

# Reimagining the Workplace

Thought Leadership: 7 Best Practices For New Normal

August 2020

# Disclaimer

This presentation is not:

- Legal advice
- The final word on today's topics
- A political opinion

## BEFORE TAKING ANY ACTIONS

*Before taking any actions on the information contained in this presentation, employers should review this material with internal and / or external counsel*

# Today's Presenters: The **ADP** Team



**Ashley Ruggiri**  
**Channel Sales Manager**  
**Major Accounts**

Ashley has more than 12 years experience in the Human Capital Management space including payroll, benefit administration and talent management. She has consulted with clients both domestically and internationally to determine the best suite of solutions while factoring in needs, budget and culture. Ashley holds an MBA from Syracuse University and is currently getting her Post Graduate Diploma in Strategy and Innovation at University of Oxford.



**Ashley DeLacy**  
**Vice President**  
**ERP Partner Alliances**

Ashley brings over 13 years of experience in Human Capital Management, sales leadership and channel sales development. She has built ADP's comprehensive approach that aligns sales distribution, product, implementation and service resources for ADP's strategic partnerships. Now, more than ever, clients need integrated solutions and partners in both human capital and ERP to come together to drive better business outcomes. Ashley is working for her partners and ADP to ensure our end customers achieve greatness through best in class technology and service delivery.



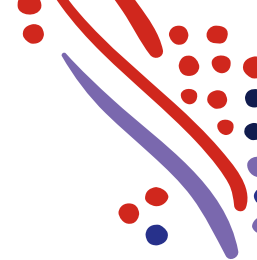
**Katia Leonidas**  
**Vice President**  
**Private Equity, VC, VAR**

Katia brings more than 10 years of experience in leadership and helping businesses drive results through optimization of their human capital management. She is skilled in Business Processing Outsourcing and specializing in PE/VC. She has helped scaling businesses both Pre & Post M&A integration while providing HR and regulatory compliance guidance.

# Agenda

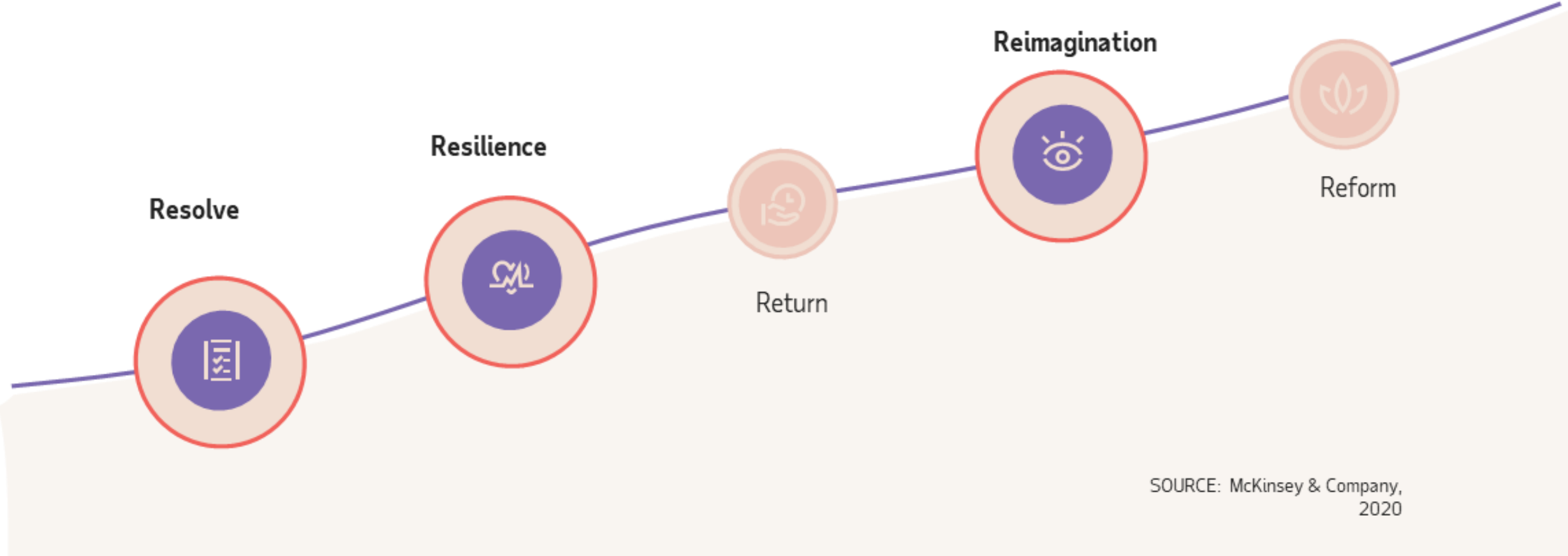
- **Returning to Work**
- **Workplace Changes**
- **Predicting Consumer Behavior**
- **Managing Employee Availability**
- **7 Best Practices**
  - Optimize Employee Schedules
  - Revisit Timekeeping Rules
  - Revisit Timekeeping Methods
  - Closely Monitor Absence and OT
  - Revise and Communicate Attendance Policies
  - Practice and Scale Leave Case Management
  - Brush up on Compliance



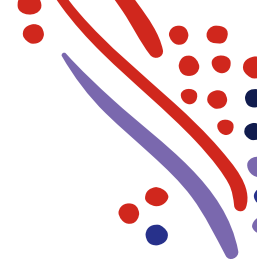


# 5 Rs of “Evolution”

As a Leader, where you spend your time will adapt



SOURCE: McKinsey & Company, 2020



# What We're Hearing

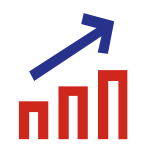
**New requirement – be agile and ready to adapt**



- Organizations adjust business models to meet changing needs and demand



- Drastic economic shift with layoffs and / or furloughs across industries



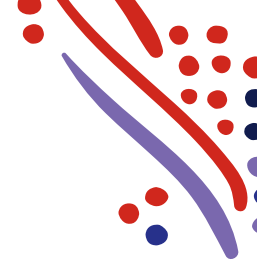
- Increased demand / hiring in certain industries



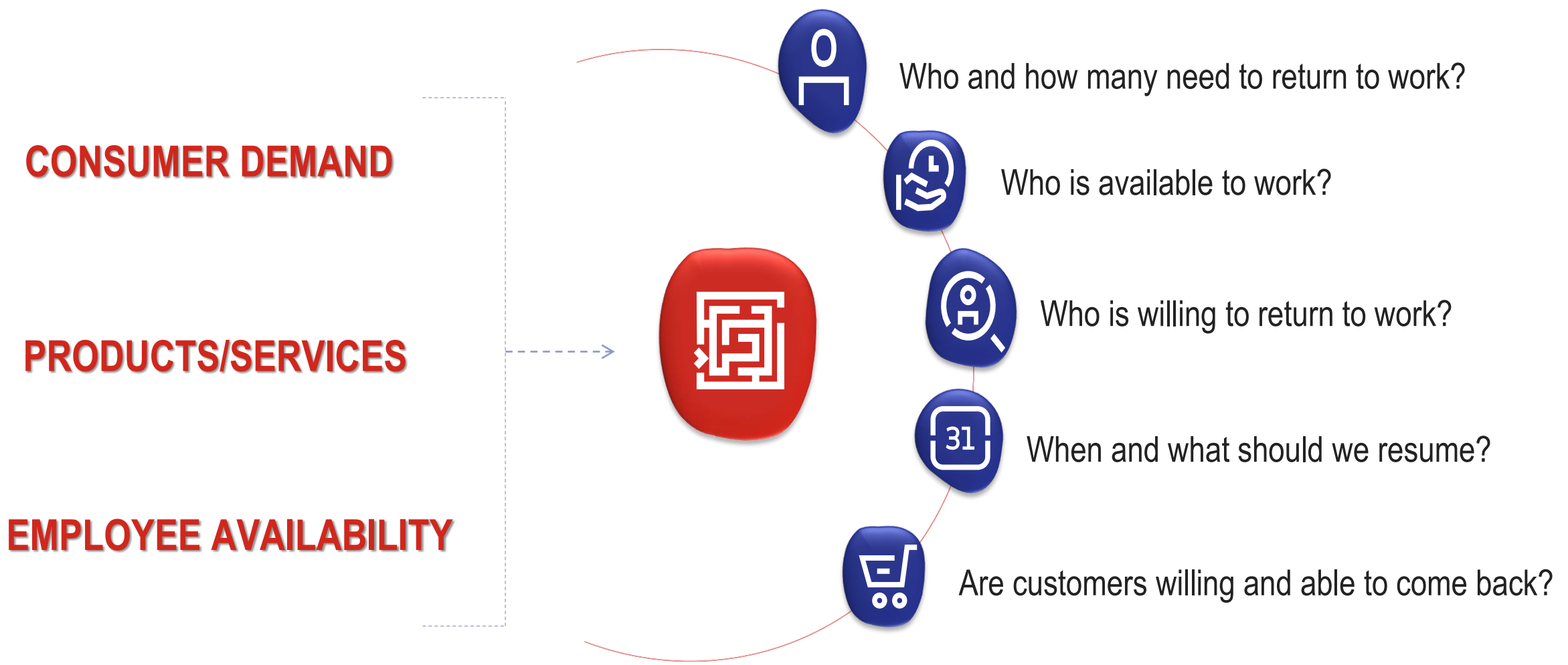
- Employers are seeking guidance and best practices



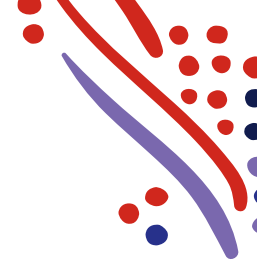
- Returning to work / returning to the NEW normal



# Re-opening is Tricky Business



# Customer Demand Factors



## Health

- Guidelines - monitoring re-opening declarations/timing
- Consumer health – monitoring regional trends/data

## Behavior

- Will people return to safest services and locations first?
- What do the safety/necessity trade-offs look like?
- What products and services will people prioritize?
- What are essential vs. what are luxury?
- Monitoring unemployment and consumer confidence

## Product / Service Availability

- Which products are available ?
- Which product are in demand?
- Which are you able to deliver?
- How will this evolve near-term and long-term?

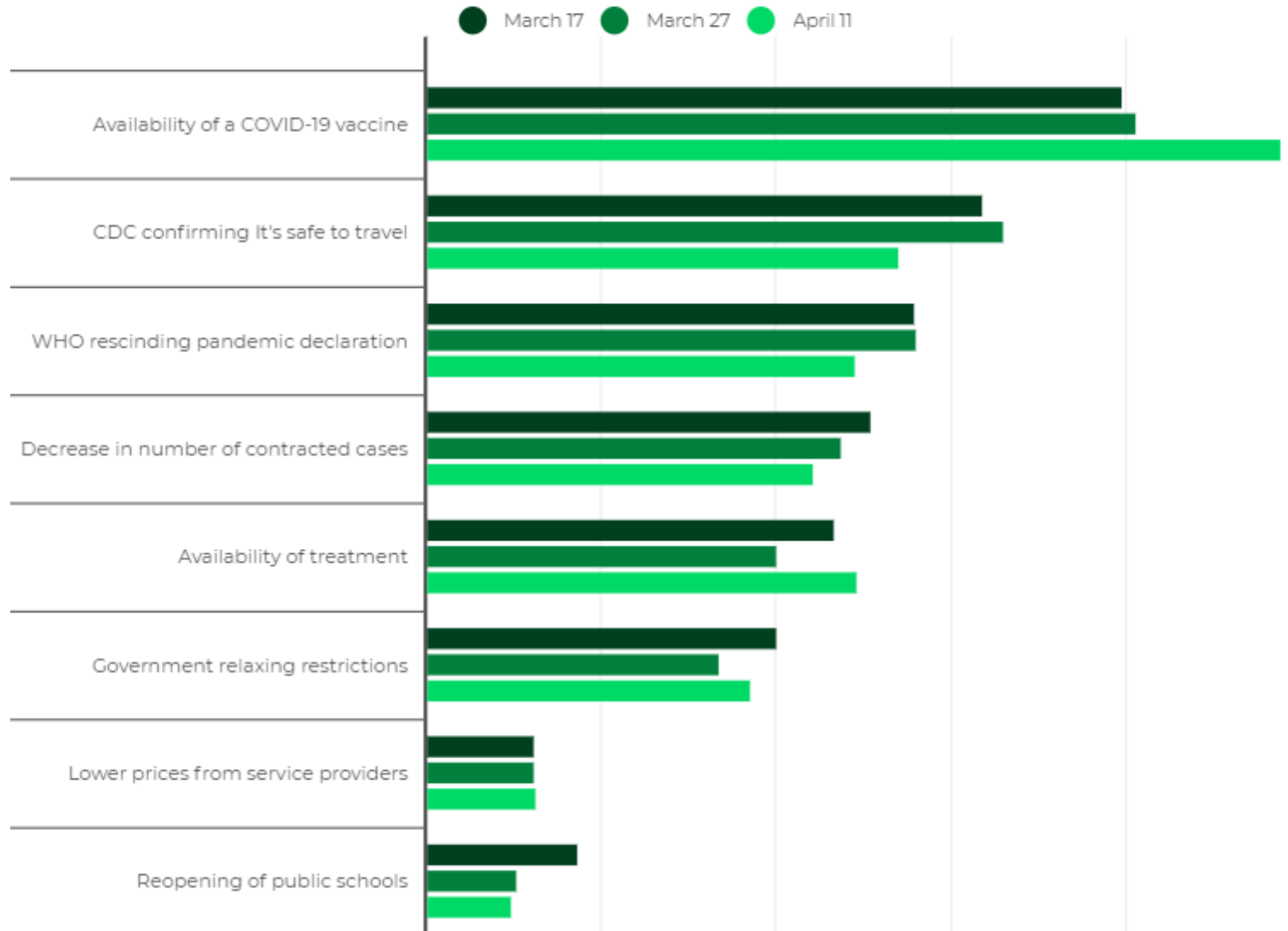


# Consumer Behavior

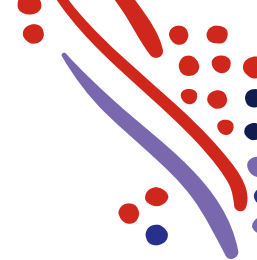
Requirements in order to return to routine activities

**49%  
SAY A  
VACCINE**

Share of consumers who cited select events that need to happen for them to feel comfortable returning to their normal lives



# Employee Availability Factors



## Health

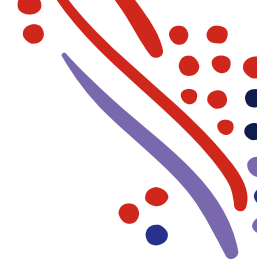
- Personal wellness, Family care
- Regular screening, reporting changes
- Return-to-work from illness/leave

## Behavior

- Employee willingness to work
- Willingness to work certain jobs
- Ability to return – day care/school
- Attrition

## Job / Skills

- Skills and staff inventory
- Shifting jobs to contractors
- Establishing contingent staffing sources/partners
- Hiring and training
- Bench depth
- Determining need (without discriminating)



# Are people comfortable returning?



**2 out of 3 people**  
feel uncomfortable returning  
to the workplace right now

## Before returning to work, I want my company to have:



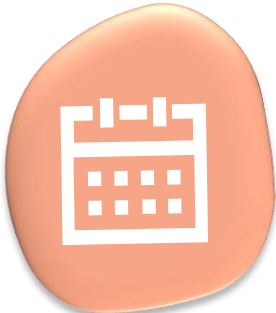
# Evaluate – Policies, Procedures, Processes and Tools



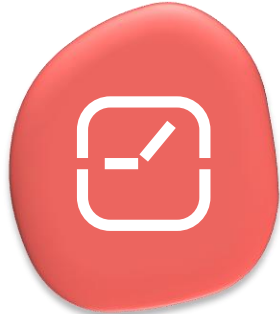
**Data  
Collection**



**Time Tracking**



**Employee Scheduling**



**Attendance  
Management**



**Leave  
Management**



**Keep up with  
Compliance**



**Analysis &  
Reporting**

# Best Practice 1: Consider alternative timekeeping methods

## Temperature Screening – Paid Time

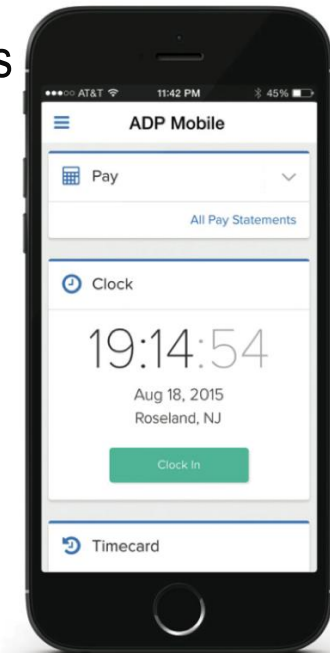
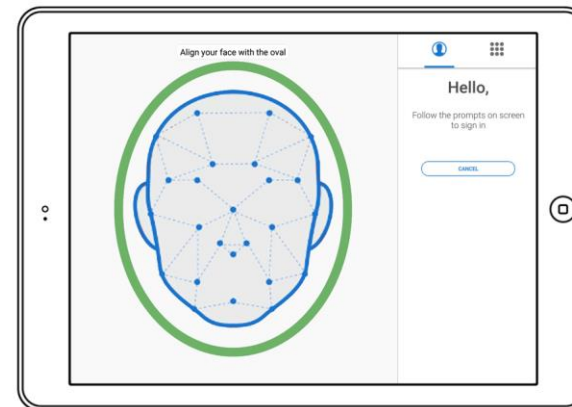
- Special job code – record time and pay for tax purposes
- Have a policy for sending home and return to work with an objective threshold – e.g. 100.4 degrees
- Be consistent

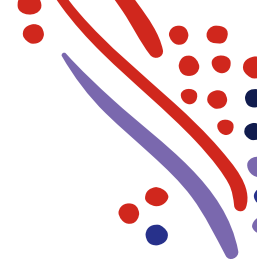
## Health Attestation

- Ask question or read a statement
- Attest to being symptom free
- Prevent clocking in if symptoms exist

## Data Collection from the Source

- Timeclock sanitizing
- Use of mobile for remote workers
- Use of facial recognition for hands-free identification
- Voice commands for hand-free transactions
- Proximity badge readers



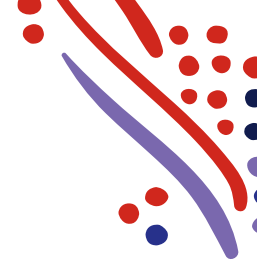


# Best Practice 2: Revisit timekeeping rules

The screenshot displays the ADP Timecard interface. At the top, it shows the user's name and a search bar. Below that, the 'Your Timecard' section indicates the time period as 'FEB 19 - FEB 4'. A notification states 'You have not yet approved this timecard' with an 'APPROVE TIMECARD' button. The 'TOTAL TIME' is shown as 80:00 (1400 MINS). The 'WEEK SUMMARY' shows two weeks, each with 40:00 hours. The 'PAY CODE SUMMARY' shows 'Regular' for 80:00 hours. Below this is a grid of daily time entries for Monday through Sunday. Each day shows a start time of 8:00 AM and an end time of 5:00 PM. The grid includes columns for 'ACCOUNT', 'HOURS WORKED', and 'SCHEDULE'. The 'SCHEDULE' column lists the start and end times for the day, including break times. The 'TOTAL' column shows the total hours for each day, which is 8:00 for Monday through Friday and 0:00 for Saturday and Sunday.

- Support time worked and time away from work for non-exempt and exempt employees
- Apply pay policies including new pay codes related to COVID-19
- Track and calculate premium pay and hazard pay
- Overtime requests and alerts, calculate overtime
- Document meal and rest breaks
- Provide attestation – breaks and health
- Accrue time off, provide balances
- Automate workflow for routine tasks
- HR and Payroll integration

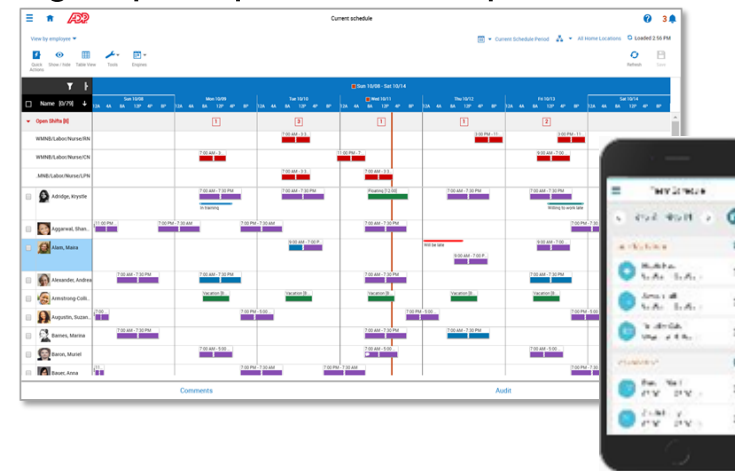


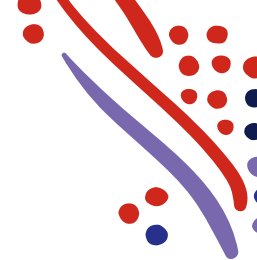


# Best Practice 3: Optimize employee schedules

- **Optimizing for demand, availability, skills and preferences**
- **Schedule to demand as precisely as possible – minimize over- or under-scheduling**
- **Forecasting – can forecast with little data**
  - Can do a % decrease across the existing forecast
  - Can budget-restrict the labor/staffing
  - Use shift patterns and templates to add new shifts and made large scale changes

- **Quickly find replacements for absent workers**
  - What if entire areas of workers need to quarantine and be absent?
- **Collaborative Scheduling**
  - Available Shift posting
  - Shift sign up, request and drop





# Best Practice 4:

## Revise and communicate attendance policies

The screenshot shows the ADP 'Manage My Employees' interface. At the top, it says 'Jonathan Berry Sign Out'. Below that is a 'Daily Tasks' section with 'On Premise' and 'Review Punch Exceptions' buttons. A toolbar contains icons for 'Select All Rows', 'Column Selection', 'Filter', 'People', 'Timekeeping', 'Accruals', 'Approval', 'Schedule', and 'Absence'. The main area is a table with the following columns: Name, Unexcused Absence, Excused Absence, On Premises, Unshed Hours, On-Call, Home Phone, and Hire Date. The table lists 20 employees, with a total of 97 rows and 0 unexcused absences.

Name	Unexcused Absence	Excused Absence	On Premises	Unshed Hours	On-Call	Home Phone	Hire Date
Albright, Chri...	✓					201-808-1282	7/08/2005
Anderson, Ma...						973-808-1234	5/21/2003
Baker, Dan						404-549-7894	7/15/2005
Bardy, Carl	✓					201-228-1352	2/22/2002
Beckham, Kat...	✓						8/12/1990
Belmont, Stev...						715-222-9478	3/03/2003
Bender, Norm...						310-333-9921	6/04/1995
Berry, Jonath...						973-808-1235	5/13/2000
Bethany, Jen...						814-808-1256	7/21/2007
Beyer, Laura A	✓					845-808-1236	7/21/2007
Biggins, Geral...	✓					973-808-1237	8/19/1990
Bonner, Edwa...						973-808-1238	5/23/1996
Braxton, Dale						544-333-6897	1/05/2008
Bromwell, Re...						973-584-1315	6/02/2002
Burke, Paige						597-333-7878	5/14/1998
Byrnes, Ronal...						814-808-1239	2/04/1995
Byrone, Fred						814-808-1240	12/05/2006
97					0		

- Attendance policy/points management
- Rewards and discipline tracking
- Sick and stay home policies
- Uniform policies - PPE
- Donning and Doffing
- Break room and rest room policies
- Hand washing, etc.
- OSHA





# Best Practice 5:

## Leave case management process and compliance

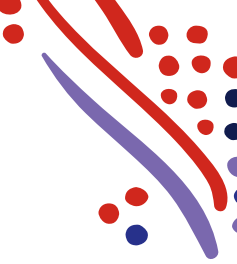
- Streamline leave administration
- Integrate with employee schedules
- Determine eligibility
- Trigger and store documents
- Support FMLA – continuous and intermittent leave
- Support federal, state and local leave laws
- Support company policy including STD, LTD, and more

The screenshot displays the ADP Leave Management interface for user Joshua Woo. The main navigation bar includes 'General Maintenance', 'Employee Schedule', and 'Leave Management'. The 'Leave Management' section is active, showing a 'Leave Case List' and a 'CASE SUMMARY' form. The form includes a sidebar with expandable sections: Case Summary, Additional Information, Eligibility & Leave Types, Documents, Document Status, Frequency & Duration, Notifications, Employment Status, and Leave Rules. The 'CASE SUMMARY' form contains the following fields and values:

CASE SUMMARY		Paid Leave	Unpaid Leave
Total Committed Takings	8:00	8:00	8:00
* Leave Start Date	3/12/2012	* Initial Leave Request Date	3/12/2012
Leave End Date		Requested Daily Leave Hours	Same each day/Variable
Case Status	Open	Effective Date	3/12/2012
* Leave Category	Medical	* Effective Date	3/12/2012
Reason	Illness	Case Approval Status	Preliminary Approval
Leave Frequency	Intermittent	Effective Date	3/12/2012
* Leave Case Code	ILL	Temporary Mailing Address	Physical therapy required after knee surgery

# Best Practice 6:

## Brush up on new and existing compliance topics



ADP® COMPLIANCE ON DEMAND

CONTENT COMMUNITY CONSULT

Get Started searching contents: Articles, toolkits, Updates, etc...

BROWSE CONTENT LIBRARY

Go through our archives of Whitepapers, Updates, Webinar, etc...

UPDATES  
WFM Legislative updates

WEBINARS  
Online workshops delivered by ADP experts

TOOLKITS  
Best practice guidelines and forms on a particular Topic, e.g. FLSA, FMLA, etc.

ARTICLES  
ADP Thought Capital documentation to help users with complex topics

VIDEOS  
Informational videos about WFM related compliance guidelines and legislative changes

POSTERS  
Posters to be displayed in common areas of an office

POLICIES  
Templates that could be used to create Corporate Policies

FORMS  
Templates and documents to manage compliance related tasks

ACCESS TO OTHER KEY RESOURCES  
Access to key government forms and documents

MY NEWS

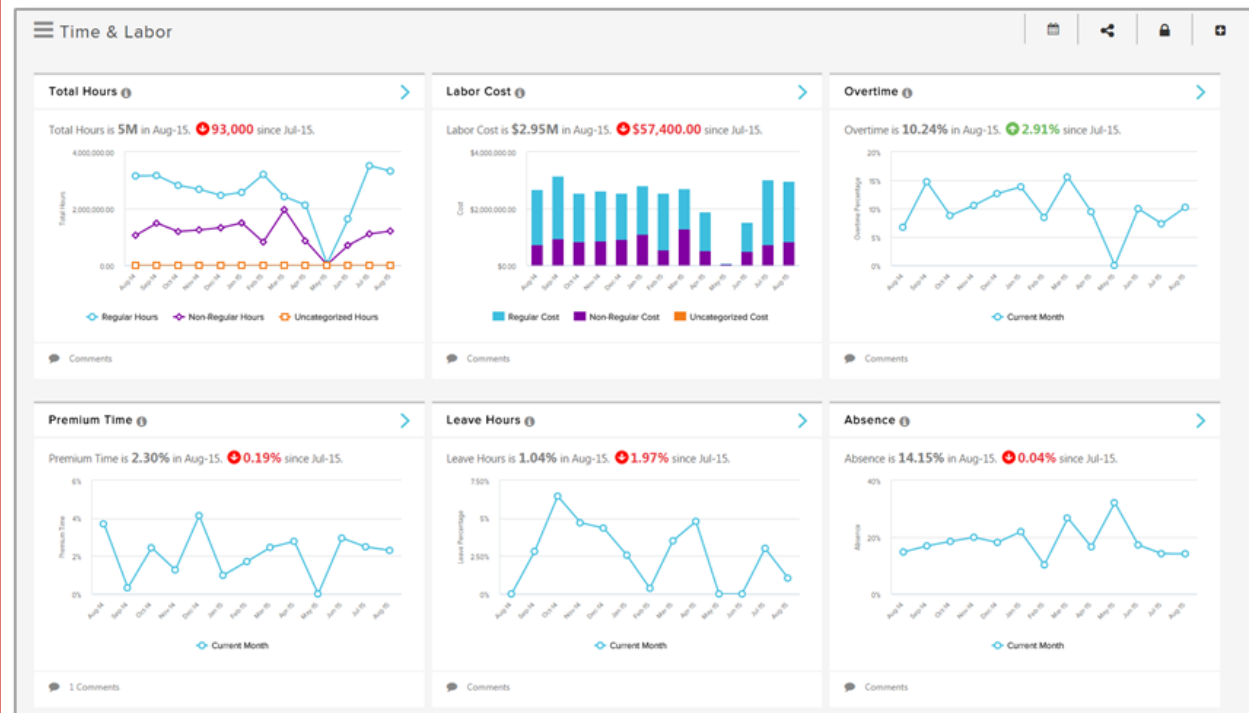
ADP is not a law firm and does not practice law or give legal advice. Any guidance provided by ADP in this regard should be considered ADP's recommended best practices only. If a client has any questions about how any of the provisions discussed apply to its particular employees, the client is advised to consult with its own legal counsel.

- New and existing leave laws
- Exempt and non-exempt status
- Employee and independent contractor
- Pre- and post-shift activities
- Off-the-clock work
- Overtime
- Meal and rest breaks
- Recordkeeping
- Wage statement requirements

# Best Practice 7:

## Closely monitor, analyze and manage absences and OT

- Role-based dashboards
- Analytics
- Benchmarking
- Predictive
- Standard reports
- Custom reports
- Ad hoc reporting
- Labor costs
- View actual, scheduled and earned hours
- Actual, controllable and forecasted OT



# Workforce Management Solution Spectrum



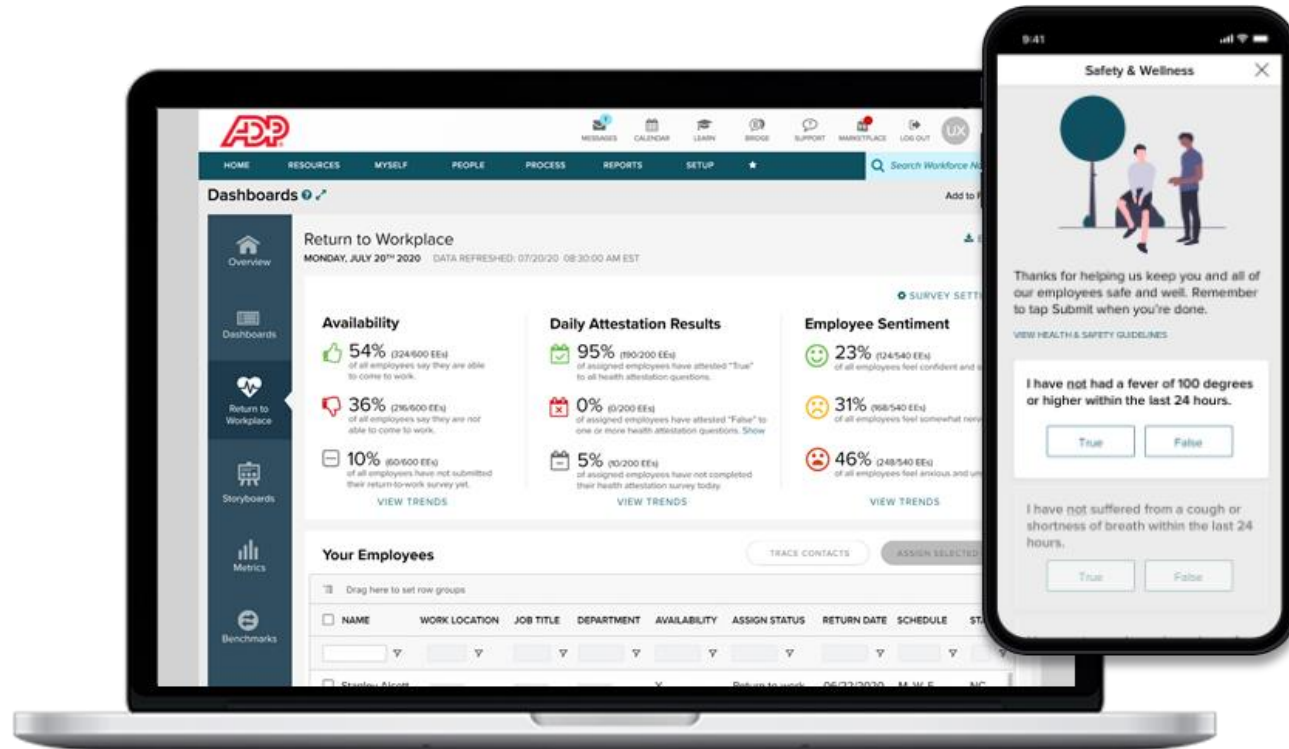
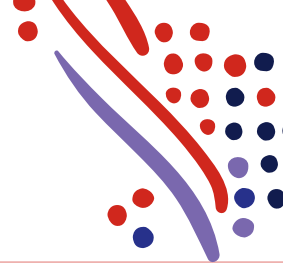
Work					Activity and Project Tracking		
Absence					Accruals	Attendance Policies	Leave Cases
Schedules	Basic Scheduling			Advanced Scheduling		Optimized Scheduling	
Time	Timekeeping	Time & Attendance		Advanced Time		Global Time	
Reports	Standard Reports		Analytics and Insights		Custom Reports and Charts		Benchmarking
Mobile	Mobile app		Fully Mobile app		100% responsive/adaptive		
Clocks	Time Kiosk app	Basic Timeclocks	Biometrics	Peripherals	Smart Timeclocks		



**Complexity**



# New ADP Return to Workplace Tool



COMMUNICATION



SCHEDULING



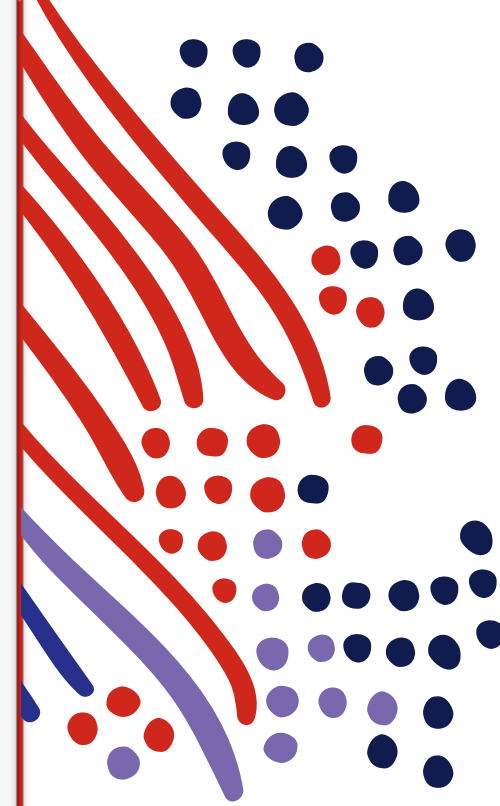
HEALTH SCREENING /  
ATTESTATION



TOUCHLESS TIME KIOSK AND  
BIOMETRIC SCREENING



DATA CLOUD REPORTING  
& ANALYTICS



# Q & A



# Thank You.



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