# Annex III. - Checklist

**Working time and work organization**

|  | YES | NO |
|---|---|---|
| Individual Teleworking Plans for all teleworking workers have been written and approved, which includes working hours and hours of contactability. | ☐ | ☐ |
| A common system to signal availability among team members and towards customers has been agreed on and established. | ☐ | ☐ |
| Cross-functional teams have been established. | ☐ | ☐ |
| The skills of workers have been analyzed and mapped and staff redeployed among teams, as needed. | ☐ | ☐ |

**Performance management**

|  | YES | NO |
|---|---|---|
| Expected results have been clarified and articulated clearly to workers. | ☐ | ☐ |
| Realistic deadlines and timeframe have been agreed upon. | ☐ | ☐ |
| Direct supervisors and team-leaders have been trained and are well vested in management by results. | ☐ | ☐ |
| The feedback culture of the organization has been evaluated and adapted to teleworking. | ☐ | ☐ |

**Digitalization**

|  | YES | NO |
|---|---|---|
| Technology needs and required resources of workers teleworking have been reviewed. | ☐ | ☐ |
| The level of technology skills of teleworkers has been assessed and training for those tools deployed. | ☐ | ☐ |
| The internal policy on the use of technology and digital tools has been revised to include the use of own devices by workers and the modalities for financial or material support for workers working from home. | ☐ | ☐ |
| Information about technical support has been widely disseminated among teleworking workers. | ☐ | ☐ |
| Data and privacy protection training is available and highly visible across the organization. | ☐ | ☐ |
| All personal data collection and processing are compliant with applicable privacy laws and regulations. | ☐ | ☐ |

**Communication**

| | YES | NO |
|---|---|---|
| A specific dedicated site on the organization's website/intranet has been created for teleworking information and resources and updates to the internal policies. | ☐ | ☐ |
| Communication norms have been clarified and communicated to teleworkers. | ☐ | ☐ |
| Information around when and how direct supervisors are reachable has been widely disseminated (on multiple channels) to teleworkers. | ☐ | ☐ |
| Workers have been encouraged to engage in informal, social communication within the teams and organizations. | ☐ | ☐ |

**Occupational Safety and Health**

| | YES | NO |
|---|---|---|
| The potential health and safety risks and hazards affecting teleworkers have been identified. | ☐ | ☐ |
| Teleworkers have been informed about their rights and duties related to their own health and safety. | ☐ | ☐ |
| Opportunities to provide workers with physical and mental health support have been reviewed and action taken. | ☐ | ☐ |
| The option for workers to borrow ergonomic equipment (chairs, monitors) from the office for the duration of the teleworking has been reviewed and granted. | ☐ | ☐ |

**Legal and contractual implications**

| | YES | NO |
|---|---|---|
| Government policies and available support for employers whose workers are teleworking have been reviewed. | ☐ | ☐ |
| Worker salary and benefits packages have been reviewed and adjusted if necessary in the light of prolonged teleworking. | ☐ | ☐ |
| Legal and taxation issues have been assessed and clarified. | ☐ | ☐ |
| Visa, work permits, and other formalities for international workers have been reviewed and processed. | ☐ | ☐ |

**Training**

| | YES | NO |
|---|---|---|
| Regular online surveys are in place. | ☐ | ☐ |
| Training and support for workers who are teleworking and their maangers have been evaluated and rolled out. | ☐ | ☐ |
| Training and coaching on soft-skills and behavioural aspects and norms have been considered and rolled-out for both workers and managers. | ☐ | ☐ |

**Work-Life Balance**

|  | YES | NO |
|---|---|---|
| Flexibility and support have been offered to teleworking workers. | ☐ | ☐ |
| Open communication and cooperation between direct supervisors and workers around scheduling, availability, and boundary setting have been encouraged. | ☐ | ☐ |
| The challenges of working from home with children out of daycare and schools closed have been listened to and avenues for support have been discussed and deployed. | ☐ | ☐ |

**Trust and Organizational Culture**

|  | YES | NO |
|---|---|---|
| Social relationships among team members have been fostered. | ☐ | ☐ |
| Employee Resource Groups and Affinity Groups have been encouraged to continue working and meeting. | ☐ | ☐ |
| Regular, honest, and positive communication by senior leaders has been put in place, by also incorporating Q&A sessions. | ☐ | ☐ |

**Gender**

|  | YES | NO |
|---|---|---|
| Gender-related normative barriers and beliefs are addressed to overcome stereotypes and biases. | ☐ | ☐ |
| Women and the gender-aspect have been included in the COVID-19 responses and task-force. | ☐ | ☐ |
| Data collection has been adjusted to collect gender-disaggregated data. | ☐ | ☐ |
| Awareness raising and support measures around gender-based violence and domestic violence have been disseminated among the teleworkers with information around where to seek assistance. | ☐ | ☐ |
| Female leadership pipelines and development programs have been maintained during the COVID-19 crisis and teleworking. | ☐ | ☐ |