

Partnering for Performance Guidelines

Purpose

Employee health and well-being are important priorities while working and away from work. At Plum we want to partner with you. This means providing the flexibility you need to realize your full potential and maximize your performance at work, while creating the boundaries necessary to manage personal commitment.

Maintain open dialogue with your leader and discuss:

- What hours are most productive for you? What hours are expected that you will be working? When does the business need you (Normal work hours, team meeting times, stand-up, Townhalls, customer meetings, etc.)?
- What personal time would you like to protect (i.e., child drop-off, lunch breaks, protected family dinner, bedtime, weekends)?
- What are the conditions when/where you do your best work?
- How do you maintain good mental health? What do behaviours look like when you feel overwhelmed or stressed? How could your manager best support you during these times?

Productivity and Workload

Plum understands that employees may want or need to work outside their normal hours to meet a time-sensitive deadline, to attend to an urgent matter, or due to unforeseen circumstances; however, employees should not regularly or frequently be expected to work outside their normal and agreed to work hours and reserve the right to disconnect.

Communications

Team members are not expected or required to respond to work-related communication on weekends or evenings (excluding on-call, where it's required for your role, or where specific arrangements have been made with your leader). If you receive communications outside of your normal working hours, you will be informed the level of urgency and expected response time.

Plum may on occasion send general communication to employees, a group of employees, such as an entire department, or forward important information to an employee who is not working, such as on an employee's day off or scheduled vacation. Employees are not expected to respond to any company communication when not at work. In the case of an emergency, Plum may reach out to you via your personal contact information.

Employees who do not reply to work-related communications outside normal working hours will not face negative effects on their employment.

Supporting Others

Employees must also be respectful of others' choice to disconnect and should not expect their co-workers to respond, communicate, or complete work during protected times. Employees must avoid direct communication like sending e-mails, messages (through their phone or other communication and messaging apps) or calling other employees or clients/founders outside their regularly scheduled working hours, or during an employee's time off, such as their regular day off or vacation time. Employees may also turn notifications off for communications such as email or Slack.

Tips:

- Use a scheduling tool to send the e-mail at a specified time during work hours, such as the start of the next workday.
- Setting clear expectations for email response time
- Log off for the day or set your online status to "away", "out of office" or "off-line" when not working
- Schedule time off in your calendar
- Turn off notifications when you do not want to be disturbed.
- Block off focus time in your calendar

Respecting Time Away from the Office

Plum understands the importance for its employees to have personal time off. Employees are encouraged to use their accrued paid vacation time in full every year for rest, relaxation, and personal pursuits. Employees are expected to complete any time-sensitive projects and meet any deadlines before going on vacation. Managers will work with employees to delegate job-specific duties that must be completed while the employee is on vacation to maintain workflow and productivity. Employees should not be reluctant to take vacation, unless there are limitations or restrictions because of a due date, project priority, scheduling conflict, or unforeseen circumstance that prevent an employee from taking a vacation at a specific time requested. Vacation requests do require approval to ensure work needs are met in conjunction with ensuring the employee rests and recharges.