NTT’s unique approach to hybrid working is a simple philosophy that balances flexibility with human connection.

It is a consistent global model that allows for tailoring on a country-by-country basis.

Based on 4 overarching principles

1. **The team decides**
   
   Every team decides its own ways of working. This is developed to suit individual needs as well as the needs of the team, our clients, partners and key stakeholders.

   Teams agree how they will work, which days they plan to be in the office, and what their team ‘norms’ will be. This is captured in a **team agreement**.

2. **I can be my best self**
   
   Employees have the flexibility to work in a way that is meaningful to them, based on their individual needs and circumstances, as well as their role in the team.

   Our ‘One Small Thing’ initiative encourages and makes it possible for all employees to agree with their direct line manager the one small thing that would help improve their work-life balance. One small thing might be: making 1:1 meetings walking meetings; taking a longer lunch break to go to the gym and working a little later; or starting and finishing a little later when coming into the office.

3. **We connect for the moments that matter**

   Our people come together with purpose, to connect and collaborate for the moments that matter. Leaders and their teams discuss and decide which ‘moments matter’ most to them.

   The aim is for **purposeful presence** – with in person interaction being expected in certain instances. These include: a new team member’s first day, key team meetings or workshops, brainstorming sessions, client or partner meetings, volunteering, social activities, and performance management discussions.

4. **A unifying workplace community**

   At NTT, a strong and healthy workplace community unifies us as a group. We work together to make a difference to our clients, our partners, society and one another. This is a place where our people care for one another and grow together.

   The aim is for **purposeful presence** – with in person interaction being expected in certain instances. These include: a new team member’s first day, key team meetings or workshops, brainstorming sessions, client or partner meetings, volunteering, social activities, and performance management discussions.