



#NewNormal

Back2Office Governance



Think-Tank Insight

**Editorial Pick
For August**

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#ImpactCovid-19 SWAT Team

Caerus3 Advisors

Advisory | Assurance | Think-Tank



“I always tried to turn every disaster into an opportunity”

- John D Rockefeller

Our in-house “#ImpactCovid-19 SWAT” team has brainstormed and put together Key Governing principles and checklists as part of #back2office in #newnormal

Governing principles

- ❑ Roster staff in a manner to bring 25% in Office and 75% Work from home (‘WFH’). Do weekly Rosters depending on criticality of deliverables or key man dependency. This will ensure that office is not crowded and that every employee gets into work at least once in 10 weeks
- ❑ If permitted by law increase 25% to 50% in a phased manner by end Q3, 2020
- ❑ Ideally do not exceed 50% of capacity, till early January 2021, and ensure the balance 50% continues to WFH
- ❑ Move towards “smart working” i.e. design technology and office infrastructure that anyone can log in on any workstation anywhere in Office
- ❑ We will still recommend usage of Office transport; albeit at 50% capacity as the Risk of Infection is lower in Company owned/ leased out vehicle as the Organisation can enforce greater sanitation, cleanliness and testing of Drivers and other staff. The Risk of infection in public transport is high and, in many cases, employees may not be in a position to afford aggregator cabs and will rely on local buses / trains or rickshaws

Checklist for

Office transport

- Ensure Driver, Security guard / staff are tested for Covid-19 antibodies; if positive they are safe from acquiring the virus for next 3 months.
- For those who test negative they should undergo weekly Covid-19 testing
- Complete disinfestation of Vehicle prior to onboarding staff. Hire additional housekeeping staff to ensure cleanliness and hygiene. Maintain supervisor checklist
- Vehicle to be deployed at 50% seating capacity
- Ensure same driver drives the same set of employees on the route every day – this will ease tracing
- All vehicles to be equipped with Oximeter and Oxygen cylinders for emergency
- All employees to be checked for Fever, Oxygen saturation levels prior to onboarding, mask / face shields and disposable gloves mandatory

Checklist for ...

Facility Management

Common areas & meeting rooms (1/2)

- All meeting rooms, board rooms, open meeting rooms to be closed
- No more private offices, every one to be seated on open desks
- Periodic checks of HVAC filters, Air quality and ducts
- No more Cafeterias, Break out areas or Vending machines
- Biometric or Card swipe turnstiles to be replaced by RFID ID cards
- Staircases to be labelled “for going up” or “going down only” thereby ensuring social distancing on stairs
- Likewise, Elevators to be labelled “for going up” or “going down only”

Checklist for...

Facility Management

Common areas & meeting rooms (2/2)

- Coat all key hardware like monitor, key boards and door handles, elevator buttons with silver ion coating that reduces risk of contamination
- Receptionists and Security to wear Face shields, Masks and Gloves
- Car Parks to be disinfected every hour
- All employees to give undertaking that their personal drivers will maintain social distancing and that they have no symptoms of Covid-19

Checklist for...

Housekeeping

Restrooms

- Water faucets to be hands-free i.e. motion sensor based;
- Likewise, Water closets to have infra-red sensors thereby avoiding hand touch of flush
- All loos to have microbial alcohol based disinfectant sprays for use on seat cover and handles
- Soap dispensers to be motion sensor based
- Hot air dryers (motion sensors) only; no more paper towels
- All loos to be sanitised every half hour

Checklist for...

Business Continuity Teams

Fire drills, Emergency evacuation and BCP

- Redesign the Fire Drill and Fire Marshalls based on Rotational staff and to avoid over crowding during drills
- “Trash” the existing BCP strategy
- Cancel leases of the Intra-city BCP sites, as WFH will now be the Recovery site
- Fire Exits to be redesigned to avoid overcrowding during emergency
- More importantly set up a new Team – To deal with #OutofSyllabus Business contingencies and
- Set up a #WorkFromHome (‘WFH’) team to evaluate process, technology, skills and data privacy for making WFH a BAU for 25% of staff on rotational basis

Checklist for...

Employee Health & Safety

- Set up special hotline for any medical emergencies, accessible on cell phone, email or intercom
- Sanitize the most frequently touched places every half hour
- Oximeter and Forehead thermometer should be used on employees before they enter office, repeat every few hours
- Employee working should wear disposable shoe cover before entering the office and should dispose while leaving
- All employees to wear masks / gloves and if required face shields
- All employees to be given 8 alcohol swabs and sanitizers (operated by feet or motion sensor) to be kept at all work stations and common areas
- No beverages including water or food to be provided, employees to carry their own and eat at their desk

On a closing note;

- Employee Health & Safety is not just in Office its end to end from the time the Employee leaves Office in Company transport to the time he reaches home
- Covid Antibody Testing for Employees on voluntary basis
- Rapid Response Team comprising of Corporate Security, In-house Paramedics & HR to take control of situation if an employee is perceived to have any symptoms
- War room comprising of Local Management Team, COO, HR and Corporate Security to monitor any untoward incident and ensure all Employee Personal Databases are updated including Emergency Contact numbers
- Aarogya Setu app to be downloaded by Employees; to send a screen shot of home page on a daily basis to a dedicated email id / WhatsApp number
- All employees returning from home-town to follow local quarantine rules and on completion of same to enter Office
- Avoid Business Travel at any cost

A word about

the Author

#ImpactCovid-19 SWAT Team is a specialized team within Caerus3 Advisors & Think-Tank to help Organizations deal with Impact of Covid-19 and to prep up for future unforeseen “out of syllabus” contingency

This team comprises of experts in Facility Management, Corporate Security, Human Resources and Employee Health & Safety

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