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Developing Smart Working Team Agreement 1 – Where and When We Work

Area	Questions to consider	What does good look like?	What should we agree?
Working away from the office	How much choice do colleagues have over where they work? What procedures are there for agreeing where people work?		
	What activities or other factors require people to be present in the office?		
	What ergonomic and H&S considerations apply, and how are these addressed? Are there any issues around lone working?		
Working from home	Are team members encouraged to work from home? Are there limitations on frequency?		
	What ergonomic and H&S considerations apply, and how are these addressed?		
	Are there any suitability issues around working from home, e.g. around childcare, information security (etc)		
	Are there issues around time-keeping or overworking?		
Varying times of work	Are there any specific requirements around *when* people should work? e.g. office cover, meetings?		
Onboarding	Are there any special provisions for new colleagues?		

Date: August 2019

Developing Smart Working Team Agreement 2 – How We Work Together

Area	Questions to consider	What does good look like?	What should we agree?
Contactability	How do we let each other know where we are and our availability? Protocols when in office and when elsewhere		
Where is our work?	How do we let others see our work including work-in-progress? Any specifics for updating workflow, project management or other systems?		
Keeping in touch	What expectations do we have for contact with managers and other team members?		
Method of communication	Any preferred communication channels for particular types of teamwork or customer-facing work?		
Use of paper	Any requirements about going paperless? Or using paper for specific purposes?		
Teambuilding and socialising	How is team cohesion and identity to be maintained? How is socialising to be encouraged or restricted using new ICT tools?		
Spotting problems and looking out for each other	How will we ensure we are all happy and thriving in our work? How will we spot and deal with potential issues? Whose responsibility is this?		

Date: August 2019

Developing Smart Working Team Agreement 3 – New Ways to Collaborate

Area	Questions to consider	What does good look like?	What should we agree?
Necessity of meetings	How do we challenge a culture of formal meeting room-based meetings? Any guidance on what meetings should be for? When meetings are needed, any guidance on when to request people to attend in person (not remotely)? Etiquette for meetings		
Remote meetings	When to use video, voice, screen-sharing Guidance on remote participation and chairing/hosting meetings Use of messaging / chat Sharing of information beforehand Should attendees be there all the time?		
Ad hoc collaboration	When is it better to just have a short interaction with one or two colleagues and what is the best way to do this? Where in the office should such interaction take place?		
Other collaborative activities	How much should activities such as training, appraisals, supervisions, mentoring and coaching be done through remote interaction?		

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Developing Smart Working Team Agreement 4 – How We Share Space in the Office

Area	Questions to consider	What does good look like?	What should we agree?
Space sharing	What is the overall approach to space-sharing?		
Desks	How individually 'owned' are the desks? Are there different categories of desks? Is there a threshold for desks having to be cleared if unoccupied? What sanctions if any for 'desk-blocking'? Use of touchdown desks		
Behaviour at desks	Should skype calls or long phone calls take place at desks? Should ad hoc meetings take place at desks? Can people eat and drink at desks? Attitude to non-team members in team area Any quiet areas? What rules apply?		
Ergonomics	Best practice guidance for working at desks		
Collaboration spaces	What recommendations are there for using: • formal and informal meeting rooms • breakout spaces • project rooms / specialist areas How is space booking handled?		
Filing and storage	Where and how should files be stored? How much provision for filing? What are the arrangements for lockers?		
Other areas	Can people work or have meetings in relaxation and refreshment areas?		

Date: August 2019