

# Ways of Working – Our Principles

## Enhancing our working environment

We will not return to our pre Covid-19 ways of working. Instead we will seize the opportunity to enhance how we operate and take advantage of practices which afford longer-term benefits to our health, our business, our performance and our working lives.

We want to operate a business where our people feel valued for their contribution rather than time spent at a desk, depot, site or office. We want to be a great place to work where we retain our people, and an attractive employer for prospective candidates.

As such, we will:

- Take all of our holiday entitlement within each holiday year to help positively manage our wellbeing and work-life balance.
- Attend meetings virtually where this makes better use of time, avoids unnecessary travel, improves attendance and doesn't detriment the quality of contribution within the meeting.
- Minimise meeting attendees to those who absolutely need to be there and have clear agendas which focus on outputs so we make best use of everyone's time.
- Continue to be assigned to one of our offices or depots as our 'base location' unless it has been formally agreed that we are genuinely home-based and/or working full time from home.
- With our manager's agreement, explore ways that we can be more agile with our working patterns and working locations, as appropriate for each functional and operational area. This may include some work from our home address provided it is fit for work purposes.
- Focus on outputs, rather than inputs, and take accountability for delivering results so that we can work in a more agile manner.
- Aim to limit our work phone calls to normal working hours and not expect to get a reply to routine emails outside of normal working hours or when someone is on holiday.
- Reduce the amount of unnecessary CC or BCC emails by ensuring only people who need the information get it.
- Seek better and more efficient ways of doing things by making innovative use of people, systems and applications.



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