Now What? A Re-Introduction to the Workplace

Key Legal, Organizational and Technological Considerations

July 2020







Webinar Format

Panel Discussion (Moderated by Gary Gee)

- Back to the office
- Support & engagement
- Future operating model

Questions

Enter within the questions function (in navigation)







Pandemic Recovery Phases

Response

Offices shutdown as world sorts through rapidly evolving information

Continuity

Companies respond with remote work, PPE, and "crisis management" operating procedures We are here

Re-Introduction

Slow reintroduction of office opening.

Companies are struggling to formulate back to work pan.

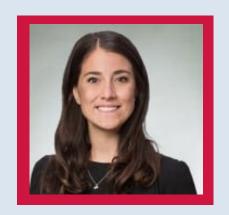
Renew "New World
Order"

The new business reality – learning to live with COVID-19. What do we need?





Introduction To The Panel



Samantha Finkbeiner

A lawyer with MLT Aikins LLP in Calgary, Alberta. Samantha maintains a general labour and employment practice advising employers on a wide variety of employment issues, including labour relations disputes, employment standard compliance, policy development and implementation, hiring, discipline and termination, and human rights issues.



Esme Stewart

A leader with 25 years of global consulting experience. In the last 18 years, she has focused her career on designing organizational solutions in support of major transformation or optimization programs. She has managed various design and implementation teams in standing up new or realigning existing organizational units.



Kevin Young

A technology leader with over 20 years of experience working in a multitude of industries. Kevin has led remote teams across North America and India. His experiences includes operational roles, delivery of complex technology programs, continuous improvement and marketing.







Topic 1 - Re-Introduction To The Workplace How hard can it be?





Key Take Aways

Organizational

Decision making process

- Leader Lead but employee centric
- ✓ Safety first
- ✓ Speed and agility defined processes, clear responsibilities and access to information
- ✓ Listen to employees

Legal Implications

- ✓ Reduction of exposure to liability
- ✓ Guided by public health orders, labour and employment standards, health and safety obligations, and privacy laws

Technological

- ✓ Flexibility for scaling in different jurisdictions
- ✓ Agility to pivot to remote work and "workplace"
- ✓ Business Continuity Review "crisis roles"

Safety measures and considerations

- ✓ Convey trust
- ✓ Communicate often, be transparent and candid
- ✓ Engage the "whole" person
- ✓ Risk assessment and hierarchy of controls
- ✓ Industry specific response plans
- ✓ Collection of personal information and compliance with privacy laws

- ✓ Contact Tracing Apps due diligence
- ✓ Cyber security diligence
- ✓ Data security assessment
- ✓ Data collection & reliability











Key Take Aways

	Organizational	Technological	Legal Implications
Employee assistance	 ✓ Acknowledge stress ✓ Flexibility ✓ Employees need to be ready to return 	 ✓ Employee Engagement – multiple channels (phone, chat, portals,) ✓ Increased availability – work hours still sufficient? 	 ✓ Introduction of new COVID-19 job protected leaves ✓ Human rights obligations and the duty to accommodate
Training	 ✓ New skills and tools to operate virtually ✓ Performance support vs. training 	 ✓ Robust online learning – not must an annual certification tracker ✓ Innovation – "GoPro, Teams, etc. 	 ✓ Occupational health and safety obligations ✓ Training for safety sensitive positions
Leadership & performance	 ✓ Impacts on managing, developing and assessing talent ✓ Importance of fairness ✓ Build meaningful relationships = TRUST 	✓ Collaboration Tools	 ✓ Work From Home Policies ✓ Performance Management and Discipline







Topic 3: – Renew Phase What is the new operating model going forward?





Key Take Aways

Optimizing

operating model

Organizational

- ✓ Offer new employee experience
- ✓ Opportunity to rethink where work should be done and who should do it to achieve both productivity and cost savings benefits
- ✓ Maintaining alignment between new operating model and culture
- ✓ Be respectful and guard against increasing stress level & disengagement

Technological

- ✓ Remote "Everything"
- ✓ Automation opportunities
- ✓ Infrastructure demands grow
- ✓ Cyber Risk grows

Legal Implications

- Restructuring, automation and risk of constructive dismissal
- ✓ Influx of litigation and judicial guidance
- ✓ Reducing risk for future emergency circumstances







Want to Discuss More?







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