

Return to Operational Mean Planning Matrix					
Line of Effort	Green	← Operational Step that can be executed immediately / in sequence			
	Yellow	← Operational Step that will require deliberate Executive Decision before executing			
	Begins Upon / Continues to:	Success Measured by:	Specific Steps:	Primary / Supporting	
Protect Team & Customers	Maintain Remote Delivery Posture	In progress / Ongoing	Service delivered remotely with minimal value loss to customers	Continue 'call center ops'; implement remote case management	MW BCVB / KG Corporate (IT)
	Implement Risk Mitigation Measures to Protect Staff & Customers	Immediate / Ongoing	Staff is safe, protective measures are in place to reduce risk to in-person operations	Acquire individual PPE (masks, gloves, protective visors), precautionary tools (no-touch thermometers, transparent barriers), mitigation tools (hand sanitizer, disinfectants)	KG Corporate (Finance / COO)
Continuity of Service	Maintain Remote Delivery Posture	In progress / Ongoing	Service delivered remotely with minimal value loss to customers	Continue 'call center ops'; implement remote case management	MW BCVB / KG Corporate (IT)
	Expand Remote Delivery Value	Mid April / Ongoing	KG purpose (Positive Economic Change) delivered without traditional physical presence	Identify capital opportunities and assist business to access; Provide value-added expertise to job seekers and employers; Establish 'one-to-many' information forums; Link community efforts and connect where applicable; Identify and pilot remote training opportunities for job seekers	All
Build Capability	Backfill Service Delivery FTE	Late April / Need filled	Operational entities have capacity to meet expected rise in demand; KG Corporate functions robust enough to support	Evaluate need and establish priority fill triage; confirm budgetary capacity with Finance; backfill vacant FTE; HR to implement hiring push; HR and Finance prepare onboarding 'surge'; Refine onboarding training protocol; Evaluate opportunities for temporary or term positions	HR / Subsidiary Executive Directors
	Build Framework for Increased Service Delivery	Immediate / Need filled	All elements have the tools needed to meet increased demand without loss in value of service to customer	Evaluate on-going tech needs; reinforce tech where needed for longer term remote delivery operations, evaluate and implement improvements to in-person facilities	KG Corporate (IT) / MW BCVB
Return to Operational Mean	Reintroduce Appointment physical services	1 May / Until Reopen	customers unable to meet needs remotely are served	Identify staff; safety measures are ready and in place; appointment system reintroduced to website; marketing in place	MW BCVB / KG Corporate
	Flow back office-based support services	1 May / Ongoing	Operational elements are supported as services reintroduced	IT and facility support element in place (commensurate to operations); staff without customer-facing element have risk-mitigated facility	Internal Ops / KG
	Identify Continuing Remote Delivery Staff	Immediate / Ongoing	Continuity of remote service; Establish remote delivery as model of value	Some element of KG service continues to be delivered remotely as standard practice	MW BCVB, YS, MMTA / KG
	Identify tentative planning dates for YS, BA, YB, training activities	Late April	Identify and plan for tentative return to service of specific training programs	Staff and participants are engaged and preparing for formal re-engagement at future date	MW BCVB, YS / KG Corporate
	Transition of >50% staff to office	Evaluate 1 May / Ongoing	As function of lessened risk, begin to move KG back to 'standard' operations	Risk mitigated and staff reassured, with long-term operations tempo beginning to solidify	KG Corporate / All
Deliver Added Value	Identify Resources to Serve Community	Immediate / Ongoing	Kinexus Group maintains existing resources and finds new financial or operational resourcing for our customers	Collect critical economic and performance data; identify critical need areas; understand funding environment; aggressively maneuver for fund opportunities; find partners who can bring value to our customers	KG Corporate / AI
	Develop and implement Innovative Solutions	Ongoing	KG moves to identify root cause dynamics and apply impactful & sustainable solutions	Collect critical economic and performance data - perform analysis and solution development; develop pilots; id resources and partners; move to implementation and evaluation	All
	Practice Continuous Improvement	Ongoing	KG seeks critical self-awareness; moves to improve process, reinforce success and stop poor practices	Reinforce SIS; train leadership cadre; perform AARs and implement improvements	All