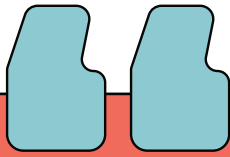


Your Guide to Seamless Offboarding

How to build a coherent and efficient
offboarding strategy for your distributed team.

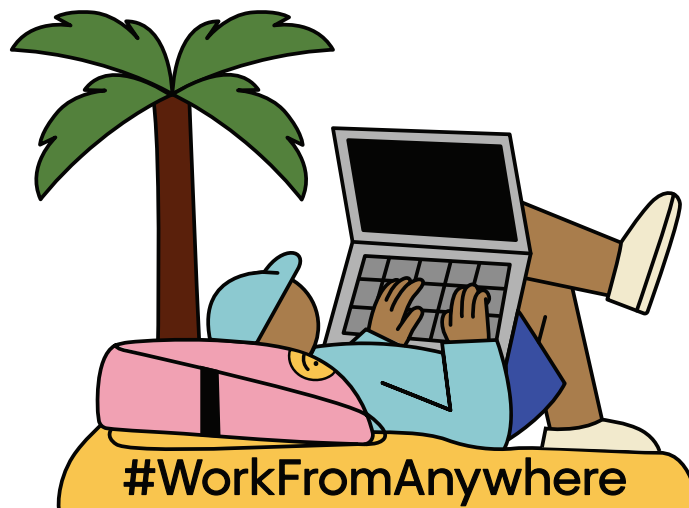
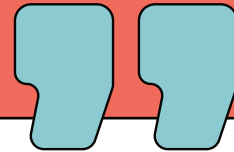


allwhere



The distributed teams of today often struggle with adjusting to fit in a work-from-anywhere world. While onboarding is key, offboarding is often neglected but is just as **vital** a part of the employee experience and lifecycle. Parting with employees is a natural part of company life, but is often the most sensitive to handle — and even more so with a distributed workforce. We'll work with you to create a robust, customizable offboarding solution — to help keep you empowered, compliant, and flexible.

—Oscar Mattsson, Founder & CEO



The end of an employee's journey with you is just as important as the beginning.

Whilst saying goodbye to employees is never easy, the offboarding journey is a natural part of any business. Employee offboarding starts when someone tells (or is told by) their employer that they will leave their job and transition away from the company.

According to an Upwork Survey **22% of the US workforce (36.2 million people) will work remotely by 2025.** With employees more distributed, the offboarding process needs to evolve to remain compliant and efficient.

Few and far between are the days of in person exit interviews, equipment all in one office, a circulating 'farewell card' and a final day get together topped off with a goodbye speech. Whilst remote and flexible working has its advantages, it can bring challenges to the offboarding process.

Employee turnover is inherent in any business, but many of our industry friends are noticing it increase post pandemic:

"Before the pandemic, people would stay at jobs that weren't necessarily good for their career, but were good for them personally. Now, there's more pressure for the actual work experience to be positive, and it's easier for someone to just say 'I'm not liking this, I'm going to go ahead and quit.'"

-notes a recruiter in the Crypto industry

Couple this with the impending recession and it's clear that HR teams need to create robust, clear offboarding strategies to successfully deal with sporadic employee turnover or high volume layoffs with a distributed workforce.



Oscar's Tip

Even if your business is unlikely to be affected by the recession and your employees seem happy and loyal, it's worth preparing for the future and having the right plans in place to offboard if and when required.

Start by building a strategy.

Creating an offboarding strategy tailored to a distributed workforce might feel a little daunting; layoffs and terminations are certainly the most painful and uncomfortable part of the employee lifecycle, so it's even more important to get it right. Dealing with distributed employees during this process can be tricky - communication gaps, differing time zones, unique personality types and emotional needs all need to be taken into account.

It might be that you already had to adapt your HR processes when the pandemic hit. But, the fast and unpredictable nature of the last few years and quick introduction of a work from home culture might mean that your processes are a little rusty or not as well thought through as they could be.

"Having to turn an entire company remote pretty much overnight, we were forced to manually put together processes that really were just serving to Band Aid our issues."



Utilize our **checklist** and you'll be on your way to an efficient and workable offboarding strategy:



- 01 Create a remote offboarding checklist or plan.
- 02 Correctly communicate the decision with the employee.
- 03 Follow up with an email.
- 04 Protect company data and systems.
- 05 Plan for collection of equipment.
- 06 Create an exit interview or survey template.
- 07 Schedule a goodbye call.

Offboarding Strategy Checklist

☐ **Create a remote offboarding checklist or plan.**

This should include every step in the offboarding process such as: legal & compliance paperwork to be completed, checking of vacation days, notice periods, what hardware is currently in use, data security measures, payroll and tax compliance. This document can be used company wide to ensure that each offboarding journey is compliant and effective.

☐ **Correctly communicate the decision with the employee.**

Handling layoffs remotely can be harder than face to face. It's difficult to come across as personable through a screen and, importantly, there's a danger of miscommunication. It's worth ensuring that the layoff itself is always done via Zoom (or any video calling software). Restrict the meeting to only those who need to be there — oftentimes the employee, their manager and a HR representative. It's good practice to keep the meetings short and informative, but always give your employee space to respond and ask questions.

☐ **Follow up with an email.**

Always follow up a dismissal or an employee resignation with an email outlining all the details and next steps for your employee. This ensures that you have a record of termination/resignation and helps provide vital information and documentation to your departing team member.

☐ **Protect company data and systems.**

It's likely employees have access to systems and important company data. Put processes in place with your IT team to ensure that data security is protected. Remember, remote workforces are more susceptible to data breaches because dataflow cannot be monitored in the same way as on-site teams.

☐ **Plan for collection of equipment.**

Your employees might be using company-owned laptops, screens, keyboards, chargers or even furniture in their remote working set up. Failure to get that back could cost your business hundreds of thousands of dollars. Make a log of every piece of tech that your employee has and organize a retrieval. This equipment can then be stored for future use, wiped, or demolished, depending on your company's needs.

☐ **Create an exit interview or survey template.**

Exit surveys can be useful to gather insights into your company culture, management, communication and processes. This data can be used to evolve and improve the day to day running of your business. Exit interviews, if appropriate, allow you to delve deeper into survey trends by asking for more detail.

☐ **Schedule a goodbye call.**

Depending on the nature of the employee exit it could be beneficial to schedule a goodbye call, arrange a digital farewell card or even virtual leaving drinks.



Oscar's Tip

The checklist above is a good start point. Adapt and change it accordingly depending on your company's people culture and the nature of the employee exit. Make sure every exit is handled with care and sensitivity.

The allwhere solution

Here's where allwhere comes in. We make offboarding seamless, helping you save on time and cost.

We offer:

- Quick and safe retrievals
- Flexible storage options at our allwhere Depot
- Prepaid shipping
- Retrievals for non-hardware assets, including furniture
- Destruction and sanitization upon request, including certification
- Reselling, recycling, and donation options

Here's how it's done:

01

Hand off communication to our team. We'll notify your employee when their kit is dispatched, delivered, and received.

02

Everything you need, right in the box. Our boxes are recyclable and padded for safety, and include instructions, and a prepaid return label.

03

Real-time tracking and updates. We'll notify you through every step of the dispatch and delivery process.

04

All equipment, anywhere. We support procurement and retrieval operations globally, with average retrieval times of less than a week.



"How do you handle getting 500 computers back from across the country? It's tough, but allwhere offers a solution."

-Chris Cashman, Head of IT & Security at allwhere



Oscar's Tip

when you hire new employees or teams and distribute tech to them keep a log of what's been provided. This will ensure that if and when that employee leaves your company you'll be clear on what you need to retrieve.

Start your device return today!

for as little as \$99.

There's little doubt that the future of work will continue to be flexible and in many cases remote. Providing a well planned offboarding experience - especially for a distributed workforce - is key to keeping your company ahead of the curve, increasing future retention and turning former employees into advocates.



allwhere is the holistic solution for a more seamless and effective offboarding process.

To learn how you can empower your team [Contact Us](#)
or email us at hello@allwhere.co