

PHASED RETURN CHECKLIST

Health and Safety

- Identify PPE needs & source supplies
- Social distancing and hygiene guidelines for on and off site
- Home working – review of needs

Purpose, Values and Vision

- How are our values and vision guiding us to continue to meet our purpose?
- How has this impacted our 1, 3 & 5 year plan?
- What are our top 3 priorities in the initial phase, second phase and overall return?

Decisions

- What decisions need to be made?
- How will we make these using expertise, fairness and values?
- Build these into the communication plan

Colleagues

- How are they feeling about the next phase?
- What personal considerations could we face and how will we accommodate e.g. schools opening on a phased return/colleagues who have lost loved ones?
- What do they need from us, so we can serve them like they serve us?

Roles and responsibilities

- What temporary or permanent changes are there?
- Why has the organisation made these changes?
- What does this mean for the future?

Customers

- How have they been impacted?
- What are their needs and priorities right now?
- How can we serve their needs and make this easy for them?

Communication

- Plans and timescales
- Internal communications first: FAQs and a human to answer to questions
- External communications: Customers, Suppliers, PR