

## GUIDELINE 1: Communications timing guidance

**Shine Offline work communications should be conducted between 08.30 and 18.00 BST**

- Work communications refers to all internal and external email, phone use, video calls or any social engagement tools (e.g. LinkedIn)
- We value our work life balance and need for downtime and so commit to communication within these hours unless in exceptional circumstances (e.g. working collaboratively on deadline, arrangements made with individuals working in different time zones or genuine emergency)
- There is no expectation to check work communications outside of these times and replies should not be sent outside of these hours
- Any non-urgent communications created outside of these hours is scheduled to be delivered within working hours using tools such as 'delay delivery'
- Work phones can and should be switched off outside of these hours

## GUIDELINE 2: Appropriate use of communication tools

**Shine Offline adhere to the appropriate use of their communication channels** – email, voice calls, WhatsApp and Zoom video communications

- External email is used to communicate agreements, information and documents with clients, suppliers and other parties
- Email is used amongst the team for sharing information. Non time sensitive emails are batched with several items included in one email to avoid inbox overload
- Email is not appropriate for urgent communications – if something sent on email needs to be reviewed urgently this is followed up with a phone call
- Work phones supplied are used for work calls and communications inside working hours. Personal numbers can be used in an emergency if unable to reach via work phone
- There is no expectation that work apps are installed on personal phones
- WhatsApp is only used in an emergency if we need to communicate something important to a colleague
- Zoom is used for internal meetings where we need to discuss and share documents on screen
- Voice calls are greatly valued and team members should feel free to call colleagues if it is better to talk something through
- 1-2-1 meetings are often held over voice calls and walking meetings are encouraged where practical (together or remotely)
- An effort is made to meet face-to-face fairly regularly to build team relationships

### GUIDELINE 3: Healthy email management

**The Shine Offline team are encouraged to use inbox management tools** (e.g. working offline, delaying delivery in Outlook)

- The team are encouraged to regularly go offline for focused, uninterrupted work (this could be 15 minutes or several hours dependent on circumstances). Allocated 'offline' focus time can be added to calendar
- The team are encouraged to set schedules to check and process emails during the working day
- For urgent matters a phone call is always the correct form of contact
- We are committed to using cc with consideration and awareness to reduce unnecessary email traffic
- Internal email traffic should be reduced by batching non time sensitive communication – rather than sending numerous emails throughout the day
- Interesting findings and research are saved for weekly team meeting unless time sensitive

### GUIDELINE 4: Making hybrid work

**The Shine Offline team structure our workflow to maximise quality focused time when remote working and collaborative work when we are together in person**

- We operate 'remote-first' meetings where if individuals cannot be physically present it is better that all participants attend remotely to avoid people feeling disengaged or excluded
- Priorities and objectives are decided and clearly communicated through weekly team meetings and regular check ins to avoid misunderstanding, duplication and to allow autonomy of work

### GUIDELINE 5: Purposeful meetings

**Shine Offline meetings have an agenda, a running time and are focused on outcomes**

- Consideration should always be given on who to invite to meetings and to understand that they have a purpose and role in attending
- Team members can and should question whether attendance at any one meeting is the best use of their time if this is not clear
- Whether in room or virtual we aim to be fully present in meetings. Measures are taken to avoid digital distractions. Only necessary tech is present; inboxes are offline or closed; phones are on 'do not disturb'
- The team are knowledgeable about settings within video conferencing tools to help minimise 'Zoom fatigue'
- Team members are encouraged to consider the best form of communication for meetings rather than defaulting to video (walking meetings/voice call/ will an email suffice)?
- When working across time zones, wherever possible, keeping calls and video meetings to within 1-2 hours of standard business hours in a given time zone

## GUIDELINE 6: Breaks in the working day

**The Shine Offline team are educated on the value of regular breaks for both wellbeing and productivity and are encouraged to build this into their working day**

- We encourage the use of diarising, timers and alarms as reminders to ensure the team take breaks and understand the value of even 5 minute micro breaks especially busy times
- We avoid back to back meetings where possible and try not to schedule both internal and external meetings between 12.30-14.00 to allow for all parties to break for lunch
- We encourage each other to get outside every day and are mindful of what activities replenish us during breaks rather than always defaulting to news or social media updates

## GUIDELINE 7: Annual leave

**At Shine Offline it is expected that team members take a complete break from work communications when on leave with no access to email or other work tools**

- Individuals organise, plan and handover their work in order for them to completely disengage whilst on holiday
- Out of office, with named contacts for absence on email and voicemail, should be set
- As part of a handover team members discuss what, if anything, constitutes an emergency situation when an individual may need to be contacted and how this should be done

## GUIDELINE 8: Sick leave

**At Shine Offline, in the event of a team member being unwell they should set an out of office or ask a colleague to set them an out of office and are not expected to check work communications**