



Better Normal: a new way of working together

Information for our clients
May 2022

VAGO



Our Better Normal workplace

Six pillars of a balanced, connected and inclusive way of working

Flexibility

We will offer and support world-leading flexibility through new ways of working

Our hybrid work model combines the best of office and virtual-based work. The benefits: better work-life balance, greater job satisfaction, and improved productivity. This is critical to our ability to attract and retain the highest calibre people.

1

Quality interactions

We will focus on the quality, not quantity, of in-person interactions

True hybrid working means high-quality, high-impact engagement. Whether working synchronously (together) or asynchronously (alone), our focus is on performance and outcomes, as well as on the rewards that come from being part of a high-functioning team.

2

Safety

We will provide uncompromised workspaces

We are committed to ensuring a safe, healthy workplace, whether that is at 35 Collins Street or another remote location. For example, we offer all team members a best-practice, standards-compliant workstation for working from home.

3

Security

We will protect your information

The nature of our work means we often access and store sensitive information. Data security is a key priority, and we continually assess our systems for potential risks. We also operate on a paperless basis, only printing hard-copy documents by exception.

4

Compliance

We will remain compliant

Moving to a hybrid-first workplace has meant examining all aspects of our practice, both internally (for example, HR processes) and more broadly (for example, audit methodologies). We continually monitor compliance, addressing any risks as a matter of urgency.

5

Continual improvement

We will listen and adapt

Consistent with our approach to all significant change, we proactively seek input from our team members, auditees and other external stakeholders. We strongly encourage your feedback on our Better Normal model and on any other matter.

6

What Better Normal means for our auditees and other external stakeholders

Why we have adopted a hybrid working model

Initially, like all workplaces, we moved to remote working because we had no choice—the pandemic changed the workplace in ways we couldn't have imagined. But it has also presented opportunities and we want to retain those things that improve the way we work and deliver services.

To achieve this, we have transitioned to a hybrid working model. Our model (shown on page 4) is not simply remote working. Rather, it is a model that matches work modes with situations and needs. We are combining the best of office-based and virtual work, empowering our staff to decide what works for them while taking into account each client's circumstances.

Offering the flexibility of hybrid working has two critical benefits:

1. Helps us attract and retain highly skilled, experienced people, including our external audit service providers, allowing us to continue to deliver high-quality financial audits.
2. Drives greater job satisfaction for our team by facilitating better work–life balance. People have the flexibility to work in ways that suit them.

What this means for our engagement with you

We will interact with you remotely, using either Microsoft Teams or your organisation's preferred platform.

However, we continue to value the importance of in-person engagement and maintain our commitment to coming together when it matters most, relative to your entity's circumstances.

If you have any concerns during an engagement, please speak with your VAGO Sector Director.

How we decide when to make a site visit or meet in person

We assess and monitor all our in-person engagement based on value and impact and make decisions about resources and interactions accordingly. We will engage with you in person when it matters most: for high-value and high-impact collaboration.

For example, if we need to work with you on a highly sensitive or contentious audit matter, we may assess it as **high-value + high-impact**, and therefore arrange to meet on site/in person.

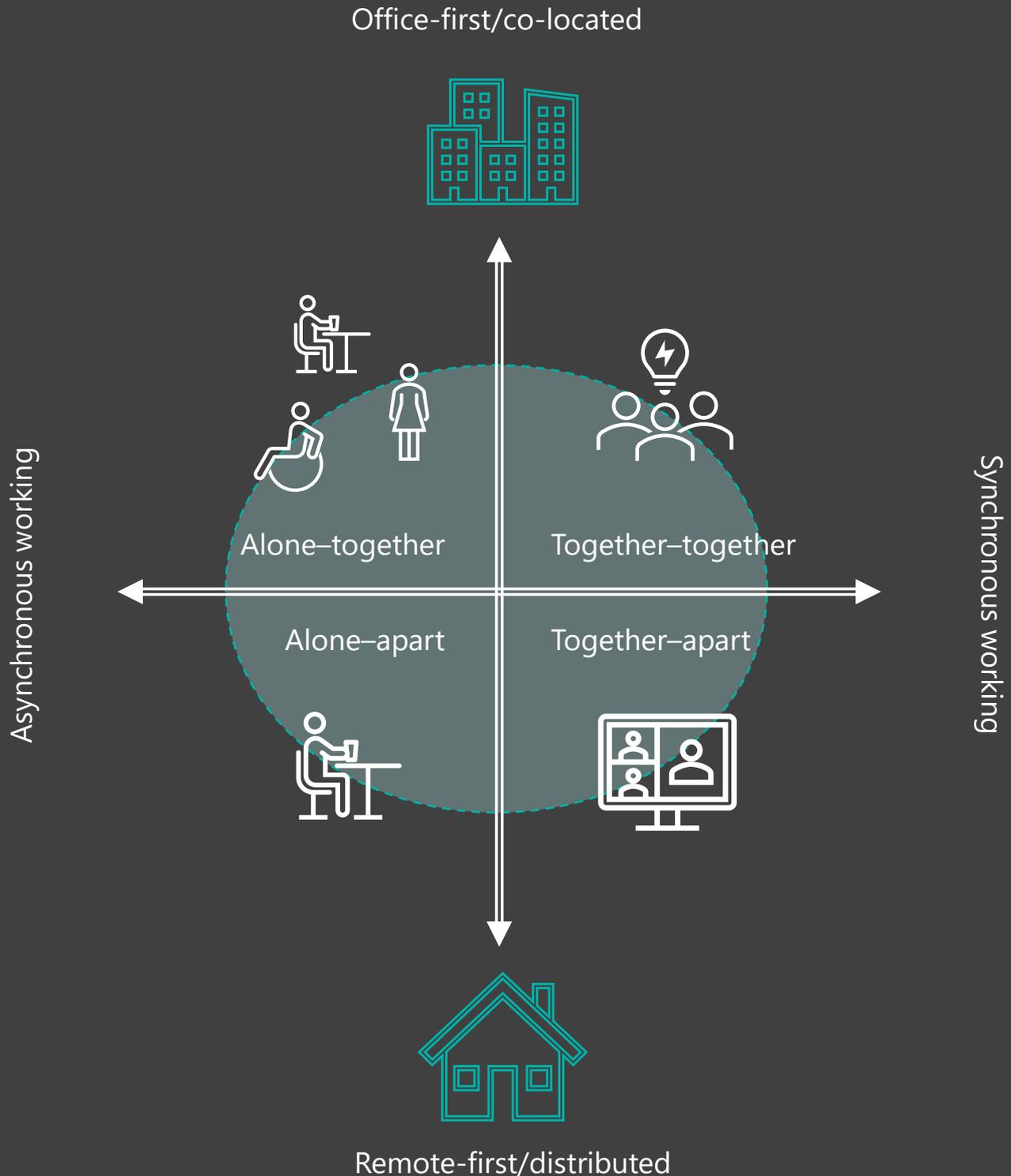
Our approach will be discussed and agreed with you, your management team, and/or your oversight committee.





Our Better Normal workplace

Our hybrid working model



Source: VAGO, based on [Gartner's 4 modes of collaboration](#)

We apply the Gartner model, balancing high-value engagement with opportunities for deep focus. We value in-person interaction and come together when it matters most. We are empowering our staff to decide what works for them, having regard to the circumstances and needs of each client. In-person interaction and onsite visits can and will occur, although remote auditing remains our default position.