

To our partners and community,

Wherever we are, the challenges of work during this pandemic go way beyond adapting to a desk outside the office. We are juggling caregiving and job responsibilities. We're concerned not just about our own health but the physical, social and financial well-being of our loved ones and communities. Some of us have jobs that can't be done remotely. Many of us wake up each morning with heartache and uncertainty. There is no playbook for this.

The resources here are a first step in supporting the people who work at Facebook while they work remotely all over the world. We are sharing this toolkit in case it helps others, and so we can all learn and improve. This is the start of a discussion about the future of work; it focuses on getting the basics right.

Like you, though, we are thinking beyond basics as we support our people in real time. There are four focus areas that have helped us in these early days, as our people navigate the huge changes happening in their work and in their lives – flexibility, humanity, internal community, and focus on impact.

Flexibility. We are telling our managers to “*offer extreme flexibility to help accommodate the added pressures people are experiencing as they care for their families.*” This means being very open to non-traditional working hours, meeting people where they are, and embracing cameos from our toddler “coworkers” and four-legged friends. We're getting to know each other better and building empathy in small ways every day.

Humanity. We're showing fierce support for our people in words and in actions. We're talking about what it means to be resilient in times of stress and fear, and how important it is for people to take care of themselves - in addition to talking about productivity and impact. We're reinforcing the importance of making everyone feel fully seen, heard and valued during – especially now that we're not physically together. We're making commitments that show deep care for people and their families.

Internal community. Workplace groups at Facebook have sprung up in the last few weeks to connect people and to help us get work done in new ways. People are sharing tips for teaching kids at home, turning to videoconference to produce acapella musical projects, using our #StayHome filter on Facebook and “Stay Home” sticker on Instagram, organizing fundraisers and other ways to support others, and sharing honestly the hardship and inspiration in their communities right now. Through it all, much-needed moments of levity are providing relief and connection for many.

Focus on impact. This is one of our core company values, and now more than ever we're prioritizing work that has the greatest value to our community and business. We are encouraging our people to get extraordinarily clear about their highest priorities, execute on those, and ask for help if they need it. We want to make sure they have the connections and information they need to do their job well, and they know their work matters.

Again, this is our way of approach in these early days, and the attached toolkit is just a start to supporting people in getting the basics right. There is much more to do and we would love to hear what is working for you. Thank you for everything you are doing to support your people, and our global community.

Warmly,
Facebook's People Team