



1. WHAT ENHANCED PROCEDURES ARE YOU MOST PROUD OF?

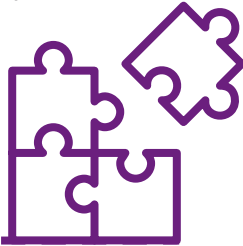
- Implementing a pre-return to work health declaration app
- Personal COVID guidance and risk assessment training, in advance of returning to work
- COVID coaches were identified and received extra training to support colleagues
- Instigated domestic and international travel forms

SHIELD SAFETY GROUP OBSERVATIONS

- 2007 American crash - The first time 'furlough' was introduced. Definite division between working from home and at the office. A lack of caring, cross-over of teams, boundaries were set
- Complacency by teams whilst on a break i.e. restrooms, smoking and break out spaces
- Novelty of working from home wore off and those team members became more anxious about returning to work

2. WHAT WERE THE MOST CHALLENGING ISSUES?

- Making areas COVID-secure whilst building is empty and not being able to review team's usual activities
- Implementing a 'working from home' 24 hour call centre with 48 hours notice
- Team members having attended work then advising they were showing COVID-19 symptoms
- Work from home teams productivity being inconsistent, as not in their usual work environment
- Team members becoming complacent over time



3. WHAT HELPED TO KEEP YOUR WFH OR FURLOUGHED TEAMS ENGAGED?

- Social interaction and virtual get togethers away from work
- bartlett mitchell advised that virtual sponsored walks, wine tastings, cooking lessons, personal letters and postcards were all warmly received
- Business continuity has been strengthened, a definite positive
- Accepting everyone's human when working from home, distractions including educating children and eventful zoom calls with distractions in the background are all just part of the 'new normal'!



POLL #1

DOES YOUR ORGANISATION HAVE TEAMS ON FURLOUGH STILL?

Yes: **64%** | No: **34%**

WHAT PERCENTAGE OF YOUR ORGANISATIONS' TEAMS ARE BACK IN THE OFFICE?

10-20%: **44%** | 20-30%: **24%**
30-40%: **16%** | 40-50%: **8%**
50%+: **8%**



POLL #2

WHICH OF THESE HAVE BEEN THE MOST CHALLENGING FOR YOUR ORGANISATION?

Use of public transport to and from work: **67%**

Getting teams to return to working in the office: **20%**

Adhering to new safety guidance: **8%**

Senior management communicating clear and concise decisions: **5%**



POLL #3

DO YOU BELIEVE HOME WORKING WILL DAMAGE YOUR ORGANISATION'S CULTURE?

Yes: **45%** | No: **55%**

DO YOU BELIEVE HOME WORKING WILL DAMAGE THE SAFETY CULTURE WITHIN YOUR ORGANISATION?

Yes: **36%** | No: **64%**