise health

Understand the status of employee health across the enterprise to shift high-priority work as resource availability evolves



# New normal: Elevator



8:21 Amy joins the group waiting for the elevator

## Potential changes:

- Face masks
- Social distancing (eg. policies, floor markers, wearables)
- Elevator controls (eg. touchless, attendants)/ stairs encouraged



“

Maintaining 6ft distance is difficult. Why do I see people not following our new policies?”

## Personal protective equipment

56%

Employees would like employers to provide is personal protective equipment

Source: PwC US COVID-19 Employee Pulse Survey, May 8, 2020; base of 468

# New normal: Workspace



8:30 After a hallway chat with a colleague, Amy finds an open touchdown seat and sets up for the morning

## Potential changes:

- Workplace assignment/ hoteling systems
- Workstation partitions
- Common workspace closures



“

We just remodeled the office - we all sit so close now. How will we observe social distancing?”

## Physical distancing

45%

Employees who want employers to reconfigure layout to promote physical distancing between workers

Source: PwC US COVID-19 Employee Pulse Survey, May 8, 2020; base of 468

# New normal: Common areas



9:00 Amy heads to the break room, setting her phone on the counter as she gets coffee and water

## Potential changes:

- Safe hygiene practices reminders on self health questionnaire or other comms
- Cleaning and sanitation activity tracking/ visibility
- Commons area closures



“

How do I know when this area was last cleaned? Do we have cleaning supplies that I can use for my phone and workspace?”

## Cleanliness & disinfecting procedures

50%

Employees who want assurances about cleanliness and disinfecting procedures

Source: PwC US COVID-19 Employee Pulse Survey, May 8, 2020; base of 468

# New normal: Food services



12:00 Amy meets a friend from her last role for lunch in the office cafeteria

## Potential changes:

- Touchless payments
- Buffet line attendants or closed cafeteria stations
- Limit occupancy with reservation system



“

We don't have as many amenities as we used to in the office. I miss the “old normal”

## Restricting access

37%

Employees who want employers to close off high risk areas that cannot be adequately disinfected

Source: PwC US COVID-19 Employee Pulse Survey, May 8, 2020: base of 468

# New normal: Contact tracing



12:50 Amy hurries out to get to a different corporate building a couple miles away for afternoon meetings

## Potential changes:

- Automatic contact tracing to detect exposure based on proximity
- Updated procedures to aid manual contact tracing
- Restrict access



“

Are you tracking what I'm doing (or not doing) all day? Even when I'm not at work?

## Want to be informed

51%

Employees want to be informed immediately when a colleague has tested positive for COVID-19

Source: PwC US COVID-19 Employee Pulse Survey, May 8, 2020; base of 468

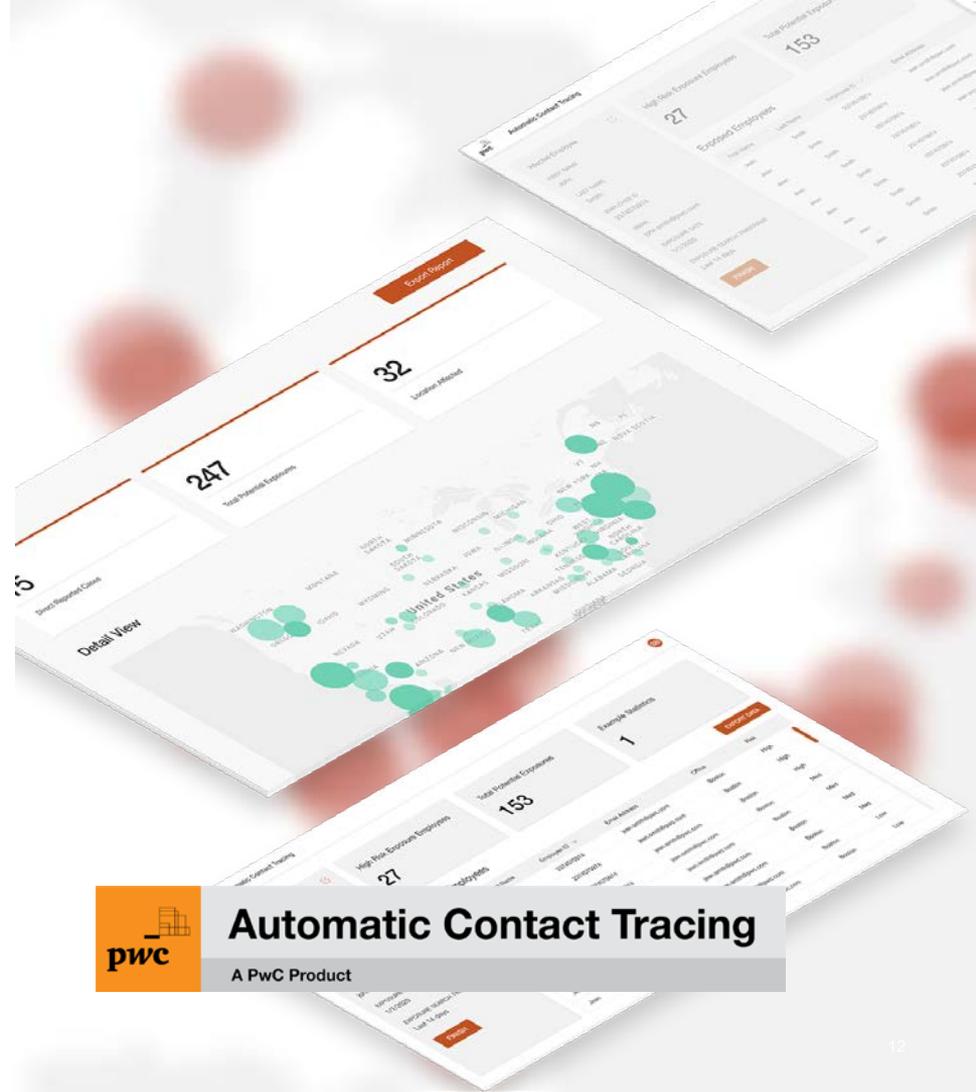
# Automatic Contact Tracing

## Provide a lower-risk workplace for employees

Quickly identify employees who may have come in contact with an impacted person in your workspace in order to take immediate action and limit the risk of future exposure

## Pinpoint exposures so you can target your response

Know precisely who has potential exposure to avoid shutting down operations or sending teams home in the absence of solid information



**Automatic Contact Tracing**

A PwC Product

# New normal: Remote work



8:20 Instead of heading into the office, Amy joins her teams daily stand up via video conference

## Potential changes:

- Extended work from home
- Permanent work from home



“

I'm comfortable returning to the office until a vaccine or testing is available...

## Fear of returning to the workplace

51%

Employees who say fear of getting sick at work would prevent them from returning to the workplace if their employer requested it tomorrow

Source: PwC US COVID-19 Employee Pulse Survey, May 8, 2020; base of 468

# Daily work enablement questionnaire

## Know what's happening, right now

Get a real-time view of productivity and better understand daily work status.

## Forecast and identify trends with accuracy and speed

Identify hot spots and trends by city or business unit to understand which issues are systemic or within your control



**Status Connect**  
A PwC Product

# Ultimately, employers will use a combination of policies, practices and supporting technology to protect employees in the “new normal”<sup>1</sup>



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Pre-COVID outbreak example  
Consideration post-COVID outbreak

# 42%

Of employees need their employer to provide a way to give feedback on COVID-related policies in order to feel comfortable going back to work location

Source: PwC COVID-19 US Employee Pulse Survey  
May 8, 2020: base 468

## Employee engagement: What companies should consider



**Be optimistic - realistic but optimistic**

People need to believe they can win



**Communicate frequently - even if you don't have the answers**

Employee engagement is at an all time high



**Make decisions quickly - most can be reversed if wrong, but there is a risk that others will move faster**



**Be willing to let go of the past - while some of the way things were done will come back, others will not**

# For more information on considerations and approaches discussed in this webinar, please see:



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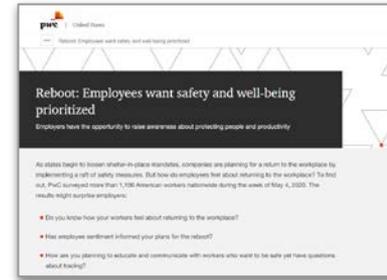
## [Reboot: Getting back to the workplace](#)



## [PwC's COVID-19 CFO Pulse Survey](#)



## [Employees want safety and well-being prioritized](#)



# Thank you!

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