Example Template
"Way of Working" Team Charter

Adapted from Team Charter Template kindly provided by RBC

COVID-19

Team Name: **Date Updated:**

Purpose of Document

This document provides the team with a clear set of principles and guidance;
to enable and empower them to work effectively whilst distributed.

Our Team Purpose

Shared Principles

Ensuring that we are aligned is critical to the success of working effectively in distributed teams.

Notes for Communications

Communication is of increased importance in distributed teams, as there is a need to replicate face-to-face interactions that would have been commonplace when working from the same location.

NB: WhatsApp groups are only to be used for non-work-related matters.

Insert / delete / amend as appropriate for your team(s)

Existing Channel / Forum	What is it used for?	Mandatory?	Face-to-face / Remote?
Example: Weekly Meeting	Status updates and general catch ups	As Needed	As Needed

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Notes for Tools and Systems
Insert / delete / amend as appropriate for your team(s)

Existing Tool	What is it used for?	Considerations for move to remote working?
Example: Office Computer	Access core systems	• Ensure all team members are familiar with systems to connect to other team members. • Ensure device has camera for one-to-one video calls.

'WAYS OF WORKING' TEAM CHARTER GUIDE:
NB: This is not an exhaustive list and is aimed to provide guidance only

Shared Principles – Considerations and Notes
Insert / delete / amend as appropriate for your team(s)

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RBC EXAMPLE: WAY OF WORKING TEAM CHARTER GUIDE
Shared Principles – Considerations and Notes

Eligibility
- Discussed and agreed with team lead
- Factors: Individuals' performance, probationary period, appropriate workspace, suitable equipment, etc.

Scheduling and Availability
- Pre-agreed and communicated in advance - How will you do this?
- Availability should be known across team - Consider shared calendars
- Distributed working is not an excuse to decline or defer meetings
- Individuals should be available via normal communication channels: Email, Phone, Teams, etc.

Frequency
- Guidance on number of days per week for individuals to work remotely

Coverage
- Detail team presence required in the office at any one time
- Plan if coverage is not met due to unexpected absence (travel issues, team member/s falling ill)
  - e.g. Individuals WFH may be asked to come in to the office at short notice

Technology and Support
- Phones diverted - Forwarding of calls must be done to a suitable device; not to phones that can be accessed by other individuals
- Individuals should have suitable kit, equipment and necessary programs to work effectively
  - These should be tried and tested
- Ability to access technical support if needed

Communication, Governance and Team Meetings
- Communication is of increased importance in distributed teams
- Do we need any new communication channels or governance forums to be created?
- What processes, procedures and ways of working could be improved? Do we need any additional new ones?
- Details of expectations for attendance at meetings and training - i.e. Mandatory/Non-mandatory and Face-to-face/Remote

Communication Tools and Systems
- Consider appropriate tools and systems for different interactions

Together we achieve more.

Information kindly provided by
RBC Wealth Management

RBC Wealth Management

Please contact us at
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for help and support.

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