

Colleague Guidance Working From Home

May 2020



It's all about you.

What's Included



WORKING EFFECTIVELY
FROM HOME



SET UP A FUNCTIONAL
WORKSPACE



ENSURE YOUR
TECHNOLOGY IS SET
UP



REGULAR CHECK IN



TAKING CARE OF YOU



It's all about you.

Working effectively from Home



To work effectively from home whether it is for one or two days a week, or every week-day, it is important to ensure that you are set up to be productive



Agree the ground rules – agree with your manager your work schedule (if for example you are temporarily juggling childcare)



Know what the priorities are from your manager and focus on business outcomes



Above all, find a way that enables you to perform your work activities in a way that works for you and seek guidance and support when you need it

Set up a functional workspace

Not everyone has a designated home office, but its important to have a private, quiet space for you to work

If you can separate your work area from your personal spaces and use it just for work, not for other activities

Minimize distractions from others in your household (or barking dogs) by using earphones

Ensure your technology is set up



Your laptop will be set up by IT to ensure that you can access the network and any internal systems such as CDK or My Hendy



Check with your manager that you are set up in a MS Team channel as this will be used for team calls and individual calls between colleagues



MS Teams also enables collaborative working – for advice or help on getting the most from MS teams, contact IT



Use the Phone App – reduce the need to use your mobile phone by using the Phone App or by making calls via Teams

Regular Check-In



Whether it is with your line manager or your team colleagues, ensure that you are regularly check-in



Join meeting calls on time and be in the present by giving your manager and your colleagues your full attention



Be open about how you feel, and the challenges you face working remotely from your team



Ask for support and help from other team members if you need it



Offer guidance to those with less experienced or those who may struggle with the isolation

Taking Care of You

- Guidance on keeping safe during Covid-19 provides information on the what to consider when working from home in respect of health & safety and the Facilities Team can provide further advice to you
- Working from Home can be isolating and difficult to adapt to for some
- Get regular exercise - take a daily walk
- Take regular breaks to avoid sitting for too long
- Don't forget to plan extra social interactions to engage with others
- Review the Colleague Communications Hub regularly for updates on company news and for further information on the support available to you



It's all about you.

Our Vision

We are the premier family motor group delivering a 100% positive customer and colleague experience.

Our Values

We are customer and colleague focused, professional, quality-driven, honest and fair in all that we do.

We will:

- Always cherish our colleagues and customers, making them feel welcome, appreciated and acknowledged
- Do everything in our power to exceed customer expectations by understanding their needs
- Keep our word and promises
- Be honest and trustworthy in everything we do
- Listen and demonstrate real understanding at all times
- Develop ourselves continuously and turn our vision into a reality for customers and our colleagues

We will not:

- Talk our customers, the company, our suppliers or our colleagues down
- Put things off, bury our heads in the sand or close our door and hide
- Display negative behaviour
- Accept second best
- Tolerate poor handling of our customers
- Use 'jargon' and confuse our customers or colleagues.



It's all about you.