# Introduction

While businesses are learning to innovate and adapt to the ever-changing work environments, pandemics and unforeseen calamities like COVID-19 pose an adverse impact to business continuity.

Organisations need to understand their exposure to COVID-19, and more importantly, position their business to build a more resilient muscle and become agile in responding to this crisis.

As organisations navigate the current environment and the shift towards a remote way of working (where feasible), there are **three broad aspects** they need to keep in mind.
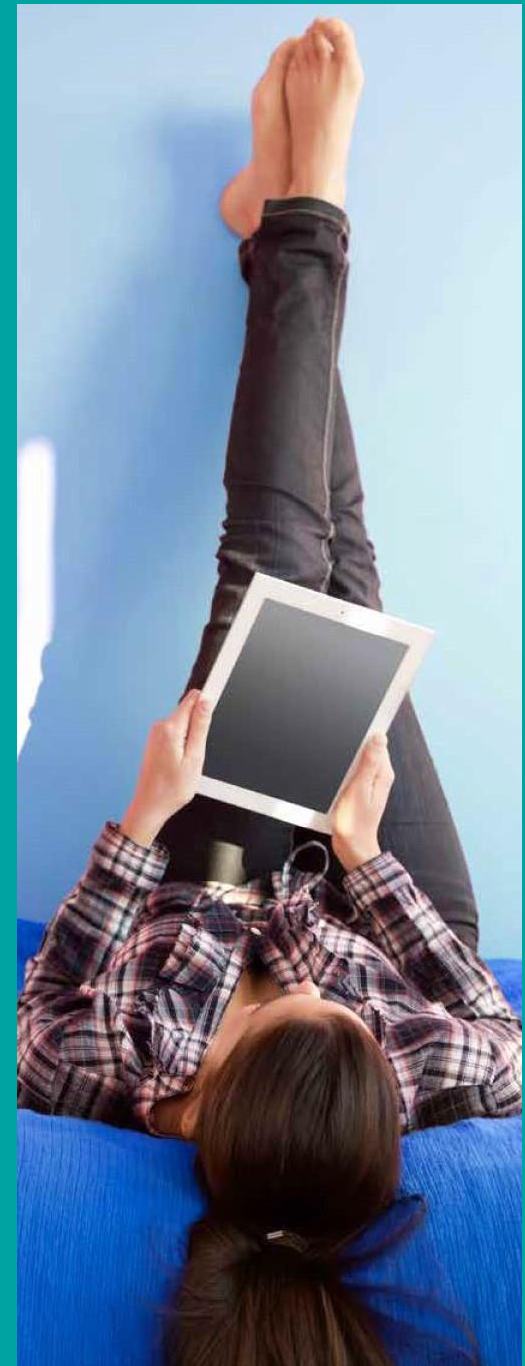
Business approach during Covid-19

1 | **Compassionate leadership**

2 | **Pragmatic yet agile business**

3 | **Managing employee welfare**

1 Compassionate Leadership

Empathy

The ability to understand and share feelings of your employees, without judgement is essential and key to empathy

Humility

Understand and practice displaying humility, inclusivity and personal connect with others; create safe and welcoming environment.

Resilience

Resilience is all about the ability to hold on despite setbacks, insecurities and fears; and ultimately emerge stronger.

Ensure business continuity

Business continuity plans accompanied with agile decision making will enable organisations to stay resilient in these testing times.

Innovate and reinvent

In unforeseen situations like the one we are facing today, organisations need to reinvent their product/service line.
Agility along with the capability to innovate and reinvent themselves will determine who will survive and who will perish.

Workforce planning

Managing an engaged and committed workforce in the times of crisis is crucial for organisations. However, what is more important than that is defining the right strategic workforce from future perspective.

2 Pragmatic yet agile business (2/3)

1 Business critical

- Have you reviewed key decision making processes in the organisation? Is there a need for change in any accountability?

- What is the impact on project release, delivery capability, revenue loss for idle workforce?

2 Workforce mobilisation

- Have you assessed your entire workforce capability, cost and process for remote working?

- Have you accounted for the travel, migration and safety of the workforce which cannot work remotely?

3 Cost impact

- Have you considered the impact due to employee policies like travel reimbursements, paid/unpaid leaves, reimbursements for remote working?

- What is the impact of cost pertaining to IT infrastructure support for remote working?

4 Talent connect

- What are the plans for regular connect, important communication and engagement for each of these workforce categories?

- Have you defined process and protocol for remote working? What are the protocols defined for workforce which is not eligible for remote working?

3 Managing employee welfare

Professional wellbeing

- Maintain a routine
- Create a workspace
- Upskilling capabilities

Physical wellbeing

- Exercise regularly
- Pick up a hobby
- Don't ignore self-care

Mental wellbeing

- Spend time with family
- Practice meditation
- Take breaks

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