



# QRS WORK FROM HOME POLICY

Our work from home policy applies to employees and workers who may be asked to work from home on a temporary basis. This policy ensures that, where possible, working from home is viable for as many employees and workers as possible.

## **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.

## **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.

## **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.

## **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.
- ⇒ 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) and to comply with the Data Protection Act and GDPR.



- ⇒ To ensure that when using a PC/Laptop that it is kept secure and that your login is not shared with other members of the household.
- ⇒ 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, QRS servers.
- ⇒ 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.

#### **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 temporarily from home.
- ⇒ We will continue to monitor: call rate, strike rate, red alerts, breaks, lateness and shift length using Confirmit 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.

#### **Wellbeing Tips Working from Home**

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.*