

## Working from home expectations

RIVAL

Wealth

- You need to have a separate room as your 'office'. This workspace is a no kid zone.
- Accurately record your hours when you are working. Having a notebook handy or using a spreadsheet to note down each time your start/stop your work. When you are looking after kids, you are not actively engaged in work, so schedule time for the kids during your day.
- Use an online in/out status app like <https://www.inoutboard.com/products/desktop/> so everyone knows when you are working or looking after children. This system can also be a double check for timesheet hours.
- Only deal with work phone calls/messages when signed in for work, leave personal messages and social media for your own down time. Consider removing notifications off personal social media to remove the temptation.
- Confidentiality is extremely important. Visitors, partners or kids should not have access to files or your computer screens. They should not see or hear any names of clients that you are dealing with. Remember to lock your screen when you are away from your desk.
- Unfortunately, micromanagement will increase through times of less transparency, so please don't be offended if you are questioned over what hours you are working - prove you can be trusted.

If you will have clients contacting you with questions, product knowledge - especially around COVID-19 and the impacts on clients is important. Please get very familiar with options that clients have.

- Remember when you are working from home, the same rules apply if you were in an office situation – no alcohol or drugs during work time. There will be stressful times, so please contact another staff member if you need to talk to someone

## Top Tip's on working from home

- Have a separate room.
- Set up your workspace like it's at the office; two screens, good work chair etc.
- Act like normal each day, blocking out time off with kids.
- Consider working when the kids are not around. Early mornings, after kids have gone to bed at night, or utilise other parent daycare within your home.
- Record your hours on a notepad if you are coming and going over a day.
- Don't answer your phone apart from work calls in your work time.
- Treat housework and chores like normal. Don't do extra because you can.
- Don't take visitors, that's the point of isolating in lockdown.
- Don't snack too much!
- Add some exercise into your daily plan. Dancing – triggers your endorphins and is a natural high! Remember to get some fresh air!
- Make the most of the silver lining – this lockdown is making memories for the kids.

## Connectivity & Motivation

- Been alone can be very difficult therefore every day make sure you call 1 team member you haven't talked to for a while.