

# Restarting the UK

**KPMG's methods and digital accelerators in response to COVID-19**

## Supporting the safe return to the workplace

Managing the return of employees to the physical workplace where needed or preferred, creates an unrivalled enterprise resource planning challenge. At the beginning of the COVID-19 pandemic, the crucial challenge organisations had to overcome was the ability to scale infrastructure to facilitate remote working. As we look towards the future and the new reality of the workplace - a combination of virtual and physical workspaces used for various interactions and employee segments, balancing the availability of employees with the readiness of locations, will entail serious management.

## Restart Solution

KPMG have developed an informed approach to assessing, developing and delivering the capabilities required to successfully navigate the availability of physical locations for effective operation.

<p><b>Restart methods</b></p>  <p>Pre-packaged, ready-to-use set of 8 user journeys covering each step of a worker's transition back to their workplace, including template checklists, questionnaires and risk frameworks.</p>	 — Built on KPMG's own and clients practical experience globally of mobilising their workforce.
<p><b>Restart app</b></p>  <p>Underpinning our experience-led user journeys, we have configured the COVID app supplier technology to give an end-to-end solution for different components of your workforce.</p>	 — Engineered by our leading SMEs from people, finance operations, risk and supply chain domain experts.
	 — Allows organisations to manage compliance with industry/ government guidelines through end-to-end workflows.
	 — Available on leading platforms including ServiceNow, Oracle, Salesforce and MS PowerApp.

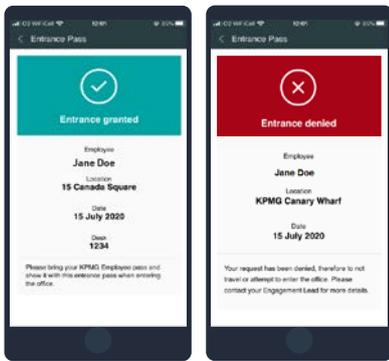
## Developing your journey for your workforce

Over the 8 user journeys, we will work with you to understand the decisions you need to make from deciding to open a workplace through to identifying who is your candidate population who need that workplace and into the experience you want to offer those workers as they prepare to come back, when they are back and when they return home.

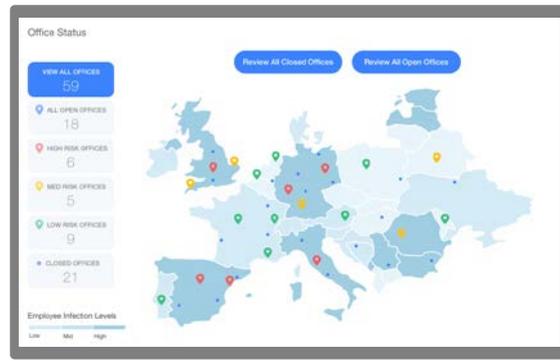
<ol style="list-style-type: none"> <li>1 Worksite and people readiness</li> <li>2 Pre-assessment and request</li> <li>3 On the day travelling to the workplace</li> <li>4 Working my day</li> <li>5 Leaving work and returning home</li> <li>6 Monitoring results</li> <li>7 Risk realised</li> <li>8 Safely working remotely</li> </ol>		<p>Each map identifies:</p> <ul style="list-style-type: none"> <li>— <b>The steps for each role:</b> As they navigate returning to the workplace</li> <li>— <b>Expectations:</b> What is the employee thinking, wanting or feeling?</li> <li>— <b>Opportunities:</b> Where could we go further to improve the experience?</li> <li>— <b>Risks and Challenges:</b> What should we remain aware of and monitor?</li> <li>— <b>Tools and Systems:</b> Experience enablers</li> </ul>
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## → Core app capabilities

	1. Manage location readiness		5. Manage workforce risk
	2. Capture workforce availability		6. Monitor distancing effectiveness
	3. Employee daily check-in		7. Respond to outbreak
	4. Workplace passporting		8. Real-time dashboards



Workforce app for capturing employee risk assessment and managing workplace passport



Enterprise dashboard for tracking overall organisation readiness and availability

We significantly extend COVID-19 dedicated functionality in the underlying platforms with:

- Extended processes including country and sector-specific guidelines
- Pre-configured assessments and reporting to enhance the use cases
- Analytics to optimise scenario planning

Further reducing configuration time, enhancing the level of controls and allowing enterprises to focus on scenario planning and differentiated capabilities.

## → Benefits of KPMG's Restart Solution

### Speed of set up:



- **Ready to go templated approach** to help manage your workforce experience and wellbeing for those returning to the workplace.
- **Out of the box automation** results in faster, easier scenario planning and response to lockdown changing.
- **Industry specific scenarios** covering key user journeys for a breath of industries.

### Richness of content:



- **Global insights** from restarts in the UK and in countries further ahead.
- **Aligned with government guidelines** with local implementation considerations defined for other countries.
- **Part of KPMG COVID-19 Enterprise Resilience Framework** offering access to broader business resources to support related operational, financial and commercial issues.

### Digitally enabled:



- **Enriches out of the box solutions** (Service Now, Oracle, Salesforce, Microsoft) with industry leading, detailed processes.
- **Evolving roadmap** of new processes and assets as the situation changes and develops.
- **Integrates with existing systems** and can be hosted on your own environment.

## → Our alliances

KPMG member firms have established a number of powerful global strategic alliances with some of the world's leading cloud technology providers, including ServiceNow, Oracle, Salesforce and MS PowerApp. We will bring these alliances to bear in creating and extending our Restart technology assets.

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