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|  |  | **Employees feel INFORMED** |
| o | 1. | For employees who may be interacting face to face with customers, create SOPs any safety message to customers (closed areas of the business, instructions to enter the business, what to do if a safety risk occurs, etc.). |
| o | 2. | Create a step-by-step guide for employees if they experience COVID19 symptoms or believe they were exposed to someone who has COVID19. |
| o | 3. | Create consistent method for communicating to employees how and when they will return to work. Explain any rationale for alternating days, weeks, etc. so they can plan accordingly. |
| o | 4. | Identify how blended teams (some remote; some onsite) will stay connected (frequency, format, etc.) |
| o | 5. | Conduct a brainstorming session to identify possible questions employees will ask on Day One. Determine the consistent response to each question. |
| o | 6. | Determine how you will train employees on Day One with any new safety, workplace arrival and performance changes. |

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|  |  | **Leaders feel PREPARED** |
| o | 1. | Conduct an orientation to leaders that provides a safety overview, office layout and anticipated schedule for Day One. Identify what has changed and why so they are equipped to explain it to their respective teams. |
| o | 2. | Provide a checklist of issues or occurrences to watch for each day that indicate possible safety or performance red flags as the business functions differently. |
| o | 3. | Equip managers with training on how to manage the psychological effects of the new work environment (new definitions of empathy, feedback, and change management). |
| o | 4. | Determine what the daily communication plan will be for the first week of operations with leaders (agenda, format and messenger(s)). |