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The aim of this checklist is to assist you in documenting the communication avenues to be used by the remote worker. It may be that the flexible worker will work at more than one remote location, in which case one form should be completed for each location.

Name of Flexible worker	
Remote Location	

1) What communication methods are available at this location?

Communication Method	Available Yes / No	Number / Address if applicable
Phone line		
Separate phone line for business use		
Answer phone		
Mobile phone		
Voicemail		
Internet access		
Email		
Web access		
Instant Messenger		
VoIP to VoIP		
VoIP to Public telephone network		
Video Conferencing		
Fax		
Postal letter delivery		
Postal letter outward		
Parcel delivery		
Parcel outward		
Other (Specify)		

2) If possible specify days & times when expected to be working at this location

Days of week	Core times available at this location	Working times acceptable for normal communications



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First look at the operational day-to-day communication requirements.

3) Define between the manager and remote worker what would be considered an 'Urgent' issue.

	Definition
A) Urgent issue requiring remote worker to be contacted	
B) Urgent issue requiring remote worker to contact manager	
C) Urgent issue requiring remote worker to contact colleagues	

4) How will 'Urgent' communications be handled?

Type A,B,C from above list Communications method	Available to use Y/N	Restrictions in time / who can use
Type A		
Phone line		
Mobile Phone		
email		
Fax		
Other		
Type B		
Phone line		
Mobile Phone		
email		
Fax		
Other		
Type C		
Phone line		
Mobile Phone		
email		
Fax		
Other		

5) When working remotely how often / when will the following be checked?

Answerphone	
Voicemail	
Email	
Faxes	

6) What are the preferred methods of communication?

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7) How will phone calls be forwarded from the office?

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8) How will other urgent correspondence be forwarded / returned to the office?

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9) Where will meetings with customers be held?

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10) How will sickness / out of 'remote office' be notified?

Who is to be informed when the remote worker is sick and how?	
Who is to be informed when remote worker is 'out-of-remote-office'?	
How are sickness / out-of-office times notified to manager/colleagues?	

11) How will social networking with Colleagues be achieved?

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Finally, for workers spending extended periods working remotely consider how other less routine communication is achieved

12) Check that the following communication requirements can be met and specify how.

Regular progress meetings	
Appraisal meetings	
Remote working Reviews	

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