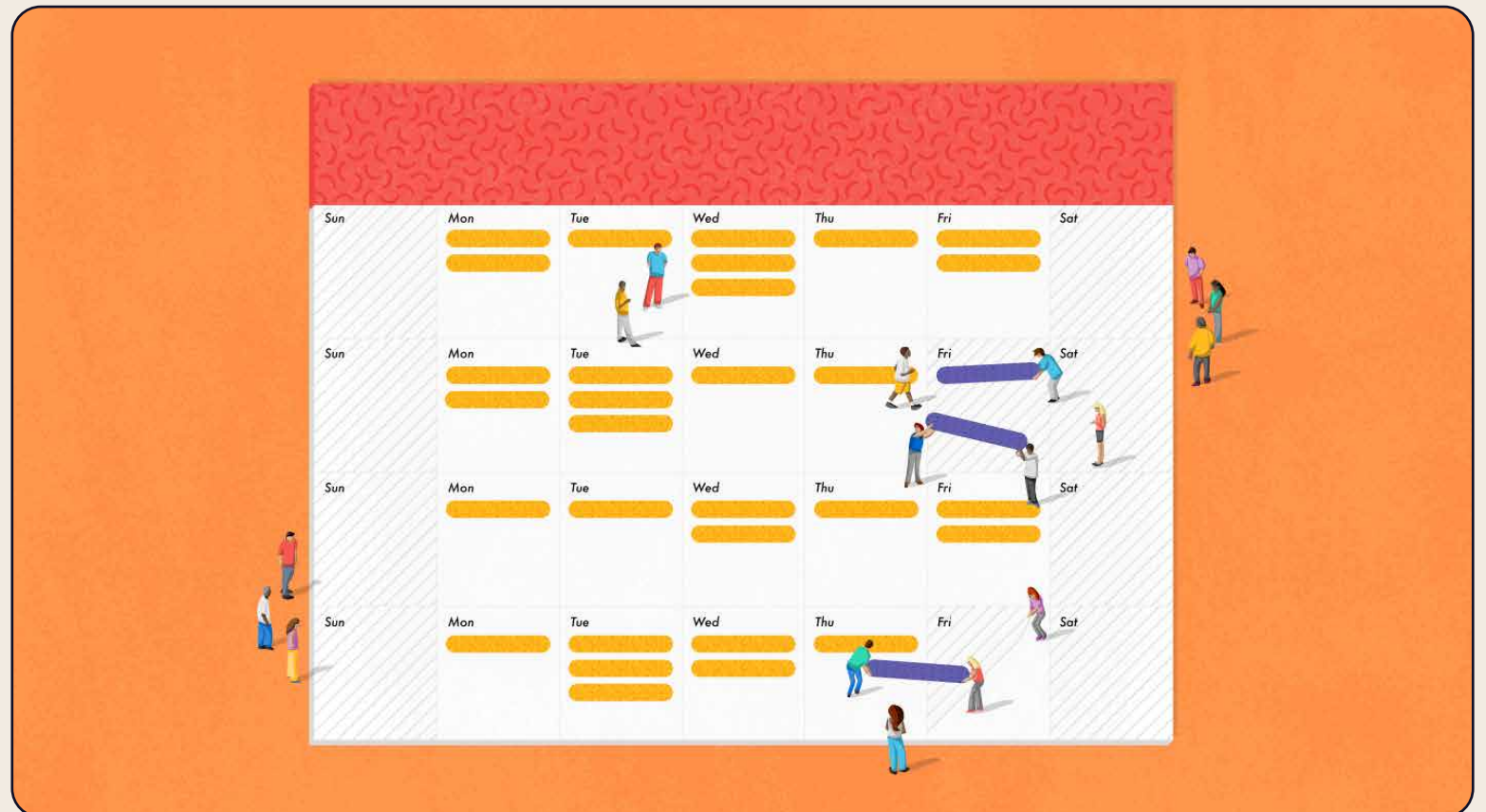




Adjusted work week policy



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At **Charlie**, we're on a mission to **help every small company craft the culture they need to thrive.**

An important part of this is about questioning the status quo, especially when we realise it's not helping our team do their best work.



We believe there can be a better way to work than the traditional Monday-to-Friday week — one that can make us more efficient as a business and give you more space to live a fulfilled life.

That's why we created our adjusted work week policy.

Let's have a look at how it works

What is the Adjusted Work Week?

There are two main elements to our adjusted work week:

○ 9-day fortnights

We don't work every other Friday (with a rota in place for customer-facing teams).

○ Deep Work Wednesdays

These take place once a fortnight, on the Wednesday of every five-day week. On these days, we limit meetings to a minimum to increase productivity and get a lot done.

We believe these two options to be most powerful together: they will improve team performance and wellbeing in a way that allows us to achieve the same results — if not better.

What do we want to achieve?

We want our Adjusted Work Week to have a **positive impact on our team's wellbeing as well as on business performance**. In particular, we expect it to:

1. Boost our team's engagement and motivation

2. Make us more efficient in the way we use our time

3. Be inclusive and support team members with caring responsibilities

4. Retain our team for longer

5. Attract the best talent



Things that won't change



You get an extra day off every other week, but this will not impact:

Your salary

We won't make any changes to salaries based on the reduced working hours.

The amount of hours you're expected to work every day

Having a day off every fortnight doesn't mean you'll have to work longer hours to make up for it. This is a wellbeing and effectiveness exercise – we want to see if we can use our time more wisely to actually work a day less every other week.

Your holiday allowance

You will still be entitled to the same 25 days, plus Bank Holiday and plus Christmas break.



Need help crafting a bespoke work week policy for your business?

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How can we make the most of Deep Work Wednesdays?



Deep Work Wednesdays are a way for us to ensure we have the time and space to focus and be productive.

They're different to 'No Meeting Days' in the sense that we won't be cancelling all meetings that take place on that day. Instead, the intention is to have as few meetings as possible so we can make space for deep individual work and deep collaboration.

It's up to each team to decide what meetings to allow on Deep Work Wednesdays and what to cancel or move. Here are some suggestions:

Meetings that are beneficial to DWW

- Team standups
- Sales & customer calls
- Hiring interviews
- Pairing / shadowing
- Decision-making meetings
- Problem-solving meetings

Meetings that aren't beneficial to DWW

- Status and progress updates
- Meetups and other socials
- Retros
- 1:1s
- Announcements and info-sharing meetings
- Training and workshops

How do we make it work for customer-facing roles and engineering teams?

Different roles in the company will need a rota system in place so that everyone can take advantage of our reduced working hours without affecting the top-level service we provide to our customers.

HR Advisors and Customer Advocates

There is always someone from these teams working on the non-working Friday. They can book time off in lieu through Charlie.

We ask people to book this time off on that same 9-day fortnight, so that the team can still work efficiently.

Software engineers

There is always an engineer working on the non-working Friday to assist customers with any technical issues.

They are given time off in lieu within each 9-day fortnight.

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