

# REMOTE WORKING POLICY & PROCEDURE

**POLICY:** REMOTE WORKING POLICY & PROCEDURE

**ISSUE:** 4

**ISSUED:** November 2021

**REVIEW DATE:** November 2024

## 1. Aim and Purpose

The aim and purpose of The Age UK North Tyneside Group (known as The Group for the remainder of the Policy) Policy and Procedure for Remote Working is to recognise the benefits to the business from allowing employees to work remotely. Remote working is taken to mean working at a location other than the employee's normal place of work which could include working remotely from home.

The purpose of this Policy is to set out the way in which the Group will consider applications for remote working, expectations of its employees working remotely, and the arrangements necessary to support remote working.

## 2. General Principles

The general principle of the policy is to:

- Enable suitable employees to work remotely for business reasons.
- To ensure through appropriate monitoring, that remote working does not inadvertently become a regular feature of the employees' working arrangements.

## 3. Legislation

There is no specific legislation relating to remote working, however the arrangements set out in this Policy incorporates reference, where appropriate, to the Group's obligations under GDPR and existing health and safety legislation.

#### **4. Requesting to work remotely**

Employees wishing to work away from the office must secure the agreement of their line manager prior to the actual date of working remotely. Retrospective requests will not normally be agreed and any absence maybe considered as unauthorised, which may lead to disciplinary action being taken.

When approving requests, line managers are responsible for ensuring that there is a clear business requirement for the employee to undertake work remotely rather than attending the office.

#### **5. Approving requests for working remotely**

Line managers should consider requests for working remotely on the following criteria:

- The nature of the employee's job: for instance, does the employee's job require regular, face-to-face contact with other employees or members of the public, meaning that it is unsuitable for the post holder to work from home ie. Those whose duties cannot be carried out at a different location.
- The applicant's skills, abilities and personal attributes ie. the employee's performance should be considered in determining whether the employee is considered suitable to work unsupervised.
- Impact to team ie. the demands likely to be placed upon the employee's colleagues and the impact upon members of other teams with whom the employee works with. In other words, the line manager needs to be confident that sufficient resources are available within the team to cover the employee's absence from work
- The suitability of the remote location ie. the suitability of the location, including whether permission has been given where appropriate.

While working remotely, employees must be engaged on agreed Group work and be contactable during normal hours of operation.

#### **6. Expectation of employees who work remotely**

While working remotely, the employee must continue to complete all duties required under their contract of employment. While working remotely the employee must maintain contact with their usual place of work.

## **7. IT equipment**

A laptop will be provided if the employee intends to work remotely. Authorisation must be obtained from the line manager and any approval will be given on a need by need basis. The Group will retain ownership of any equipment issued and also insure and maintain the equipment. The employee must take good care of the equipment and ensure that it be used in accordance with the Group's IT Policy.

## **8. Telephone**

The Group will provide mobile phones which the employee will be required to check on a regular basis when working away from the office. If for any reason you are asked to use your own mobile you must follow the instructions below to protect your personal number:

1. To hide a number from a landline dial 141 and then the number;
2. From an Android device go to the "phone", press the vertical 3 dots for a drop down menu and select "settings", select "supplementary services" select "showing callers ID" click and "hide my number";
3. From an Apple device go to "settings" select "phone", select "show my caller ID", slide the circle to the left to hide number and back to right (green) to show number

## **9. Security**

When working remotely, the employee must be aware of the increased risk of a security breach.

IT equipment provided to the employee to support the remote working arrangement is for the exclusive use of that employee alone. The employee is not permitted to allow family members or friends to use IT equipment provided to them.

When working in a public area, for instance on a train, the employee must take all reasonable steps to ensure that the confidentiality and security of the Group's information. The employee should ensure that any documents/laptop screens are, as much as possible, not visible to members of the public.

The employee is also required to observe the conditions set out in the Group's IT Policy.

## **10. Absence and sickness**

If you are unable to work at any time when working remotely due to sickness, injury or otherwise, you must comply with the Group's Absence reporting procedure and "Sickness Absence Policy and Procedure". The employee is required to keep their line manager informed of the likely date of return to work, the reason for the absence, and progress.

## **11. Health and safety**

The Group's Health & Safety Policy and other health & safety related Policies remain applicable to employees working remotely. Copies of the Health and Safety Policies and Procedures are available on the Intranet.

Employees are required to meet the requirements of this Policy in full and at all times to observe and co-operate with health and safety procedures and make full use of the equipment provided for safe working. Failure to do so may result in disciplinary action being taken.

The Group is responsible for the Health and Safety of employees who work remotely. The Group will provide appropriate advice before the remote working arrangement commences and as appropriate, thereafter.

Prior to the commencement of any remote working the employee will be required to complete a work station risk assessment, to ensure compliance with health and safety requirements.

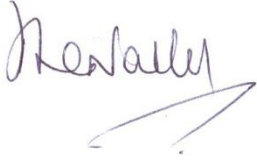
The Group reserves the right to visit the employee in their chosen remote working location (prior to the commencement of, or at any time during the period of remote working) to assess compliance with Health and Safety requirements. This will be carried out at a mutually convenient time.

Accidents to employees sustained while working remotely must be reported in the same way as if office based.

## **12. Confidentiality**

While working remotely from home employees will remain subject to all confidentiality clauses contained within their contract of employment. A disclosure of confidential information during the course of employment may be considered by the Group as gross misconduct and grounds for termination of employment without notice.

Approved by:

A handwritten signature in blue ink, appearing to read 'Dawn McNally', with a long, sweeping underline stroke.

**Dawn McNally**  
**Group Chief Executive**

**Age UK North Tyneside Group** strives to ensure equality of opportunity for all, both as an employer and a provider of services. This policy has therefore been equality impact assessed by the Head of Corporate Support to ensure fairness and consistency for all those covered by it regardless of their individual differences