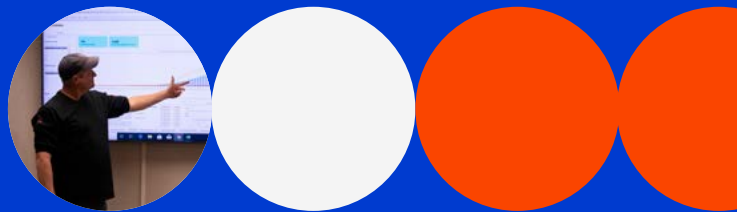




Can Your Workplace be Pandemic Resilient?

Guidelines for owner-operators in
asset-intensive industries

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About Pandemics



Pandemics Generate Change

Throughout time, pandemic diseases have generated change. The COVID-19 pandemic is no different, as it continues to bring about far-reaching worldwide changes that will persist long after the virus is under control. What is clear is that short-term public health concerns will be overtaken by business health considerations. They will become a primary driver of change and investment, as businesses seek to increase their resilience to future pandemic events; to take advantage of the efficiencies provided by new interactive technologies; and to find new ways of doing business.

Can your workplace be pandemic resilient? As management teams work around the clock to protect their employees, operations and cash flows, this is the key question that is driving their actions. Much has to be taken into account, from adapting to the fundamental changes to supply and demand models for the commodities we rely on every day to the work environment transformations and the lasting effects of the pandemic on business models, balance sheets and competitive environments.

Since the outbreak of the COVID-19 pandemic, our customers have been telling us that our platform, which they purchased and use to drive business improvement, is now a key tool in dealing with the many new realities of our pandemic world. It supports them in the management of change - by enabling the rapid roll-out of new procedures across plants and sites and reducing the number of workers onsite - and facilitating social distancing and remote supervision.

Social Interaction and Distancing

The COVID-19 pandemic is changing the fundamentals of social interaction, from social distancing to staying home and isolation. To deal with this reality, companies, organizations and even individuals have shifted to online video conferencing, using applications such as Skype and Zoom to maintain connectivity.

This simple example of digitalization is about connecting between people, information and machines. In business and industry, it has generated a hands-on realization that collaborative technologies can be engaged to effectively transform the way business is done. And the same digitalized connectivity that can bring people closer together, even when they are physically apart, can be used to keep workers safe in the workspace and support new working realities.

Mobideo was founded back in 2008 to provide solutions to the challenges and opportunities at the meeting point between people and technology in asset-intensive industries. Before COVID-19, the benefits of our platform - which is based on the digitalization of work processes and providing real-time visibility and in-depth analysis - were primarily related to increased business efficiency, productivity, safety and compliance. Now, in our world of changing social interaction and distancing, our platform is even more relevant to every asset-intensive company seeking to maintain continuous viability.

Challenges and Opportunities in Pandemic-Resilient Workplaces



Social Distancing Challenge

COVID-19 and the demands for social distancing present many challenges in the industrial workplace. Staying at home, washing our hands and not touching our faces are all good and easy to implement. But how can effectiveness be maintained when teams need to collaborate or when working from home is impossible? These are just two examples of the challenges faced by many industrial settings.

In industry, many activities are “team sports” and many others cannot be performed remotely. “Welding from home” is not a task that we are likely to see soon! Furthermore, as social animals who tend to resist change, there are many challenges in implementing pandemic-resilient work processes. However, with survival - both at a personal and an enterprise level - at stake, managers and leaders must prioritize investments in sustainability and necessary change.

Social distancing requires that we reevaluate why groups come together; look for ways to eliminate and automate many of these activities; and innovate to find new ways to be effective as social humans with restricted physical access to our colleagues.



An Opportunity for Improvement

The COVID-19 pandemic is positioning every business and organization at a crossroads between survival and collapse. Despite the enormous challenges in industrial settings, there is also a unique opportunity for the improvement of many general issues, activities and capabilities that can increase the safety of employees and the viability of business, thereby ensuring a pandemic-resilient workplace. Here are some of the issues at stake.

Issue: Agility and Flexibility

As the COVID-19 pandemic develops, mitigation plans are often unclear and post-pandemic realities are unknown. In business and industry, the only determining factor is constant change – in local and federal government regulations, in employee availability, in work processes, and in supply and demand, to name just a few. To maintain viability and to survive, every business must be agile and flexible to quickly adapt and change to new realities. Such fast change is only possible, and can only succeed, with the availability of up-to-date, real-time information and a framework for rapid and effective management of change.

Issue: Staffing Reduction

There's nothing new about cutting personnel to reduce costs and improve the bottom line; and in industry, the number of on-site personnel has also long been associated with safety incidents. Solutions to address immediate and post COVID-19 challenges must exploit technology and process change to minimize the need for humans to perform tasks that can either be automated or even eliminated. If we can get more done with less people, the virus will be slowed, and profitability will be improved.

Issue: Management of Contractors

More and more asset-intensive industries rely on subcontractors to meet the demands for specialized expertise and to optimize work that has to be performed. However, this generates risks that are magnified in a pandemic situation, such as insufficient familiarity with the facility, differences between business and contractor interests, and synchronization/control challenges in the scheduling of contractors, inhouse employees, equipment and tools.

Better planning and management of the constraints on human productivity can make a huge impact here. Contractors need to be in the right place at the right time with the information, tools, equipment, and materials to do the job. And businesses need the agility to make fast and clear decisions and quickly inform contractors of changing roll-outs and procedures, as updates are made. Technology can manage all the logistics of human productivity, leaving the only constraints to be skills and work ethics.

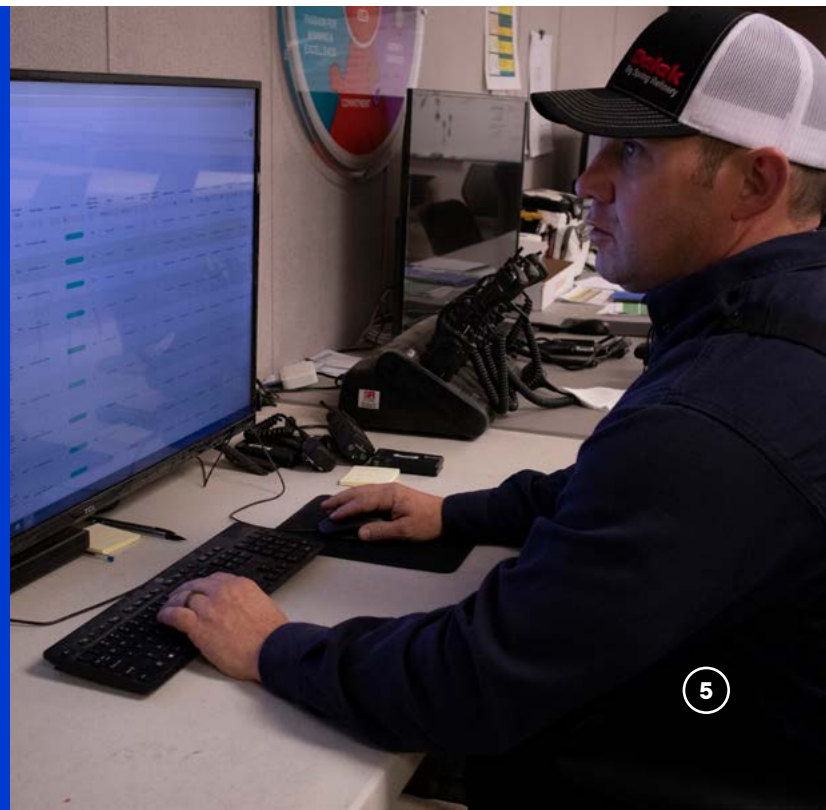
Issue: Remote Supervision

Supervision is essential to maintain productivity. But do managers need to be constantly onsite? Digitalization and connectivity empower managers with real-time visibility and insights into remote work activities, enabling them to make better decisions, based on validated data, faster. Furthermore, technology can also help managers “cover more ground” by eliminating the need to travel across sites or across states to be effective. Remote surveillance is here now.

Issue: Information Transfer / Knowledge Sharing

In today's pandemic reality, transfers of basic information/data require minimal physical interaction, and the world of weekly update meetings, shift handover meetings and the use of paper to transmit data, must end. For businesses, this offers the opportunity of moving to a world of always-available, trusted dashboards that eliminate delays, confusion, different sources of the truth, and all the high-friction aspects of human interaction.

As social animals, we come together to exchange ideas, build working relationships, trust and respect; innovation is always most effective in groups with different perspectives and ideas. But with a focus on remote work using online collaboration and meeting tools, organizations have to find new ways to be effective.



Issue: Remote Experts

For some time, aging workforces have been recognized as a challenge associated with retiring experts and the disappearance of tribal knowledge and expertise. The higher risk for older colleagues presented by COVID-19 is producing a new reality, with younger - and therefore less experienced - personnel on the front lines. They need to leverage the expertise of more tenured employees from a safe distance. Modern technology can safely and more efficiently put the eyes, ears and experience of aging workers to work, irrespective of their physical location.

Issue: Eliminate Paper

Paper documents, work orders, work packages, drawings, inspection documents, SOPs, checklists and forms, are still the reality for most information users in industrial settings. In addition to inefficiency, lost data, double entry, transposition errors, delays and paperwork tasks that require personnel to stay on site after the end of physical work, the transmission of disease can now be added to the list of good reasons to go paperless! Digitalization delivers exactly that and more.

Issue: Compliance and Accountability

Employers must ensure efficient and appropriate processes that keep employees safe and shareholders happy. Compliance to work practices/regulations and accountability are key in ensuring that both lives and shareholder value can be secured. Always available digital technologies that incorporate mobile devices, location-based technologies and can ensure compliance with best work practices is good for all and available now.



The Impact of Digitalization on Pandemic Resilience



About Digitalization

Digitalization offers the opportunity to move away from manual processes and automate key areas of activity. It involves the integration of digital technologies - electronic tools, systems, devices and resources that generate, store or process data - in all areas of a business.

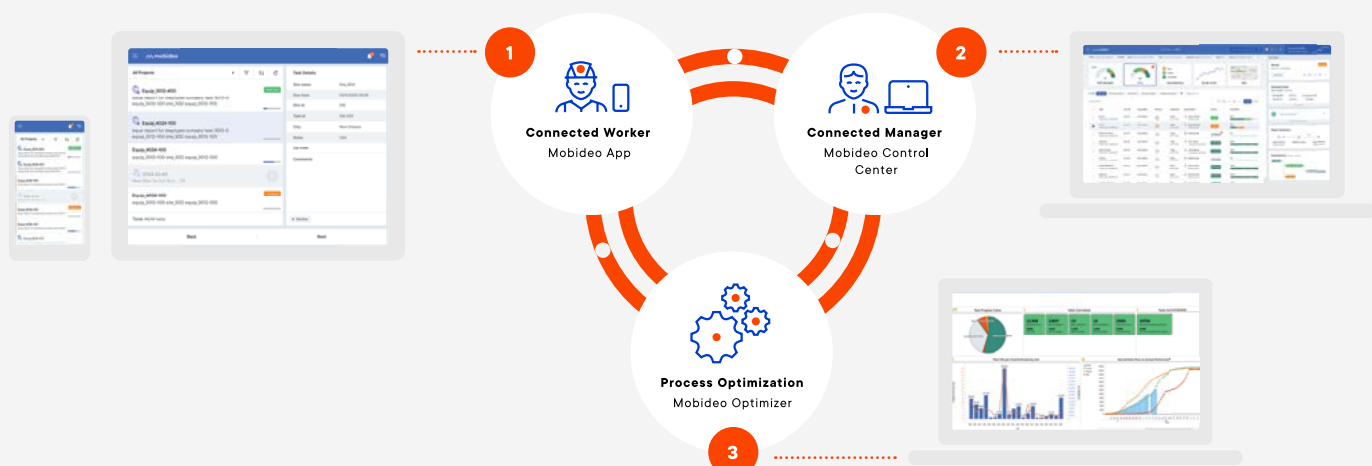
In industrial settings, many owner-operators have invested heavily in computerizing many aspects of their businesses. However, they have tended to ignore their most precious asset - their workforces - and hence the enormous challenges they are facing in the demand for social distancing and remote work presented by the COVID-19 pandemic.

Digitalizing Industrial Workforces

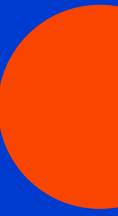
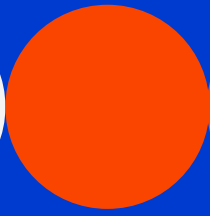
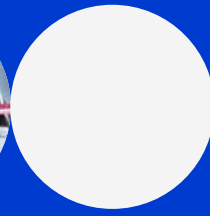
Digitalization of industrial workforces means connectivity - and at times like these, connectivity is essential. In industrial settings, it is the key to creating a pandemic-resilient workplace. Connecting workers, managers and all other stakeholders, it optimizes complex work processes and empowers collaborative teamwork, contractor management and knowhow ingestion, while meeting the demands for social distancing.

Based on the following principles, the Mobideo Platform delivers the connected workforce that is essential for a pandemic-resilient workplace:

- **The Connected Worker:** The Mobideo App enables workers to use any mobile device to access all the information they need to perform their work at the point-of-service. Guiding them through the work process through digitalized checklists and sign-offs, it eliminates the need for on site inspection/supervision, and enables communication and sharing of real-time work status with managers and peers, without physical interaction.
- **The Connected Manager:** The Mobideo Control Center connects managers at all levels, giving them real-time situational awareness, visibility and insights into all remote work activities. Digital charts and dashboards empower better, faster, and more reliable decision-making based on the facts in the field, without the necessity for any physical interaction or paper documents.
- **Process Optimization:** The Mobideo Optimizer generates a rich data set that enables owner-operators to evaluate how tasks are actually being executed; identify trends, work patterns and delays; drive continuous process improvement; and strengthen operational excellence.



Laying the Foundations for Pandemic Resilience



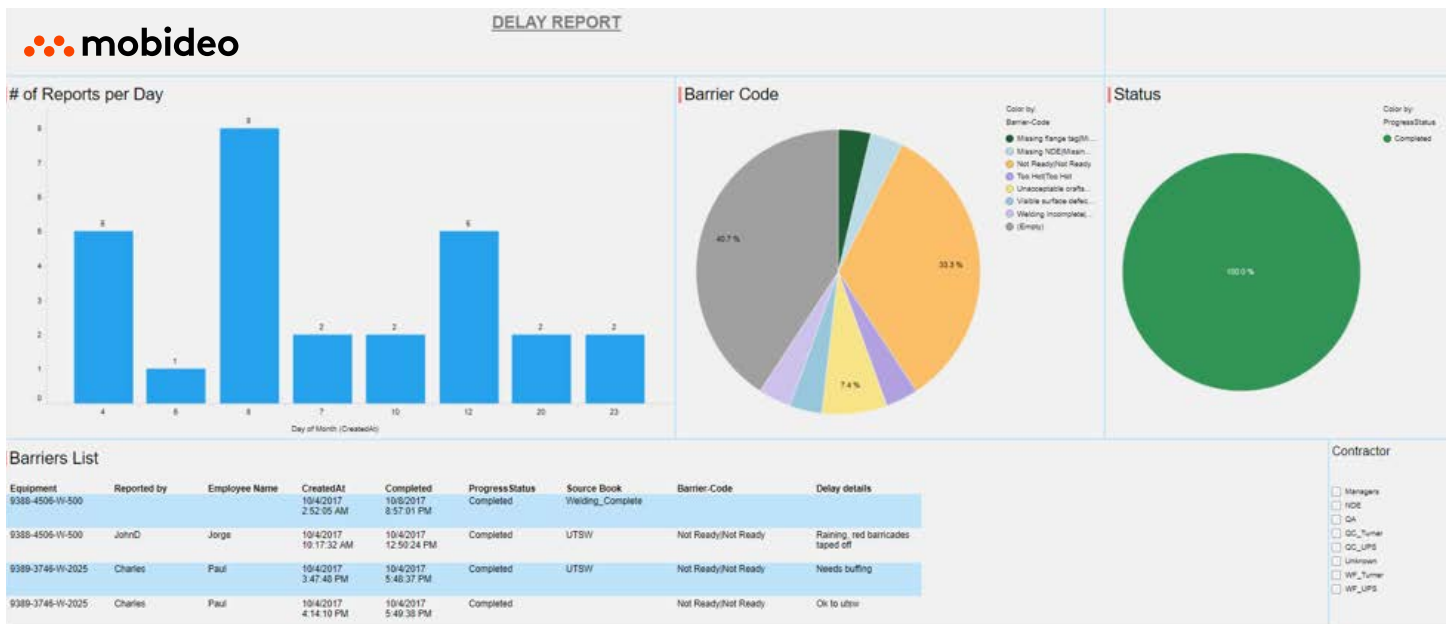
The most important element of implementing a pandemic resilience and business improvement plan is to get started. Success will take work; time; and a willingness to change, learn and change again. Leadership must encourage experimentation and reward success, even when that success is a valuable learning moment!

The Mobideo Platform is an essential foundation to industrial workforce safety, productivity and social distancing for pandemic resilience. It can simultaneously help to improve industrial business performance while accelerating the transition to a pandemic-resilient work environment, as shown in the following list of key features provided by digitalization:

Feature	Business Improvement	COVID-19/Pandemic Resilience
Real-time visibility and management of work activities	Eliminates the inability to see/track work progression throughout the day by providing real-time, accurate status updates from the field.	<ul style="list-style-type: none"> • Eliminates necessity to be physically present on location. • Reduces time required for update and handover meetings. • Leaves more time to make better decisions based on real-time data. • Enables utilization of available resources and ensures that more work is done with less people.
Better planning and management of contractors	Better synchronization and control of contractor scheduling and work execution, ensuring that they are in the right place, at the right time, with the information, tools, equipment and materials they need. In addition to wasting less time, productivity is increased through better contractor surveillance, supervision, accountability and traceability.	<ul style="list-style-type: none"> • Superior time management ensures less contractors present at any given time. • Real-time, online visibility of project status data, irrespective of the location of the work (time, user and GPS timestamps ensure awareness of who did what, when, and on what equipment). • Agility to easily and rapidly change roll-outs and procedures, and make contractors aware of them immediately. • All information required to work available in digital checklists on any mobile device.
Better & faster schedule updating	<p>Improves schedule updating processes (several hours daily) by eliminating much of the manual effort currently associated with this process, such as:</p> <ul style="list-style-type: none"> • Manual collection of status updates from field supervisors as annotations to paper schedules. • Meeting with schedulers to provide collated updates. <p>Also means that supervisors do not have to supervise contractor work.</p>	<p>Digitalization delivers real-time, online data:</p> <ul style="list-style-type: none"> • Eliminates the wait to manually receive often out-of-date and inconsistent documents and data from multiple sources. • Reduces administrative tasks. • Improves decision-making quality and speed. • Saves time and reduces risks.

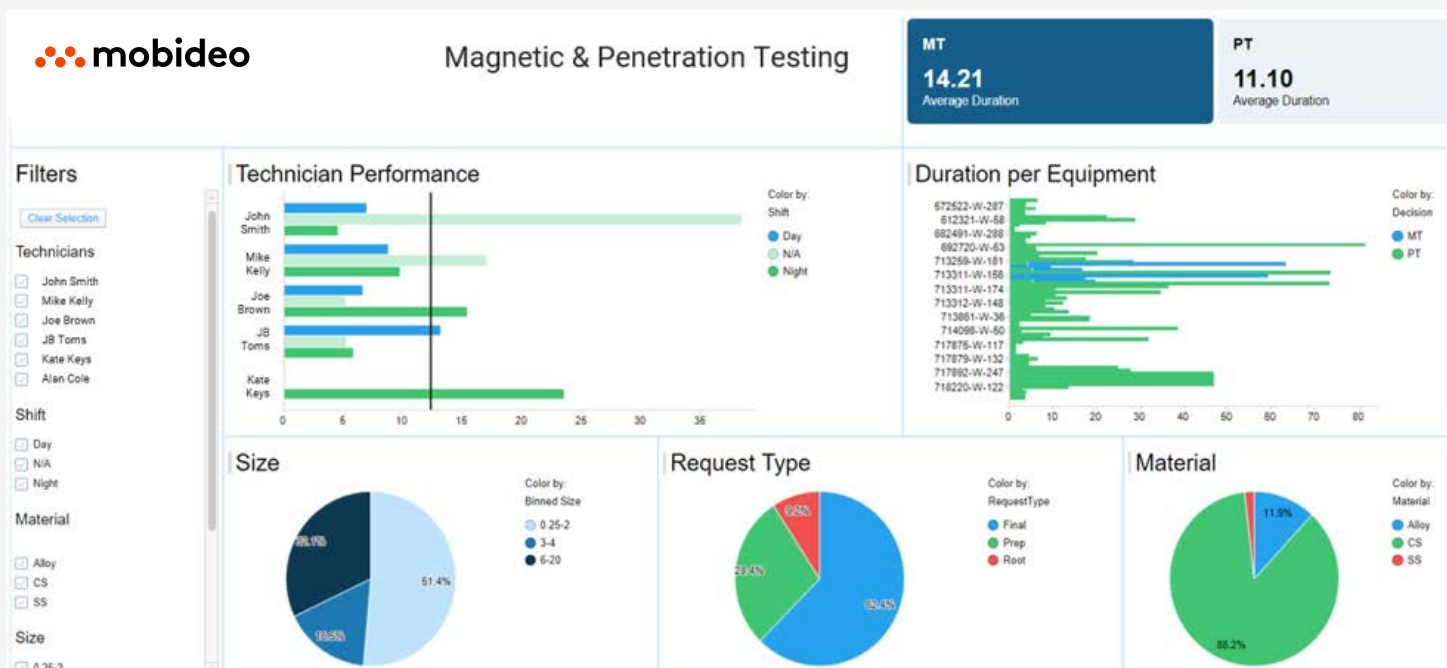
Feature	Business Improvement	COVID-19/Pandemic Resilience
Automatic compilation of field data into final reports	<p>Streamlines reporting by eliminating:</p> <ul style="list-style-type: none"> • Collating of notes, digital photos and handwritten data from clipboards. • Transposing to systems of record. • Duplication of data entry. • Countless hours of working with software to create the required documentation. 	<ul style="list-style-type: none"> • Expert personnel (SMEs and contractors) need less office time for administrative tasks, reducing social interactions. • Improves quality, consistency and compliance while reducing supervision resource and wrench time.
Identification and early resolution of delays	<p>Real-time status displays eliminate being 1-2 shifts behind activities and issues currently occurring in the field, enabling immediate, proactive and reactive responses, when they count.</p>	<ul style="list-style-type: none"> • Reduces delays by providing an understanding of the real priorities. • Allows more time for critical tasks. • Improves quality and eliminates the cost and time associated with rework.
Improved discovery / scope change management	<p>Real-time, online dashboards eliminate the need for all stakeholders to be onsite for review and approval.</p>	<ul style="list-style-type: none"> • Global businesses can function with less reliance on travel. • Systems operating globally improve consistency and get economies of scale. • Digital tools allow management to function independently of location and time zones.
Better resource utilization, efficiency and productivity	<p>A considerable part of the work day is no longer lost waiting for instructions, searching for resolutions to problems that may even have been prevented before they escalated.</p>	<p>Increased productivity and social distancing:</p> <ul style="list-style-type: none"> • No more waiting in groups and lines for permits to work. • Elimination of trips to the office to get information.





Delay Tracker Dashboard

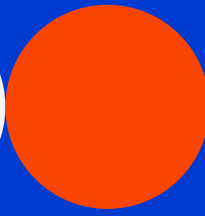
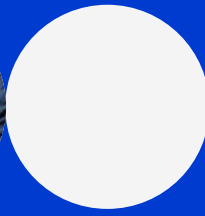
Displays emerging trends and problems in the execution of work early on, as well as the reasons why there is going to be a delay, e.g., a welder didn't turn up, lack of permissions to work, extreme weather conditions, insufficient equipment to perform tasks and reworks required.



Contractor Performance Dashboard

Enables control of contractor operations, as well as comparisons between contractors performing the same activities, including a drilldown to determine exactly which specific workers are performing best and providing quality work, in comparison to workers performing poorly. This is also relevant for providing relevant data in end-of-project contractor reviews and compliance to pandemic requirements.

Can Your Workplace be Pandemic Resilient?



Since the outbreak of the COVID-19 pandemic, our customers and industry analysts have been telling us that our digital technology - available now - can help in addressing both the human and business health impact of the outbreak. It can help you put less people in danger and support new business processes and work methods that will simultaneously improve your resilience, pandemic readiness, sustainability, and profitability.

Connecting workforces, the Mobideo Platform is trusted today by some of the world's largest asset-intensive industrial companies, particularly in the fields of oil & gas, power, chemicals and petrochemicals. It is simultaneously helping to improve industrial business performance while accelerating the transition to a pandemic-resilient work environment.

Learn more about how digitalization and our platform are an essential foundation for industrial workforce safety and productivity in the reality of the COVID-19 pandemic.



About Mobideo

Mobideo is a global hi-tech company transforming the way industrial workforces operate and perform. By digitalizing work processes and leveraging cloud, big data analytics, mobility and machine learning technologies, it enables owner-operators in asset-intensive industries to achieve unprecedented levels of operational excellence and increased profitability.

This is achieved with the Mobideo Platform - an integrated suite of applications for the safe, compliant and efficient management of the industrial workforce. Connecting workers to increase productivity, accountability and traceability and connecting managers to improve visibility and enhance real-time decision-making, the Mobideo Platform promotes better individual performance and empowers collaborative teamwork. This results in improved financial outcomes, optimized resource allocation, continuous process improvement and increased effectiveness, safety and productivity.

Founded in 2008, Mobideo meets the highest industry standards and is ISO 27001 cyber security certified.

Employing a team of seasoned professionals worldwide, it supports customers in a range of asset-intensive industries, including oil & gas, chemical, power, aviation, marine and life sciences.