

THQ Relocation

Open Plan Etiquette Guide

Workplace Vision for THQ

- A unified and collaborative workplace
- A workplace that celebrates the history and purpose of The Salvation Army
- An inspiring, supportive and nurturing workplace
- A tailored, but flexible workplace

A unified and collaborative workplace

This is a new beginning for THQ. We are excited to be bringing our people together under the one location, working together with a unified focus on achieving our mission together.

A workplace that celebrates the history and purpose of The Salvation Army

Our workplace should reflect, embrace and celebrate the history and purpose of The Salvation Army. We see a space that is accessible and welcoming, creating a sense of community and connection with everyone.

An inspiring, supportive and nurturing workplace

We see a workplace that encourages and fosters a sense of community between staff – both within teams and across teams; creating a sense of connection to each other and to The Salvation Army.

A tailored, but flexible workplace

Tailoring the workplace to suit the needs of each department, however, maintaining a degree of flexibility throughout the fit-out.

Working in an open plan environment

Open plan work spaces have the unique benefits of increasing interaction and opportunities for collaboration between personnel. However, with these benefits come some responsibilities for each of us to adopt to ensure that we are contributing to creating an inspiring, supportive and nurturing workplace.

In general, it's quite easy to get along well in an open plan working environment. What you should always be thinking about is being accessible to people wherever possible but still maintaining boundaries whenever you need to focus on work, showing consideration to others and by being tidy and courteous.

Noise

1. DO use a reasonable voice level

When you're on the phone or talking with the neighbour beside you, be conscious of your voice level. If a conversation with a colleague is going to be a long one, it is best that you find a more appropriate place such as one of our many break-out spaces or meeting rooms to continue the conversation.

2. DO hold meetings away from your workstation

Out of respect for those working near you, try to have meetings away from your desk. If you have time to schedule the meeting ahead of time, please book one of our many meeting rooms. If a meeting room is not available we encourage you to utilise one of our many break-out spaces throughout each floor.

3. DO carefully manage your ringtones, notifications, and speaker-phone use

While we want to encourage collaboration and vibrant teamwork, loud ringtones and notifications can often be heard on the other side of the office floor and can be quite distracting to others. It is best to keep ringtones and notifications on silent and use the vibrate function for mobile devices. Likewise, speaker-phone should not be used in the open plan environment. If you need to speak hands-free, please use a headset and remember to use a reasonable voice level.

4. DO use technology to communicate with others outside of your immediate neighbours

Try to avoid yelling past the person sitting right beside you. If you need to ask a team member a question, get up and walk over to them if they are available. If the person is not located within your working area, utilise technology tools such as *SameTime* instant messaging (part of Lotus Notes), email, or SMS and meet in a break-out space or meeting room if a longer conversation is needed.

5. DO respect others' concerns

If someone approaches you with a noise complaint, odds are that it's genuinely bothering them. Take a moment to discuss if you can reduce the noise in a reasonable way. If you're making a complaint, be direct, but kind as the person might not have realised they were causing a distraction.

Distractions

6. DO look before you interrupt

Use your judgement, if someone is visibly occupied in their work and your question can wait, it might be best to send them an email, instant message, or SMS that they can reply to later when they have some time.

7. DO keep your desk and workstation clean and tidy

Keeping an untidy desk and workstation can be very distracting for the colleagues working around you. THQ is going paper-light; please refrain from keeping large amounts of paperwork or other miscellaneous items on your desk. Please store any paperwork and other items in the pedestal provided at your workstation.

8. DO eat away from your desk

In our new THQ we have dedicated and fully equipped eating break-out spaces on each level, with beautiful balcony outdoor eating areas on levels 1, 2 and 3. Please do not eat at your desk especially if you are eating hot food that will create any sort of odour. Smells can be very distracting to those working around you. If you absolutely need to work at your desk while eating, think ahead and choose relatively neutral smelling foods.

9. DO use the designated walkways and aisles to move around the building

There are lots of designated walkways throughout the new THQ and it is important that we use them to get to where we need to go. Try not to take shortcuts through other people's workspace areas as this can be distracting for those trying to focus.

Meetings & Room Booking

10. Do book meeting rooms only when you need them

In a new working environment where many of us are no longer in our own shared or private offices, there may be the temptation to frequently set up for the day in one of the focus rooms on each floor (especially if your workstation is situated close to one). These rooms are designed for once-off use when you need to focus intently for a limited period of time. Let's all be considerate and share these rooms with everyone.

11. DO embrace the breakout spaces

Our new THQ has some incredibly creative and well-designed breakout spaces for us to use and enjoy. Let's all embrace the use of these spaces for informal team meetings, one on ones, or any activities that are best held away from our workstations.

Use of the Car Park

12. DO park in our underground car park if you have a TSA issued fleet vehicle or fuel card and be considerate to others.

At the Salvation Army, we like to serve others. If parking for the whole day, try and choose the parking spaces furthest from the elevators to allow those that require access to their car frequently throughout the day to use the more conveniently located car spaces.

Privacy and Confidentiality

13. DO hold confidential meetings in an appropriate place

Confidentiality is important and is often a significant component of our work. Out of respect for those around us and the people we meet with, it is best to hold confidential conversations in one of the many available meeting rooms throughout the building.

14. DO respect the privacy of others

If you accidentally overhear a conversation that you know was intended to remain private between the people having the conversation, simply forget about its contents and continue on with your work.

For HODs and Managers:

Depending on how your team optimally works, the below topics are a starting point of things you might want to address and set some guidelines around for working in the new environment.

- Using headphones to listen to music while working
- Booking rooms or using break out spaces for regular team meetings/prayers
- Use of assigned parking space for each department

- *Visitor Policy*: How would you like others from THQ to approach your teams working area?

We're all in this together

Learning to work in an open environment will take some time, however we are all in this together. Each one of us can take steps to ensure that we all contribute to create a vibrant, healthy and considerate workplace for everyone.

References and Further Resources:

The following resources were used in the development of this open plan etiquette guide.

1. *Guidelines for Working in Open Plan Offices*, Australian National University, College of Arts & Social Sciences, 2010.
2. *Open Plan Office Etiquette: Do's and Don'ts*, Jane Bight, Charter Build, 2014, <https://charterbuild.com.au/open-plan-office-etiquette/>
3. *Rules for Etiquette in the Open Office*, Knoll, 2010, https://www.knoll.com/media/984/571/1S_open_office,0.pdf
4. *The Open Plan Office Survival Guide*, Mosaic Learning, 2014, <http://mosaic-learning.co.uk/productivity-tips/open-plan-office-guide/>
5. *Eight Simple Recommendations for Good Acoustical Etiquette in an Open Plan Office*, Thomas R. Horrall, FASA, Cambridge Sound Management, 2013, <http://cambridgesound.com/wp-content/uploads/2013/02/Acoustical-Etiquette.pdf>