



# **HOME OFFICE SURVIVAL GUIDE**

**#WFH**



**Are we efficient enough?  
Comfortable enough?  
Still productive?  
Feeling exhausted,  
or energized?**

**What does all of that have  
to do with our physical  
space for work?**



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When carefully planned, home offices can offer an opportunity for real comfort and efficiency. We can always customize our living & working environment based on our current needs.

Some of us proactively took care of their home workplace, turning their home office into an inspiring place for work - that's great! If you're still hesitating to do that, or not sure where to start with making this change -

**we hope that this short guide can provide an initial push in the right direction!**

## ***An important tip***

- make sure not to skip the Halp! part, as it explains how you can easily apply for a variety of different items and resources we can provide (just a glimpse - office chair, white foil, handyman). It's just a type **/halp** to any Slack channel away from you!

**Stay safe and inspired!**



# **RESET YOUR HOME OFFICE**



1



We assume you've already assessed your current home layout in search of the best room/ corner for work. Wherever it is, try to make it effectively separated from the home environment to minimize possible distractions.

- If you have a smaller flat, that can be challenging. You can try carving out a distinct space within your living room with the adequate dividing solution (e.g. **bookcases** that can be a great storage solution as well).
- **In any case, try to keep your work items within the home office area, without spreading them around.** This can establish a healthy balance, allowing you to relax at home when you are not working.



**THINK  
OF THE  
RIGHT  
EQUIP-  
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2

- Having an ergonomically designed workstation is highly recommended, as many of us already suffer from muscle tension due to poor sitting habits. If you miss your old **office chair**, we can arrange delivery for you, just reach out to us through help! We can also remind you about the adjustment options so you can customize it based on your needs.
- Besides an ergonomic chair, consider **footrests**, **ergonomic mice** shaped to fit your hand, and **soft keyboard pads** that allow rest for the wrist. Be free to always upgrade your existing equipment by adding some customized gadgets. If anything from your N2 office comes to your mind - feel free to pick it up!
- Reducing screen time and being able to do something analog can really boost creative energy! In case you miss your good old office **whiteboard for brainstorming** - you can turn

one of your home walls into a white-board surface by applying a self-adhesive foil. If you need one, just create /help request and follow the steps!

- Carefully **thought-out storage** can be key to having all the space you need. Solutions as simple as pencil cups or trays to keep all writing instruments in one place can make things a lot easier!
- Take some time and **browse some inspiring home office solutions!** There is lots of great stuff in the sea of internet recommendations - so find the ideas that suit you best and use them for inspiration! You can always mimic the same look with some of the items found at Ikea and similar stores.

**(RE)  
THINK  
THE  
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3

- Finding a way **to separate yourself from the rest of the goings-on in your home**, and all usual home sounds and interruptions can be beneficial for deepening your focus. Sometimes to create the quiet needed for real focus and work, you need **a degree of white noise**. If you're missing the office vibe, you can catch a snippet here: <https://soundofcolleagues.com/>
- It is always beneficial to have as much **natural light** as possible in the working area. Natural light helps regulate the body's natural sleep-wake schedules, which can have a great effect on one's productivity. If no daylight is available, you'll need a combination of general (central) lighting and task lighting (e.g. desk light).

- A high-quality **task light** can be essential for cloudy weather or winter days. If you can't get enough daylight because of your home office location, check out daylight-replicating light sources that will provide energy-efficient, full-spectrum lighting. Many ergonomic task-lighting fixtures have dimmer switches so you can control the amount of light. You can find some affordable options at IKEA smart lighting section.
- For **eye comfort**, a yellow-cast illumination is best - it is midway through the color progression from cool to warm.
- **To avoid glare**, don't place overhead lighting directly above computer screens, and don't put a computer screen directly in front of a light source.

- Freshen up your space and air with **(more) plants** if you can! Besides visual effect, it's good to know that if you place several plants together, you can increase the humidity of a room, which helps keep respiratory distresses at bay since they release roughly 97% of the water they take in. If you don't know where to start - you can come by the office and **take one of our new baby plants** to help you get started with your own collection!

*In addition:*

**BE  
YOUR  
OWN  
FACILITY  
MANAGER**



**Have problems with a showerhead, light bulbs flickering, plumbing leakage, curtains falling down?** Do not worry, we can provide you with support for that through our partner and their handymen ready to help you out!

### **Scope of services they provide:**

- Small repairs for plumbing, electrical, home appliances, the general identification of possible problems and repair on the spot or additional support - transporting the appliances to authorized service providers if necessary

<b>Pricing:</b>
<b>Non-emergency</b> (ETA 4-24hr or if agreed differently)
<b>Emergency</b> (ETA within 1 hour)

- AC regular small services (replacement, washing, and disinfection of filters)
- Reshuffling furniture
- 24/7 technical emergency calls - flooding, major leakages

**For contact details,** you just need to create a /help request, choosing “small home repairs” and fill out a short questionnaire. After that, you will be contacted to agree about the details with the technicians. In case of an emergency - flooding, major leakages, or similar you can directly contact 24/7 number +381 62 531 082

	<b>06-22h</b>	<b>22-06h</b>
	10 EUR /hour/ technician	12.5 EUR /hour/ technician
	12 EUR /hour/ technician	16 EUR /hour/ technician

- Services are charged by the hour plus the cost of material (a first hour in full and after by half-hour increments).
- Services cover Belgrade territory. Depending on the type of request an adequate number and type of technicians will be sent to the location.

**Additionally, if you have a tradesman that you would like to recommend to your fellow Nordean, please fill out this spreadsheet and keep our pool of recommendations growing :)**



*In addition:*

**MANAGE  
YOUR  
WASTE  
RESPON-  
SIBLY**



- **Friday is even better when it's Plastic-free!** After finishing your delicious NNN meal - just wash up and stock your plastic packages. Every Friday NNN can pick them up while delivering your new meal and make sure they are recycled!
  
- If you're coming into the office, besides disposing of your plastic waste - remember that we have a clothes & toys drop-off corner in the building that's still active!
  
- JKP 'Gradska čistoća' has an ongoing action for **promoting recycling practice in Serbia**. All you need to do is:
  1. visit their official website (unfortunately only in Serbian),
  2. check the requirements,
  3. and join the action!

Participating can also save you up to 20% of your Infostan bill for waste management.

- **Every first weekend in the month** JKP 'Gradska čistoca' will dispose of big waste items (old furniture, carpets etc). You just need to let them know via phone: 0800-000807



# **CYBER- SECURE YOUR HOME OFFICE**



Don't forget - digital space is also our working & living space. Make sure to check these tips on how to stay cyber-secure and well-connected!

Maybe COVID-19 can not reach our homes, but idle people on the Internet can. Nowadays they are the biggest security threat for people and their companies. We will answer the most common remote work IT questions here and help you stay safe from malicious people in cyberspace.

### How strong is your Wi-Fi password?

Who knows, maybe having a strong password saved you from some attacks! But it is not the weakest spot of the home network. Most of the home routers have a default access password (e.g. telekom, password: telekom) which is a much greater security risk than just having your WiFi connection abused by your neighbors. Replace it with a unique and strong password.



## How can I stay secure when I'm working remotely or using someone else's internet?

### There are two options:

— You can connect to an unknown network and use NordVPN to secure most of your work traffic. In this situation, the best practice is to configure NordVPN to route all traffic through its tunnel and let NordVPN infrastructure do the work to keep you safe. If you do not know how to set it up check [How to set up a VPN guide on Confluence](#).



- **[Recommended]** The second option is to use a Telenor internet solution. If you plan to work from some remote location in Serbia - we offer you a free router with 150GB of internet per month. All you have to do is create a / help request and check the router's availability.

Besides, there's always a handy option of a mobile hotspot - and thanks to our business package from Telenor - we have a lot of GBs available! Setting a strong hotspot password is highly recommended!

**Think twice before giving your laptop to the kids**

We know that new normal means “kids everywhere” while working from home and sometimes the easiest way to calm them is to give them some digital “toys”. Since kids like to explore, and they are very curious we strongly

advise avoiding giving them company devices for that purpose. They may install something malicious.

### **Do not forget to lock your computer**

Even if you are not in the office and no one is going to troll you it is a good habit to lock your computer while you are not using it.

### **Repetitio est mater studiorum**

It is good to remind ourselves about the most common threats and how to prevent getting infected by one of them. Go through our Security Handbook and check your knowledge by completing the quiz in the end. Let us know your score!



# HERE'S HOW WE CAN /HALP!

Type `/halp` command in any Slack channel in case you:

- **Miss your chair/monitor!**  
We can arrange the delivery for you!
- **Miss your whiteboard!**  
You can turn one of your home walls into a whiteboard surface by applying a self-adhesive foil. If you need one - just ping us here!
- **Want your WiFi full speed!**  
If you want this to work, ITOps will need a little bit of your collaboration. :)

If you have issues with your WiFi connection and your Zoom calls keep on

lagging - In most cases, the default Router provided by your Internet Service provider is to blame. If you haven't upgraded it yet to a better one, we can /halp you out!

**How?** → Just make a /halp request for a home WiFi solution and we will send you a pre-set WiFi Router of our choice. You just need to plug it in and test it for a couple of days. If it gets the job done and mitigates the issues you had, you can buy it from us and all the money will go into a donation fund!

### **Want a portable WiFi for your remote work!**

If you want to travel across Serbia and work from different remote locations - don't worry - we got it covered! We have available Telenor internet routers with 150GB of high-speed internet, that you can use wherever there's a Telenor network signal.

### — **Need a handyman!**

Have problems with a showerhead, light bulbs flickering, plumbing leakage, curtains falling down? Do not worry, we can provide you with support for that through our partner and their handymen ready to help you out!

Read more about the scope of services they provide in *Be your own facility Manager* section of this guide!

### — **Also, if you need a new plant buddy**

- there's a whole plant nursery in our building (on the 7th floor). If you would like to adopt one of them, there's no need to reach us, just come by and pick one up :)

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