



Smarter Working
at FSCS

SMARTER WORKING

Where

Where you want to work



When

When you want to work



What

What you want to wear



FSCS is committed to creating a working environment where you can successfully balance your working and home lives.

We provide office spaces at Beaufort House where business collaboration takes place and social connection happens five days per week between 7:00am and 7:00pm.

Our smart working principle is built around our 40/40 rule: 40% of our people spending on average 40% of their time in the office - in simple terms around 2 days out of a standard 5 day working pattern, 3.5 days in a 9-day fortnight or 8 to 9 days out of a 22 day working month.

We also ensure your remote working environment is optimised for productivity by providing the right support, technology and our Home Office Equipment Allowance of £200 per employee per annum.

Work is an activity not a place – think about what you want to deliver today, tomorrow, this week and this month and where is the best location to deliver the best results.

We offer all colleagues both flexibility in their working environment and flexibility within their actual working day.

We use our office opening hours as a good outline for our working day: between 7:00am and 7:00pm, but within these hours the choice is up to you in agreement with your line manager and your team.

So start early, take the kids to school, go to the gym at lunchtime, work later into the early evening or finish early.

All teams should work with their line managers and colleagues to agree a working pattern that works for everyone.

A published rota allows us all to know where we are and when.

Most importantly it allows the People Team to ensure that we do not breach our social distancing guidance or have too many people in the office at any one time.

However, if you need to change your working pattern because of a change in circumstances or personal issues in any week you can agree this with your line manager.

The look and feel of our workplace is changing: our work isn't once-size-fits-all, so where, when and what doesn't have to look that way either.

Dress for your day means you can choose what to wear to work each day based on your comfort, your personal brand, your schedule, your style and what you want to deliver.

So whether you want to wear casual jeans and a jumper or shorts in the summer or more formal attire if you're attending a face-to-face meeting or visiting a client.

We are a vibrant, energetic business and our aim is to give you more flexibility and freedom.



Smarter Working Principles

SMART ENVIRONMENT

- ▶ We provide office spaces where business collaboration takes place and social connection happens, ensuring our remote environment is optimised for productivity.

SMART LEADERSHIP

- ▶ We recruit, retain, and train for leadership with a flexible mindset, providing them with the emotional intelligence needed to facilitate smart working from a proactive position of 'I can'.
 - ▶ We track results and outcomes, not hours, as the way to measure productivity and performance – encourage our people to 'own their day'.
- We engage, listen and act with employee's 'whole-selves' – seek first to understand, then to be understood.

SMART LEARNING

- ▶ We give colleagues the accountability to develop through Career Pathways, as well as to benefit from the experience of their peers. They have the opportunity to share their ideas and insights and to expand their knowledge, and work together to achieve common and personal goals in a blended learning environment.

SMART REWARD

- ▶ We focus on a few core principles: pay competitive salaries; reward the acquisition and application of knowledge, skills, and expertise; offer benefits to support every stage of the employee's life and Career Pathway and celebrate our shared success.

SMART TEAMS

- ▶ We empower teams to think creatively about how to achieve what's required of them via a fresh look at their Team Rules (developed with *Will It Make The Boat Go Faster*).
- We nurture our Engagement Crew, keeping them central, to influence and continue to drive the cultural change.

SMART TECHNOLOGY

- ▶ We optimise technology to become a digital business in every way: E-rotas, touchdown facilities, cloud-based technology, virtual learning, hybrid meetings as default.



Smarter Working Principles

SMART WORKING

- ✔ We think about the activity, the task, the outcome that we need to deliver and the most productive environment to deliver the best results: at home, in the garden, in the office, on the phone or anywhere else?
- ✔ We are aware of your smart working pattern and you are part of a published Smart Working Team Rota.
- ✔ We spend on average 40% of our time in the office - in simple terms around 2 days out of a standard 5 day working pattern, 3.5 days in a 9-day fortnight or 8 to 9 days out of a 22 day working month - in an agreed working pattern that works for everyone
- ✔ We have agreed anchor days in our Smart Working Team Rotas – so when we do 1-2-1s, when we meet face to face as a team, when our line managers will be in the office.
- ✔ We respond to calls and emails on a similar basis as if we are in the office but this also includes quiet, undisturbed periods and proper breaks.
- ✔ We have access to all the necessary resources we need to be productive.
- ✔ We ensure our relationships and team effectiveness are not negatively impacted: smart working should enhance our team performance.
- ✔ We take responsibility to maintain inclusive two-way communication and all meetings should be hybrid – include a Teams joining link.
- ✔ We will not work from home if we are ill or caring for someone – we should take the leave we need.



Smarter Working Principles... Activity Based Working

Activity Based Working

- ✔ Activity-based working (ABW) is a way of working in which colleagues make shared use of a diversity of work settings that have been designed to support different kinds of activities (hence the name activity-based).
- ✔ There are three crucial elements to this definition: diversity, sharing and a way of working
- ✔ Diversity - a mix of regular workstations, phone booths, areas for concentration, collaboration and creativity, break areas and project spaces. At any time, people can choose the setting that is right for them, depending on their task, mood and personal preferences.
- ✔ Sharing – everything is available to all
- ▶ ✔ A way of working – activity-based working ABW is not just a design concept. The core idea is that employees work in a mobile and flexible fashion, making their own decisions as to where and when to work:
 - ✔ More autonomy in choosing where to work
 - ✔ More choice and variety in work settings
 - ✔ Advanced technologies that facilitate mobile working
 - ✔ More contact with colleagues



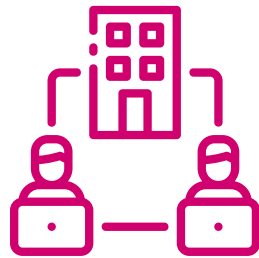
- **Connection**
- **Collaboration**
- **Celebration**
- **Creativity**
- **Compassion**



Our Office Environment



- ✔ Laptop touch down space to accommodate 24 users.



- ✔ A large collaboration, working and breakout space that can be separated by the installation of a London wall that will accommodate large scale internal events when closed.



- ✔ A new Post Room.



- ✔ A new concentration area and 4 new phone booths.



- ✔ New video conferencing facilities.