INTRO

Based on our joint workshop (Dec 5th 2017), we mutually agreed upon the following communication rules, expectations and best practices. Of course, we can review them if something does not seem to work as expected.

Calendar Hygiene and Expectations:

- We do reply to **calendar invitations** (within 12h - 24h)
- We **add travel time** from and to an external meeting. We also add further travel info (e.g. if it's a plane or train)
- We make our **calendars public** (booking meetings is much easier for everyone - easy to understand if a meeting
- can be postponed or not)
- We add a **video conference link** to every meeting with remote participants (highfive)
- We reserve the room for any video conference or meeting
- We add our vacations or holidays into the ZH event calendar as following: "Name" vacation (# of days)

Email Hygiene and Expectations:

- First **think** if email is needed, then **talk** before email is sent, then send email if needed
- Let's **not discuss** via email.
- The email channel is **not urgent:** 12h - 24h response time is ok (no need to always have the email open)
  => for **truly** urgent or critical things, we <u>call</u> each other (cell phone), also late or on weekends
- As email is not urgent, no need to reply to emails **after 19h and during weekends**
- No need to check emails **during vacation** (unless otherwise agreed upon). => see next line
- We all have **decent OOO replies**: including return date from OOO / back-up contact and details / back-up person gets a briefing
- **Being brief** in email amongst ourselves is ok (even a title email ending with "… EOM" is ok and not rude
- No need to reply to an **FYI email** (e.g. saying thanks) - you can, but don't have to
- **No scrolling** in emails - that's a sign that the email is tooooo long… 😃 => talk first!

Office Hours

- Overall objective: achieving our goals but also balancing work & private life in a meaningful way
- However, also taking team spirit, team efficiency and feeling of togetherness into account: we are in the office when possible (default)
- Make sure your calendar is up-to-date and shared/public so we know how to reach someone if urgent

Home Office

- Overall objective: achieving our goals but also balancing work & private life in a meaningful way
- *Home Office is possible as long as it makes sense for you, your team and the company.
- *When planning to do Home Office, we inform team members and the manager beforehand, and add it to the calendar.
- *Home Office is <u>work</u>.

Meetings in General

- We come prepared to meetings - if not, we tell others (and if needed, reschedule the meeting)
- **3W rule**: Meeting follow-up actions and/or meeting summaries must contain the three Ws:
  WHO does WHAT by WHEN
- The **meeting organiser** is **responsible** for a) taking notes and b) that follow-up actions (acc. to 3W rule) are written down and shared
- Meetings start on time and stop on time
- Make sure you leave the meeting room clean - no bottles, no dishes, rearrange things such as keyboard, chairs, mouse, pens, etc.

Slack Hygiene

- *We add OOO status in Slack (after the family name)
- *The EMEA BIZ Team is our official information channel
- *No instant reply required. Our communication priority order is: 1) Call/Text   2) Slack   3) Email