



# Remote Working Expectations

## A Guide for Successfully Working while Remote

ONE

### Remote Work Defined

Remote work is a flexible work arrangement where the employee is allowed to perform work duties at an alternate worksite location. Shop Marketing Pros is a remote company where all team members have the privilege to work remotely. To maintain this luxury, everyone must understand and agree on common expectations.

TWO

### COMPANY HOURS

Dedication is a Core Value.

We not only appreciate, but expect dedication which includes arriving to work on time, prepared, and undistracted.

SMP's work hours are based in the Central Standard Time Zone.

We work Monday-Friday 8am-4pm. Most companies are 8am-5pm which includes a one hour break for lunch. Given that most of us work from home, lunch is taken at liberty on your own time throughout the day. It must be taken at a time that prevents missing meetings, etc.

Early is on time.

On time is late.

Late is unacceptable.

Work begins promptly at 8:00am CST. The first 15 minutes is expected to be dedicated to writing down your gratitude for the day and your top priorities for the day. This doesn't happen at 8:13am or during the standup, but between 8:00am-8:15am. It's a time to get quiet and mentally prepared and ready for your day. To disengage from life and prepare for work. This is a display of dedication AND integrity.

THREE

### WORKSPACE

Happiness is a Core Value.



The workspace environment can do a lot to either support or impede happiness. Create a workspace environment to foster organization, clarity, and peace. Be intentional about your background as this is seen in meetings. Keep it simple, clean, and organized.

If there is a day when you work in the office, whether it be a staff meeting day or a planned day with your team, etc the workday begins at 8:00am. If we were a fully in-office company, you would be expected to arrive to work on time.

FOUR

## ENGAGEMENT

Synergy is a Core Value.

Being engaged, collaborative, and a part of a team requires engagement. But, engagement can happen in many ways. Engagement means to be involved, committed, greatly interested. Think about those meanings to help understand the importance of being engaged with the team.

SMP's idea of engagement includes:

- Arriving to meetings on time and ready to be involved
- Bringing ideas to the team, team members, departments
- Speaking up and sharing those ideas
- Taking extreme ownership in the success of the company and clients
- Recording Loom videos; not just being consumers of them

Engagement timelines:

1. Responding to emails within 24 hours.
2. Responding to Breeze within 24 hours.
3. Responding to Slack DIRECT MESSAGES immediately, or as close to immediately as possible. If you are in a meeting, that's understood as it should be on your calendar.

FIVE

## PROFESSIONALISM

Integrity is a Core Value.

Doing the right thing involves showing up to work and behaving in a professional manner. We may think this goes unsaid; however, surprisingly sometimes things need to be stated to be clear and have everyone on the same page. Remote working doesn't remove us from being professional in the way we work or how we show up.

Professionalism at SMP is:



- Being “camera ready” at all times. This means we’ve gotten up and gotten dressed for the work day. It’s presenting ourselves in a manner that puts us in the best light with our team members and our clients. Clients may request a meeting any day and we should be professionally dressed and groomed and ready to meet. This doesn’t mean you have to be prepared to win a fashion contest; but rather be presentable. Look the part of the role you are working. Prepare your hair, face, mind, and body for your work day.
- Every now and then take a peek at your face on the Zoom screen. Do you look happy? Do you look miserable? How your face appears is a reflection of you. How do you want to be perceived?
- Understanding that early is on time, on time is late, and late is unprofessional.
- Preparing your workspace.
- Thinking through what you are doing and how you are presenting yourselves even in text, emails, Slack, etc. Your tone can be professional, or not. Be professional.