

Global Beverages & Spirits Company strategizing its employees' Return-to-Office after the pandemic



Introduction

Quick facts

As the news about potential COVID vaccines start to trickle in, many organizations are strategizing their employees' return to office in 2021. However, bringing employees back to office, in the current situation, is a complex task with multiple stakeholders involved. The office premises have to be COVID-proofed and social distancing protocols have to be enforced to ensure a safe and healthy workplace. Each company has to consider its business requirements, employee willingness and eligibility as part of its Return-to-Office plan.

The objective of this case study series is to throw light on how various organizations are planning their Return-to-Office (RTO), factors considered, challenges faced and potential tools adopted to enable the same.

Organization: Global Beverages & Spirits Company
GCC (Global Capability Center)

Sector: FMCG

Focus Geography: India

Total number of employees: ~1600

Current Return-to-Office Scenario:

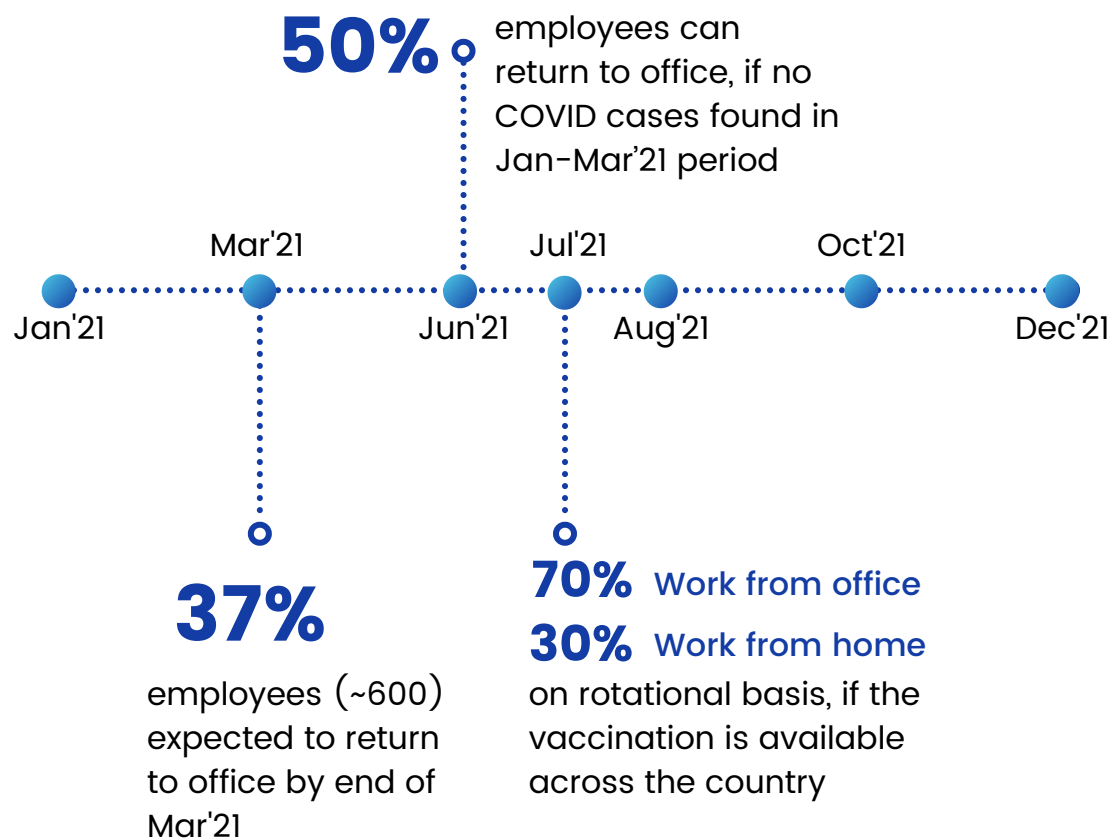
- 1.5% of employees working from the office currently (Facilities Team and a few members from other Functional Teams)
- Business teams are not required to work from office currently
- Work-from-office numbers is expected to increase to 37% by end of March 2021



The Return-to-Office Strategy

While the majority of employees are working from home currently, the HR and facilities team want to make the facility ready and safe for employees planning to work-from-office in near future.

Organizational policy adopted for employees' return-to-office:



Employee rotation / scheduling policy:

The company is taking a very cautious approach from Jan'21.

- Employees are divided into 4 teams
- Each team will be required to work-from-office for a week followed by work-from-home for 2 weeks
- From Apr'21, if no employee is infected in the past 3 months, employees can start choosing the days to work at office
- However, maximum occupancy is planned for 50% all the time (around 700 employees)

Key RTO Concerns & Steps Taken to address them:

● Employees' concerns about the workplace safety

Gaining employees' trust about the safety of the workplace

- Internal surveys were floated to understand employee concerns
- Frequent meetings involving business leaders were conducted to communicate the safety measures practiced
- Sanitizers are installed at designated places inside the office
- Common touchpoints are frequently sanitized

● Driver welfare & safety

Ensuring welfare and safety of drivers in the employee office commute service

- Checking the drivers' temperature daily, monitoring their health on a daily basis
- Maintaining driver movement history
- Frequent training sessions on health & hygiene practices for drivers
- All cabs are sanitized before the shifts
- Drivers check employee temperature before they board the cab



● Cafeteria Management

Employees were concerned about the hygiene of the cafeteria and food served

- Cafeteria occupancy has been reduced from 200 to 30 per sitting
- Food menu is limited to basic foods (only 2 meal options) which are thoroughly cooked
- All cafeteria staff (including housekeeping) are screened daily

● Tech park / Real Estate Space Management

Effective management of common spaces in office premises, as the company is located in a Tech Park

- Company negotiated with the Tech park management to provide them dedicated lifts to those floors where the company operated in the building
- The parking was also made exclusive so that the employees need not share the building facilities with employees of neighboring companies
- Visitors are not allowed to enter the office and only vendors with pre-approved permits can enter the office floors.

Tools used to aid the RTO implementation:

Technology has been extensively used to track and manage employees' RTO and to ensure office occupancy is controlled. Some of the tools the company has been using are:

WorkInSync

For Desk Booking, Employee Scheduling, Employee Health Declaration, Contactless Access Management, Office Commute

HiKVision

For group temperature reading when many visitors / employees enter office

Fevobot thermal scanner

Integrated with WorkInSync's contactless access management feature



One App to manage
all your workplace needs

hello@workinsync.io