

## **Remote Work Guidelines** by tb.lx

Being forced to stay at home brought new challenges - both in our professional and personal lives. Hence the importance of following certain guidelines and aligning on best practices. Take a look at our guidelines, maybe they will be useful for your team as well.

### **1. Communication is Key**

#### **1.1. Daily Stand-Ups**

- Start the day with a short team meeting to stay aligned and bring some structure into your day.

#### **1.2. Communication**

- Written communication (e.g., via Mattermost/Slack or Outlook) is helpful and necessary for paper-trail.
- Whenever you need something that requires a longer conversation, you could suggest to jump on a quick video call. It's faster, works well with screenshare and helps fighting isolation!
- People may not reply immediately to chats, and that's okay! Everybody is busy. If it's urgent, you can call them on their professional number.

#### **1.3. Feedback**

- You can (and should) give and request feedback frequently with the people you work with. You can do this through many channels: via chat, call or using the short feedback form.

#### **1.4. Mattermost/Slack**

- Maintain a good hygiene: use the right channels for the right messages and topics.

#### **1.5. Meetings**

- Always have your camera on. This adds another layer of human connection and transparency.
- In large meetings: mute yourself when you aren't speaking to avoid noise distractions.

## 2. Managing your Workday

### 2.1. Workspace

- Create your Home Office.
  - For your work-life balance, it's essential to dissociate work from the rest. Try dedicating a space for work, where you can leave your professional laptop at the end of the day.

### 2.2. Worktimes

- Share your worktimes transparently.
  - Everyone is free to manage their day as they feel (as long as it doesn't interfere with their work and their team's work). Make sure to transparently communicate your availabilities: check-in and out at the beginning/end of the day and when you are unavailable for a long period of time (e.g., lunch or medical appointment, family support.)
- Children at home.
  - If you have children, try taking turns with your partner so you can each have dedicated focus times. If you need blocks off work to take care of your children, take them. We trust you to manage your time between working on a project and taking care of your children. Just let the team know on Mattermost/Slack (who's there).

### 2.3. After work

- Spice it up!
  - Staying at home for long periods can feel alienating. For your own well-being, it's important to make that time as positive as possible. Now is the opportunity to embrace things you didn't find time to do in your daily routine. Set realistic goals for yourself: pick up a new book, exercise, learn a new language, cook a new recipe every day, redecorate a room from your house;

### 3. Keeping the Team Spirit Alive

#### 3.1. Culture Guidelines

- Keep a transparent communication culture;
- Keep up with social rituals (such as team breakfasts, lunch, coffee breaks, happy hour);
- Making sure all the employees have a clear knowledge of their role & tasks for the upcoming weeks/months;
- Be helpful and supportive;
- Provide an environment to maintain mental health at work.

#### 3.2. Sharing is Caring

- As always and more than ever, we need to work as a team. It doesn't matter where we are, we are always available to help each other! Sharing what is happening with you during these tough times will help us go get through it.
- Share your routines, important milestones. Help us stay connected.

#### 3.3. Remote Initiatives

- Engage with our remote initiatives if you feel like it. They can help replace valuable in-person forms of communication that are missing from the office.

#### 3.4. Positive Intent

- During long times of isolation, we can easily get a upset and more sensitive. Try to assume positive intent and respect each other while communicating with each other. If an issue is taking more time to be solved than it should, jump into a Teams or phone call, transparent verbal communication should be the way to go.