

6 Ways Retailers and Restaurants Can Maintain Workforce Well-Being



In the age of COVID-19, the health and well-being of our workforce has never been more important, particularly in retail shops, grocery stores, and restaurants where our employees interact face to face with customers every day. We're all hyperaware of the pandemic and the consequences of carelessness, and many of these businesses are providing personal protective equipment (PPE), plexiglass shields, and taking other steps to ensure the health and well-being of their workforce.

But what else can be done? How can you ensure that your new procedures are being followed and employees are healthy and comfortable coming in to work every day?

Health Checks

The most obvious way to ensure your workforce is healthy is by simply asking them. When an employee walks through the door, many employers are asking employees whether they've had a temperature or flu-like symptoms. Others are asking employees whether they have been made aware of new health procedures and if they have received any company-supplied PPE.

There are a number of ways organisations can implement health checks. For example, a supervisor can be responsible for asking employees about their health upon the start of a shift or the employee can be asked to fill out a survey before or after the shift. If you use Kronos, [attestation](#) can provide you with an automated, trackable way for employers to verify health checks right through the interface.

Communication

Constant communication is critical in times like these, and along with corporate communicating to employees, organisations also need to develop strong feedback loops throughout the organisation. During this pandemic, and as we slowly start to reopen, transparency between corporate decision-makers and those on the front lines responsible for implementing decisions, is key.

A few ways to communicate within your organisation:

- Send out a weekly newsletter from corporate to employees with a public email address that employees can respond to
- Leverage existing social media to set up a dedicated group for your team to communicate among each other
- Integrate platforms into your existing Workforce Management solution to facilitate communication and transparency throughout your organisation

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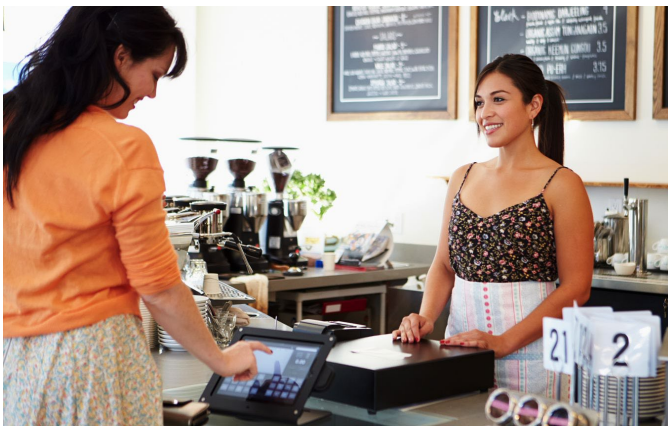
Microtrainings

Microlearning is a proven approach to effective employee training, and never has training been more important. Your organisation is likely implementing new policies and procedures regularly to react to this situation. Maybe your restaurant has hopped on the curbside pickup trend and now your employees have a whole new set of procedures to follow. Maybe your grocery store had developed new cleaning and sanitation methods that are critical to the safety of your employees and customers. Microlearning solutions are specifically built to provide the frontline employee with short bite-sized learnings that can be accessed right from their mobile device.

Pulse Surveys

So, how is your workforce feeling these days? Do they feel confident that the leadership team is doing everything they can to keep them safe? Do they feel like they have everything they need to perform their jobs? Are they able to practice social distancing while on the job?

The COVID-19 pandemic has brought to your employees wide-ranging concerns, questions, and responsibilities that just a few short months ago would have been unthinkable. Pulse surveys are a great way to get a quick gut check on the well-being of your workforce. This can be done via email through a free tool like Survey Monkey.





Contact Tracing

Contact tracing is one of the most important methods to limit the spread of COVID-19. If one of your employees has been diagnosed with COVID-19 or is showing symptoms, it's likely others at your store or restaurant have been exposed. You could talk to the employee and try to identify the people they've worked with over the prior two weeks, but that can be a very manual and daunting task.

If you're a Kronos customer, you can quickly identify employees who have worked with the diagnosed individual and who have potentially been exposed to the virus. Our newly launched [Employee Contact Tracing Tool](#) will take a look at the time and attendance entries collected via Kronos, and then use that data to identify potential contacts who were working at the same time and location as the diagnosed employee.

Keeping Employees Safe

Our employees are on the front lines of this pandemic. They're critical to the survival of our businesses and to helping our customers manage their way through this challenging time. Our grocery store employees, hardware store employees, restaurant employees and everyone else working on the frontline at "essential businesses" are just that – essential. Their health, safety, and well-being are paramount, and we should do everything we can to keep them safe.



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www.kronos.com.au/about-us/emerging-stronger-wfr
