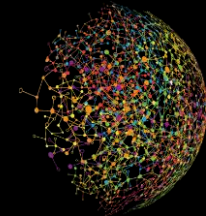


# Prioritizing Frontline Employee Well-being

COVID-19 has emphasized the importance of providing support to the workforce, especially essential frontline workers. Below are the key areas of consideration, and examples to address essential employee well-being during and after the crisis.



## LEAVE, HEALTH, & BENEFIT POLICIES

Evaluate HR policies and determine if any changes are necessary to support your workforce in the short- and long-term.

### Examples:

- ✓ Consider additional leave hours for employees working overtime, required to care for dependents due to school closure, or have a member of their household under quarantine
- ✓ Evaluate and maximize sick leave and provide guidance to staff about when to work or not



## SOCIAL & EMOTIONAL HEALTH

Consider a spectrum of well-being activities to address the necessity for self-care during this time of uncertainty.

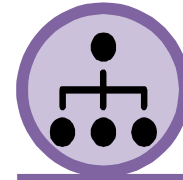
- ✓ Identify potential virtual mental health and counseling programs for your workforce
- ✓ Consider subsidizing mental or emotional health programs or tools
- ✓ Consider developing how-to-guides that provide recommendations about ways to manage stress and energy levels



## TALENT MANAGEMENT

Enhance employee engagement and continuous learning to cross-train personnel to perform essential functions.

- ✓ Increase access to virtual learning and consider providing discounts for external learning materials or courses
- ✓ Develop management guidance for engaging and retooling individuals and teams
- ✓ Provide timely and consistent messaging to workforce via emails, text alerts, conference calls, and other channels



## ORGANIZATIONAL STRATEGY

Shift organizational strategy to align to workforce needs, including future talent needs, succession, and contingency planning.

- ✓ Develop a plan for identifying and resolving workforce challenges related to impacts from COVID-19, such as the need for increased leave or loss of productivity because of sickness or child care
- ✓ Create succession and contingency plans to prepare for current and future workforce shifts



## CULTURAL NORMS

Reinforce or establish norms to promote empathy and build resilience within the workforce, particularly frontline workers.

- ✓ Provide ways for all workforce segments to stay connected virtually
- ✓ Communicate your organizational values and promote these values during the crisis
- ✓ Encourage innovation and new ways of working; delineate between mission-critical work and work that can be paused

Questions? Contact: [Glenn Davidson](#)

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