



# Flexible Work Toolkit

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# Flexible Work

To alleviate the impact of transit disruptions work practices like teleworking, flexible work schedules and compressed work weeks help businesses support their employees' travel arrangements while also ensuring limited interruption to work load and productivity without the stress of commuting.

## Telework

Often referred to as telecommuting or remote work, teleworking allows employees to work from a remote location, from home or a satellite office. Home-based arrangements are often the most cost-effective and convenient to implement on a full-time, part-time or temporary basis and yield the greatest returns when it comes to commuting impacts. Having a designated teleworking policy is highly recommended for any organization wishing to offer this option to employees.

## Flex-schedule/Compressed Work Week

Allowing employees to work during non-peak hours by adjusting their start and end times is a viable way to reduce the pressures of service uncertainty and help reduce time spent in traffic for a quicker, less stressful commute. Another option to consider is a Compressed Work Week (CWW) where employees enjoy a three-day weekend, by working the same hours in the week but longer hours each day.

## Solutions:

- Shift the start of the work week – work Tuesday to Saturday or Wednesday to Sunday.
- Shift start and end times to non-peak hours (before 7am and 3pm or end the day after 6:30pm).
- All staff who can perform their duties offsite may work from home / remotely.
- Implement Compressed Work Week to decrease the need to commute one day a week.

**Did you know?** 69% of Canadian workplaces have flex-work policies to improve recruitment and retention, alleviate stresses of commuting, promote diversity and work-life balance for their employees.

## Tips for a successful flexible work strategy

- Establish approval processes for supervisors and communicate consistent guidance for all employees
- Set clear parameters for remote office needs including physical (e.g. desk and private room) and digital (e.g. phone access, laptop, internet)
- Carefully assess current work culture and policies and engage all interested parties including management, unions and employees
- For setting up compressed work weeks, determine viability based on job descriptions and employee commute demands
- Incentivize employees to arrive earlier by providing free breakfast/coffee etc.

**Did you know?** Telus introduced three categories through its 'Work Styles' flex work program in 2006 – 'Telework', 'Mobile' and 'Resident' – enabling its mobile workforce to work when and where it is most effective. Nearly 50% of Telus' workforce work remotely on any given day.

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