

# Remote Working Policy



# Contents

Hybrid Working .....	2
Philosophy.....	2
Homeworking Policy.....	4
Home Working Agreement.....	5
Home Office.....	6
Health & Safety.....	7
Homeworking Agreement template.....	9
Application Process.....	10

## Philosophy

The company believes remote and office working benefits most employees. A hybrid model provides the company with greater access to talent, increased productivity for some employees, flexibility for those who need it and in some cases improved employee experiences. A hybrid approach enables the company to create a social hub within the offices which underpins culture and performance, as well as sustain standards of behaviour, interaction and social cohesion which builds and creates trust.

The company recognises that a hybrid model may create the risk of two organisational cultures emerging. Remote workers may find that their work experience is diminished and may start to feel isolated. The company is therefore committed to training all employees to maximise their effectiveness when working remotely. The Company will define and embrace new behaviours which will meet the needs of all employees. The company will strive to create an inclusive working culture where we continue to build relationships both in person and virtually.

Employees who wish to work remotely for some of the working week, may do so with the agreement of their manager, office workers are required to attend the office for at least 3 days a week or, if part time, 50% of their working time. People managers are expected to maximise their attendance in the office to meet the needs of their team.

## Supporting Processes

The company will annually review how the social networks in the company operate and identify gaps and develop methods to create connections. The company is also developing:

- a communication strategy
- updating management training to reference remote working
- defining and monitoring metrics to ensure remote workers are not treated less favourably with access to IT, project opportunities, career development and assessments

The hybrid philosophy should meet the needs of the majority of employees. If employees wish to work from home for more than 2 days a week then the following policy applies.

# Home Working Policy

Employees may perform some of their duties away from one of the Company's workplaces or away from their normal place of work for up to 2 days week, or 50% of the working week for part time employee, with varying degrees of frequency. This policy applies for all employees who wish to work from home on a full time basis, employees must comply with the requirements set out below.

Hybrid working can be conducted under existing same contractual<sup>1</sup> obligations.

Please note that this policy should not be taken as forming part of an employment contract and may be updated at any time.

## Definitions

- a **hybrid worker** is an employee who is based in the office/laboratory with occasional working from home.
- a **remote worker** is an employee who is expected in the office on occasion and their work location would not be the office. In EROW this designation of place of work would be expressed in the contract of employment. Employees working in sales are classified as remote workers.
- a **flexible worker** is an employee who may work nonstandard hours, for instance on a part time basis. Requests to change working hours could be made through the company's flexible working policies. A flexible worker can also be a hybrid, remote or homeworker.
- A **home worker** is an employee who has applied to work from home on a permanent basis, having previously being classified as a hybrid worker.

## Eligibility

Employees, who are not currently employed as homeworkers, are eligible to apply for homeworking in the following circumstances:

- Where the role can be completed successfully and its entirety away from the office.
- Where the employee has successfully completed either their probationary period or the first 3 months of their training.
- Where the employee's role does not involve supervisory or managerial duties that require working alongside the team
- Where their home environment is suitable for professional performance and conducive to work.

---

<sup>1</sup> EROW employees

- Where there are no performance issues (PIPs or an annual performance rating below CSP).
- When there are no disciplinary issues.
- Where managers don't have to regularly onboard and train new hires.

Requests for homeworking will be granted where:

- The employee's line manager is satisfied that the needs of the business can continue to be met while the employee works from home.
- Homeworking will be cost and time efficient and ensures that there is no significant increase in workload for co-workers.
- All the role responsibilities can be conducted from home.

The manager should discuss with HR all requests for homeworking prior to agreeing to the request. HR will be responsible for calibrating the requests to ensure that remote working is not disadvantageous to specific groups or teams.

### Process

Employees should initially discuss their requirements with their manager prior to making a formal application in writing. As part of the request application, your manager will consider your previous ability to manage workloads, your self-motivation, initiative, problem solving, communication skills.

### Rejected requests

If the manager is unable to accept the employee's request, the reasons for rejecting the application will be issued, in writing, to the employee.

## Homeworking Agreements

Once an application has been approved the employee will agree an individual home working arrangements with their manager. The Agreement will set out as follows:

- the date from which the arrangements are intended to start
- the number or frequency of days they will be expected to attend the office.
- confirm the hours of work
- a requirement to confirm that the employee has an appropriate home office – table, broadband, ergonomic chair, security arrangements, locked cabinets for company materials and documentation.
- For employees in EROW the Homeworking Agreement constitutes a contractual change, subject to a successful trial and monitoring, as outlined below.

## Trial period

Accepted applications will be issued with a Homeworking Agreement which is subject to a 3 month trial period.

The aim of the trial period is for both the employee and the Company to evaluate whether the new working arrangements set out in the Homeworking Agreement works as expected.

At the end of the trial period, the manager will meet with the employee to evaluate the success of the trial. The line manager will determine whether the trial has been successful and confirm whether the Homeworking Agreement may continue. During the trial period, or at the evaluation meeting, either party may propose reasonable amendments to the terms of the Homeworking Agreement. The Company reserves the right to terminate the Homeworking Agreement by declaring that the trial has been unsuccessful or if proposed amendments are unreasonable or unworkable.

## Monitoring the Homeworking agreement

Following the trial period, the Company reserves the right to terminate the homeworking arrangement at any time for any reasonable reason with notice. Additionally;

- employees are required to be contactable during the core hours specified in their homeworking agreement
- if any issue arises that causes an employee to no longer meet the eligibility criteria at the outset of this policy, the Company will review the homeworking arrangement and may terminate it on reasonable notice
- the homeworking arrangements will be subject to regular review
- employees working from home will be expected to attend meetings and other office-based events as and when required by their line manager
- employees working from home are required to comply with Company policies, including holiday, performance targets, sickness, absence etc.
- employees working at home should ensure the home office is conducive to regular video conferencing and the environment is professional, quiet and not prone to interruptions.

## Home Office

The Company supplies workers with the necessary equipment relevant to their job role. The standard kits issued may vary depending on the designation of office or remote worker. In most cases this will be a laptop, monitor, a mobile headset and depending on the role some employees may be allocated a cell/mobile phone. The equipment remains the Company's property and will be shipped and collected at the Company's cost. The Company will require the employee to bring the laptop to the office on request to update, maintain or repair/replace the equipment.

Employees should take reasonable care of the Company equipment and only use it for Company business. IT and telephony equipment may only be used in accordance with the Company's IT, telephony, data protection, data security and monitoring policies.

Personal equipment that an employee uses for work purposes remains their responsibility and the Company is not liable for any loss, damage, repair or replacement of any personal equipment. If another item of equipment is deemed necessary for the completion of their duties, the employee should contact their manager. Each employee has a one-time allowance of \$180 towards the cost of establishing a home office

The costs of electricity, water, heating, telephone, broadband and other utilities will not be covered by the Company. These costs will remain the employee's responsibility.

Employees must keep Company data and Company materials safe and secure at all times, ensuring reasonable precautions are being taken to maintain confidentiality in accordance with the Data Protection policy.

Employees should refrain from revealing to customers/clients that they work from home. Employees must not provide their personal address or personal contact details customers/clients or third parties associated with the Company. Meetings between customers/clients and employees at home are prohibited. All communications should be routed through the Company workplaces.

Homeworking may invalidate an employee's home contents insurance policy. Employees are advised to check their policy prior to applying and provide a copy of the policy wording and schedule to HR, this will be held on your personal file.

## Health and safety for homeworkers

The Company's health and safety policy applies to homeworkers. Employees should refer to the regional health and safety policies for more details.

Homeworkers may be required to comply with a number of health and safety considerations for their home insurance such as fire extinguishers etc. Homeworkers are required to attend the office to undergo health and safety training.

### Risk assessment

The homeworker is responsible for conducting a home office risk assessment. The Company will require the self-assessment to be completed and emailed to HR.

## Moving home

If employees move home, the homeworking arrangement will be reassessed. If the Company considers that the house move would make, or has made, homeworking unsuitable, this may result in the homeworking period coming to an end.

## Electrical equipment

Homeworkers are required to use all equipment supplied by the Company safely and in accordance with best practice and manufacturer's guidelines. In certain jurisdictions the Company will check all Company electrical equipment for safety<sup>2</sup>. Homeworkers will be responsible for any other electrical equipment used by them in their work activities and will continue to be responsible for the safety of electrical sockets and wiring in their home.

## Working hours

Employees are responsible for ensuring they complete their working hours as defined in their offer letters/contracts of employment.

## Working time

Employees are responsible for ensuring they take their rest breaks as defined in their offer letters/contracts of employment.

## First aid

Accidents must be reported immediately to the nominated person set out in the Company's Health and Safety Policy.

## Employee conduct

If homeworking becomes unsuitable due to employee conduct or performance, the homeworking arrangement may be terminated immediately. Further disciplinary action may also be taken in line with Company policy.

## Communication

Managers may ask home workers to submit plans for the week, or ask for regular updates. All communication should be consistent, reliable and create a new digitally facilitated cadence of meetings.

---

<sup>2</sup> PAT testing is conducted annually in the UK



# Homeworking Agreement Template

[Date]

[Address]

Dear [Name]

Further to our recent meeting to discuss your request to work from home I can confirm that your request has been [approved/not approved].

By signing this Agreement you agree to abide by and adhere to the conditions set out in the enclosed Home Working Policy (enclosed).

The home working arrangement trial will begin on [date] and terminate on [date].

You are entitled to claim [\$180] towards the cost of setting up a home office, any expenses claim should be accompanied by a proof of purchase and will be classified as company property. Your home office requires a table, broadband, ergonomic chair, security arrangements, locked cabinets for company materials and documentation.

I have enclosed the relevant Health & Safety documentation which you need to complete, sign and return to me.

[In all other respects your terms and conditions of employment remain unchanged]<sup>3</sup>

The Agreement will be kept under review and may be terminated, with cause, with sufficient notice

Yours sincerely,

HR

---

Acceptance Acknowledgement

I hereby agree to abide by the Home Working Policy as detailed within the enclosed policy.

Signed:

Dated:

---

<sup>3</sup> APAC and EROW only

# Homeworking Process

1. Discuss the benefits/negatives of the employees homeworking application with the manager
2. Communicate and discuss concerns with the employee
3. Write to the employee outlining concerns and reasons why the application has been unsuccessful

Or

1. Communicate that the application has been successful verbally and in writing.
2. Issue the Homeworking Agreement
3. Issue the DSE form for the home office
4. Enter trial review date in Cezanne as a prompt
5. a couple of weeks prior to the trial review email the manager to ask if they have any concerns
6. Write to the employee at the end of the trail to either confirm the Homeworking arrangement or to terminate it, giving reasons for the termination. For EROW employees the letter should include a contract variation clause, changing the place of work, claiming of expenses to visit the office.
7. Ask for insurance documents and file in personal files
8. Set a prompt in Cezanne to review the Homeworking arrangement annually.

## Leavers

1. When an employee leaves, arrange for the Laptop, phone, headsets and other company property to be collected by courier
2. Any home office equipment bought by the employee and expenses (monitor, chair, printer etc.) does not need collecting.

## People Managers

If a manager of a team applies to be a Home Worker please ensure you discuss the viability of the application with their manager.

1. Will the absence of the manager be detrimental to the team and to other teams? For instance customer service teams such as HR, IT need to have a presence in the building. Does the accounting and legal team need a presence in the office?
2. Ask the approving manager what techniques and tools they intend to use to ensure the homeworker remains connected to the larger team.

3. Ask the approving manager how they intend to monitor outputs, productivity, workload and building relationships

#### **Team Applications**

1. If whole teams apply to work from home, escalate to the VP to discuss the viability of a having a remote team.
2. What is the impact on other teams of a 100% remote team? Will they need others to help them achieve their goals? What will the impact be on other teams? Consult with other team managers to solicit their views.

#### **KPIs**

1. Develop new metrics to check, age, gender, ethnicity, grade, promotions, cost centre, pay equity, VP to be established to monitor fairness and equity.
2. Add new metrics to Dashboard and report at LTM
3. Monitor exit interview of remote workers

#### **Develop**

1. Develop a communications plan
2. Review all training materials and update to include advice on remote workers
3. Continue to digitize HR processes, training
4. Keep the remote working policy under constant review and respond to market trends, pulse surveys and employee/manager needs accordingly.

