



People

Going back to the office will not be the same as before. You can expect the “new normal” to be different from before and for things to change in the future.



Create a taskforce for returning to the office.

Assign a team member or group to be in charge of the transition and making sure procedures are enforced.



Set clear instructions for your staff.

To make sure everyone returns to the office safely, communicate clearly with your team and make sure they understand the precautions that need to be taken.



Create a Schedule.

Consider a schedule where only a certain number of employees are in the office based on abilities and needs.



Establish work from home policy.

Allow employees who still need to be at home to work from home. Avoid overcrowding the office.



Re-evaluate past policies.

Policies such as sick leave and vacation time should be reviewed to fit the circumstances of the global pandemic.



Adopt good hygiene policies.

Encourage your employees to wash their hands, wipe down their work spaces, use hand-sanitizer, and stay 6 feet away.



Keep sick employees out of the office.

If an employee feels ill or has COVID-19 symptoms they should stay out of the office. Those in contact with someone who has COVID-19 symptoms should also stay home.



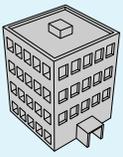
Check with authorities for health screening procedures.

Contact your legal advisor and local health authorities for guidance on health screenings like temperature checks.



Make sure your employees understand the new procedures.

Communicate with your employees about the new policies and make sure they understand. Ask any questions they may have.



Office

Create a safe environment for your employees to work in. Safe and healthy practices should be your top priority.



Clean the office before you return.

Deep clean all work spaces and let your employees know the steps you have taken for their health.



Make sure everyone follows protocol.

Have your taskforce set clear instructions and enforce the new protocols for everyone's safety.



Social Distance.

Re-arrange office spaces so that everyone can be at least 6 feet away from their co-workers



Establish new traffic flows.

To avoid bumping into each other, set up a traffic flow pattern in your office.



Set guidelines for group meetings.

Make sure everyone can sit in the conference room while keeping social distancing. Try video conferencing if needed.



Create procedures for visitors.

Inform employees and visitors of your new safety procedures that ensures everyone's safety.



Remind employees of safety guidelines.

Regularly remind everyone to practice social distancing and to sanitize. Place posters around the office as a reminder.



Explain your safety procedures.

Keep your employees informed on existing and changing safety guidelines. Explain why you are taking these precautions.



Plan for reclosure.

In the event that an employee starts to show symptoms or tests positive, have a plan in case you need to close again.



Technology

Whether you are working from home or in the office, make sure your employees have the technology they need to work efficiently and safely.



Evaluate technology used during remote work.

What technology was distributed or used during the stay at home order? What worked and what didn't? Examples may be Office 365 licenses, Zoom, laptops, webcams.



Review key vendors.

Determine the cause of any vendors who was not able to hit their SLAs. Pay attention to how vendors handle the pandemic.



Investigate technology used by remote workers.

Make sure those working at home are being productive and secure with the technology they are using.



Audit workstations in the office.

Make sure all office computers are patched and updated. Leverage your RMM tool to deliver the proper patches.



Evaluate personal computers.

Make sure personal computers comply with security standards.



Catalog any technology leaving the office.

Keep track of any computers, technology, and documents that leave the office.



Document gap analysis.

Create a list of technology gaps that were exposed during the pandemic and address them.



Review your business continuity plans.

Did your plan work? Did you plan for a pandemic? What needs revised and improved?



Test your business continuity plans.

Routinely test your disaster recovery and business continuity plan, especially moving forward.



Clients

After you have made sure you and your employees are in order focus on your clients. Find ways to help them get back in the office.



Schedule a time to review your client's current state.

Advise your clients to make proper changes for the staff's health.



Show this checklist to your clients.

Give suggestions based on this checklist and your own plan. Change advice based on their industry.



Conduct a review after plan is in action.

Review the lessons learned during the crisis with your clients.



Establish work from home policy.

Allow employees who still need to be at home to work from home. Avoid overcrowding the office.



Plan for reclosure.

Conduct a plan in the case that they need to reclose again.



Review their business continuity plan.

Help them update their disaster recovery and continuity plans based on the lessons learned from the crisis.