

# The New Future of Work

## PILLAR ONE



### PROTECT

your business, employees and customers

In the New Future of Work, employers will need to leverage advanced AI and cloud-based, device-agnostic solutions to achieve the agility necessary to protect their businesses, workers and customers from diverse commercial, environmental and legislative threats.

Only with truly holistic data visibility, deep, real-time analytical insight and effective controls can essential agility and resilience be maintained.

#### What's needed?



#### Protect your workers' and customers' physical well-being

- Build work schedules that maintain workers' and customers' safety, using staff bubbles, staggered shift times and mobile self-service tools
- Use mobile and zero-touch devices and apps to capture key information and build robust processes for contact tracing, absence management and return to work

The flexibility of our UKG solution boosted EE's resilience during the COVID-19 pandemic – we were able to react with agility, execute quickly, and protect our employees.

Jim Hale  
Resource Planning Professional  
EE

#### Key facts

74%

of UK employees trust their employers to create a physically safe and healthy work environment

86%

of employees around the world are comfortable with employer-led contact tracing

Source: <https://www.kronos.co.uk/about-us/newsroom/employees-set-high-bar-workplace-safety-transparent-communication-and-contact-tracing-non-negotiable-find-kronos-surveys>



#### Protect your workers' mental well-being

- Consider employees individually – how, where and when they can and want to work, for example, recording their preferences with suitable technology
- Monitor workers' time, activity and attendance to spot potential burnout, fatigue or unhappiness, while communicating consistently to provide emotional support, and build certainty and trust

When our employees feel their work is more organised and efficient, they feel much better about their jobs.

Employees who want to work more hours are now more visible, and people's hours are more predictable and known earlier.

Sue Prince  
UKG Solution Team Leader  
Sodexo

#### Key facts

59%

of employees and business leaders say their organisation has taken measures against burnout

29%

of employees wish organisations would act with more empathy

43%

of employees working remotely and in physical workplaces are concerned about burnout and fatigue

Source: <https://www.ukg.com/about-us/newsroom/physical-safety-psychological-security-job-stability-employees-worldwide-share-top-covid-19-concerns>



#### Protect the financial viability of your business

- Maximise labour productivity and employee engagement for best return on investment, while keeping workers safe
- Automate workforce management processes to reduce labour costs, improve productivity and deepen employee engagement

The UKG system has led to a 6-8% year-on-year reduction in labour costs at houses which have deployed our latest forecasting and scheduling configuration. Sales are growing – the labour savings are being delivered by better control over working hours and greater productivity.

Duncan Rouse  
Operations Support Manager  
Hall & Woodhouse

#### Key facts

Companies in the top employee engagement quartile realise:

17%

higher productivity

21%

higher profitability

Better employee retention

Fewer accidents

Source: <https://www.forbes.com/sites/nazbeheshi/2019/01/16/10-timely-statistics-about-the-connection-between-employee-engagement-and-wellness/?h=4599c41022a0>

### The key: Data-driven Workforce Transformation

UKG Digital Workforce Transformation Solutions

Intelligent Workforce Management

Flexible HR

Simplified HR Service Delivery

DISCOVER UKG PRO WORKFORCE MANAGEMENT

DISCOVER UKG READY

DISCOVER UKG HR SERVICE DELIVERY

SOLUTIONS FOR SMALL TO MEDIUM SIZE ORGANISATIONS

SOLUTIONS FOR MEDIUM TO ENTERPRISE SIZE ORGANISATIONS

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