


Leading practices for remote working


As we navigate the current environment and the shift towards a remote way of working, we want to help all employees to be:



Safe & healthy



Digitally prepared



Actively engaged

Maintaining a sense of team and managing the team experience is critical. Below are leading practices that help ensure continued security, productivity, and motivation during times of remote work.

Activity type	Key actions
Personnel information	<ul style="list-style-type: none"> • Use an agreed-upon collaboration tool to collect information such as: <ul style="list-style-type: none"> ◦ Internal team calendars; detailing time off, holidays, and other noteworthy events. • Update your email signature to include your mobile phone number. • Actively communicate with your manager/team members if any schedule change occurs.
Logistics & technology	<ul style="list-style-type: none"> • Check your at-home internet connection; and ensure that it is strong and stable. Find an alternative connection in case it is defective (i.e. hotspot). • Connect to your organisation’s VPN for online security. • Comply fully with all security and data procedures. • Familiarise yourself with the collaboration tools used within your organisation and understand how to use the built-in features. This includes instant messaging and video calls. • Test technology before meetings to ensure functionality. • Update meeting invites based on the information available on the collaboration tools. • Leverage on virtual classrooms / eLearning’s in internal or external learning platforms.

Activity type	Key actions
Email	<ul style="list-style-type: none"> • Acknowledge emails when received and follow up accordingly. • Be extra proactive, clear, and detailed in your emails. • Recognise when an email will not be productive (e.g. complex, sensitive topics) and make a phone call when more appropriate. • In case you don't have a solution, direct client / employees to relevant team members with their contact details. • Accept email invites to participate in con-calls for updates, clarifications and feedback during the work from home period.
Phone	<ul style="list-style-type: none"> • Discuss with team members and clients whether calling and texting on mobile phones is acceptable (reminder: text conversations should never discuss sensitive or client information). • Be prompt in replying to client calls and text messages. • Manage and control background noise (i.e. headphones, mute button). • Ensure your mobile phone has enough battery power before proceeding for a call. • Have headphones and a charger on standby in case you need to use it.
Instant messaging	<ul style="list-style-type: none"> • Sign in and be available on instant messaging. • Acknowledge messages when received and reply messages promptly. • Set status on instant messaging according to your activity. • Set status to "Do Not Disturb" when presenting. • Set status to "Away" when not at computer. • Paraphrase and recap points discussed in a lengthy chat or when it involves multiple parties before moving on to work on a task. • Clarify messages via phone or virtual meetings if you find the messages to be unclear.
Client interaction	<ul style="list-style-type: none"> • Be early to meetings. • Respect client's time-zone differences and business hours when you schedule virtual meetings. • Load materials before-hand and close unwanted/sensitive views before sharing your screen. Plan sending pdf document(s) in advance to all participants in case the document doesn't load or if someone can't see your screen during the meeting. • Identify purpose of meeting and speakers in meeting invite; all attendees should know their role and how they contribute to meeting objectives. • Facilitate the meeting so that one person may speak at a time. • Mute your mics unless it is your turn to speak to prevent background noises from disrupting the call. • Remember to roll-call and identify required participants. • Assign an attendee to take detailed notes with action items; distribute after the call. • Keep a buffer of 5-10 minutes between subsequent meetings to avoid participants of next meeting joining before the current call is finished.

Activity type	Key actions
Internal team	<ul style="list-style-type: none"> • Leverage on virtual team meetings facility to conduct team discussions. • Have team discussions to set expectations for remote working, obtain feedback on areas for improvement and actions taken to address remote working concerns. • Enable video conferencing feature if the internet connection permits and team members are agreeable to that format. • Maintain a list of daily actionable tasks to ensure joint accountability. • Review approval process and governance with team to mitigate potential risks. • Be proactive and ask constructive feedbacks from your performance manager about your work performance. • Be empathetic and reach out to team members to find out what your team members are going through or how they are impacted by the current state of affairs.
Effectiveness	<ul style="list-style-type: none"> • Start and structure your remote workday like an office workday. Set a clear to-do list and stick to it. Schedule short breaks to relax and recharge. • Choose a comfortable, quiet, well-lit workspace at your home/remote work location to minimise interruptions. Use headphones if necessary. • If you have video calls, dress appropriately and consider your surroundings. • Set up checkpoints at least thrice a week to connect with teams and address any remote working concerns. • Communicate your work commitments with your family upfront. Get cooperation from family members to minimise interruptions and distractions. • Always send documents in pdf format before calls so that clients/employees/team members can read them in advance.

When working remotely, employees risk losing their sense of connectivity and team, not to mention opportunities for humor and lighter conversations. Following these practices can help ensure that what makes working at your company the most rewarding is retained.

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