

# EVERYONE'S GUIDE TO WORKING AND COMMUNICATING FROM HOME

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We all know we're at home for a while, so let's look at a few ways to make this a better experience for ourselves and everyone we work with.



# CHECKLIST WHILE WORKING FROM HOME

## WORK GUIDELINES

- Keep an **out-of-office message active** even if you are on leave for a day.
- Stay active on Google Hangouts and keep an open line of communication. Understand if team members are active on WhatsApp and arrive at a common ground.
- You are expected to be accessible during work hours and **in the event you need to be away from work for a few hours, the outlined protocol should be adhered to at all times:**
  - Seek approvals your line manager / immediate supervisor stating a reason on email
  - **Only post approval**, inform your immediate team members and colleagues you work with so that they in turn, can plan work flow
- **For internal purposes, email and hangouts is the preferred mode of communication.**
- While WhatsApp may be a preferred medium for client groups and can be used for sharing updates / seeking approvals, do note that email approvals are the only official ones. Make sure you back up your verbal conversations on email.
- Keep your **Laptops charged** at all times to avoid any issues in case of a power cut. Also, **dust and moisture are enemies** to your data and this means you'll need to keep the assets you possess clean at all times. Use the company dongle for work purposes. Avoid passive streaming of online music/videos as that adds to data usage and/ or possible virus attacks on your system. You are responsible for the company assets in your possession.
- For guidelines on sending emails and accessibility, also refer to the table below:

If You Are the Sender / Initiator	If You are The Receiver / Participant
Don't send emails on weekends unless absolutely necessary. Rather, call people to see if they are accessible.	Try not to check your emails over the weekend. If there is a crisis that needs your attention, you will receive a call.
Unless there is a work contract that requires us to service clients on Saturdays, do not hold meetings, team calls or any official work on weekends.	Unless a client work contract so demands, emails sent on the weekend by anyone (including your boss) can be responded to on the next working day.

## MEETINGS

- Ensure you are **on time for meetings** and when sending out an invite
- Give **people a 15-minute buffer between meetings** when you book time
- When sending meeting invites, **include an agenda** in the email so people can come well prepared, or decide to opt out if they feel they cannot contribute
- Keep meetings/brainstorming sessions for not more than 45 minutes
- As a recipient, **always RSVP to meeting invites**, even if you cannot attend
- **For managers**, ensure that your team has access to your work calendar. Unless absolutely needed, **meetings should only be scheduled** during office hours.
- **Before you set up a meeting, think if 'this meeting can be an email' and act accordingly.**

# COMMUNICATION ETIQUETTE

## VIDEO CALLS

- Be **well-groomed on every video call**, even internal, and **especially for client calls**.
- Just the way you follow protocol when you visit someone's home, **adhere to the host's guidelines**. **If the host's video is on, it's polite and courteous to keep your video on**.
- Stay on mute when not speaking.
- Use virtual backgrounds **only if necessary** and keep it simple and professional.

## E-MAILS

- Acknowledge emails, whether internal or from a client and respond to e-mails on time

The distinction between "CC" and "TO": For people marked in CC, the email is regarded as an FYI, however for people marked in TO, the email is addressed specifically to you, thereby requires a response.

- While sharing a brief on mail, **make it as detailed as possible** and avoid references to verbal conversations thus ensuring clarity.
  - If an email is addressed to you, then make sure to acknowledge / respond.
  - Choose "Reply All" **only if required**. Especially for internal emails or file sharing
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- **Specifically for managers**, ensure that emails on a weekend are sent only in case of an emergency or urgent requirement. Else, avoid sharing emails over weekends. If you feel the urge, please schedule emails for the next working day starting 9:30 am.

