



## Returning to the Workplace

### Workday solutions for your journey to recovery and resilience.

Over the months since the pandemic began, organizations have been navigating the “new normal.” While the journey looks slightly different for each organization, they all go through similar phases: **evaluate** the data pulled together and take stock of the situation, **plan** how to devise a path forward, **reopen** to put that plan into motion, and **reinvent** by introducing new ways of doing business.

For each stage, we’ve been working with our customers to help them progress in their journeys and emerge stronger. Here are some of their stories.

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### Evaluate.

Critical to successfully navigating the return to the workplace and the next normal is understanding the constantly changing environment. It’s complicated—each employee, group, location, region, and division has unique needs and constraints.

Workforce evaluation needs to consider the worker’s environment—including the ability to work remotely and having access to systems—but also personal drivers, such as caregiving responsibilities or commuting options. On the workplace side of the equation, decisions need to account for each local environment; physical workplace design and accessibility; environmental issues, such as rising or falling infection rates; and local regulations or ordinances. It’s enough to create instant information overload.

### Some of the use cases Workday supports:

- Securing physical workplaces
- Identifying essential workers
- Enacting safety measures for essential workers
- Enabling remote work
- Understanding worker sentiment, wellness, and productivity
- Distributing insights to local managers

### Customer stories:

“With Workday Human Capital Management, we were able to identify frontline workers over age 65 and move them to roles with less exposure. We’ve also been able to monitor the number of months worked by contractors, which affects eligibility for pandemic-related government wage subsidies.”

—Healthcare Customer

“We’ve used Workday HCM to configure enhanced absence types for workers with COVID-19 symptoms and those who are required to use special leave due to family care and homeschooling. This data enables our organization to effectively monitor absences and well-being.”

—Energy Customer

## Plan.

With insight in hand, HR and business leaders are equipped to plan for the next normal, whether that's a safe and effective return to the workplace, a new hybrid approach to remote and on-site work, or modified safety protocols for worksites that have continued to operate throughout the crisis. What's certain is that plans have to flex for changing conditions and incorporate both worker and workforce dynamics. What's needed is continuous, collaborative planning that anticipates scenarios and enables contingencies.

### Some of the use cases Workday supports:

- Monitoring local health conditions
- Tracking public health regulations
- Monitoring cases and testing
- Scenario planning around viral activity and waves
- Planning vaccine-enabled return strategies
- Preparing safe workspaces
- Developing new health, safety, and wellness protocols
- Aligning site readiness and capacity with worker willingness and eligibility to return
- Ensuring inspections and remediations

### Customer stories:

“We had to create multiple pictures of our budget based on different pandemic scenarios. In the past we would have done report extracts and formatted spreadsheets, which would create version control issues. But with Workday Adaptive Planning, everything sits in one place and is securely accessible by those involved in the planning process.”

—Retail Customer

“We're using Workday Adaptive Planning to assess the impact of COVID-19 on our institution. We were able to quickly change versions on our most recent forecast and get input from contributors across the institution, all within 10 days. With our former process, it would have taken 10 days just to build the spreadsheets.”

—Higher Education Customer

## Reopen.

At some point, the time comes to put plans into motion—returning remote workers to physical workspaces, introducing programs to support workers in new ways, applying new requirements or regulations, and supporting workers in understanding and adapting to the new normal. Multidisciplinary teams from across the organization, including facilities, real estate, business and HR leadership, well-being, and safety, need to work together to prepare the workforce for new expectations, orchestrate different ways for workers to move and engage, and develop new ways to support day-to-day worker needs.

### Some of the use cases Workday supports:

- Monitoring office readiness and safety protocols
- Understanding availability of PPE and cleaning supplies
- Managing worker safety, health, and well-being
- Preparing workers for return with region- or role-specific journeys
- Tracking required learning
- Managing reentry requirements and approvals
- Administering daily health attestations
- Creating a back-to-office “passport”
- Managing contact tracing through allocating and tracking workspaces
- Managing vaccine distribution and administration
- Delivering vaccine education and access or adherence communications

### Customer stories:

“We were getting a lot of ad hoc requests from employees to come into the office to pick up their belongings. Using Workday Extend, Workday Journeys, and Workday Help, we created a self-service form where employees indicated preferred pickup times. The data was managed and shared across HR, Real Estate, and Security.”

—Financial Services Customer

“Our warehouse employees are using Workday on their mobile devices to sign in for work. That way, they avoid the health risks of congregating in the clock-in area.”

—Retail Customer

## Reinvent.

Physical return, or normalization of the new hybrid workforce, is not the end of the story. During this time, we've learned to be reactive and resilient, pivot focus, and shift from traditional lines of business to reimagined ones. What is clear is that we are not going to return to normal, but we will reinvent normal. To rebuild and thrive in the new world of radical agility, organizations are reskilling and upskilling the workforce and shifting to a more flexible talent model.

### Some of the use cases Workday supports:

- Assessing worker skills and capabilities
- Recruiting, reskilling, redeploying, and retaining workers
- Matching workers with internal gigs
- Enhancing benefits programs and providing easy access to employees
- Ensuring inclusion and belonging
- Establishing safe spaces for collaboration
- Managing compliance updates

### Customer stories:

"We're using Workday HCM to track the certificates and skills required for staff moving from private to public hospitals, so we can very quickly assist in our pandemic response."

—Healthcare Customer

"With the accelerated pace of change, it's critical that we have the right people with the right skill sets. Workday Talent Marketplace has helped us match skills with projects for optimal resource allocation across our 25,000-person workforce."

—Professional Services Customer

Recovery from the pandemic promises to be a lengthy and unpredictable process requiring agility and resilience. By partnering with Workday, you can be ready for the journey so your business can emerge stronger than before.



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