



**Your employees  
working remotely**

**Our support to  
keep you moving**

The future is exciting.

**Ready?**



**vodafone  
business**

# Managing your Business Through Disruptive Change

- How do you do keep your business moving in this challenging times?
- How do you keep your business, customers, suppliers and employees connected?
- How do you ensure that employees who used to work in the office and communicating with customers and colleagues face to face adapt to this new way of working?

Businesses are finding themselves having to make unfamiliar decisions quickly, especially around **Remote working**

Adapting to this new way of working, will take time and bring with it challenges.



# Remote working starts with people

- Employers could be concerned that working from home might be unproductive.
- Others may not be aware of the digital tools they can use to support their team
- For many employees working remotely could be very daunting.

It involves giving them the right mix of technologies and equip them with the skills to react to changing business and customer needs.



# Ways of working

Provide clear guidance on ways of working when at home:



Tell people about best practice for managing their data, using devices securely and how to adjust working remotely.



Consider any potential risks that come with working environments outside of the office



Communicate openly and honestly with people about how to use technology and collaborative tools



# Choosing the best tools for the job

**Ask yourself these questions before you decide which tools to give to your teams.**

- What do they need to keep close to customers, suppliers and colleagues?
- What encourages them to collaborate and share ideas?
- What will help them to be productive, stay responsive and ultimately deliver great work?



# Tools and technology

By moving servers, files and applications into the cloud and replacing old and restrictive IT systems with a virtualized environment is one big step

**Here are some tips to help you get ready for remote working:**

- 1** Decide what hardware or devices – company owned or BYOD – your teams might need
- 2** Find out what critical applications people need and connect them to your corporate network.
- 3** Consider setting up IT Helpdesk to support employees.
- 4** Provide tools so that team members can join voice or video conferences from any location
- 5** Provide teams with faster and reliable telecom service – voice and internet access

# Some Trusted Collaborative Tools





# Staying secure

If employees are going to connect to your servers and access potentially sensitive information outside of the office then you need to invest in IT security

- Invest in robust threat management tools to protect data and devices from malicious attack
- Install software on smartphones and laptops to keep track business applications and against theft
- Run continuous firmware update to protect data on your devices
- Implement Two-factor authentication for secure verification
- Educate employees to identify spam, phishing and potential virus malicious attack



# Working smarter

It's worth considering whether technologies, such as IoT, ecommerce, digital self-service, could be the secret ingredient to smarter working remotely.

- Connected Assets – fleet, coolers, buildings, containers, meters, etc
- Trading bridge – automate movement of stocks and inventory through your supply value chain
- Ecommerce – online shopping, online payments, logistics & delivery system
- Digital self-service platforms – remote contact centre, digital channels for customer engagements, self-service at shops

# Remote working checklist

# 3

## steps to Remote working

Key tasks and actions:



### Step one: GET READY

- ⑥ Know what the business wants to achieve
- ⑥ Find out more about your employee's working styles and needs
- ⑥ Build the business case
- ⑥ Be clear on the change management implications – how will the culture, policies and processes need to adapt
- ⑥ Secure budget and key people buy-in



### Step two: ROLL-OUT

- ⑥ Detailed planning of working practices and policies
- ⑥ Full scope of technologies and changes to work environment to be developed and rolled-out
- ⑥ Communication of changes to culture, policy and process throughout organisation
- ⑥ Provide training and support for results-based management, data security, health and safety



### Step three: MAINTAIN

- ⑥ Ongoing management of IT infrastructure and mobile technologies
- ⑥ Ongoing training and access to IT support
- ⑥ Metrics in place to measure success
- ⑥ Regular employee feedback to learn and improve as you go





# Enterprise M-Pesa Bulk Disbursement



# The world's first and most successful mobile money platform



Live in  
10 countries



Over 350,000  
agents



40 million  
active  
customers



Over 10 billion  
transactions



Over 800  
million  
transactions  
a month



Over 700  
transactions  
per second

# Making Bulk Payments with Vodafone Cash

Pay large groups of people on any network safely, securely & conveniently

## What can you use the Bulk Payments system for?

### 1. Salary disbursement

Any company can pay its staff via bulk payments instantly

### 2. Insurance

Settle claims to clients and multiple parties hassle-free

### 3. Business Payments

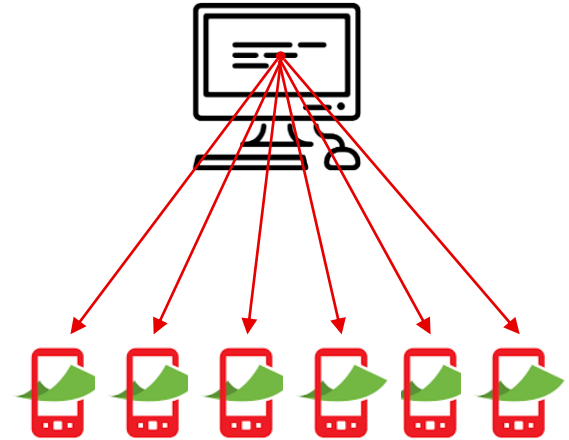
Payment of small supplies, petty cash, daily wages

### 4. Promotional payments

Pay out cash prizes for winners, discount vouchers, loyalty rewards

### 5. Government Organizations and NGOs

Disbursement of project funds, relief funds, development funds, and wages to field staff





**Working remote –  
Vodafone Case Study**

# Managing Employees Through Disruptive Change – COVID-19, The Vodafone Ghana Story

A holistic approach to keeping our employees equipped, informed and engaged throughout the period.

- Business Continuity
- Communication
- Showing Empathy
- Engage!



# Activate business continuity plans

Cross functional, all hands on deck (HSW; Corporate Security; Supply Chain; Business Continuity; Property; Technology)

- Daily meetings starting in February modelling different scenarios, rotating different functions remote working; meeting with cleaning vendors to educate and increase number of times daily cleaning; travel advisory-worldwide travel ban; ordering laptops for desktop based employees; securing hand sanitizers, PPE's from all sources
- Twice weekly Exco meetings with cross functional team to update on activities and get direction
- By 3<sup>rd</sup> week in February, before the national lockdown, 80% of our employee population were working from home. Currently 93% of our employee population work from home. Some exception is our Fixed Engineers and Retail shop employees
- Training session with all Line Managers on managing remote teams and another one for all employees on working remote







# Communications

Lead with honesty and integrity

- Communicate regularly and create a cadence – if the old governance doesn't work, quickly create a new one. Eg. Team huddles, Monthly cross functional meetings with HRD etc
- Weekly updates with CEO and entire organization, giving updates on overall business, encouraging and motivating and answering all questions from employees. Key is to provide authentic leadership during this time.  
*No question was too difficult or sacred. Sometimes the answers weren't what employees wanted to hear but in all things we wanted to ensure that we would be truthful. Feedback from employees has been very appreciative.*
- Regular updates on digital platforms

# Show you care

Your employees will remember how you treated them during this period. They will be your best advocates or your worst detractors

- Provided hand sanitizers on all floors, all offices and shops, PPE's to all frontline staff
- Pick ups and drop offs for all frontline employees
- Lunch provided
- Early March, sessions with doctor from our health insurance providers, Glico.
- Regular education and tips on all platforms



# Keep employees engaged

They're still a unit even though remote, keep them as such, find the things that bind

- Online digital experience for employee kids
- Virtual Exercise programs
- Employee contribution to government COVID-19 efforts
- Virtual RedConnect party
- Pulse Survey



## VIRTUAL RED CONNECT WITH DJ VYBUSKY



### ACTIVITIES:

- Song requests
- Dance video posts on Workplace

**Date:** - 3rd April, 2020

**Time:** - 4:00 PM

**Venue:** - Workplace Live

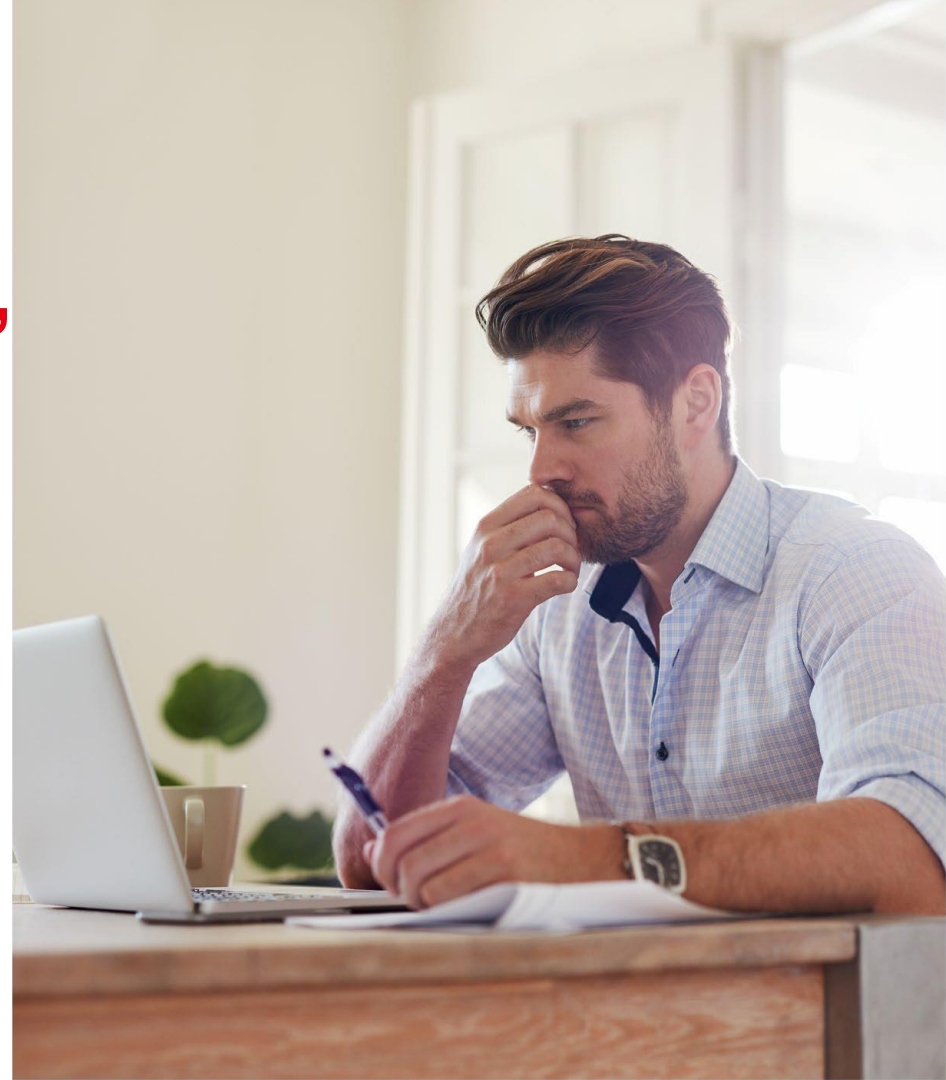
Ready?



**We are committed to helping you better connect your business, people and customers.**

Get in touch at [vodafonebusiness.gh@Vodafone.com](mailto:vodafonebusiness.gh@Vodafone.com) or [Johnson.Arkaah@Vodafone.com](mailto:Johnson.Arkaah@Vodafone.com) call +233 20 200 6111 for more guidance on the best remote working tools to keep your business connected and moving.

Contact: 0302 33 4040





Ready?



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