

# Hybrid Working Policy

At [INSERT COMPANY NAME] we operate a hybrid approach, giving you the option to work remotely and to work from home, and we pride ourselves on our culture of flexibility and balance for all our team. We do expect you to be in X number of days in the office and the rest you can work from home OR we have fixed two days in the office to Tuesday and Wednesday so that you can plan for the week ahead!

We want to encourage teamwork and collaboration while giving you some valuable time back where you can work from home. Office days are designed to be collaborative. This is where we hold our important face to face meetings, do team yoga sessions and workouts, go for walks and talks, lunches, and the occasional after work drinks.

We want to keep things fair so unless you're explicitly contracted to work remotely or have a specific contractual clause saying otherwise, this policy applies to everyone.

## Expectations for hybrid working

You are expected to attend the office X number of days. To make the most out of the days, Tuesday's and Wednesday's have been designated as the office days for everyone.

This is to improve teamwork and collaboration within COMPANY NAME and all team members are expected to adhere to this policy. We also expect team members to organise and partake in team and other important meetings face to face. The core working hours on the two office days are 09:00 - 17:30, however we're flexible if you have childcare, medical or any similar commitments.

Although you're not expected to attend the office apart from Tuesday and Wednesday, we highly encourage people to do so. This policy may be revoked for some team members, if there are concerns over their conduct, performance or health and wellbeing.

Please note that this hybrid working policy is not the same as a flexible working agreement. If you want to make a more permanent change to your hours, location, place of work and/or hours of work/working pattern, please refer to the flexible working policy. This policy outlines what we expect from you when you are working from home, covering health and safety, security, communication, video call tips and wellbeing and support.

We trust you to work remotely in a way that suits you and helps you achieve your goals. With that trust comes responsibility on your part to meet our expectations about how you work from home. This is what we expect:

- Working hours. You will be working the same hours as you would in the office, unless otherwise approved by your Team Lead. Please make sure to take regular breaks from your screen and have lunch.
- Punctuality. Be on time – if life gets in the way, let us know as soon as possible, particularly if you're due to be in a meeting or in a client-facing role.
- Meetings. Other than being over video call, meetings will be conducted in the same way as those held in the office. We would also encourage a summary to be made of the meeting to be shared in group channels for those that may not have been able to attend.
- Collaborating. Sharing ideas and being engaged in meetings is still important. We also use a variety of collaborative tools and applications when working remotely, such as [Google Hangout / Microsoft Teams / Zoom etc].

It is important for [INSERT COMPANY NAME] that you work responsibly, so we can maintain alignment and offer support across the whole team.

## Health and Safety

It is important when working remotely that you are working safely, privately and securely.

- Home working risk assessments. We will carry out a home working risk assessment to ensure all team members have suitable working equipment and safety equipment necessary to carry out their role. The risk assessment will cover the home working environment, Display Screen Equipment (DSE) and its supply and maintenance, fire safety, first aid and mental wellbeing. DSE users should have an adequate workstation, including a chair, desk and IT equipment. It is our responsibility to supply equipment, but it is the team member's responsibility to rectify any flaws in the home highlighted by the assessment.

## Security

- Please ensure you keep any equipment we have provided safe, such as laptops. It is your responsibility to also ensure that you keep data and information private.
- Please do not discuss sensitive information or have confidential information on your screen whilst others are around.
- You should also lock your laptop screen when you are not using it.

## Communication

Whilst working remotely you will still be a part of all the normal company procedures, and your performance management will remain the same – it will just be remote! Therefore, expect to have regular check-ins with your Team Lead, with clear goals and objectives to work towards.

Any training we offer will also take place over the phone or video call, and your Team Lead will make sure that any opportunities for promotion and internal hiring are available to everyone across the business, whether they work in the office or remotely. Here are our guidelines:

- Be visible and transparent. It is important that we are able to contact you during your working hours when you are working remotely. It is also not as easy remotely to be visible across the business if you are not actively sharing your work. Remember to communicate as much information and context as possible and keep the rest of the company in the loop.
- Proactiveness. Being proactive and engaged is key to success when working remotely; share your ideas, push for results, give energy and take initiative.
- Recognition. Supporting and encouraging the team is important, especially when working away from each other. Make sure you're recognising the achievements of the team and colleagues, and making the effort to give and take feedback regularly.
- Sharing. If you have your own tips about how to work remotely, and think it could help someone else, please share them.

## Video call tips

At [INSERT COMPANY NAME] we use [Google Hangout / Microsoft Teams / Zoom etc] to conduct meetings whilst working remotely – both internally and externally. We've outlined below some expectations for video calls:

- Be visible and transparent. It is important that we are able to contact you during your working hours  
Be presentable. Please make sure you are dressed appropriately, and you have an appropriate background for work that is ideally smart and tidy.

- Punctuality. Treat video calls as you would normal meetings – be on time and prepared.
- Showing face. To make sure we feel connected to the team, try to use your video camera as much as possible.
- Location. We understand that you may have family around whilst at home, and it may not always be possible to have a quiet work environment. However, try your best to ensure you are in a suitable environment, and that those you may be with are aware that you will be in a meeting.
- Lighting. If possible, try to sit facing a window or light source, rather than having a window behind you – this makes you hard to see.
- Mute your microphone. When you're not speaking, please mute your microphone, and if you are leading a meeting please allow time for people to unmute to answer questions.
- Distractions. You may get notifications whilst on a video call, but please be mindful you are to be attentive to the person speaking. You would not answer emails in a normal meeting, so please be respectful and stay engaged over video.
- Battery. Video calls can drain laptop batteries quickly – we would recommend having your laptop on charge whilst calling.

## Wellbeing and Support

[INSERT COMPANY NAME] is here to support you working remotely, just as we do when you are in the office. Here are some key tips:

- Focus and performance. If you are finding that you are struggling to reach your goals whilst working remotely, please make sure you discuss this with your Team Lead.
- Your mind. Ensure you're talking to people throughout the day, setting a routine and taking breaks.
- Your body. From ensuring you have the right workstation to making sure you are going for a walk as a break, you should look after yourself just as you would when working in the office.

If you are finding it difficult to work remotely, we want to support you. It is best to approach us early to have an open conversation about your wellbeing – if something arises, please reach out to your Team Lead. Any information disclosed will be confidential. Please also view our sickness and absence reporting policies, and our mental health and wellbeing policy to find out how we can help you further.

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