

Work from home guidelines

To ensure a successful remote working experience for your teams, it is essential to lay down some guidelines for everyone to follow. Here are some key sections that your 'working from home' guideline document should cover: availability and key expectations, outputs, tools, equipment, data security and working together.

Definition:

(sample only) The purpose of this document is to provide guidelines to help all team members work effectively from home. One of the core values of (insert company) is flexibility, which we are committed to, and hopefully, this document will help you get the most out of working from home, while being productive, continuing to focus on outputs, and also working as a team.

Availability & expectations

Guide: In this section, outline your key expectations from the team. How will you manage core working hours? What are your daily check-in protocols? What tools will you be using for these? Here are some sample pointers to add to this section:

- There is flexibility at the heart of this policy, however, you will need to set clear expectations of your working hours with your manager and have this agreed upon formally.
- Share your working hours with your manager. We recognize that this can change as the situation within your family/community/home life does, however, this can be used as a guide.
- Expect that you will be available during your standard working hours unless otherwise agreed.
- Please attend the 15-min daily Zoom check-in when you can. There is no obligation to join on your non-working days; there will be a rotating 'minute taker' who will send an update to all via the Slack channel (#thedailychat).
- Managers will be required to book Zoom meetings with their team for regular communication. Please ensure you and your team have the necessary logins.
- All employees should ensure that they are up to date with their team contact details.
- Find a ritual that will 'start' and 'close' your working day. This is to avoid work time from spilling into your personal time.

Outputs

Guide: In this section, outline how you would like to manage the outputs and/or deliverables produced by the teams. Where and how will you manage the documentation around this? Here are some sample pointers to add to this section:

- Keep a track of your outputs for the day, this can be as simple as bullet points in an email or a detailed record in your team WIP document. Alternatively, you can use project management tools available to you to manage this (e.g. Trello). Please speak with the data and security team to understand the security implications of using external tools.

Tools

Guide: In this section, insert all available collaboration tools/tech and the protocol around their use. It is helpful to include the email address of your IT department or data security team for any questions around this. Here are some sample pointers to add to this section: These are the tools available to all teams. Please read below to see how best to use them:

Tools cont.

Zoom: this is the preferred option for all internal and external meetings. It's important to see and be seen and feel connected when you are working remotely.

Email: use this for all formal communications with external customers. This should also be used with your teams (internal) when sharing large amounts of information (e.g. a status update, your weekly update, and documentation).

Slack: use when you can see the group/person is online and available. If your conversation is more of a lengthy discussion with many rounds of back and forth dialogue, use Zoom or a phone call.

Phone calls: use this as needed, usually if you are not at home (e.g. in the car).

Text: use this option if you cannot reach a teammate and the matter is urgent.

Trello: use this as your daily stand-up board.

Equipment

Guide: In this section, discuss protocol around equipment usage. It is helpful to include the email address of your IT department or data security team for any questions around this. Here are some sample pointers to add to this section:

- Only use company-provided equipment.
- Ensure that your provided equipment has an appropriate virus scanner installed with all updates applied.
- Ensure that your workstation at home is ergonomic and compliant with the basic OH&S regulations.
- Use a separate keyboard and mouse.
- Create boundaries around a space in your home so others know you are working.

For questions about equipment, please contact xyz@company.com.

Data security

Guide: In this section, discuss data and security protocol. It is helpful to include the email address of your IT department or data security team for any questions around this. Here are some sample pointers to add to this section:

- Only use your personal Internet connections and WiFi hotspots. This can include using your phone as a hotspot. Avoid the use of public WiFi when using your provided laptop. The security and integrity of public WiFi cannot be guaranteed and is generally considered extremely insecure.
- Do not have any meetings in an external shared space (e.g. library, cafe). Privacy of our current and prospective customers is paramount.

For questions about equipment, please contact xyz@company.com.

Working together

Guide: In this section, discuss how your teams can stay connected and work together while working in different geographical locations. Here are some sample pointers to add to this section:

- Celebrate the wins. Find a way to celebrate the wins and cheer each other on as you would in the office.
- Make time for a general chat to replicate the usual vibe in the office.
- When things go wrong, be open, share and ask for help.
- Use the Trello board to see the priorities for the week. Encourage your teams to keep this updated.
- Share what you're working on with the wider team so that everyone feels like they are in the loop.

Other

Guide: Add any miscellaneous tips here. Here are some sample pointers to add to this section:

- Let your manager know if you need resources or equipment at home to help you do your job safely. Share ideas, tips and tricks and ways of working with others.
- We're in this together, so please speak out if you need help with anything.

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