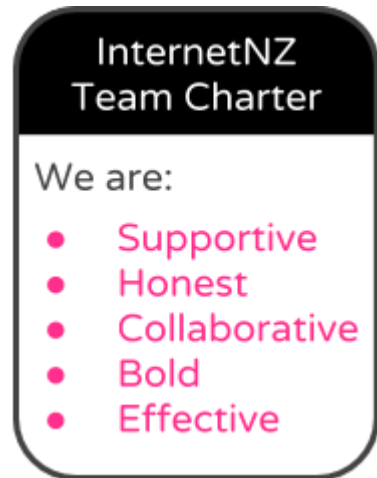


InternetNZ Team Charter

Summary

- InternetNZ staff value our team culture. We hope this review will protect its value to us.
- As a team, we have created and adopted an InternetNZ Team Charter, recording our shared values and expectations.
- We think those shared values help us to be a better team and do better work.



What is the Team Charter?

InternetNZ staff developed a Team Charter, to express shared expectations for how we work. We value the Team Charter as a document we made together, with that process itself showing the values we endorse.

How does our Team Charter relate to this review?

“We invite Council to consider the work culture at InternetNZ, illustrated in our Team Charter, as an asset to preserve in this review.”

The Council has asked for the views of staff as it makes decisions in this review. We have been asked to say what we value, and what is worth protecting. Our Team Charter, and its story, can help to explain what we value in our colleagues and our team culture at InternetNZ.

We acknowledge and value the different work done in teams across the InternetNZ Group. Our team’s story is just one part of that picture.

We invite Council to consider the work culture at InternetNZ, illustrated in our Team Charter, as an asset to preserve in this review.

History of the Team Charter

At our team day in October 2016, InternetNZ staff tasked three working groups with team projects. We are the “Charter v2” working group. At the time, we were mostly new staff with less than two years at InternetNZ. Over time, InternetNZ’s working culture had changed. Old charter values of being

“respectful” and “constructive” now went without saying. We wanted an updated statement, which was more ambitious about how we worked together.

Over several weeks, we ran team-wide surveys and meetings to gather our colleagues’ views. Suggestions turned to feedback, then turned to discussion, and ultimately agreement. The resulting Team Charter is attached.

How do we work together?

We protect each other from stress

The InternetNZ team works for a cause and a community. That work means engaging with people in our office, at our events and around our community. We sometimes face stressful workloads, and stressed people. We generally enjoy that work, and our history includes much that is positive. Unfortunately, there have also been incidents that went badly for people in our team.

At a team day in 2016, that difficult part of our team history was surprising to newer team members. We were used to a positive and supportive environment. In response, knowing our current team could support and protect each other, we collectively agreed to banish the “ghosts” still hanging over us. An explicit commitment to mutual support helps us to do better, braver work together.

We collaborate to produce better work

The Internet is big and diverse, and so is our work relating to it. At our best, the InternetNZ team draws upon the breadth of our skills and experiences to produce outcomes which no one of us could accomplish alone.

We use online communication tools, like Slack and Skype, to work effectively across locations and circumstances. Following the Kaikoura earthquakes in November 2016, roads and buildings were closed, but most of our Wellington-based team members could do most of their work from home.

The Internet can surprise us, and we sometimes need to work together quickly. On the day before this submission was made, the Government announced a review of copyright law at 11:30 am. By 12:15 pm, our Issues and Communications teams were working to send out social media messages. By 1:30 pm, we had a final media release on our website, with ideas from Issues, wording from Comms, and approval from management. We can’t always be that quick - but sometimes we nail it. That fast, flexible, and creative work process is possible because we trust each other and enjoy working together.

We will support each other through this review

Adopting the recommendations in this review will mean change. We may end up with different reporting and working relationships. As we face these changes, our Team Charter is a resource. It reminds us to support each other through the process of change, and as we welcome new ways of working together with our Group colleagues.

We hope the value of our work culture will be preserved through this review. A post-review InternetNZ Group might encourage a similar approach to developing shared, collaborative norms, once a new structure is in place.

We make this submission on behalf of the broader InternetNZ team.

Yours,

InternetNZ's "Charter version 2 Team"

Sarah

Maryann

Gertrud

Maria

James

Andrew

TEAM CHARTER

Supportive

We look after each other, as individuals and as a team. We respect our individual strengths and differences and we create an environment where we enjoy working together.

Honest

We say and do what we think is right, and we do so with integrity and care. We promote an environment where it's safe to be honest, so we can share our unique perspectives, even when they're challenging.

Collaborative

We work to understand and enable each other to do great things together. We acknowledge and celebrate the work of others and seek their contribution to our shared goals.

Bold

We are proactive, energetic, and not afraid to stand out. We seek to inspire and be inspired.

Effective

We work to achieve a real impact in the world, and are driven by curiosity about how to do even better. We take pride in changing if that means we can achieve more together.