



# How we create an inclusive and flexible culture

Catch is fully remote and we employ a blend of full-time staff and a strong network of freelance consultants. We're committed to fostering an inclusive and accommodating environment for everyone that works with us.

We've honed systems and practices over a number of years that make it work. So we are sharing our blueprint for inclusive working practices here.

An inclusive environment is one that accommodates people's needs and recognises their contributions, to enable them to flourish. Building this type of culture requires flexibility, boundaries and empathy.

At Catch we are committed to creating an environment that allows our team to feel safe, understood and have the confidence to do great work.

This has not, to date, been the industry standard. For us, it is a non-negotiable. We firmly believe that flexibility in no way prevents us from delivering amazing work for our clients. If anything, it enables us

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Here are just some of the processes and commitments that underpin this culture:

## Onboarding Survey

We've developed this short onboarding questionnaire to help us get a fuller picture of who every Catch team member is, how they like to work, what makes them feel safe, gets the most out of them creatively and what we should know about communicating with each other. You can see this [here](#).

## Open feedback opportunities

We're always growing and learning, so our door is open for feedback. In fact, in addition to our annual employee engagement survey, we have an anonymous [Honesty Box](#) so anyone who works with us can tell us what they think, as often as they'd like.



### **Transparency & being 'online'**

Our “office hours” are 9am – 5pm but this is truly flexible and inclusive. For us, this means a 100% transparent and zero-guilt policy to setting your own schedule or making room for stuff that matters.

This works because we lead from the top - with our directors being open about nursery pickups, PT and therapy.

We put it in the diary, and we're open about it. If someone is a morning owl and wants to work at 7am, fine by us. Same goes if their juices flow at 10pm.

The only thing we ask for is that it doesn't impact anyone else, or our clients negatively.

### **Managing comms**

The only way our approach works is with good communication and respect for each other and the work we're delivering. We live in an always-on culture, which is both helpful (we can work from anywhere in the world) and damaging (hello, checking emails at every hour) but in the spirit of being inclusive to everyone's personal preferences and schedules, we ask for the following:

- If you see someone sending messages on Slack, email etc late at night or early in the morning, that does not mean you have to be working at those times, nor does it mean you have to reply
- Very occasionally something will happen outside of working hours that needs your attention, but this should not be a regular occurrence.
- Feel free to manage your notification settings so that they work for you and don't cause you unnecessary stress.
- In general this should mean you don't have to schedule send messages or be concerned if you're working 'out of hours' however do exercise empathy if there is a message you want to send outside working hours that you think might cause someone else stress, question whether it can be sent at a better time
- Let everyone know when you are working (in the calendar) and take responsibility for your work if you're going to be offline, so no one else is negatively impacted.