



# WORKFORCE READINESS CHECKLIST

## COMMUNICATION

- Set up a communication channel to share announcements directly with all employees
- Ensure all employees, including frontline workers, have instant access to important information

## TRAINING

- Train staff on safety measures
- Ensure training material is accessible remotely
- Codify your best practices into short videos so that employees can troubleshoot using them
- Upskill your teams to ensure they can cover for anyone who isn't available

## WORKPLACE SAFETY

- Implement staff health screening procedures
- Have checklists in place for cleaning and sanitizing procedures
- Establish safe distancing measures within the workplace
- Establish customer / visitor contact protocols
- Protect higher risk employee by minimizing their contact with customers and other employees
- Create daily self declaration forms to ensure employees are symptom-free
- Ensure compliance with government regulations

## DAY-TO-DAY OPERATIONS

- Establish a reliable contactless attendance management system which has facial recognition and GPS tracking
- Ensure scheduling of shifts and daily rosters is automated to avoid issues like understaffing, missed shifts, duplicate shifts, etc
- Digitize data collection processes like recording daily staff temperatures, day-to-day requests, cleaning & sanitization schedules, etc., through electronic forms and checklists
- Get a solution in place to escalate problems to the right leaders and concerned teams instantly

## BUSINESS CONTINUITY

- Develop a business continuity plan to execute in case of a crisis
- Establish clear roles and responsibilities in case of a crisis
- Continue adopting process automation tools

## EMPLOYEE HAPPINESS

- Get regular feedback from your staff to prevent problems from becoming big
- Conduct a monthly net-promoter-score survey to measure employee satisfaction