

Giving employees a better return to the workplace



Making the physical workplace safer with digital experiences

Behind every successful return is a strategy that embraces the evolution of the workplace. All state and local health agencies are issuing new COVID-19 health guidelines to keep people safe—from mask and physical distancing requirements to daily temperature checks and workspace sanitation. But managing these changes is left up to the organizations themselves.

Without the right plan in place, companies can put their employees' health and their business revenue at risk—not to mention the risk of governmental disciplinary actions for not maintaining sufficient safety protocols.

Organizations need a dependable and effective way to help employees transition back to work in today's environment. They need to simplify the complex workflows involved with employee return, and capture, manage, and view all the data in real time for better decision-making.

A solution to create seamless workplace services

HCL and ServiceNow are working together to give organizations peace of mind by delivering a comprehensive solution that combines speed, effectiveness, and reliability to drive real organizational change. More than a technology implementation, our workplace services solution works from day one to power operations by implementing intelligent, future-ready workflows, as part of a digitally resilient enterprise.

We minimize critical events and keep employees safe, without compromising on productivity, by accelerating secure data transfer across the enterprise. At the same time, our approach takes into account the effect of change on people—by putting employees' health and well-being at the center of it all.

SafeSense, powered by HCL Fluid Workplace in partnership with the ServiceNow Safe Workplace suite, allows companies to approach this evolution with a human-centric lens—using digital workflows throughout the return-to-work process to make sure everything is really ready.

Employee readiness surveys: These are sent to employees via mobile or desktop, the surveys gauge readiness to return to the workplace and determine how to make employees feel safe. They help organizations gain visibility into employee wellness and their ability to return, to help with safe working environment.

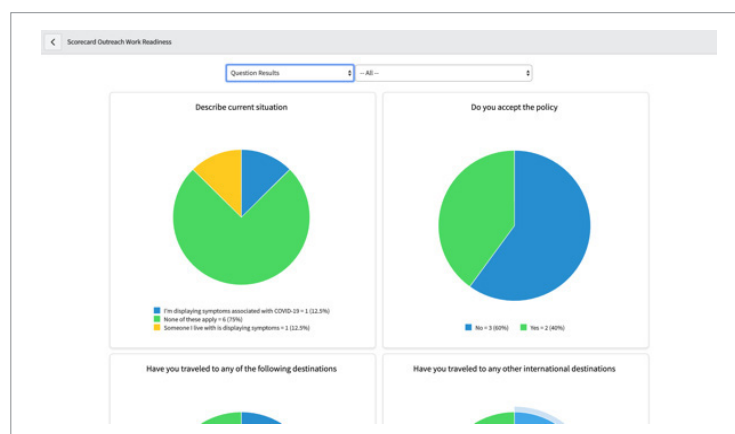


Figure 1- Employee readiness survey

Employee health screening: Anyone wishing to enter the workplace (including employees and guests) gets screened—to verify temperature is are within guidelines and that they possess the required Personal Protective Equipment (PPE). With employee health screening methods, employers gain visibility into workplace trends and needs.

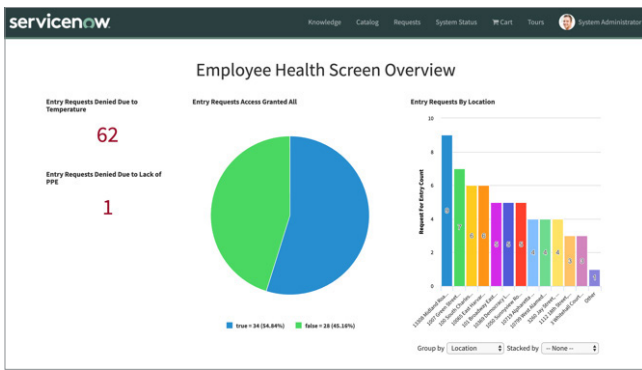


Figure 2- Employee health screen overview

PPE inventory management: Organizations can manage PPE inventory across locations and facilities to meet the physical safety needs of their workforce. With an at-a-glance view, companies can monitor resource needs, view PPE levels by location and facility, and update inventory based on real-time results.

Workplace safety management: A safe, managed return process includes distancing plans, shift assignments to pre-configured workspaces, and automated sanitation scheduling. Management can feel confident about safety at work, as they can see workspace availability at all times with a full audit trail of cleaning history.

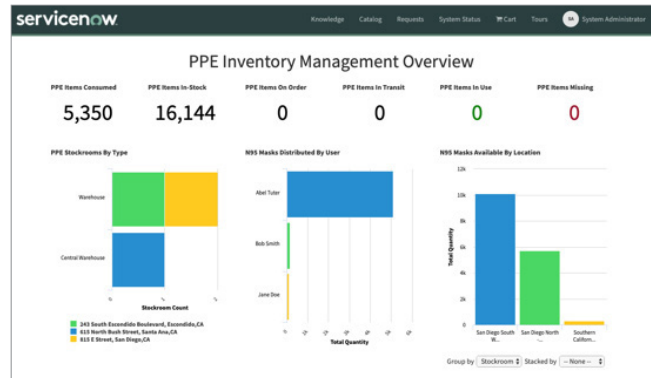


Figure 3- PPE inventory management overview

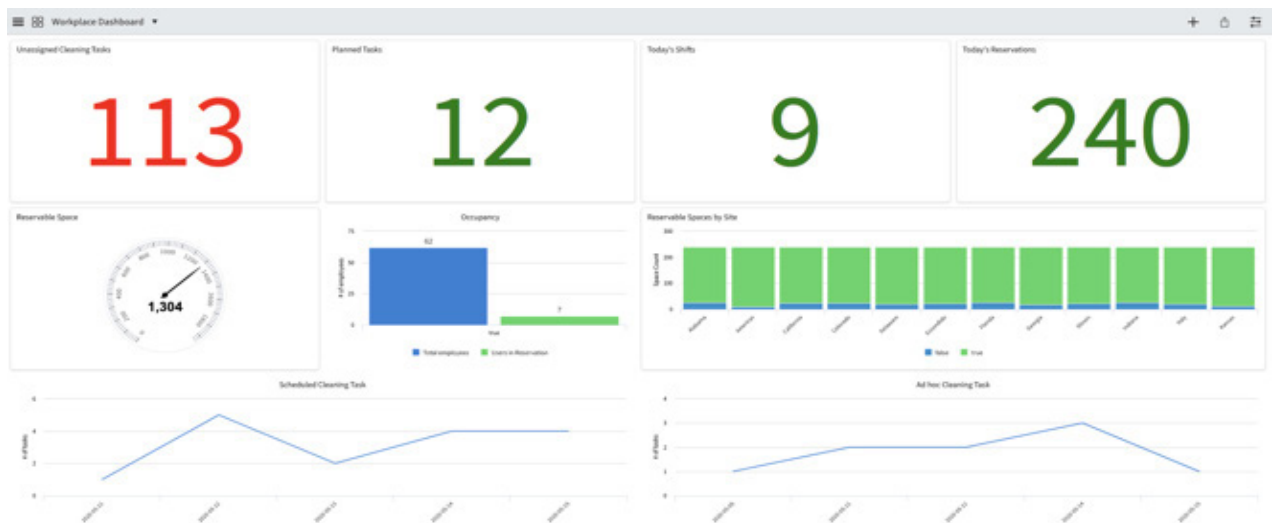


Figure 4- Workplace safety management

Safe workplace dashboard: Organizations can holistically assess workforce and workplace readiness with all of the important data they need in one place—from location-specific information and inventory reports to employee health status.

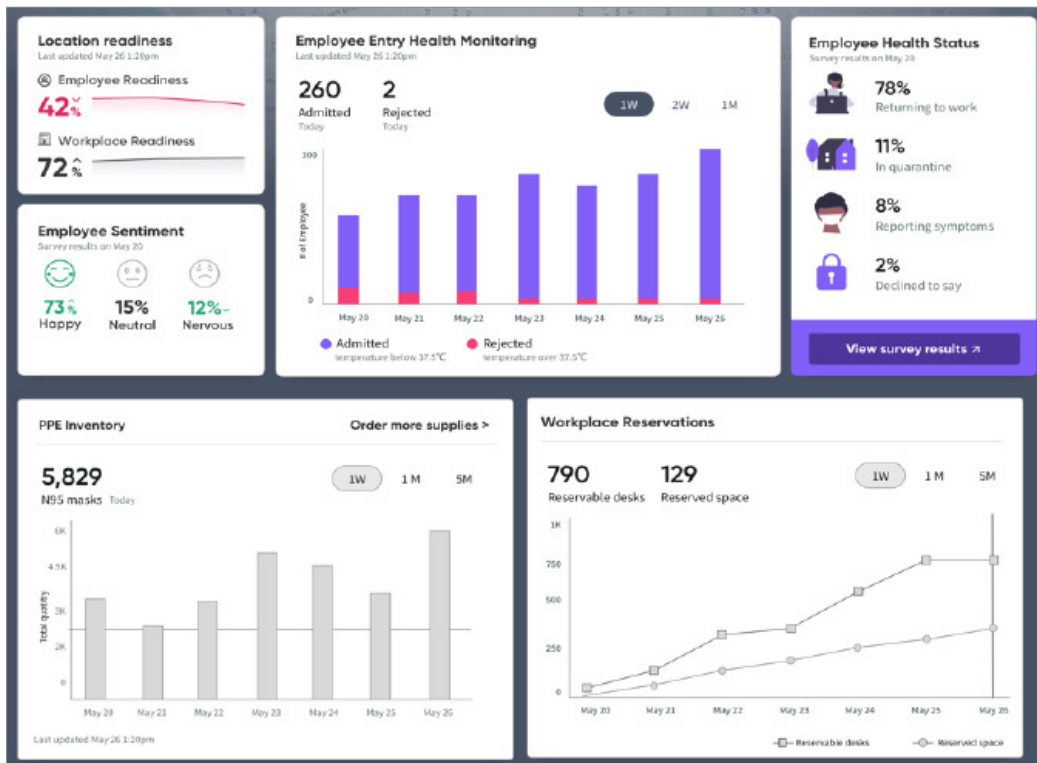


Figure 5- Safe workplace dashboard

A winning combination for pre-return, back-to-work, and future planning

Together, HCL and ServiceNow simplify the implementation process by providing a solution that improves employees’ day-to-day lives and the organization also realizes long-term change and financial benefits. We work from day one to ensure greater connectivity through an interconnected feedback loop that delivers continual optimization

Phase 1: Engage with employees

It’s important to make sure people are aware of an organization’s new safety requirements. To ensure everyone is on board, organizations must:

- Proactively inform employees with targeted campaigns about safety at work
- Gather employee feedback and take action with communications and process changes
- Provide easy access to information on health and safety for employees

Phase 2: Automate steps for returning

Digital tools accelerate and simplify it all with intelligent workflows that optimize and enhance workplace service experiences to help organizations

- Digitize processes for returning, including employee and workplace readiness



Phase 1:
Engage with employees



Phase 2:
Automate steps for returning

- Plan and manage the return across functions, like assigning and tracking tasks
- Guide new hires and returning furloughed workers through onboarding and other lifecycle events

Phase 3: Give employees a safe workplace

This isn't just about returning—it's about embracing the new normal. To give people the confidence they need to be productive in the workplace from the first day, organizations must:

- Manage planned and on-demand workplace arrangements
- Notify employees of workplace assignments and arrival times
- Automate the scheduling of cleaning tasks to support the readiness and safety at work



Phase 3:

Give employees a safe workplace



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