LIVE WEBINAR

Reopening Your Business to Survive & Thrive

Date: 5/12/2020  Time: 11:00am
Our Experts

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Moderator: Janina Abiles, Director of HR & Safety Training, ProService Hawaii
TODAY’S GOAL

Share actionable steps businesses should take to prepare for their workplace to reopen and thrive in the future.
AGENDA

BUSINESS PRIORITIES

PEOPLE STRATEGY

A SAFE APPROACH
BUSINESS PRIORITIES

- Products & Services

PEOPLE STRATEGY

- Source Customers

A SAFE APPROACH

- Forecast Revenue
- Minimize Expenses
Reflect on products & services.
Attract customers.
Project sales revenue.

- Assume a slow up-tick
- Core product assortment
- Limited hours
- While testing new distribution, customer outreach, products & services
Minimize your expenses.

- Continue to try to reduce, defer and extend terms on your largest expenses
- Try to reduce square footage and extra facilities, and all their associated utilities, maintenance and staffing expenses
- Consider employee wage reductions
- Use PPP funds smartly - for short and long-term
BUSINESS PRIORITIES

PEOPLE STRATEGY

A SAFE APPROACH

Decide your core team
Onsite vs. Remote
Return to work conversations
Re-onboarding
Manage a mixed workforce
Decide who to bring back.

Focus on what is best for the business.

- Identify top priorities and top talent
- Use objective approach to execute your priorities efficiently
- Ensure legal compliance
- Phase staff back in to align with business
- Firm up your team
- Build or rebuild your culture
## Consider Onsite vs. Remote

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<thead>
<tr>
<th>Onsite</th>
<th>Remote</th>
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<tr>
<td>• Customer service and vendor meetings</td>
<td>• Accessibility with technology</td>
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<td>• Core functions</td>
<td>• Improved focus</td>
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<td>• Streamlined communication</td>
<td>• Reduced commute time</td>
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<td>• Culture and camaraderie</td>
<td>• “Safer at home”</td>
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<td>• Innovation</td>
<td>• Childcare and/or eldercare</td>
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<td>• Potential cost saving</td>
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<td>• Obtain better talent.</td>
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Return to Work Conversations

1. Re-engage Employees
   - Remind them about benefits of long-term employment
   - Re-invigorate purpose or mission of the organization

2. Listen and Empathize
   - Listen to concerns
   - Be prepared to address worries or resistance
   - Give them an opportunity to share ideas

3. Set Expectations
   - Establish the new normal
   - Specify what you need from the employee
   - Explain how you intend to support them

4. Ask for Commitment
   - Ask for availability
   - Confirm willingness to return to work
   - Gain commitment from the employee
Hold a re-onboarding session.

- Reinvigorate excitement
- Establish expectations
- Review new health and safety protocols
- Confirm salaries, benefits, and PTO/vacation/sick policies
Engage a mixed workforce.

• Have clear communication cadences
• Protect their wellbeing and balance
• Increase frequency of company meetings and huddles
• Help employees stay connected to each other with non-work activities
• Be creative with onsite and remote
BUSINESS PRIORITIES

PEOPLE STRATEGY

A SAFE APPROACH
BUSINESS PRIORITIES

PEOPLE STRATEGY

A SAFE APPROACH

Preparing Your Worksite
Preparing Employees
Preparing for Customers
Health & Safety Checklist
Preparing the Workplace

1. Cleaning
   - Supply orders
   - Pre-opening disinfection
   - Ongoing cleaning
   - Visible Cleaners
   - Leased/community spaces

2. PPE and Supplies
   - Masks or face shields
   - Gloves
   - Hand sanitizer
   - Extra hand wash stations
   - Physical barriers
   - OSHA/CDC standards

3. Space and Traffic Flow
   - 6 ft. spacing
   - Density planning
   - Staggered scheduled
   - Signage for employees and customers

4. Compliance Readiness
   - Infectious disease and positive test plan
   - Employee records
   - Training records
Prepare your people.

- Health screening
- Training
- Managers and leaders
- Employees
- Open and frequent dialogue
- Signage
Prepare for customers & visitors.

- Health screening
- Signage
- Employees following guidelines
- Visible cleaning and designated people
- Hand sanitizer stations
Review a health and safety checklist.

- General safety guidelines implemented before reopening
- Employee health screening protocols
- Schedule of disinfection and cleaning
- Employee safety travel protocol
- Employee safety guidelines for off-site work
- Client, visitor, and vendor safety
BUSINESS PRIORITIES  PEOPLE STRATEGY  A SAFE APPROACH
KEY TAKEAWAYS

BUSINESS PRIORITIES
Set priorities based on what is best for your business.

PEOPLE STRATEGY
Align your people strategy to maximize the best talent, and then re-engage them.

A SAFE APPROACH
Make a plan to prepare your workplace and ensure the safety of employees and customers.
How We Can Help

Check Proservice.com/coronavirus for:

- On-demand webinars on re-opening (coming soon)
- Guide to handling positive diagnosis
- Links to industry-specific guides
- Leadership on-demand courses
- HR and safety consultations
Q & A

Please enter your questions into the question box in your toolbar.