



QRS WORK FROM HOME POLICY

Our work from home policy applies to employees and workers who are required to work from home on a regular basis. This policy ensures that, working from home is viable for as many employees and workers as possible and is intended to provide guidance and good practice to enable employees and workers to work from home effectively and safely.

Employees (are those who are provided with company equipment) and casual workers (are those who use their own devices) but are granted restricted access to company systems (Forsta and a phone license).

The policy should be considered alongside other handbooks and policies in particular those relating to HR, Information Security, ICT, Health and Safety, Intellectual property.

When can employees work from home?

Employees and workers may work from home if their job permits it. Your line manager will decide whether your job permits home working. The business classifies employees and workers as working from home, or telecommuting, when they work outside of the business premises.

Any arrangement for working from home should be voluntary on the part of the employee and at the discretion of the manager/company. It is critical that any arrangement does not impact detrimentally on the quality and continuity of service provision in all functions and activities.

The key to success is mutual understanding and trust, leading towards mutual benefit.

Who gets to work from home?

Your line manager will consider the following factors when approving a home working request:

- ⇒ Can they fulfil their work duties remotely?
- ⇒ What cybersecurity/data privacy challenges does remote working pose?
- ⇒ Will working from home hinder collaboration with other team members?
- ⇒ Do employees/workers have access to the right equipment or software?
- ⇒ Is the employee's/workers home suitable as a working environment?

Compensation and benefits

In most cases, employment terms aren't affected by working from home.

Costs/expenses

No contribution will be made by QRS towards normal household expenses attached to home working, such as heating, lighting, internet, rent or council tax costs. It is considered that working from home is mutually beneficial and that the costs and benefits of working from home will cancel each other out. Consequently, a working from home allowance will not be paid.

Employment Contracts

Hours of work – the level of contracted working hours is not changed by moving to working from home arrangements, including the use of and adherence to Working Time Regulations. However, greater flexibility over when the contracted hours are worked may be possible in some circumstances, subject to agreement between employee and manager, and as long as the required level of service to customers is not disrupted or reduced.

The working hours when the employee should be contactable and the attendance requirements for on-site meetings and other office-based duties should be agreed and defined as appropriate and communicated to other team members.

Communication

Good communication is an essential part of any successful home working arrangement. Employees and workers must be contactable throughout normal working hours by the line manager and other employees and must ensure all communications are work related during working hours.

Contact needs to be two-way, so it is important that open channels of communication are set up and maintained. Regular contact will also allow the line manager to pick up on early warning signs if something is going wrong and offer appropriate support.

There should be clarity about the times in which an employee/worker working from home should be available for contact, and about any requirement for the employee/worker to make regular contact with the office. These should be established and agreed with the Line Manager and communicated to the team.

Extended breaks taken during 'normal working hours' should be formalised with your line manager to ensure that someone is always aware of your whereabouts. Where possible, if taking an extended break then you should still be available on your mobile.

Any visits to the employee's home must be made by prior arrangement and during agreed working hours e.g. Health and Safety reviews, equipment installation.

Absence

Procedures for reporting sickness absence and for requesting annual leave are unaffected and should be in line with existing procedures.

Accidents and Emergencies

When working alone at home you should be aware of the process for responding correctly to an emergency.

When working from home there are a few points to note including whether the property is safe and has suitable precautions in place such as smoke alarms and no trip hazards.

Equipment

All equipment provided must be used in accordance with instructions, safe methods and systems of working and must be returned at the end of employment, or at the end of the working from home arrangements. Please notify IT immediately if any company equipment has signs of defect.

Insurance Implications

In general, working from home should not give rise to any special difficulties from a risk management or insurance point of view. The guiding principle is that good practice should reduce or eliminate the possibility of injury or loss to employees and QRS. Insurance by itself does not prevent injury or loss, and good risk management techniques are required.

It is vital that employees and managers adhere to this working from home policy and associated guidelines, in order to maintain the validity of this insurance provision.

Property insurance cover is provided by QRS. This will only apply to all items provided for use by the employee working at home with the knowledge and consent of their manager. The employee has a duty and responsibility to look after QRSs' property. There is no insurance cover for theft if there is no forcible entry to the property and only laptops or computers are covered in this instance. You must notify QRS immediately of any loss of equipment so that we can take the necessary steps to remote wipe equipment.

Employees'/workers' own insurance policies are unlikely to be affected by working from home. However, employees/workers are advised to consider whether they need to inform their insurers or inform others such as their landlord, mortgage company or loan company of the working from home arrangements, within the terms of any agreements. If in doubt the employee should let the insurance company know, as nondisclosure may sometimes invalidate any policy.

Employee /worker responsibilities

- To abide by the requirements of this document.
- To facilitate communication with QRS as appropriate.
- To deliver the expected work outcomes.
- Understand and consider all the information within these guidelines, in particular their own responsibilities regarding health and safety, data security and confidentiality.
- To regularly check for and install the latest Windows updates on your PC/laptop to ensure it is meeting QRS minimum security requirements.
- To ensure that adequate anti virus software is installed and up to date. QRS must be notified of the AV software you are using prior to any acceptance that you are able to work from home.
- To take all reasonable precautions to protect confidential information relating to employment with QRS which is stored in the home and, in particular, from other people residing in or visiting the home. Information is confidential where it is expressly stated to be confidential. Information can also be confidential where its nature or quality attracts confidence by implication, or where it is covered by the data protection legislation.
- We discourage the printing of documentation particularly whilst working from home unless it is absolutely necessary.
- Printed material must not be left in view of others and you must ensure it is locked away when not in use.
- Printed material must be returned to the QRS office for secure destruction
- To ensure you know and understand your obligation to keep data about any identifiable living individuals confidential and secure, to operate within the terms of QRS policies (available on QRS website) including but not limited to the following:
 - QRS Access Controls Policy
 - Clear Desk Policy & PC Security
 - Confidentiality Policy
 - Data Breach Policy
 - Data Classification Policy
 - Data Security & Data Protection Policy
 - Information Security Policy
 - Password Policy
 - Risk Management Policy Statement
 - and to comply with the Data Protection Act and GDPR.
- To ensure that when using a PC/Laptop that it is kept secure and it must be locked when not in use. PC/Laptop screens must not be visible to others.
- To ensure your login is not shared with other members of the household. We expect screens to be locked when left unattended.

- To ensure work is not overheard by others in the household and there should not be intrusive background noise.
- To take all reasonable steps to ensure that no access is shared nor the details provided to any third party to the QRS systems which includes, but is not limited to; data collection software, phone software and computer systems.
- To ensure that adequate facilities are in place to do the role/task including, but not limited to; a workspace, chair, computer equipment and internet connection.
- To ensure you only access work via your own internet service and not that of a neighbour or public Wi-Fi. We expect that the default router admin password should be changed at the point of set up.

Call Centre worker additional responsibilities

- You must ensure you are logging in and out correctly as this is how your pay will be calculated.
- QRS will continuously monitor live and after calls have been completed, as we have all of the applications we currently use in the office, to do so. Therefore, monitoring will continue as normal when working from home.
- We will continue to monitor: call rate, strike rate, red alerts, breaks, lateness and shift length using Forsta in the same way that we would when in the office.

Human Resources responsibilities

To provide advice and guidance to managers and employees on how to effectively deal with home working at departmental or individual level. To assist managers with the fair and consistent application of the guidelines.

Employees, workers and managers need to understand and comply with QRSs' policy regarding health and safety requirements for working from home and complete a 'Self Assessment Checklist' prior to commencing any working from home arrangements.

Wellbeing Tips Working from Home

When working with display screen equipment here are some simple steps you can take to reduce the risks from display screen work:

- break up long spells of DSE work with rest breaks;
- avoid awkward, static postures by regularly changing position. Stand up and stretch;
- avoid eye fatigue by changing focus or blinking with more frequency.

There are important actions you can take to maintain your wellbeing, especially when working from home. Please be mindful that these tips should be utilised in your breaks/non-working hours and shouldn't disrupt your actual working time.

PHYSICAL

- ⇒ Maintain good protective habits at home – wash your hands, keep surfaces clean etc.
- ⇒ Get outside every day for fresh air and sunlight.
- ⇒ Maintain healthy sleep habits.
- ⇒ Drink lots of water to keep hydrated.
- ⇒ Stand up and move during the day ensuring you take regular breaks.

SOCIAL

- ⇒ Use multiple channels and communicate regularly with your manager and colleagues.
- ⇒ If possible, create a dedicated space for working from home and set it up to maximise your productivity, communicate to your family to respect your work area as your place of business.
- ⇒ As much as possible, keep a regular work schedule and work habits as if you were going into the office.

EMOTIONAL

- ⇒ Try not to have your workstation in the room where you sleep, in order to create a psychological limit between work and personal life.
- ⇒ Take mental breaks throughout the day to disengage from work, the news and social media – practice relaxation, breathing or meditation.

These policies supplement your terms of employment but are not of contractual effect. Their purpose is to explain the Company's current policies and procedures, but they may be subject to change without notice if changes are considered appropriate by the Company or if there are changes in relevant legislation.