

## Agenda

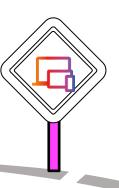
- 1 Mobilizing our teams to WFH
- 2 Engagement & Well-Being
- 3 Project Abhaile
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## Mobilizing the Teams

### Mobilizing the teams





**Shipment** & **Connectivity** of WFH Kit



**Communicating effectively** to employees and customers



**Flexible** Business meets **Flexible** needs





Engagement & Well-Being

# No one is immune from the multiple stressors of the current crisis, here's what we have done so far....

















# Project Abhaile

#### **Project Aim**

"Design and delivery of a successful working from home approach that results in a highly productive, engaged and healthy workforce that is successfully meeting our customers needs"

### **Proposed Workstreams Pillars**

- What channels do we utilise Share point, Yammer, Teams, Skype, today@sky
  - What time off phones is required

Mental and Physical health support for advisors and leaders

Health & Wellbeing

&

Tech

Management

& Performance

- Target setting what's the new norm
- **Escalation process**
- Coaching/121
- Potential increase in call listening

- **Laptop & Monitor roll out plan**
- Chairs 0
- **Hardware replacements**
- **Fault reporting**

**Facilities Sky Ireland** 

**Home Working** 

Health &

Safety

- **Correct working environment**
- Occupational health process on remote workplace assessments & ordering equipment

- When do we make changes to opening hours and shifts
- What's the optimal future split of WFH vs office based
- Should in office and WFH shifts be different.

Planning

Compliance

Recruitment & **Training** 

Engagement

- Is the area people are working from secure
- How do we verify
- WFH policy tracking

What's the remote recruitment model

- **Operational training remotely**
- **Induction training remotely**



Q&A