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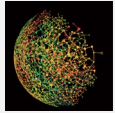
Smart Working

The New Normal of
Doing Business

Deloitte Albania

Smart Working

A Comprehensive Business Solution



The COVID-19 pandemic poses a serious threat to health and life, and is profoundly affecting our lifestyle. Social distance, remote work, restricted and regulated time schedules for citizens' movement are new concepts for Albanian society and not only.

Beyond health and social impacts the pandemic will also significantly affect the Albanian economy, although it remains to be assessed in real figures and GDP terms. Experts around the world agree and unanimously acknowledge, however, that the impact on the world economy is very serious and will last beyond the pandemic period.

The Albanian economy is not immune from such negative impacts; on the contrary, the current crisis, together with the November 2019 earthquake, will bring great economic and social difficulties that will afflict the country and its citizens.

These days, while facing an unknown virus, we raise the question of whether commercial companies, management bodies and their owners are able to effectively respond to the situation?

- ! Are management bodies and business owners ready **to radically change** their approach to work management and organization?
- ! Is the workforce of private companies able to respond to employers' call for mobilization by **radically changing the way they work**?
- ! Will the companies in Albania **be able to adapt to the unavoidable changes** that are already part of our reality, and that will still be with us after the pandemic?



Deloitte Albania's approach

In order to manage such changes, companies must explore new ways and methods of work structuring, which some developed companies have already embraced and made business routine.

With this introduction, Deloitte Albania aims to bring to your attention an innovative way of working or what we call **Smart Working**.

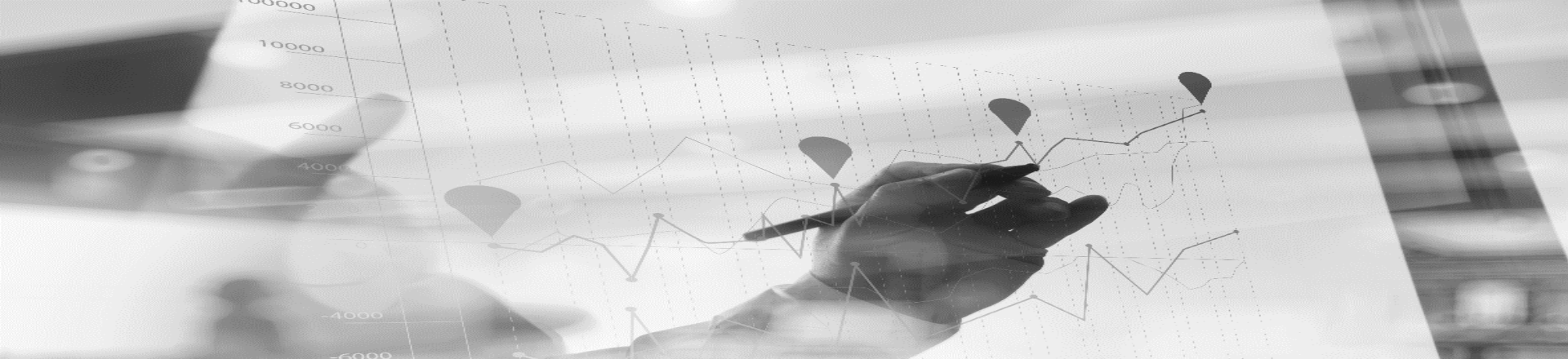
Smart Working; Deloitte Albania's **Smart Working** is a unique and holistic solution that applies to the entire spectrum of the organizational structure of a company, starting from the top of the decision-making chain, through communication and direction of employees working from home.

Our product offers an analysis of roles and processes in decision-making and organizational structures of companies, from a legal, regulatory and human capital point of view. This product also enables a reconceptualization of these roles, based on advanced and, most importantly, safe technologies.

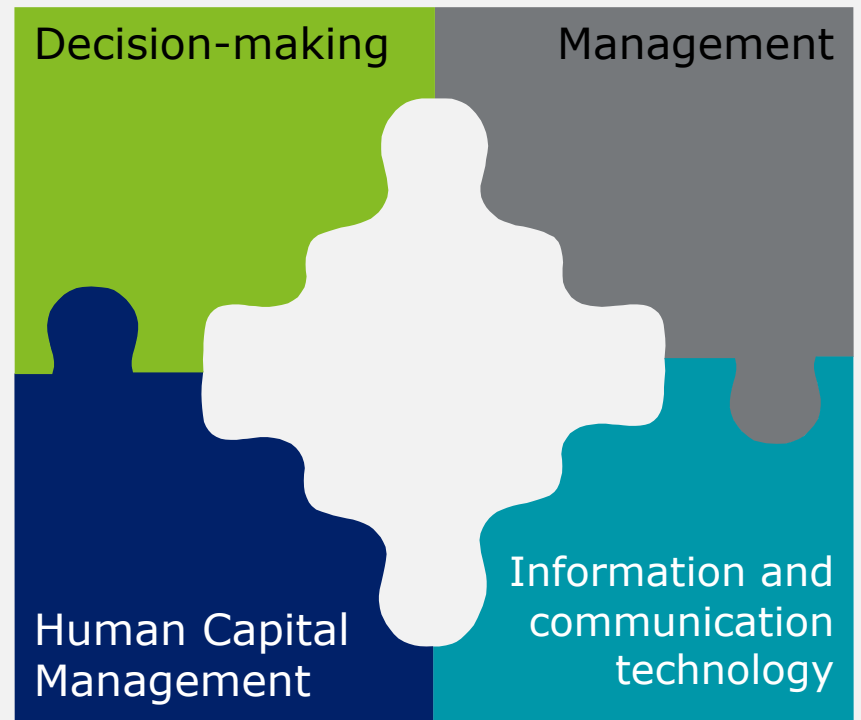
The implementation of Smart Working not only enables the reconceptualization of the entire decision-making/organizational structure, but also facilitates, in the short term, the optimization of operations in order to cope with the current emergency by ensuring long-term sustainability and continuity of economic activity beyond the pandemic situation.

Deloitte Albania's Smart Working is a unique and comprehensive solution





With this introduction, Deloitte Albania presents a **solution** for the decision-making and organizational structures of companies, from the legal, regulatory and Human Capital point of view, combined with the optimal technological approach.





Decision-making

General Assemblies of companies are the highest decision-making body in these entities and must be able to continue to perform their decision-making function.

Smart Working offers a practical solution that enables remote decision making, ensuring legal and regulatory compliance, as well as technology and information security.

Smart Working provides effective and fast vertical communication with all parts of the organizational structure, especially with management bodies, including administrators and boards of directors.

Management

Company policies and decision-making must be implemented effectively, and the management of companies must be equipped with legal and technological instruments to enable their application.

Deloitte Albania's **Smart Working** ensures **the highest efficiency of communication between decision-making bodies and management**. It also includes horizontal communications, e.g., among board members, facilitating legal/regulatory compliance, without compromising information security.

Smart Working provides **solutions in communication and supervision of a company's organizational chain** (whether officials or employees), in the framework of performing their functional duties.





Human Capital Management

Deloitte Albania's **Smart Working** offers flexible, convenient and comprehensive solutions for Human Capital matters, where speed and efficiency are essential, especially during the period of dealing with the COVID-19 pandemic impact on business activity.

Deloitte Albania has built the process part of **Smart Working**, to respond to all business needs during and after COVID-19, as well as during the phase of economic activity recovery, where the functions of Human Resources play an important role.

Smart Working helps employers analyze different scenarios for Human Capital management, and to quickly preparing flexible work policies responsive to both the current situation, and also the recovery phase.

In addition, our approach to Human Capital supports employers in evaluating and managing different segments of the workforce as well as alternative labor relations, evaluating critical roles in the organization, preparing and implementing the communication plan with employees, and managing relationships, employee engagement and their remote work performance during the pandemic period and in the recovery phase.

Social distance, health tests at work, telework and remote work, are some of the aspects to which **Smart Working** provides a comprehensive and holistic solution. The **Smart Working** solution specifically addresses the need to send and receive prompt and efficient guidance between employee and the supervisor, security of information technology, and for employee privacy and supervisory surveillance requirements, respecting legal and regulatory provisions in all aspects.

This solution also pays special attention to the measures ensuring confidentiality of company and personal data which becomes more sensitive during distance working.



Information and Communication technology

The COVID-19 pandemic is proving that Information Technology is a key instrument in enabling companies to continue critical business processes as well as to create innovative models of customer service. As such, the opportunities brought by technology must be used to adapt to the emergency response and also to recover and develop after the critical phase.

The digital component of Deloitte Albania's **Smart Working** enables commercial entities to address in a structured way the emergency and long-term needs for capacity building in terms of information technology, in order to support the response to the current emergency, business continuity, business development, reducing costs and ensure better cooperation among employees. An important component of digitalization is the information/communication security between different links within decision-making and organizational structure. Confidentiality and integrity of information is an integral part of Deloitte Albania's **Smart Working** solution.



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