Workplace insights

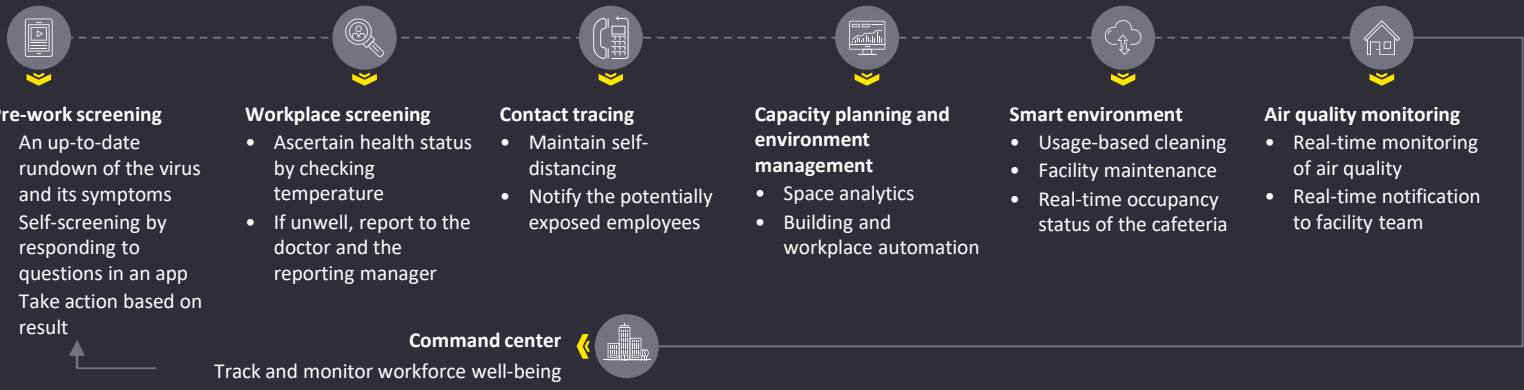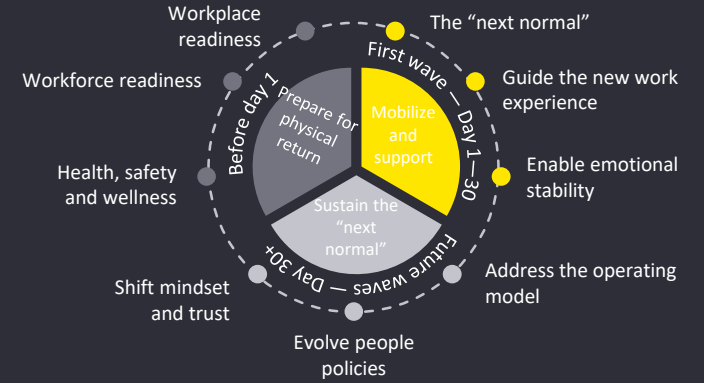## ◆ Reimagining the future workplace

- The COVID-19 global crisis has completely transformed the way we work and challenged us in new and unprecedented ways — both professionally and personally. No sector or industry is untouched — we must all begin to shift our behaviors and mindsets in order to adjust to the "next normal."
- When the situation stabilizes, and our population begins to physically return to work (RTW), we must recognize that work will not return to usual overnight, or possibly ever.
- As we prepare our workspaces and take new measures to protect our people, we must prioritize supporting workers by leading with transparency through the transition. This crisis is an opportunity to usher in a new way of working. Leading with empathy, patience and transparency will help workers feel supported and valued through this period of uncertainty.

◆ Facility management journey

Pre-work screening
- An up-to-date rundown of the virus and its symptoms
- Self-screening by responding to questions in an app
- Take action based on result

Workplace screening
- Ascertain health status by checking temperature
- If unwell, report to the doctor and the reporting manager

Contact tracing
- Maintain self-distancing
- Notify the potentially exposed employees

Capacity planning and environment management
- Space analytics
- Building and workplace automation

Smart environment
- Usage-based cleaning
- Facility maintenance
- Real-time occupancy status of the cafeteria

Air quality monitoring
- Real-time monitoring of air quality
- Real-time notification to facility team

Command center
Track and monitor workforce well-being

◆ Work reimagined

Work reimagined
- The "next normal"
- Guide the new work experience
- Enable emotional stability
- Address the operating model
- Evolve people policies
- Shift mindset and trust
- Health, safety and wellness
- Workforce readiness
- Workplace readiness

First wave — Day 1–30
Mobilize and support

Before day 1
Prepare for physical return

Future waves — Day 30+
Sustain the "next normal"

◆ Return safely to work

Intelligent. Anonymous. Secure. Accurate.
Enable the workforce and workplace response with a humans-at-the-center approach

- Pre-work screening
- Workplace screening
- Occupancy monitoring and analytics
- Smart environment
- Contact tracing
- Air quality monitoring
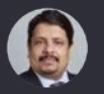- Capacity planning and environment management

◆ Key contacts
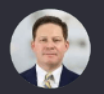
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EY
Building a better working world

The new normal

As global leaders begin planning for the "new normal" during COVID-19, the greatest challenge they all face is balancing the risk of employee health and safety with business and operational continuity. Navigating through this challenge is complex due to the myriad of emotional, physical and operational requirements that must be considered to achieve a safe working environment and incident response mitigation.

Four pillars of resiliency

- Manage immediate and long-term financial stability
- Maintain commercial viability of the business
- Enable the workforce response with a humans-at-the-center approach
- Stabilize operational disruption and reestablish recovery protocol across all functions (business, technology, HR, supply chain, etc.)

Financial stability · Workforce response · Commercial viability · Operational continuity

Employee confidence

Employees must be confident that they can return to a work environment that is responsive to COVID-19 incidents and enables them to return home without threat to their families or friends. This will supersede any regulatory mandates and policies that indicate it is safe to return to an office.

EY-Splunk solution overview

Reduce the economic risk of a campus-wide shutdown while protecting the health and wellbeing of any potentially impacted personnel on the campus, and enable workplace contact tracing to view physical and health safety risk summarizations and modeling

Key capabilities

1. Search for zones within your campus a potentially infected employee visited to understand your workforce's exposure
2. View an overall map of your campus with visibility into open and closed zones
3. Understand which zones of your campus need to be shut down
4. Quantify the effect COVID-19 has on your workforce to better understand the impact on your business
5. Identify inefficiencies in the business's day-to-day operations to enable improved productivity
6. Determine which employees/teams should return to offices
7. Understand the risk posed by transportation methods to initiate programs that address employee mobility during COVID-19
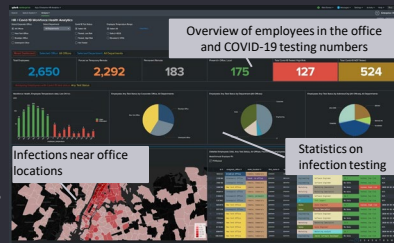
Value delivered

- Provide employee safety by tracking potentially infected workers in the workplace
- Access real-time data on COVID-19 infections to respond more quickly
- Leverage existing technology capabilities to design a response while avoiding costs
- Gain visibility into workplace data to make better decisions

Summary statistics related to visited areas and confirmed contacts

Badge movement by zone

Close contacts with badge IDs

Campus map highlighting at risk regions

Overview of employees in the office and COVID-19 testing numbers

Infections near office locations

Statistics on infection testing

Key contacts

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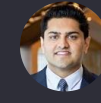
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Implementation approach

Phase 1:
Implement existing data sets

> Respond to positive COVID-19 tests in the workplace by leveraging existing data set
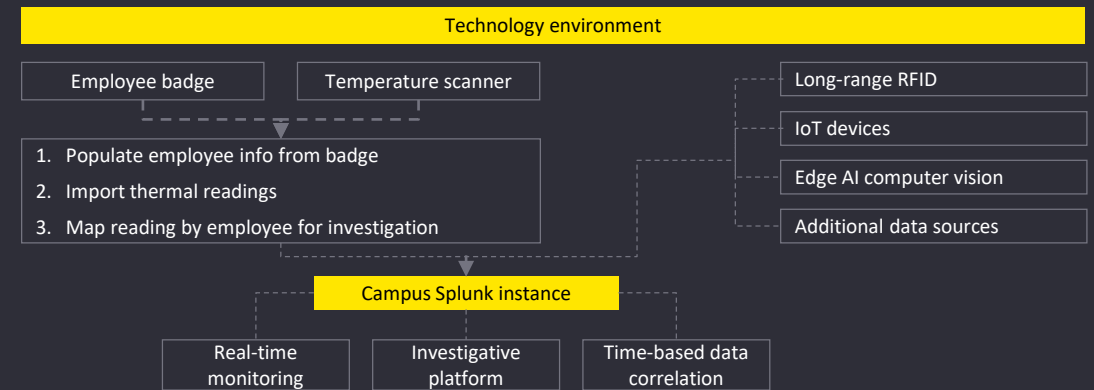
Phase 2:
Add additional data sources

> Improve visibility of the affected workplace by adding additional data sets to increase accuracy

Phase 3:
New tech and innovation

> Implement additional capabilities by enhancing physical security systems (i.e., facial recognition, wearable integration)

Technology environment

Employee badge · Temperature scanner

1. Populate employee info from badge
2. Import thermal readings
3. Map reading by employee for investigation

- Long-range RFID
- IoT devices
- Edge AI computer vision
- Additional data sources

Campus Splunk instance

Real-time monitoring · Investigative platform · Time-based data correlation

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