Communications Checklist

Communicate Early and Often
- Communicate with employees early, consistently and transparently
- Evaluate the tone and message set by leadership (e.g., avoidance of pressure come in to work due to leadership presence in office)
- Share your Plan publicly to build confidence and trust
- Consider posting Plan reminders around the office
- Survey employees to gauge broad-based comfort and sentiment on returning to workplace (Polly.ai, TinyHr, CultureAmp)
- Enable employees to confidentially self-identify as high-risk or vulnerable
- Create alternative work arrangements for those with concerns regarding return to workplace
- Management-specific training on compliant ways to manage return to workplace concerns with workers
- Engage with counsel to review training materials, employee communications and back to workplace plan

Communication channels
- Company-wide email or video from CEO and/or Head of People
- C-level for org-wide or global comms, HR for local comms
- Hold company-wide discussions / Q&As / AMAs (ask me anything sessions)
- Set up Slack channel with updates (pro-tip: let people opt out)
- Create a contact email (e.g., email health@company with questions or if you need to alert the company you or someone in contact with you is sick)

Consider Pulse Surveys for all employees:

For employees
- How do you feel, personally, about returning to the office? 1 not eager - 10 very eager
- What actions would you like to see us take before you’re comfortable returning to the office?
- Are there conditions that are unique to you that should be known, regarding returning?
- How effective do you feel your team has been working remotely? 1 not very - 10 very
- Do you have the equipment, support, and conditions you need to work well from home? 1-10

For managers:
- How has working from home impacted your team’s effectiveness? 1 not at all - 10 very much
- What would improve work quality by 10%?

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1. This content has been informed or adapted from the CDC, the WHO, online conversations with the Venture Community, publicly available information, including original content in the Safe Work Playbook by Lear Corporation and www.lifelabslearningcorporation.com, Newmark Knight and Frank http://www.ngkf.com/ and generously shared online.
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