

Granicus Remote Work Environment

Requirements & Expectations

Granicus has embraced a remote-first working philosophy. The [Global Remote Working](#) policy provides flexibility for Granicus employees to work from home instead of within a Granicus office, where possible. As our workforce continues to operate with this policy in mind, there are two types of information to consider – those aspects that are requirements in our remote work environment and those that are expected best practices to improve the working environment.

For most employees and teams at Granicus, these requirements and expectations are already embedded into the way that you work and interact with colleagues. We encourage you to continue operating in this manner. However, there are instances where employees are not aligning with these practices, leading to disruptions within the team and negative impacts on our customer relationships.

As we continue to grow globally, these requirements and expectations are intended to create needed baseline standards for all employees and teams to work and collaborate at their best while minimizing disruptions. We are also refreshing our employee handbooks and may need to do so occasionally to account for the evolution of our remote work environment.

Remote work requirements are actions that would impact the quality of your work and collaboration with others. They are also a condition of employment and include:

- **Prioritize a productive work environment** that allows employees to focus and concentrate and one where they have the resources and tools, they need to do their jobs effectively. Although distractions are often unavoidable and difficult to eliminate completely, try to keep them to a minimum. Be mindful when in airports, busy coffee shops or other locations that make speaking/listening a challenge for all participants.
- **Turn your camera on** because it enhances engagement during meetings by better connecting attendees. Keeping your camera on allows participants to better observe body language and other expressions occurring with meeting participants. There are times when employees may need to be off camera for a moment (i.e., tend to an urgent matter off camera or regroup when feeling overstimulated on camera). Being on camera is among the important elements that make for a more effective meeting, some of which are detailed under the best practices section of this document.

- **Maintain a work appropriate background** when on camera that is free from offensive imagery or language and minimizes distractions. To support employees, Granicus has [pre-approved backgrounds](#) that you can use during virtual meetings. Refrain from using avatars and other potentially distracting features during meetings unless invited to do so by the meeting host.

Remote work best practices are actions to consider that will improve the work environment. They include:

- **Keep yourself muted** during video or audio conferencing unless you are speaking.
- **Be mindful of proper meeting planning.** Ensure the right attendees (required and optional) are invited to the meeting. Include the purpose of the meeting in the invite and ensure there is proper notetaking or information that can be shared with those who were unable to attend. Be mindful of meeting start and end times and length to ensure maximum engagement while respecting everyone's time and energy levels.
- **Maintain a professional appearance.** Be mindful of your appearance and behavior while on video. Make good choices that reflect positively on yourself and Granicus.

Next steps:

- Managers, please refresh or explain to your team these remote work expectations and requirements.
- Connect with your senior leadership team member if you have questions about this document.
- Stay tuned for additional updates in The Gran and in our revised employee handbooks.

Use of these guidelines will allow you to be at your best. We appreciate you adhering to these requirements and best practice behaviors to ensure a successful remote-first working environment.

Additional Resources

- [Virtual and Hybrid Meeting Essentials \(linkedin.com\)](#) (23 min)
- [Build professional relationships online \(linkedin.com\)](#) (22 min)
- [Setting up the virtual environment \(linkedin.com\)](#) (3 min)
- [Best practices for virtual meetings \(linkedin.com\)](#) (4 min)
- [Understanding etiquette for phone calls \(linkedin.com\)](#) (4 min)
- [Understanding common etiquette practices during a phone call \(linkedin.com\)](#) (4 min)
- [Business Etiquette for the Modern Workplace \(linkedin.com\)](#) (44 min)