**KNOWLEDGE-SHARING REPORT: COVID-19 AND REMOTE WORKING**

**Summary**

This report presents the proceedings of an internal Knowledge-Sharing Session, titled “COVID-19 and Remote Working”, held on 4 August 2020. To capture the employees’ lived experiences and to get a sense of their wellbeing, the Strategy and HR and OD divisions jointly organised an engagement session aimed to discuss employee wellbeing and working from home under the COVID-19 pandemic and the concomitant national lockdown. At the time, TCTA employees had been working from home for over four months.

The declaration of a national lockdown on March 23 created challenges for everyone involved: the individual TCTA employees, their work teams and managers, and their families. The following is a high-level summary of TCTA employees lived experiences.

The COVID-19 has affected women more than man. The pandemic has affected their life-work balance, through increased work volume (household management while working from home), looking after the elderly and the vulnerable, resulting in increased working hours. Participants felt their homes had ceased to be sanctuaries for their families.

The COVID-19 forced many people to work from home with little preparation. Employees experienced limited organisational support when a family member caught and succumbed to COVID-19. They received no information about trauma counselling.

Employees articulated challenges relating to connectivity issues in the form of inability to access the wi-fi, fast data depletion, access to printing and paper, limited working space, and poor ergonomics in their homes.

Nevertheless, working from home provided them with an opportunity to display their professional work to the family. For others, the lockdown presented the organisation with an opportunity to revive employee relationships, especially the supervisor/subordinate relationship—the world of work has changed, we can no longer afford, under these circumstances, to have passive relationships.