



CORONAVIRUS (COVID-19) HOME WORKING – HEAD OFFICE Corporate Policy

A) INTRODUCTION

Creative Support is committed to ensuring the health and safety of all employees whilst ensuring the continued running of Head Office to provide ongoing support to our services during the coronavirus outbreak.

As such you may be permitted to work from home in agreement with your Line Manager and Service Director. Please note that you cannot independently decide to work from home without the recommendation and formal consent from your line manager and the secondary authorisation of the Head of People & Performance. Working from home will also only be agreed where we have work to offer you that can be performed at home.

As part of the working from home application process Creative Support may also have to assess if we can offer full-time or part-time hours based on the work available. Part of this assessment may include a reduction in your contracted hours or use of annual leave.

There is no option to work from home for employees providing care and support.

In the first instance, an assessment of your role will take place with the HR Department and your line manager to determine whether it is possible to fulfil all the necessary requirements of your role whilst working from home.

Home Working agreements will be assessed on a weekly basis to ensure the arrangements are still suitable for both parties. These reviews should take place in person (where possible) or by telephone.

We reserve the right to end the Home Working agreement if it is no longer viable for the needs of the business or if the agreement can no longer be line managed appropriately. We will of course have full discussion with employees to review these arrangements.

Where an agreement has been reached for an employee to work from home, they need to consider the following skills which are key to ensuring that their home working can continue:

- time management and self-discipline
- motivation
- self-sufficiency
- communication
- technology (WIFI must be available at your home).

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

B) WORKING FROM HOME AGREEMENT AND CHECKLIST

Before beginning any period of Home Working you must complete the enclosed Working From Home Agreement and Checklist forms and then have a meeting with your line manager and HR to confirm your working hours, means of contact and the expectations of your role whilst you are working away from the office. Once you have completed your Agreement & Checklist, met with your line manager and been signed off by HR with agreed parameters of your home working, the agreement will be confirmed in writing and you may begin home working from a date agreed upon by both parties.

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The following must be agreed and/or confirmed in writing by your line manager before home working can begin:

- Contracted hours (even if these haven't changed from your standard contracted hours)
- Pattern of work (start and end times for each day of working)
- Contact details
- Expectations of role and duties (if varying from your usual duties as you may not be able to complete some of your usual task whilst not in an office, for example printing and sending out of letters)

C) HOURS OF WORK

You should make yourself available for your specified hours of work. You are required to complete time sheets and submit signed copies to your line manager for approval every week. Once your line manager has approved the time sheets, they will be submitted to Payroll.

Please ensure all colleagues within your department/team are aware of your working hours.

D) COMMUNICATION

Before beginning your period of home working you must ensure that all of your contact details are up to date and completed in full on iTrent. If you require assistance accessing your iTrent Employee Self Service to update these details please contact the iTrent Help Desk on 0161 236 0829 or iTrent.Helpdesk@creativesupport.co.uk.

If you are working from home you are expected to be available via both telephone and email for all work related correspondence. You should make sure your contact details are available to all your colleagues, external clients and partners so they may contact you as standard.

You must also ensure that the Reception/Admin team are aware that you are working from home and how you can be contacted.

Your extension line from your desk will be re-directed to your work phone to ensure you can continue to take all work related calls.

Whilst working from home you should be contactable at all times. We reserve the right to contact you during either the hours as stipulated on your Working from Home Agreement or as otherwise detailed.

E) LOGGING ON AND OFF EACH DAY

Whilst working from home you must log on each day when you start working and log off at the end of the day when you have finished; this is in line with your agreed working hours. You can log on and off by emailing your line manager each day so that they know when you have started work and when you have finished work. During the day you will be expected to be in regular contact with your line manager and your department.

As stated in clause C, at the start of each week you must complete a time sheet as standard and forward this to your line manager for authorisation. The times you put on this timesheet must match the times you logged on and off daily with your line manager each day.

F) WEEKLY REPORT

As stipulated in clause A, Working from Home Agreements will be assessed on a weekly basis to ensure the arrangements are still suitable for both parties. These reviews should take place in person (where possible) or by telephone.

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As part of these weekly reviews you are required to complete the enclosed Weekly Working from Home Report and send to your line manager by **3:00pm** on **Friday** (or the final day of your working week if not Friday). These reports will assist with the monitoring of your home working duties.

G) EQUIPMENT PROVIDED/COST RE-IMBURSEMENT

The following equipment may be provided to you:

- laptop with office software, anti-virus software, email and broadband internet connection
- work mobile phone
- stationery and office supplies

You will responsible for the damage to or loss of any equipment provided as part of your Working from Home Agreement and we may seek reimbursement for any loss or damage.

H) HOME DETAILS

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

- 1) your address; your contact number;
- 2) occupancy of the property by yourself and/or others;
- 3) telephone communications with the property; and
- 4) any other changes relevant to the use of your home as your work base.

Please ensure any changes to your home contact details above are updated on your iTrent ESS page.

The information on business relationships you are asked to confirm annually will include certain declarations about individual family members and/or any other persons living in your home.

You should make sure your home insurance has been informed that it is being used for business purposes and that you are not in breach of any of their terms and conditions.

I) CONFIDENTIALITY

- 1) All company business information is regarded as confidential and data protection is a top priority for Creative Support; we take our obligations under the Data Protection Act seriously. Therefore you must make yourself aware of the Company's policies on data protection and ensure adherence to it at all times. You must take steps to protect company records at all times against loss, unauthorised access, alteration or destruction. You must make the Company aware immediately if you discover that there has been a data breach.
- 2) You are required to take special care to secure all records and to prevent unauthorised disclosure of any Company or other business information. 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.
- 3) 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 should be locked away in a secure place. Similar precautions must be taken when transporting documents in the course of your work.

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- 4) 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.
- 5) Use of any computer equipment owned by the Company, its software and computer discs are limited to you alone and solely for business purposes. Peripheral equipment such as a printer and modem may not be connected to any other devices other than those issued to you by the Company. Information personal to you should not be stored on the computer.

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.

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Working from Home Agreement



1. **Name:**..... **Emp: Number:**.....

2. **Job Title:**.....

3. **Department / Project:**.....

4. **Current Contracted Hours:**.....per week

5. **Will these hours vary whilst you are working from home?** Yes | No
(Please circle)

If Yes, please confirm temporary change Contracted Hours:per week

If Yes, has your line manager completed a Change of Details Form: Yes | No
(Please circle)

6. **Planned Pattern of Work whilst working from hime:**

Monday	Start Time:.....	Finish Time:.....
Tuesday	Start Time:.....	Finish Time:.....
Wednesday	Start Time:.....	Finish Time:.....
Thursday	Start Time:.....	Finish Time:.....
Friday	Start Time:.....	Finish Time:.....
Saturday	Start Time:.....	Finish Time:.....
Sunday	Start Time:.....	Finish Time:.....

7. **Contact Details:** (please ensure these are updated on iTrent ESS if different)

Telephone Number:.....

Back-Up / Secondary Telephone Number:.....

Work Email:.....

Back-Up / Personal Email:.....

Home Address:

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8. **Expectations of role and duties:**

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Working from Home Checklist



Do you have an internet connection at home (i.e. wifi)?

- Yes
- No

Do you have access to a computer at home?

- Yes
- No

Do you have access to a work laptop?

- Yes
- No

Do you have access to Citrix?

- Yes
- No

Do you have access to a personal mobile / land line?

- Yes
- No

Do you have access to a work mobile?

- Yes
- No

Do you need access to hard copy files?

- Yes
- No

Basic Requirements for Home Working;

- Telephone contact number
- Internet Access
- Access to Emails & Citrix

Actions:

What items/access do you need which you do not currently have:

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Working from Home Weekly Report



Please submit the below Working from Home Weekly Report to your line manager at **3:00pm** on **Friday** (or the final day of your working week if not Friday).

Key Tasks: What tasks and duties have you been working on over the past week?

Key Achievements & Outcomes: What tasks or duties have you completed over the past week?

Work Planned for next week: What tasks and duties do you plan work on next week?

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I have completed the Working From Home Checklist & Agreement Form and understand the above policy and the terms and conditions contained within and I agree that they form part of my Contract of Employment.

Employee Name:.....

Employee Job Title:.....

Employee Signature:.....

Date:.....

Line Manager Name:.....

Line Manager Job Title:.....

Line Manager Signature:.....

Date:.....

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