

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%?

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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