

## WORKING FROM HOME POLICY

### **SCOPE**

The Company's 'Working from Home Policy' applies to all colleagues who require the ability to work from home.

### **POLICY**

Colleagues may request to work from home only if their job duties permit it. Colleagues who are required to be in direct physical contact with customers, clients, children, parents are not eligible to telecommute under this policy. Colleagues who carry out most of their work on a computer can request to occasionally work from home.

Work from home arrangements can be occasional, temporary or permanent. Reasons for requesting work from home arrangement include but are not limited to:

- Parenting
- Emergencies
- Medical reasons
- Bad weather
- Work-life balance
- Overlong commute

Colleagues who are within their probationary period may not request to work from home, unless this is already an express condition of their contract of employment.

### **PROCEDURE FOR REQUESTING PERMISSION TO WORK FROM HOME**

Prior requesting/approving work from home arrangements, all colleagues and managers must consider:

- Is colleague eligible to work from home by nature of their job
- Does colleague have the necessary equipment to enable them to work from home
- Conditions of colleague's home or alternative place of work (ref. Suitable workspace)
- Are there any cyber security / data privacy concerns
- How (if/will) collaboration with the colleague's team become difficult

When a colleague requests to work from home due to any reason, this procedure must be followed:

- Colleague must request working from home from their manager
- Approval for working from home is at the manager's discretion and in line with the business needs
- If the working from home arrangement extends for more than one week, managers and team members will meet to discuss details and specific goals, schedules and deadlines.

### **PROCEDURE FOR WORKING FROM HOME**

- 1) Develop a daily work routine in conjunction with your manager
  - a) Follow your schedule
  - b) Comply with rest period and ensure breaks are adhered to
- 2) Comply with your normal working hours
  - a) We expect colleagues to work for specific hours per day, if a colleague needs to change their working hours, the colleague must first discuss it with their manager
  - b) Keep your team members and manager informed when they can reach out to you throughout the day and be available to them

- 3) Check your internet connection
  - a) Colleagues must ensure they have a secure internet connection
  - b) Colleagues must follow all internet security guidelines diligently and not to connect to untrustworthy providers
- 4) Stay online
  - a) Colleagues must check their emails and Microsoft Teams regularly to receive other colleagues' requests and questions
  - b) Colleagues must keep their calendar updated and join meetings with a camera and microphone on
- 5) Comply with all Company policies e.g., GDPR, Confidentiality, Health and Safety etc.

### **CONFIDENTIALITY**

Your working environment and working practices are subject to the same working standards that are applied to the Company's offices regarding confidentiality, access to Company documents and Health and Safety.

If on any occasion Company documents are used in the course of working at home, precautions must be taken to ensure third parties (including members of your family, visitors or other persons visiting or residing in your home) do not become aware of any information which is confidential.

Information must not be left unattended when you are working and when materials are not in use they must be kept locked away in a secure place. Similar precautions must be taken when transporting documents in the course of your work.

All Company business information is regarded as confidential. Customer and colleagues' information held or known by yourself is subject to the provisions of the General Data Protection Regulation and Data Protections Acts. Therefore, you must take steps to protect Company records at all times against loss, unauthorised access, alteration or destruction.

You are required to take special care to secure all records and to prevent unauthorised disclosure of any Company or other business information. Customer or customer contact information is particularly sensitive as customers have a legal right to expect personal information held about them to be held in utmost confidence. On behalf of the Company, it is your legal obligation to ensure these rights are protected.

If you have any reason to believe that Company information is lost, altered or has been accessed by any unauthorised person, you must report this to your manager without delay.

Use of any computer equipment owned by the Company, its software and computer discs are limited to yourself alone and to business applications. Peripheral equipment such as printer and modem may not be connected to any of the Company's computers other than those issued to you by the Company. Information personal to you should not be stored on the computer.

### **ACCESS TO YOUR HOME**

The Company's representatives have the right, on request, to visit and gain access to that area of your home you use for your workplace in order to:

- a) review, inspect or remove any of our property, documents, records or other information relating to our business and your work for us.
- b) to conduct an audit of health and safety provisions.

### **HOME DETAILS**

Your manager must be informed immediately of any actual or potential changes to: -

- a) your address;
- b) occupancy of the property by yourself and/or others;
- c) telephone communications with the property; and
- d) any other changes relevant to the use of your home as your work base.

### **HEALTH AND SAFETY**

The Company may need to carry out a 'Homeworking Risk Assessment' to ensure the safety, health and welfare at work for colleagues who work from home. It is a responsibility of all colleagues to take reasonable care of themselves.

Colleagues must:

- Co-operate with the Company and follow managers instructions
- Protect themselves from harm during the course of their work
- Identify a suitable safe space within their home for home working (ref. suitable workspace)
- Report any injury arising from the working activity to their manager immediately
- Report if any equipment the Company has provided is not working properly or requires maintenance
- Report any concerns relating to safety, health and welfare

### **SUITABLE WORKSPACE**

When identifying a suitable workspace at home, colleagues must consider:

- Suitable light, heat, ventilation to be able to work comfortably
- Keeping the workspace tidy
- Making sure the floor is clean, dry and free from slip, trip and fall hazards
- Suitably located power sockets to avoid trailing cables and overlading of sockets
- Internet access

### **WELLBEING**

The health and wellbeing of our colleagues is of the utmost importance to us, and we encourage and support our colleagues to prioritise their own wellbeing. Disconnecting from work while working from home is vital for your wellbeing to help you achieve a healthy and sustainable work-life balance. Please refer to the Company's 'Right to Disconnect Policy'.