



Back-to-work toolkit

An initiative by:



How to use the guide?

Hello Startup Community!

As Singapore embarks on a three-phased approach to resume activities safely, we slowly learn to navigate the “new normal” of returning to workplace. This Back-to-work toolkit will be a useful resource with the consolidation of helpful practices, guidelines for you to develop protocols and safety measures management of your workplace. This initiative is brought to you by [Action Community for Entrepreneurship \(ACE\)](#).

This toolkit will cover a range of segment such as: (a) Advisory and guidelines from government of Singapore; (b) best practices and tips from other companies; and (c) useful resources for companies to tap on to install safe management measures.

Beyond focusing on the return to work, startups/companies should capitalize on the reflections and experiences over the past few months in an effort to embrace the possibility that lies ahead. We believe that startups are nimble in nature, and will be able to leverage on the opportunity to return to work by designing the future of work, employing lessons, practices and goodwill built during accelerated crisis response. While this toolkit is non-exhaustive, it will serve as a good starting point for startups to transition into the “new normal” of work.

Disclaimer

This toolkit is intended as a guide for the community of startups and companies. The information contained in this toolkit is not intended to be applicable to all businesses or places of work.

Startups and companies are responsible to evaluate and make your assessment about the suggestions and tips stated before implementation any of the practices shared. ACE will bear no responsibility for any circumstances arising out of or related to the adoption, or decision not to adopt, any of the practices or procedures contained in the toolkit.

Receipt and review of this document shall deem agreement with and consideration for the foregoing.

Contributed by:



Employer's Responsibility

Businesses are advised to adopt WFH arrangement as a default mode of operations whenever possible.

If you must reopen your workplace, please ensure you follow the safety guidelines set by the Government.



A large, thick red circular graphic is positioned on the left side of the slide, partially cut off by the edge. It features a white circular center, creating a target-like appearance.

Preparing workplace: Safe management measures and guidelines

Safe Management Measures at Workplace



MTI and MOH has jointly published an infographic on the overview of safe management measures.

More details can be found [here](#).

Source: Infographic from MTI & MOH

This document is updated as of **18 June 2020**.

EMPLOYER'S RESPONSIBILITY



If employees can perform their work by telecommuting from home, they should continue to do so. However, if they need to go back to the workplace, employers should implement the following:

Conduct all internal and external meetings between employees and with suppliers/contractors virtually where possible:

Physical meetings must be minimised, e.g. by using teleconferencing facilities.



No activities with close and prolonged contact:

Employers must cancel or defer all events or activities that involve close and prolonged contact amongst participants, e.g. conferences, seminars and exhibitions.



Special attention should be paid to vulnerable:

employees (e.g. elders, pregnant employees and those who have underlying medical conditions) to enable them to work from home, including temporarily redeploying these employees to another role within the company that is suitable for working from home.



Cancel or defer all social gatherings (e.g. birthday celebrations, team bonding activities, etc.) at the workplace: Show signs and instructions at common spaces in workplace that social gatherings or socialisation/congregation in groups are not allowed.

EMPLOYER'S RESPONSIBILITY



If an officer comes and check, they will require you to provide the following information of all employees in the following format:

EXCEL SHEET

#1	Full name
#2	NRIC/Fin
#3	Work arrangements ("not working", "telecommuting", "onsite (shift work)" or "onsite (non-shift work)")
#4	Date of return to the workplace (indicate "Already onsite" if the employee has been working onsite during the enhanced circuit breaker)
	Shift number for arrival/departure at workplace and break hours (if applicable)
#5	Team number (if applicable)
#6	

*This document is updated as of **18 June 2020**.*

Safety Measure Checklist

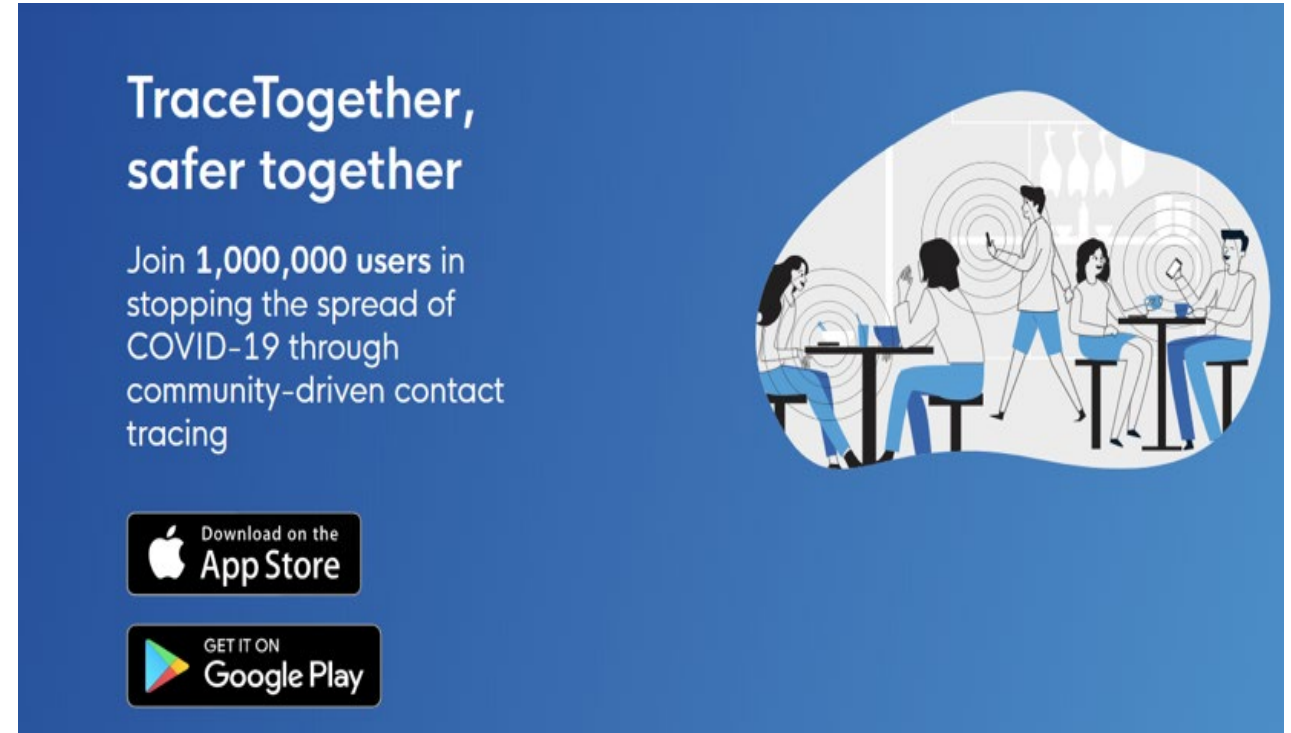


Provide monitoring plan for ensuring compliance with Safe Management Measures.	List, duties and detailed tasks of SMOs.	Employees excel spreadsheet (Refer to pg 7)	Company notices at common spaces in the workplace that social gatherings or socialisation/congregation in groups are not allowed.
Show how your company has made an effort to reduce physical touchpoints	Safe Distancing measures being executed	Show record of communication to all employees to visit one particular clinic for all visits	Show signs and instructions that suppliers /contractors are required to implement safe distancing measures.
Show how workplace access is limited only to essential employees and authorised visitors.	Provide mask for all employees and visitors and daily proof of issuance.	Provide detailed cleaning schedule of the office/workplace	Show arrangement of temperature checks and records
Show records of COVID-19-related conditions, MCs and test results reported by employees.	Provide detailed evacuation plan for suspected COVID-19 Cases	Provide follow-up plan in case of positive COVID-19 case	Cleaning and disinfection plan if employees tested positive for COVID-19

For other resources on Safe Management Measures:

Details	Website
Latest version of the Business Continuity Planning Guide for COVID-19 from Enterprise Singapore	https://www.enterprisesg.gov.sg/covid-19
MOM's advisory on ' <i>Requirements for Safe Management Measures at the workplace</i> ' Updated as of 1 Jun 2020	https://www.mom.gov.sg/covid-19/requirements-for-safe-management-measures
MTI's advisory dated 19 May 2020	https://www.mti.gov.sg/-/media/MTI/Newsroom/Press-Releases/2020/05/MTI-Advisory-on-resumption-of-activities-from-2-June-2020.pdf
MOH's advisories and latest updates	https://www.moh.gov.sg/covid-19/advisories-for-various-sectors

For tools on contact tracing support:



SafeEntry is a free-for-use Cloud-based visitor registration system.

With effect from 12 May 2020, the list of places where SafeEntry must be deployed can be found [here](#).

TraceTogether is a mobile app that supports Singapore's efforts to mitigate the spread of COVID-19 through community-driven contact tracing.

To learn more about the app, visit [here](#).

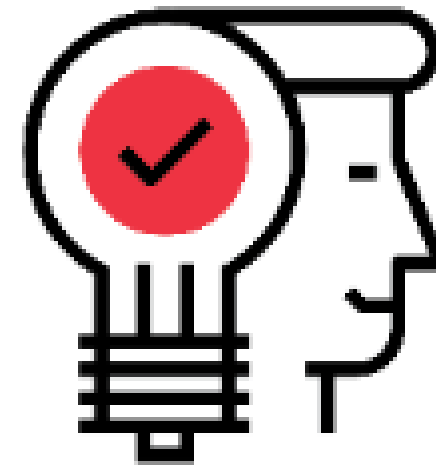
A large, thick red circular graphic is positioned on the left side of the slide, partially cut off by the edge. It features a white circular center, creating a target-like appearance.

Preparing your employees: Best practices and tips from the community

Be forward looking

Tough times breed robust organisations. The pandemic presents a unique opportunity for businesses that can nurture innovation and adaption ability in the months to come.

Even after a vaccine has been developed, we will not go back to “normal”. Businesses today will need to be more resilient and forward looking than the past. The road ahead is not a sprint but a marathon.

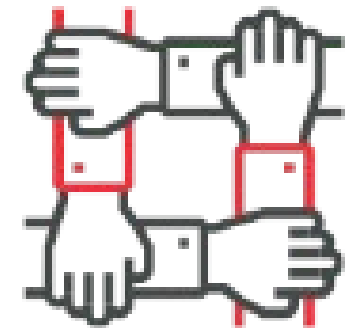


Assemble a task force to manage transition



What should they do?

- ✓ Identify key government updates that will directly impact your company (refer to slide 9)
- ✓ Review all operational activities & services: Define culture and approach to reopening
- ✓ Set policies and plans in place, including isolation and sanitization procedure if symptoms discovered
- ✓ Ensure all updates are communicated to employees across different departments in a timely manner



Who comes back?



Priority of tasks

Let your employees know which tasks are to be handled with urgency and which can take a backseat.



Identify high-risk employees

Pregnant ladies, seniors and colleagues with health conditions are advised to WFH



Phased Approach

Don't overwhelm your system. Start with a small group of returning employees and staggered working hours



Remote work arrangements

Implement flexible work policies for personal limitations, eg, childcare



Contingency Plans

Be prepared for a second wave of infections or contingency when an employee is infected

Building a culture of trust amid difficult times



1. **Early, consistent and transparent** communication with employees to build trust and confidence
2. Conduct **employee surveys** to gauge comfort and sentiments that can be submitted **anonymously**
3. Focus beyond physical wellbeing, **mental wellbeing** is crucial in a pandemic
5. **Reduce WFH stigma:** Employees will not be penalized if they choose to WFH
6. Prepare adequately: On top of government's entry guidelines, consider providing a **back to work welfare pack** (hand sanitizers, masks, anti bacterial wipes, thermometers)
7. Define priorities and **plan for the next 6 months** to get company aligned

WFH as the new normal

- ✓ Continue WFH even after CB measures are relaxed (80% of workers prefer it¹). You might even be able to save on office rent!
- ✓ Roll out standardized tools for employees to work efficiently and securely (eg, teleconferencing software, cloud storage platforms, VPN, e-learning platforms, HR software for leave applications and expense claims)
- ✓ Maintain regular hours and respect employees' personal time (WFH is not **W**ork **F**or 24 **H**ours)
- ✓ Send staff for online training if in-person courses are not available



Tips for working from home

- ✓ Use productivity tools to get stuff done. Ask your employer if you can claim for subscriptions.
- ✓ Get a comfortable work chair. That plastic chair may hurt your back.
- ✓ Maintain regular hours. Don't feel pressured to work longer hours to prove your worth. It's about the outcomes.
- ✓ Get some exercise. You need to make up for a lack of walking.
- ✓ Go easy on the kids. Just because you are working like a dog doesn't mean they need to as well.



Moving forward: Embrace uncertainty and be resilient



HR should step up and take a leading role in helping the company and workforce adapt to changing organizational and business requirements

Embed well-being into every aspect of work. Employees are the fundamentals and greatest assets of every company.

Integrate technology into the organisation for maximum productivity. This is the prime time to evolve and leverage tech as a collaboration strategy.



Use a data-driven approach to understand employees' attributes, strengths and company's work dynamics. With this, businesses can more effectively develop specific programs and policies that bring out the best in employees under varying scenarios.



Other resources

#1: Technology tools



Workflow Management

1. StaffAny

StaffAny CiCo (Clock in, Clock out) is a new mobile app that helps you automate timesheets and comply with SafeEntry and temperature logging measures.



2. Xero

E-invoicing with PEPPOL network. The Infocomm Media Development Authority (IMDA) of Singapore announced the E-Invoicing Registration Grant that provides businesses with a one-time payment of S\$200 (terms and conditions apply) upon first registration to the Peppol network.

#1: Technology tools (Cont'd)



Retail Solution

1. iMMERSiVELY

AR/VR solutions for businesses who wish to provide a virtual demo of their physical space



Virtual Internal or External Event

1. Pigeonhole Live

Live Q&As, Polls, Quizzes, and Surveys. Perfect companion in driving more engagement at your virtual meetings.



#1: Technology tools (Cont'd)



Human Resource

1. Payboy



Manage your HR administrative work from the comfort of their home. Payboy is part of IMDA PSG approved vendor and part of the Digital Resilience program. (Up to 98% of Payboy's cost subsidized by the government and Digital Resilience bonus for companies who use Payboy's software).



2. Learn Anchor



A modern HR system built to help SMEs manage employee performance, training and e-learning, together with leave, expense claims and timesheets.



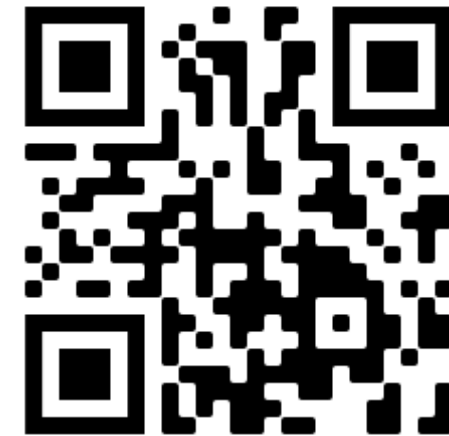
#2: Collated Resources and Support for Startups



f in t v



<https://ace.org.sg/covid-19/>



What's this?

It is in trying times like this that calls for the community to be more united than ever. **ACE**, in collaboration with **Enterprise Singapore**, has collated a list of useful resources for startups, including private and public assistance schemes and pro-bono networks. These community initiatives categorized into buckets of needs – financing needs, general tips and advisories of startups, manpower & hiring needs, marketing & publicity needs, virtual networking platform, services & consultation.

This document is updated as of 18 June 2020.



#3: Co-working spaces

The future of work is here! COVID-19 has shaped a seismic shift in workplace and shuffle in a new era of accelerated developments, fast-forwarding into future of work in ways that stress-tested ability to blend people and technology in most dynamic business environment. We have consolidated a few players that adapted and offered 'the new way of working'.

Found8

Proud Partner of  for Startups



This document is updated as of 18 June 2020.

Ultra-Flexible Team Rooms & Open Desks: With 4 locations across Singapore, our new offering aims at giving full flexibility on your office with the convenience of splitting teams. Select the days you would like to work from an office per week and only pay for the days you come in. Deposit is a fraction of what you will pay for an office along with a full suite of our membership benefits! Read up more [here](#)

Virtual Office Package: Directed towards addressing the pain points of remote working, this offering provides the right IT tools and support, access to curated events, online Found8 community, lifestyle perks and also day passes to visit Found8 spaces whenever you want!

Read up more [here](#)

#3: Co-working spaces – (Cont'd)

The future of work is here! COVID-19 has shaped a seismic shift in workplace and shuffle in a new era of accelerated developments, fast-forwarding into future of work in ways that stress-tested ability to blend people and technology in most dynamic business environment. We have consolidated a few players that adapted and offered 'the new way of working'.



WeWork Lab desks: WeWork Labs provides opportunities for founders to access all the resources required to facilitate growth. We are currently offering **20% discount** to startups and entrepreneurs interested to join our community. For more info, please reach out to WeWork labs at Singaporelabs@wework.com for more information on its member benefits.

Supercharge program: Join one of the largest communities of entrepreneurs across the world. You and your team will receive customized support and guidance to bring your idea to launch. Learn how to validate your idea and prepare to raise your first round of funding through the Supercharge 6 months equity-free virtual incubation program supported by WeWork Labs. For more info, please reach out to singaporelabs@wework.com or visit projectsupercharge.com

Performance management in the post-Covid workplace

How do we measure performance when the world has changed?

- ✓ Recalibrate performance targets. The pre-Covid goals may no longer be relevant.
- ✓ Introduce software tools to allow staff to give each other continuous feedback to improve performance.
- ✓ Review your company's competency framework to include skills relevant to a post-Covid workplace.
- ✓ Conduct appraisals online given that face-to-face meetings are more difficult. Performance management software can help with this.





Thank you!

An initiative by:





About ACE

Action Community for Entrepreneurship (ACE), a national private sector-led organization, plays a key role in building a dynamic and sustainable startup ecosystem in Singapore. Established in 2003 by the Ministry of Trade & Industry, ACE is supported by the government under the patronage of Dr Koh Poh Koon, Senior Minister of State for Ministry of Trade & Industry. **ACE**'s mission is to lead strategic community efforts to promote entrepreneurship, scale startups and build champion enterprises

Find out more about ACE [here](#).