



University of
St Andrews

Flexiquette guidance

Document type	Guidance
Scope (applies to)	All staff
Applicability date	31/03/2021
Review / Expiry date	31/12/2022
Approved date	06/04/2021
Approver	Deputy Director
Document owner	Human Resources Officer
School / unit	Human Resources
Document status	Published
Information classification	Public
Equality impact assessment	None
Key terms	Staff/Employee relations/Flexible working
Purpose	Guidance developed following feedback provided in our All-staff survey on working in the context of Covid.

Version number	Purpose / changes	Document status	Author of changes, role and school / unit	Date
1.1	Change to review date	Published	Lisa Stewart HR	01/04/2021

Table of contents

1.	Introduction	3
2.	Useful information, policy and guidance links	3
3.	Online meeting etiquette	3
4.	Security essentials	5
5.	Online resources	6
6.	Version control	6
	Appendix A	7

1. Introduction

- 1.1 Please find below guidelines to support flexible working across different times and different spaces. These have been developed following the feedback provided in our *All-staff survey on working in the context of Covid* and utilising [Scottish Government guidance](#) and [University guidance](#) on using University buildings safely.
- 1.2 In line with this high-level guidance, we are assuming that remote and flexible working will be more widespread going forwards, while also recognising there will be important tasks that need to be undertaken on site. Please ensure you follow the [University's Covid Code](#) at all times.

2. Useful information, policy and guidance links

- 2.1 The [Flexible Working policy](#) aligns with the University's commitment to provide equality of opportunity and developing work practices and policies that encourage a healthy work-life balance. This policy has been developed to support flexible working arrangements to help employees achieve more balance between their work and personal lives. **This policy has been amended in light of Covid-19 and to align with the People Strategy.**
- 2.2 To help you manage work time and workloads, please use the extensive [IT guidance](#) on using technology to support smart working and working remotely. This guidance includes tips and tools for setting your work schedule, effectively communicating with colleagues and staying safe online. See also the training course on [Microsoft 365 tools for staff](#) on the University's Personal Development Management System.
- 2.3 For guidance on establishing a Home Office, please access the [home workspace equipment policy \(including a Display Screen Equipment assessment\)](#).
- 2.4 To ensure your **health, wellbeing and productivity**, when working flexibly, please read the below information and guidance:
 - The University's FAQs to ensure a [safe return to the workplace](#);
 - The University policy on [safe use of University buildings](#);
 - The University's [Occupational Health Service](#).
- 2.5 For general wellbeing guidance, please access:
 - [Staff wellbeing during remote working](#)
 - [General staff wellbeing](#)
- 2.6 For guidance on working effectively, please access the [Smart Working policy](#).
- 2.7 For guidance on dual delivery of teaching, please see [Dual-delivery teaching \(Centre for Educational Enhancement and Development\)](#).

3. Online meeting etiquette

- 3.1 Schools and units are encouraged to develop their own local policies with regards to online meetings, core hours for meetings, and open-door or 'drop-in' sessions as long as these are in line with wider University policies and guidance e.g. those designed to ensure safety. The following tips can help guide this process:

Keeping meetings focussed

- Adopt a 50-minute hour (start meetings at 5 past the hour and end at 5 to the hour).
- Build in comfort breaks for meetings lasting longer than an hour.
- Consider the need for and frequency of meetings. The [‘do we need this meeting?’ decision tree](#) can help guide that process.

Setting and respecting boundaries

- Be clear about your work schedule and respect the boundaries set by others e.g. where possible, avoid booking meetings on non-working days for staff ‘required’ to attend meetings, avoid booking meetings on top of existing commitments of colleagues where these are visible etc.
- Utilise the [IT guidance](#).
- In particular, set your [working hours](#) in Outlook to indicate when you are normally available for meetings.
- Encourage team members to use [scheduling assistant](#) when creating meetings to consider potentially varied working hours.
- Alternatively, use your [email signature](#) to indicate your working hours or times that you may not be available (e.g. *I respond to emails Monday to Friday between 9:00 am and 4:00 pm*; or *My working pattern is Monday, Wednesday and Friday, I will respond to emails as soon as possible on receipt*).
 - Consider providing information on maximum number of working days within which you will respond.
- Be mindful of the working hours of colleagues when anticipating a reply to your communications.
- Set your [Teams status](#) and status message to indicate your availability.
- Encourage team members only to phone/instant message colleagues when status is ‘Available’.
- Consider developing core hours and ‘open door’ policies for the online environment (e.g. core meetings take place between 10am and 4pm); consider colleagues’ work patterns in this process so that your plans are inclusive.

Managing your video

- If you are using your camera and prefer not to share your home environment [set a background, or blur your background](#) – University St Andrews [Teams backgrounds](#) are available.
- Be mindful of what you are wearing and/or behaving on camera to ensure that a professional image is maintained. For instance, it would not be appropriate to log in to a meeting, internal or external, dressed in pyjama/lounge wear; nor would it be appropriate to smoke/vape while on camera. Behaviour and conduct expectations remain in place as if staff were working on University premises.
- Ideally have your camera switched on when speaking.

Being inclusive

- Use the Participant panel on the toolbar to see who is in the meeting and to ensure you do not miss anyone.
- Use the ‘raise hand’ function to help everyone contribute to the meeting discussion.

- Although speakers would normally be expected to have their cameras on when speaking, allow cameras to be turned off if a participant does not want to use the camera due to privacy, safety, technology or personal reasons.
- Use meeting chat to encourage participation.
- Avoid using meeting chat to make off-business comments that might make some participants feel excluded.
- If responding to a chat message in an online meeting, read out the message to which you are responding
- Adopt a buddy system for those with disabilities or who find it hard to interject in online meetings.
- Ask direct questions so participants can easily respond with a thumbs up or down.
- Avoid using private chat during group meetings, unless you are trying to contact the host or are helping someone else participate.
- Encourage participants to use the shared meeting chat to send messages with other participants openly - use the '@' to tag a message to an individual participant where considered necessary.

Recording meetings

- Meetings should not be recorded unless for a genuine reason, or in a teaching situation. Please read the [Guidelines on recording of meetings](#) for further information.
- Make sure that participants are aware that you are recording a meeting.
- Where possible, at the end of the meeting ensure that the recording is available to all participants.
- Do not keep recordings longer than strictly necessary.
- Consider a change to [meeting settings](#) to limit who has permission to record a meeting.

Socialising at work

- Schools and units could [schedule a reoccurring \(weekly\) Microsoft Teams meeting](#), as an open invitation for all School/Unit staff to engage in informal catchups. Staff attendance at the meetings should be voluntary. Pre-scheduling a meeting in a channel avoids a particular individual having to take responsibility for organising the meeting.

Line management

- Line managers should schedule formal meetings with each of their direct reports (either individually or in groups) at least as regularly as they would have pre-Covid. The frequency of these meetings should be mutually agreed in advance.
- Offer employees time to discuss matters with their line manager regularly and in a private setting i.e. workloads, personal matters etc.

4. Security essentials

4.1 When undertaking flexible working and home working, staff have the responsibility and duty to monitor and maintain security whilst using facilities and equipment provided by the University. **The following protocols must always be adhered to protect personal data and information:**

- Users should, as far as possible, store and access files from the University network which can be accessed remotely via the [University VPN service](#). Alternatively, only use

University approved storage systems such as OneDrive and Teams etc. Avoid saving University personal data and/or information to private/family/home devices.

- All confidential materials and/or any personally identifiable data held should be managed in accordance with the [University Information Classification policy](#) and the [supporting implementation guide](#).
- Passwords in many instances is the first and last line of defence to protect the University information and ICT services – do follow the [University guidelines on strong passwords](#). Passwords are confidential – never share your password with anyone; if you suspect your password has been compromised e.g. via an email [phishing attack](#), immediately call IT Services.
- Purchasing of any personal equipment with the intent of working for the University must first be approved by IT Service teams, prior to purchase, and must remain up to date for security purposes.
- From time-to-time IT Services will push system updates to University laptops, PCs, Smartphones, tablets etc. It is essential that those updates are applied as they become available – those help to protect University ICT systems and services from malicious attack.

4.2 Line Managers must ensure that all employees within their department are familiar with the [University ICT Regulations](#) and the policies and guidelines, listed above, as well as [SMART working guidance](#) and any guidelines and protocols put in place by [IT services](#) regarding working from home.

4.3 Further guidance on data protection can be found on the [FAQ pages](#), or from the [data protection page](#) on the University website.

5. Online resources

5.1 [Appendix A](#) lists all the internal and external webpages that have been referred to in this document.

6. Version control

6.1 This document will be reviewed regularly. Any feedback on the guidance content should be directed in the first instance to the [Assistant Vice-Principal \(Diversity\)](#), who will consider this as part of the review.

Version number	Purpose / changes	Document status	Author of changes, role and school / unit	Date
1.0	New guidance	Published	Ruth Woodfield Assistant Vice-Principal (Diversity)	24/09/2020
1.1	Change to review date	Published	Lisa Stewart HR	01/04/2021

Appendix A

Title	Link
Scottish government guidance Covid-19: Returning to work safely	https://www.gov.scot/publications/coronavirus-covid-19-returning-to-work/
Using University Buildings Safely	https://www.st-andrews.ac.uk/policy/safe-st-andrews/internal/safe-use-of-university-buildings-guidance.pdf
University's Covid Code	https://www.st-andrews.ac.uk/coronavirus/covid-code/
Flexible Working Policy	https://www.st-andrews.ac.uk/policy/staff-employee-relations-flexible-working/flexible-working-policy.pdf
IT Support: Working from home	https://www.st-andrews.ac.uk/it-support/new-staff/work-from-home/
PDMS internal training course Microsoft 365 tools for staff	https://www.st-andrews.ac.uk/pdms/?mode=query&query=%27Microsoft+365+tools+for+staff
Home workspace equipment policy	https://www.st-andrews.ac.uk/policy/safe-st-andrews/internal/home-workspace-equipment-policy.pdf
University FAQs: Return to the workplace	https://www.st-andrews.ac.uk/coronavirus/staff/#d.en.102230
Occupational Health Service	https://www.st-andrews.ac.uk/ehss/occupationalhealth/
Staff wellbeing: During remote working	https://www.st-andrews.ac.uk/coronavirus/wellbeing/
Staff wellbeing: Internal webpage	https://www.st-andrews.ac.uk/staff/wellbeing/
Smart Working at the University	https://www.st-andrews.ac.uk/hr/smart-working/
Centre for Educational Enhancement and Development (CEED)	https://www.st-andrews.ac.uk/ceed/
"Do we need this meeting": Decision tree	https://universityofstandrews907-my.sharepoint.com/personal/jl251_st-andrews_ac_uk/_layouts/15/onedrive.aspx?id=%2Fpersonal%2Fjl251%5Fst%2Dandrews%5Fac%5Fuk%2FDocuments%2FPeople%20Strategy%2FMeeting%20Decision%20Tree%2FDo%20we%20need%20this%20meeting%20decision%20tree%2001%2E09%2E2020%2Epdf&parent=%2Fpersonal%2Fjl251%5Fst%2Dandrews%5Fac%5Fuk%2FDocument%2FPeople%20Strategy%2FMeeting%20Decision%20Tree&originalPath=aHR0cHM6Ly91bml2ZXJzaXR5b2ZzdGFuZHIJd3M5MDctbXkuc2hhcmVwb2ludC5jb20vOml6L2cvcGVyc29uYWwvYmVwamwyNTFfc3QtYW5kcmV3c19hY191ay9FYmJKb2xucjhEQk1va0d2SDZWSnhDTUJ3c3o2VmZMYm1IVF80M1dQX2Y3TGVB3J0aW1IPVVmRIJYUHRQMkVn

IT Support: Change your work hours and days in Outlook	https://support.microsoft.com/en-us/office/change-your-work-hours-and-days-in-outlook-a27f261d-0681-415f-8ac1-388ab21e833f
IT Support: Scheduling Assistance	https://support.microsoft.com/en-us/office/video-use-the-scheduling-assistant-a7bf1aee-bee6-46d6-a126-194ed04fbe09
IT Support: Create and add a signature to messages	https://support.microsoft.com/en-us/office/create-and-add-a-signature-to-messages-8ee5d4f4-68fd-464a-a1c1-0e1c80bb27f2
IT Support: Change your status in Teams	https://support.microsoft.com/en-us/office/change-your-status-in-teams-ce36ed14-6bc9-4775-a33e-6629ba4ff78e
IT Support: Change your background for a Teams meeting	https://support.microsoft.com/en-us/office/change-your-background-for-a-teams-meeting-f77a2381-443a-499d-825e-509a140f4780
IT Support: Microsoft Teams backgrounds	https://www.st-andrews.ac.uk/it-support/services/office-365/teams-backgrounds/
Guidelines on recording of meetings involving University staff and students	https://www.st-andrews.ac.uk/media/human-resources/new-policy-section-documents/recordingofmeetings/Guidelines%20on%20Recording%20of%20Meetings%20involving%20University%20Staff%20and%20Students.pdf
Roles in a Teams meeting	https://support.microsoft.com/en-gb/office/roles-in-a-teams-meeting-c16fa7d0-1666-4dde-8686-0a0bfe16e019?ui=en-us&rs=en-gb&ad=gb
IT Support: Schedule a meeting in Teams	https://support.microsoft.com/en-us/office/schedule-a-meeting-in-teams-943507a9-8583-4c58-b5d2-8ec8265e04e5#:~:text=%20There%20are%20several%20ways%20to%20schedule%20a,A%20scheduling%20form%20will%20pop%20open.%20More%20
IT Support: Connect to the VPN	https://www.st-andrews.ac.uk/it-support/services/internet/vpn/
University information classification policy	https://www.st-andrews.ac.uk/policy/information-governance-and-management-information-security/university-information-classification-policy.pdf
University information classification policy: implementation guide	https://www.st-andrews.ac.uk/policy/information-governance-and-management-information-security/information-classification-policy-implementation-guide.pdf
IT Support: Password guidance	https://www.st-andrews.ac.uk/it-support/security/password/
IT Support: Spam and phishing emails	https://www.st-andrews.ac.uk/it-support/security/phishing/
Regulations governing the use of University information and communications technology (ICT) facilities	https://www.st-andrews.ac.uk/policy/information-technology/ict-regulations.pdf
Frequently asked questions: the General Data Protection Regulation (the GDPR)	https://www.st-andrews.ac.uk/staff/policy/gdpr-faq/
Privacy and data protection	https://www.st-andrews.ac.uk/terms/data-protection/