



INSTITUTO NACIONAL DE ESTATÍSTICA
STATISTICS PORTUGAL



UNECE

COVID-19 Pandemic and Statistics Portugal approach in shifting its statistical works – a learning process

**Virtual meeting on the COVID-19 response in the area of
Communication and Human Resources Management and
Training**

7 – 11 September 2020

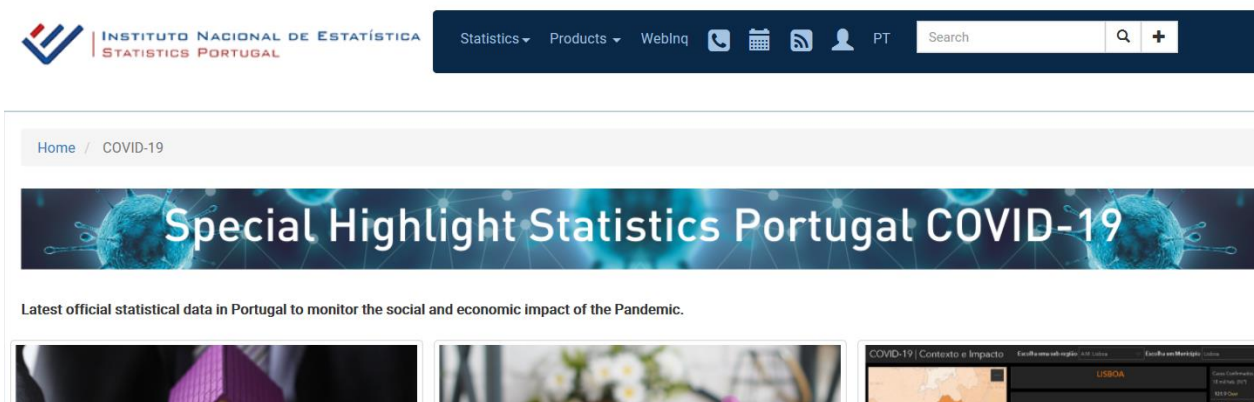
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11-09-2020

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Introduction

- Difficult and challenging times for NSIs – the importance of statistical information – new products



- Uncertainty and disruption at different levels of society – How the organizational deals with it – Management measures
- Challenges of the communication approach – both internal and external
- Working from home at a large scale (a big challenge!)

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Management measures

Statistics Portugal Board decisions regarding health safety measures were supported by the Human Resources Department, the Legal Support Unit, the Safety at Work and Health Senior Technician and the Occupational Physician. The help from the Quality and Planning unit regarding the set up of rules and procedures was also crucial.

- 1st phase:
 - Full closure of Statistics Portugal premises all over the country.
 - Suspension of face to face data collection interviews.
 - Since mid-March, the majority of the staff is working from home.
- 2nd phase:
 - Open of premises and preparation of a safe return.



[3]

Action plan

- Rules and restrictions to be adopted at Statistics Portugal facilities.
- Both for co-workers and visitors within the scope of COVID-19 health security measures.
- Universal preventive measures such as “hand hygiene”, “use of mask”, “respiratory behavior” and “social distancing.
- Clearly communicate a safe return to the office and to some activities with external parties, such as recruitment procedures.
- Maximum occupation worker per room.
- Set of printed information posters specifically designed by our staff concerning COVID-19 prevention rules.

Contingency plan

- Procedures to be developed in case of a suspected SARS-CoV2 case, always following the guidelines of the National Health Authorities.

COVID-19 **AVISO**



COVID-19 **AVISO**

ENTRE NAS INSTALAÇÕES COM MÁSCARA DE PROTEÇÃO INDIVIDUAL

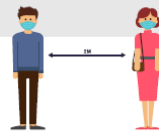


HIGIENIZE AS MÃOS COM SOLUÇÃO ANTisséTICA DE BASE ALCOÓLICA



CÍRCULE NAS INSTALAÇÕES COM MÁSCARA E PELO LADO DIREITO

RESPEITE AS REGRAS DE DISTANCIAMENTO SOCIAL (2 METROS ENTRE AS PESSOAS, 1 METRO EM CIRCULAÇÃO NO MESMO SENTIDO) E DE ETIQUETA RESPIRATÓRIA.



**CIRCOLE
PELA
DIREITA**

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Challenge for the IT Department

- Personal computers
- Virtual Private Network (VPN)
- Effective communications
- Virtual meetings IT facilities
- Solve problems...



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Communication

All information addressed to staff and related to the Pandemic situation

- was delivered through the Intranet in the first days in March, when staff was still in the office
- by e-mail to all internal users, when most people was working from home
- mostly sent from the President Statistics Portugal Board

Every employee is duly informed and receives the same information about the actions undertaken, aligned and harmonized with any information to the public – both users and respondents

This approach was very important and delivered a sense of unity although all apart

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Final remarks



Communication to users and respondents

- new web pages were designed and new products were delivered

Work from home in this situation had to face some challenges too

- working environment at home
- middle managers had to face new demands to coordinate activities in a effective way and to motivate teams working from home

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The near future is still uncertain and Statistics Portugal approach is still under progress

- Resilient and hardworking workers made the difference
- Communication was a key process for a good performance

Now it is time to look at the future, although uncertain, and see how to continue this adventure trying to maintain a healthy working environment.

Thank you!