

# REMOTE WORKING

## Guidance

This guide is designed to support you and your colleagues when working away from the office.

As the COVID-19 situation develops, your leadership team will regularly review the need to continue remote working with Smollan and in line with local government guidelines.

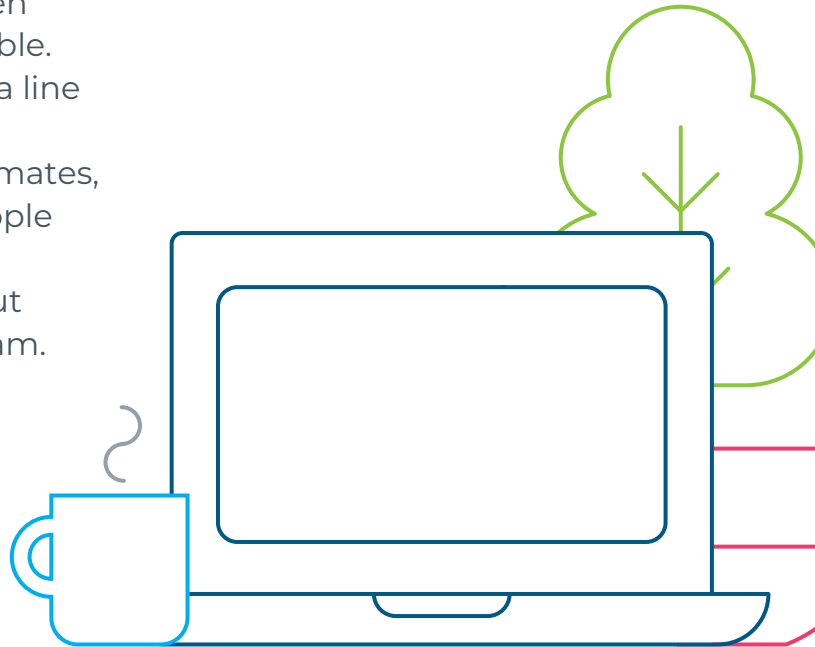
Our first priority is your well-being, and doing what we can to mitigate the impact of the virus on our communities. The second is meeting our responsibilities to our clients and our colleagues by continuing to do great work.



- Subject to local government policies, our offices will remain open for our employees.
- At the same time, many of you will be working remotely in the coming weeks and months. In these circumstances, the term remote working means doing your job in your usual working hours from a location other than the office, producing the same high-quality work as you would normally, collaborating with your colleagues using technology, and being responsive to requests from clients, your manager and your team.
- If for any reason you are unable to work remotely, or are struggling with any aspect of it, please raise the issue with your line manager or People (HR) team.
- **Read the tips below on staying healthy, connected and fully supported while away from the office.**

# YOUR WELL-BEING

- Build well-being into your remote working space and schedule. For example, read an ergonomic laptop setup guide and make sure you take regular breaks.
- If possible, separate your working space from where you relax within your home – even if that's just using a different chair or table.
- Set clear start and finish times to keep a line between work and personal life.
- Remember to check in with your teammates, and take the time to ask how other people are doing.
- If you need additional support, reach out to your line manager or People (HR) team.
- Observe **basic protective measures** like more regular, longer handwashing and social distancing.



---

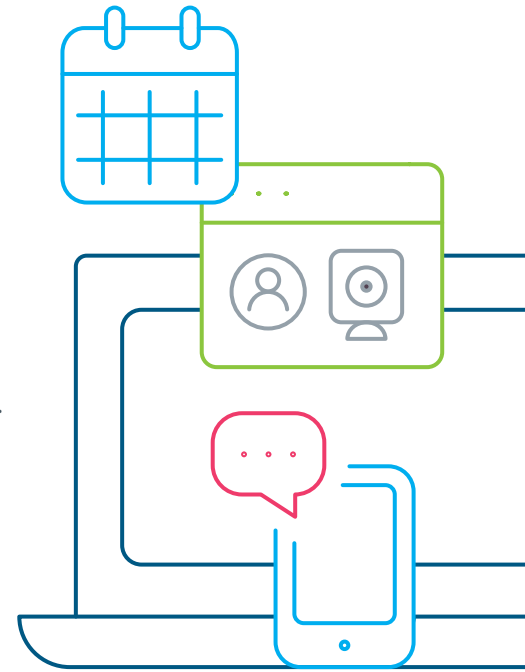
## SUPPORTING YOUR CLIENTS



- Our clients need our skills and resources more than ever right now. Continue to focus on outstanding client service.
  - Go ahead with regularly scheduled client status calls as if you were working from the office.
  - Wherever possible, all meetings with clients should be conducted via phone or video conferencing.
  - Discuss any client requests for face-to-face meetings with your manager.
  - Create a single point of contact for clients to escalate any issues related to remote working.
-

# MAINTAIN TEAMWORK

- Colleagues and teams need to engage using agreed methods of communication, including but not limited to phone, email, Teams, Skype, Lifesize or Zoom.
- If you don't have one already, create a new single Team for quick, consolidated comms.
- Use Teams calls, video and webchats, as well as phone calls and video conferencing – don't just use email.
- Share mobile and back-up phone numbers within teams.
- Managers should be clear on everyone's roles and work commitments and confirm when each person is expected to be online and available.
- Managers should schedule regular (at least daily) virtual meetings to stay connected:
- Use video wherever possible.
- End each meeting with clear actions.



# GET TECHNOLOGY READY

- If you're in the office, take home laptops, chargers and computer accessories (e.g. headsets) every day.
- Ensure passwords are up-to-date
- Make sure you have access to any collaboration software you need. Ensure that messaging/VC and collaboration tools your company uses are installed and working on your corporate devices (laptop and mobile phone).
- Have all important files on OneDrive, Teams or a cloud backup to enable remote access.
- If you encounter any issues, log a ticket with your local IT team.
- In markets where there could be scheduled disruptions to power supply, make sure you're aware of these times and how it impacts your ability to work.

**WHO is warning that scammers are seeking to exploit the coronavirus outbreak. Please be particularly vigilant.**

