

TOP TIPS FOR EMERGENCY TELEWORK

HOW TO MANAGE A REMOTE WORKFORCE IN AN EMERGENCY

REVIEW & UPDATE WORKPLACE POLICIES

Have an emergency work-from-home plan for all contingencies.

- When possible, ask staff what they need to work from home.
- Help staff obtain whatever they don't have when possible.
- Communicate with leadership about what's needed to effectively perform.



CREATE AN EMERGENCY COMMUNICATION PLAN

Make sure staff know the official communication policy for emergencies.

- Who will tell them to work-from-home, and how will that information be relayed to them?
- You should also create an emergency communication plan to help you communicate with vendors, customers, and shareholders.

MAKE SURE STAFF UNDERSTAND THE PLAN

Set clear expectations.

- Explain that they must be online and responsive during work hours, and communicate how you'll stay current on projects.
- Be clear that when you've activated the plan that staff must work-from-home. Coming into the office is not an option.



ITERATE AND CONTINUE LEARNING



Pay attention. Note what went right and what went wrong so you can put a better plan in place for next time, then refine your plan to identify gaps and find solutions.

Examples include:

- Can the server handle the extra capacity?
- Could everyone connect to an online meeting platform? If not, what's the back-up plan?

BIGGER PICTURE

In any kind of emergency, it likely won't be "business as usual," even if your company is still up and running.

Here's what to keep in mind:

- Activating an emergency plan is disruptive to business (and personal life).
- Remember that it's for the common good.
- Preventing the spread of illness helps companies stay in business and keeps their staff employed and safe.



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