



Please see the updated version [here](#)

## Archive: WFH @ GetYourGuide Playbook

In response to the recent Coronavirus outbreak, **we have implemented a global work from home policy** to protect the health and safety of our staff, and as part of a wider social responsibility, to reduce the impact on the healthcare system.

This has recently been upgraded to a pandemic by WHO and we strongly believe that this was the right course of action. A proactive approach will help slow the spread of the virus and allow the healthcare systems precious time to save lives.

Although the last couple of weeks have had a significant impact on the travel industry, our customers and business, we are prepared to navigate this period and our community is our highest priority. We are here for our customers and partners and will double down on our key strategic initiatives.

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<b>Summary</b>	2
<b>Duration</b>	2
<b>Equipment</b>	2
<b>Travels</b>	2
<b>Communication &amp; Updates</b>	3
Company Updates	3
P0 Updates	3
P1 Updates	3
Friday & Global Updates	4
#WFH Slack Channel	4
Best Practices & Learnings	5
Your Feedback	5
Anything else..	5
<b>Q&amp;A</b>	6
<b>Others</b>	7
Onboarding New Hires	7
General Health Precautions	7
Corona Status Update	8

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## Summary

- **The Corona virus has affected thousands of people, customers and suppliers around the world.** In our last Global Update, we have disclosed the impact on our business- watch it if you have missed it, a link has been shared. Also, [here](#) you can see a summary of what are the key measures all departments have taken up to now.
- **Your health and safety is our primary concern.** Thus, all employees across the globe temporary work from their own home places.
- **We strongly advise against all business travel.** Please check with your manager and get approval if you believe the travel is critical.
- **The WFH policy will continue until 1 June 2020.** (see "[Duration](#)")
- **Always keep an eye on your inbox for [P0](#) and [P1](#) update emails.** Every Monday and Thursday you will receive an update from us.
- **This is the time to make bold strategic bets and ensure relentless focus time.** Best practices around our teams (e.g. standup zoom meetings!), and key tips & tricks from different resources have been consolidated [here](#).

## Duration

Nobody is sure how long it will take to contain the spread and we have provisionally initiated this policy until 15 May 2020.

We will monitor the situation and **update you on 30 April 2020** with a new date should we feel it necessary to extend the policy. This will be done via email and the company Slack channel. (see [below](#))

## Equipment

**You should be equipped with a laptop, charger and any adaptors you need home.** Reach out to *helpdesk* if you need anything else to be effective while working from home, and we will try to accommodate any reasonable requests.

Some teams and roles require a screen to work efficiently and you may take these from your desk. We would ask that you keep this to a minimum and consider if it's really needed. It will cause less disruption when we have to return to the office and normal operations.

Please do not remove furniture from the office!

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## Travels

**We strongly advise against all business travel.** Please check with your manager and get approval if you believe the travel is critical. We also advise against personal travel but understand that it might be necessary in these difficult times.

Anyone traveling to affected areas or has interactions with infected individuals should use common sense and self-quarantine for 14 days. We would consider an affected area, one where the area you visit has a higher infection rate than the one you are returning to. The situation board from WHO can be found [here](#)

You should not attend large gatherings and crowds, especially in cities where there are known infection cases.

## Communication & Updates

In times like this, there is one certain thing: we need to ensure there is a **clear, simple and consistent communication** from all sides on all topics. This refers to all of our daily interactions, 1on1s and team meetings, to company-wide events and messages.

Considering our interim working setup, and the progressive development of the Coronavirus, here is how we will ensure you are updated at all times on all critical points.

## Company Updates

Generally, we will optimise for over-communication. With this, it comes the downside of the possibility of causing too much unnecessary noise. We all play a role here, and we need to hold each other accountable for disrupting unreasonably our relentless focus. The more emails or slack messages we all send, the more likely is that we miss out on the truly important things we actually need to be informed.

## P0 Updates

P0 updates are all critically important messages that all staff need to be aware of. This includes ad-hoc changes, updates and developments that might require a key action from your side.

P0 updates will be communicated only through two channels:

- #getyourguide official slack channel
- email from Johannes (CEO) and/or Marcus (Head of Workspace) with the subject line **\*P0 WFH Update, Date\***

**Please ensure you read these messages timely, and you prioritise them over any other emails in your inbox.**

## P1 Updates

P1 updates are all important, but not timely-critical updates on everything related to WFH. Twice per week (Monday and Thursday) we will send you an update email with everything that has happened, and/or we expect it to happen in the next few days.

P1 updates will be communicated only through one channel:

- email from Marcus (Head of Workplace) with the subject line **\*P1 WFH Monday Update, Date\*** or **\*P1 WFH Thursday Update, Date\***

The email will consist of the following information:

- Update on health & corona status (global)
- Update on workspace, offices and international offices (GetYourGuide specific)
- Highlights of new policy changes, and/or action points
- Highlights of learnings and best practices

**Please ensure you read these messages to ensure you are up-to-date with anything that is happening in and outside of GetYourGuide. Ideally, you will also prioritize these emails over anything else in your inbox.**

## Friday & Global Updates

We will continue holding our company-wide meeting forums as per usual. Actually, your attendance is now more important than ever before, make sure you still take the time to join it.

- **Friday Updates:**
  - Occurrence: weekly, every Friday at 5:30 PM CEST
  - Attendance: mandatory for all employees
  - Agenda: will be posted on the #getyourguide slack channel
  - Any questions? Please reach out to Krete (Executive Assistant COO)
- **Global Updates:**
  - Occurrence: monthly, every second Tuesday at 5:00 PM CEST
  - Attendance: mandatory for all employees
  - Agenda: will be disclosed at the beginning of the meeting. Usually, it consists of business performance updates, key projects updates, OKRs and Q&A.
  - Any questions? Please reach out to Alex S (Chief of Staff)

## #WFH Slack Channel

We also have a **slack channel** dedicated to working from home **#wfh**. Use it to engage with co-workers, and share your experience- check it out only when you want to have a break, find some inspiration and see how your colleagues are doing.

## Best Practices & Learnings

We are one of the very first European companies going remote in this period, and we are potentially paving the way for others to follow. It will be a few weeks with a steep learning curve, however, it is in our DNA culture: we make something out of nothing, thrive in uncertainty and we always keep our customers first in mind.

There are many documents out there (actually, too many!) with various tips and tricks on how to make this period even more useful for you, and your team. There are various crowdsourced lists, websites, articles, magic tricks from past lives....

**We have condensed all of the key information for you, and filtered out the most necessary takeaways [here](#).**

- This is a living document, we will keep it up-to-date
- The document aims to outline best practices for working at home, collaborating remotely and making the best out of this interim setup.
- It will also include an update section (weekly), best practices from all teams as well as some zoom trainings. Go and check them out!
- Any information that might benefit others- send it our way! If you have any tips, best practices, group learnings- please reach out to our Talent Development Team at [learning@gyg](mailto:learning@gyg), we will follow up shortly.

## Your Feedback

Your feedback, as well as your patience and understanding, will be critical so we learn swiftly. We want to make sure we keep our finger at the pulse of the organisation no matter the location. Don't be surprised if you see some additional Peakon questions to your monthly selection, weekly slack polls or one-question surveys in your inbox.

These initiatives will be led by Talent Development ([learning@gyg](mailto:learning@gyg)), shout if you have any questions or suggestions!

Of course, you can also reach out at any time to the ERG as well, more information on our intranet.

## Anything else..

If you have any additional questions, please go through our [Q&A](#) section, and if needed, use our normal contact channels, and reach out to the respective team via email.

## Q&A

**I'm a parent. What are the guidelines when I have to take care of my child while working from home?**

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Our HR Services team has published a short guideline for parents [here](#). If any questions, please reach out to your manager and/or respective HR manager.

**Can I now take vacation days off?**

It is possible to take vacation days off now- please check in with your manager. Also, please note our recommended travel restrictions.

**I have planned a holiday a long time ago. Can I still take it?**

It's up to you. We recommend you suspend any personal travels as well, especially to affected areas. Please read more in "[Travels](#)" section.

**Can we still meet in the office?**

Generally no. Our offices remain open for smaller essential meetings and some candidate onsite interviews, but this strategy will not work if the office is full and people continue to travel. Keep onsite meetings to absolute essentials.

**Can the team meet in cafes or public places?**

Use your common sense. We recommend avoiding larger public spaces, but your local coffee shop is probably ok. It's also important to support local businesses in these difficult times. Be more aware of personal hygiene and... wash your hands.

**Can team events still happen?**

Keep these to a minimum (only if really critical) and avoid public spaces with large groups. Maybe take a walking tour to support our suppliers, and the fresh air will do you good.

**Can I work from another country or city when home working?**

With the current travel restrictions we would strongly advise against this. We should be available to meet at our office should anything change suddenly, or we are able to lift the work from home policy. Only in exceptional circumstances and with manager approval.

**Do we still hold interviews with candidates?**

In line with our internal travel guidelines at this time, we have suspended any travels for onsite interviews and do them remotely. We don't want to put our candidates in a situation where they feel uncomfortable traveling - especially as we know that interviewing can be stressful. We will, however, ensure candidates still have an immaculate candidate experience and have the same chances of success in spite of interviewing remotely. You can read more about it [here](#).

**Is there an emergency phone number I can call if something has happened?**

Of course, we are here at any time in case of emergencies! Please always reach out to your manager (make sure you have their phone number, as well as yours is updated in BambooHR). You can also reach out to Marcus (Head of Workplace) for anything critical.

## Others

### Onboarding New Hires

If you are a hiring manager, and you expect a new starter to join our (remote) teams- we got you covered!

**We will continue delivering an incredible employee experience** (even) in times of crisis. We aim to provide new hires with the same information with a limited impact on the quality of experience.

**We will continue onboarding new joiners twice per month** - on the 1st and 15th of each month. If you want, however, you can discuss a later start date with your newbie. Please reach out to your respective HR manager if this is something you would like to explore.

**Most changes will impact the Berlin office. For example, Launch Days (first and second day of a new hire)** will be held as follows:

- in-house IT, Office and HR sessions (in the morning on their first day)
- 1on1 session with manager (remotely, or when possible managers can meet newbies for a coffee/chat)
- presentations and introductions done remotely via Zoom meetings (day 1 and 2)

**Customer Bootcamp and Executive Bootcamp will be postponed until further notice.** We will revise the schedule at the end of March.

We will aim to have Onboarding sessions available as **e-learning on GrowthHub (rather than remote meetings), as of April**. For now, all presenters will hold their sessions as per usual, just via zoom (remotely).

[Here](#) you can find a detailed timetable.

### General Health Precautions

If you experience any symptoms such as nausea, fever, cough or shortness of breath, seek medical advice from your doctor immediately. Please inform your manager and report in BambooHR in the usual manner. Inform your colleagues so they know you will be unavailable and allow you the time to recover.

For those in Berlin, you can call 030 / 9028-2828 between 8 a.m. and 8 p.m. for medical advice and details on where to get tested.

To protect yourself, be mindful when you are around people who sneeze or cough and wash your hands thoroughly and regularly with soap and running water. This is your best defense from, and way to stop the spread of the virus.

Protective measures against the new coronavirus from WHO [can be found here](#).

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## Corona Status Update

While we don't want people to panic, we believe it's good to stay informed from reliable data sources and expert advice. Try to ignore hearsay and general media noise. The following links from the World Health Organisation are good sources of reference.

Overview: [Click here](#)

Dashboard: [Click here](#)