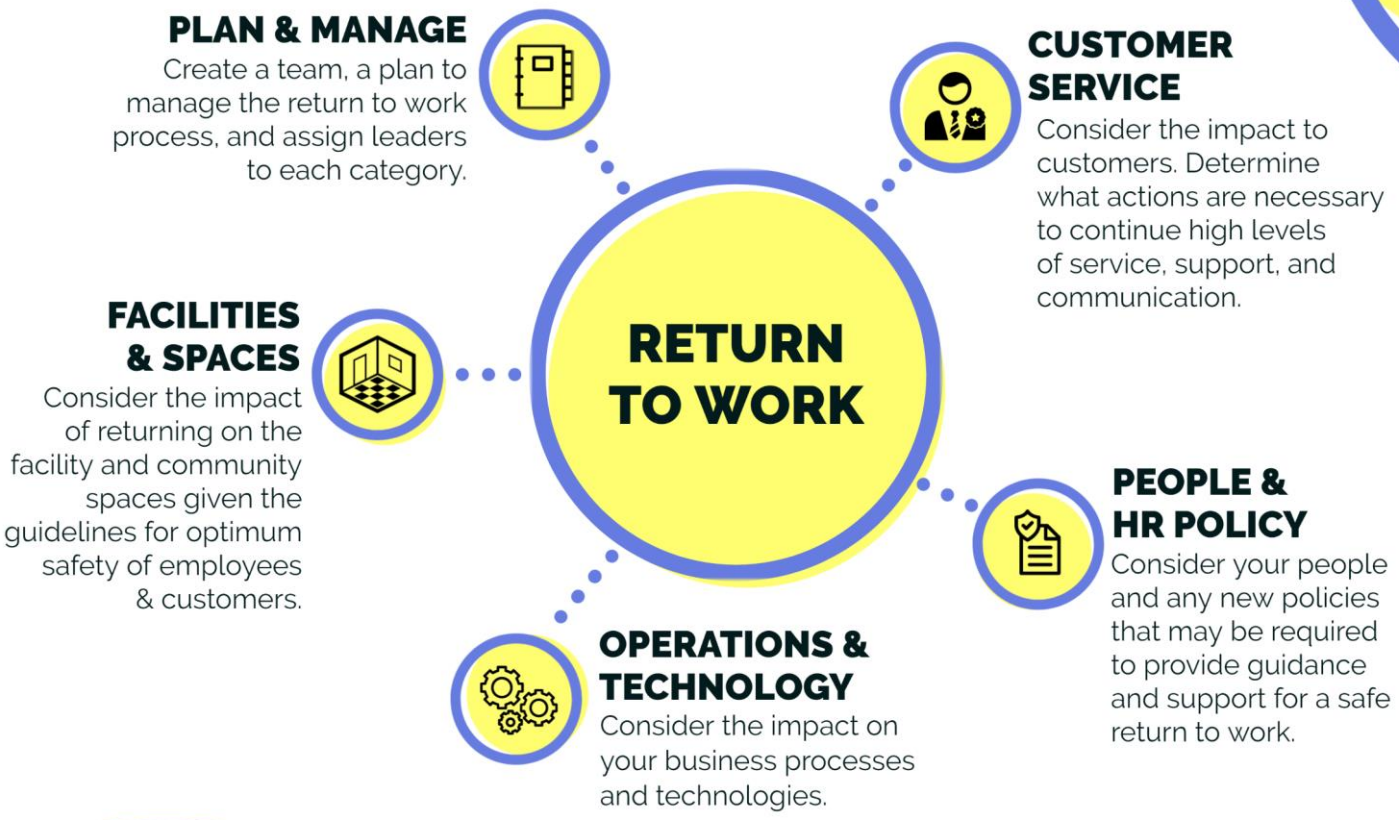
MATHTECH

Return to Work Checklist

Reimagine, Restart, Reinforce

Mathtech's Return to Work Checklist is a guide to help organizations create and execute a plan for returning to work. It considers various aspects of your organization in light of current guidance. Check back for refinements to this framework based on its implementation by our clients and friends across industries and sectors.



Version 2.0

The attached checklist is meant to spur ideas to help you plan and execute your return to work effort. It is not meant to be exhaustive, and some items may be more applicable than others. Consider it a guide for you to start the process to reimagine the future of your organization.

If you have questions or would like more information, contact Brooke Warden at stateteam@mathtechinc.com.

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Reimagine

Plan & Manage

- ❑ Create a return to work team, assign an overall project manager, and, where possible, name a leader for each category.
- ❑ Assign a communications lead and develop an actionable plan with specific means of communication such as press releases, website updates, and internal call procedures (i.e., answering questions via incoming calls).

Facilities & Spaces

- ❑ With safety as a priority, perform a facilities assessment for each office location and list remediation items (HVAC, PPE, cleaning schedule, etc.).
- ❑ Create a list of all community spaces impacted by social distancing guidelines (conference rooms, breakrooms, cafeterias, open office space, restrooms, entrances, exits, lobbies, waiting rooms) and consider new uses (e.g. conferences rooms & cafeterias for dispersed office seating, moving customer locations to outdoor venues, etc.).
- ❑ Using the list of community spaces, create a plan and procedures for each space that will allow for social distancing and cleanliness.

People & HR Policy

- ❑ Determine viability of a full workforce return to the office and consider alternative options such as staggered hours, hybrid (onsite/offsite), or full offsite, taking into consideration unions, contract employees, and possibly split groups into numbered teams for alternating attendance.
- ❑ Create a plan for anticipated employee absences due to personal illness, family member illness, community containment measures and quarantines, school and/or business closures, and public transportation closures, etc., including succession planning for key personnel.
- ❑ Update HR policies and create a list of community public health, emergency management, and other sources and place links for all personnel to access.
- ❑ Create a plan for any employee or new hire training (e.g. conducted remotely or in smaller groups).

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Reimagine

Customer Service

- ❑ Create a customer service plan/procedure for continuation of services in a safe environment (e.g., appointment only, radial lines vs. snake lines, increased online submission of items, mask wearing), including measures for compliance.
- ❑ Discuss the needs of your partners and stakeholders. Consider what steps are necessary to meet those needs given your and their specific return to work steps.
- ❑ Determine potential impact of pandemic on external inputs to services such as other states, vendors, transient items, and materials.
- ❑ Consider implementing cashless payment methods and procedures to reduce possible exposure.

Operations & Technology

- ❑ Determine additional needs and costs for operations (e.g., additional cleaning supplies, masks, gloves, thermometers, etc.).
- ❑ Evaluate your technology to determine opportunities for more efficient and less face to face interaction; identify areas for improvement.
- ❑ Create a schedule for regular office cleaning considering if it will be done by a designated team or if individuals will be responsible to clean their own areas, or a combination there of.

"No matter how much falls on us, we keep plowing ahead. That's the only way to keep the roads clear."

— Greg Kincaid

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Restart

Plan & Manage

- ❑ Rehearse the plan by doing a walkthrough with the team to determine areas for improvement and correction (e.g., mimic in person customer service, walk around the office to determine conditions, etc.).
- ❑ Conduct daily "stand up" meetings to evaluate the daily plan, daily progress, and evolving guidance from the CDC.

Facilities & Spaces

- ❑ Prepare your office(s) for returning to work according to your plan which may include a full office disinfection, installing temperature reading devices, installing plexiglass, etc.
- ❑ Update community spaces to conform to alternative usage given CDC guidelines (e.g., using conference rooms for processing).
- ❑ Train security personnel on new community space procedures and perform a reasonability test.

People & HR Policy

- ❑ Enact HR policies based upon plan to reflect workforce modifications due to pandemic (e.g., wearing PPE, social distancing, use of community spaces, etc.).
- ❑ Deliver training and materials regarding updates to policy/procedure, including health practices.
- ❑ Provide training to staff on how to use remote office tools and applications.

Customer Service

- ❑ Print and hang posters regarding expectations of customers.
- ❑ Post public communications on website, through press releases, and email.
- ❑ Train employees on customer service guidelines and customer expectations (e.g., all customers are required to wear a mask, etc.).

Operations & Technology

- ❑ Implement updated processes according to the plan (e.g., streamlined processes).
- ❑ Enact alternative work schedules and remote working hours according to policy.
- ❑ Communicate return to work plan to internal staff.

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Reinforce

Plan & Manage

- ❑ Communicate continued prevention measures.
- ❑ Communicate point of contact for all issues.
- ❑ Continue to review task list for additional items, task completeness, and ongoing management including lessons learned.
- ❑ Hold regular team meetings to understand what's working and what can be improved upon.

Facilities & Spaces

- ❑ Continue to provide specific training on how to disinfect personal areas/daily cleanup expectations.
- ❑ Monitor community spaces according to plan (e.g., breakrooms, checking temperatures in public lobby, disinfection procedures, restrooms, etc.).

People & HR Policy

- ❑ Print and hang posters regarding internal safety procedures and policies.
- ❑ Provide additional training for any continued policy and procedure updates.
- ❑ Hold chat sessions with teams and groups to gather input on additional measures to help individuals feel more secure and update procedures accordingly.
- ❑ Remind individuals of existing policies regarding FMLA and EAP.

Customer Service

- ❑ Training on expectations for customer service.
- ❑ Implement customer service surveys to hear from customers on what's working and what can be improved upon.
- ❑ Update online and physical posting with ongoing messages of continued safety.

Operations & Technology

- ❑ Enact procedures if/when new cases arise internally.
- ❑ Report list of colleagues with whom you were in physical contact in the event of the need for communicating potential infection to that group.
- ❑ Ensure employee and customer safety is continuing to be considered as situations change.