

55 Ways to Use WorkJam During COVID-19:

Best Practices Collected from Market Leading Convenience Stores



	INFORM, ENGAGE & PROTECT EMPLOYEES	OPERATIONAL EFFICIENCY & COMPLIANCE
CHANNELS	<p>Channels help to communicate directly with every employee across large workforces. Segmentation allows to make sure critical update reaches the frontline without information overwhelm.</p>	<p>In addition to informing and engaging employees, channels drive the efficiency of corporate-wide communication, saving time and resources like paper. In addition, they help maintain compliance requirements on a corporate level.</p>
	<p>COVID-19 CHANNEL: Primary source to inform store employees with news around the closure and reopening of closed sites (e.g. notification, dates, requirements)</p>	<p>CEO CHANNEL Dedicated channel for leadership to align the entire organization around</p>
	<p>SITE CHANNELS:</p> <ul style="list-style-type: none"> Record and distribute daily video huddles among several shifts; Reach employees with critical messages at scale even when they're off shift; Communicate schedule additions, changes and employee availability updates. 	<p>HR CHANNEL Sending policy updates, e.g. COVID-19 sick leave, compensation policies, Leave of Absence, how to receive payments without direct deposit</p>
	<p>MANAGER CHANNEL: Share lessons learned, best practices and guidelines among all managers, e.g. PTO updates.</p>	<p>SUPPLIER CHANNEL Suppliers, merchandisers or buyer's direct line to frontline employees, to pass on information on COVID-related changes for product presentation etc.</p>
	<p>EMPLOYEE Q&A: Answer questions and concerns that have been raised with individual managers, for all employees.</p>	<p>LEARNING CHANNEL Facilitate learning with open Q&A channels on specific topics, e.g. post-pandemic procedures to help inform and optimize future training</p>
	<p>EQUIPMENT Q&A: Group questions and answers on specific topics, such equipment, e.g. around Personal Protective Equipment, sanitation stations or other new COVID-related gear.</p>	<p>REGION / DISTRICT / FIELD CHANNEL Until travel restrictions are fully lifted, District Managers can stay in touch with their managers and team via videos, comments and chat, e.g. for region-specific open and closure dates</p>
	<p>CUSTOMER Q&A: Collect and answer recurring questions from customers, e.g. is it safe to interact, which safety measure do you take, what are your opening hours?</p>	



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POLLS & SURVEYS	<p>Pulse Survey: Concerns, mental and physical well-being.</p> <p>Employee Questions: collecting questions for Q&A channels</p> <p>Customer Questions: collecting questions for Q&A channels.</p>	<p>Mandatory Surveys to satisfy compliance requirements:</p> <p>Pre-return Health Questionnaire</p> <p>Disclosure of Symptoms (HR-compliant request of disclosure)</p>
DASHBOARD MESSAGES	<p>Prominently display urgent information upon opening the app, e.g.:</p> <p>Next upcoming shifts;</p> <p>Company Updates from leadership to encourage, engage and align employees.</p>	<p>Urgent Messages such as exposure alerts for teams of a specific store;</p>
TRAINING	<p>Health & Safety Training: e.g. how to use Personal Protective Equipment (PPE);</p> <p>Hygiene Handbook: All hygiene-related procedures as mandatory training, e.g. hand washing;</p> <p>New Location Management Rules: training on the new persistent procedures and tasks under which the site will operate for the end of the year, e.g.:</p> <ul style="list-style-type: none"> • defined entry and exit points, queuing as well as post-COVID employee/customer capacity limits during peak trade hours; • receiving, verifying and accepting shipments. • Cleaning of food prep equipment, counters and fuel pumps 	<p>Systematic Onboarding: train new employees;</p> <p>Operations Refresher: refresh furloughed or previously retired employees;</p> <p>Newly Introduced Procedures: e.g. pre-shift temperature screening for employees, instructions on contactless payments and protective Plexiglas, how to refill sanitization stations;</p> <p>Newly Introduced Positions: e.g. temperature measuring stations, greeters that also hand out sanitizer, disinfecting stations for tools or shopping baskets;</p> <p>BOPIS: Accompanying training for potential Buy-Online-Pickup-In-Store procedures.</p>
TASK MANAGEMENT	<p><i>Create and deploy templates for projects, e.g.:</i></p> <hr/> <p>Site Opening Templates: detailed steps for managers and staff to execute when reopening a store.</p> <p>Procedures:</p> <ul style="list-style-type: none"> • e.g. replacing initial social distancing markings with stickers; • additional cleaning protocols like wiping surfaces every 30 minutes; discontinuing refillable mugs and cups • setting up entry and exit points with barriers as well as queuing areas. 	<p>Incident Management: e.g. health hazards, injuries;</p> <p>Inspections with grading and notifications and follow-up tasks for violations; washrooms, exterior, food prep equipment, drink stations or keyboards</p> <p>Loss Prevention & Security Protocols: checklist for daily procedures and audits to remain compliant.</p> <p>BOPIS: task templates for in-store pickup orders.</p>



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MOBILE & WEB PUNCH	Mobile Punch: Clocking in and out on personal phones to limit exposure from shared devices	Web Punch: Clocking in and out on kiosk devices or computers to reduce any line that may be at a physical clock by offering more ways to punch in & out. Fence by location, IP address and network to avoid misuse.
SCHEDULING	Offer an easy way for employees to change their availability , e.g. when they have to self-quarantine due to being exposed, or when they must stay home to take care of their children.	Integration with Workforce Management platforms like Kronos, Blue Yonder, etc. allows for ongoing schedule optimization.
OPEN SHIFT MARKETPLACE	<p><i>The open shift marketplace enables employees to apply for eligible shifts in neighboring locations, based on their position, availability, job transfer sets, and trainings.</i></p> <hr/> <p>Shift Flexibility: Employees can apply for additional shifts at other locations with the same employer rather than being forced to work across various organizations.</p>	<p>Crowdsourcing: Increasing shift coverage with employees applying from neighboring locations.</p> <p>Position Cross-Reference Table: Allow specified jobs to cover other jobs for open shift coverage, for example supervisors can cover for regular shifts.</p>
SEGMENTATION (BADGES)	<p>Exposure Alert: Inform employees of a specific location about their exposure without revealing employee's identity.</p> <p>HR Updates: e.g. send eligible employees' information about COVID-19 leave.</p>	<p>Key Positions: Make sure all necessary skillsets are covered on every shift, e.g. having at least one senior staff member.</p> <p>Employee Pairing: Pair existing and new/returning employees on each shift to facilitate the onboarding process.</p> <p>Certifications, Trainings & Skills:</p> <ul style="list-style-type: none"> • Select employees with specific skills and trainings, e.g. send PPE training to employees who haven't already passed their health and safety training • Offer only certified employees shifts at sanitization stations



Set up a Resilience Framework and Technology to Execute it

RESILIENCE

To fully address the current pandemic as well as future crises, collaboration across business functions is key.

Communication informs and aligns the entire organization.

Training equips employees with additional necessary skills.

Task Management ensures consistent execution across the frontline.

Staffing tools increase operational efficiency while remaining **compliant** with current regulations.

Contact us at engage@workjam.com



Sustainable Competitive Advantage

