Flexible Working Pilot Project

Flexible working from home guidelines for staff in Technical Services.

1. Introduction

As part of the University's Flexible Working Pilot Project, Technical Services will introduce a trial for Technical, ALC and S&C staff, where office work can be blended with working from home. The trial will last for 12 months, at which point it will be formally evaluated.

While there is an expectation that normally staff will be in the workplace, there will be circumstances where working from home is mutually beneficial for the University and staff member.

These guidelines define the overarching framework and arrangements for working from home and set out the conditions that will apply for the duration of the Pilot Project.

The arrangements are based on a management philosophy of trust and mutual benefit and the intention is that these guidelines will enable staff to work from home, without detriment to the business.

This arrangement will be implemented as part of the University's Flexible Working Pilot Project which will run in 2019/20.

2. Framework

Technical Services is a service department so we must be mindful that the needs of the business and of our customers will determine a sensible balance of home and office working. Maximum limits on home working have been established to provide a workable framework but this should not be treated as an entitlement.

Whilst working from home, staff should be available for contact during normal business hours. Your contractual weekly working hours remain in place.

While working from home, staff will be expected and trusted to use the time productively.

Flexible Working Pilot Project

Staff should avoid routinely working from home on the same day so as to provide maximum flexibility for all colleagues.

<u>Laboratory Managers</u> - due to the blend of operational, project and strategic activities, up to one day a week may be worked at home. Working from home must be structured sensibly around on-campus work commitments.

<u>Co-ordinators, Technical and S&C Staff</u> - due to the operational and customer facing nature of the activities, up to 1 day per month may be worked at home. Working from home must be structured sensibly around on-campus work commitments.

All staff should adhere to the following general principles:

All staff are expected to gain prior approval from line manager to work from home:

- Staff must log, in advance, in the Flexible Working Pilot Timesheet the days that they will be working from home, giving as much notice as possible and normally at least 2 working days.
- Staff must let their direct reports know when they will be working from home.
- Provision must be made to allow effective communication with Technical Services work colleagues and University customers while working from home.
- Meetings should only take place at the University campus or a similar professional setting in order to maintain the necessary level of professionalism and safety.
  When working from home, vacated office space may be used by other Technical colleagues for working and/or meetings.

Flexible Working Pilot Project

- Staff should avoid routinely working from home on the same day so as to provide maximum flexibility for all colleagues.

- It may not be possible to work from home for the maximum amount of time per week/month. There will be no carry over to the next week/month.

Further Guidance

Working from home means carrying out contractual duties from the home (i.e. normally in the staff members private dwelling) or another remote location. This is a voluntary arrangement and is not intended to create a situation where staff feel obliged to work from home. Working from home does not come with the expectation that staff will work excessive hours; and working from home should not create additional workload for other staff or otherwise affect operational efficiency and effectiveness.

Working from home is not a contractual right through either express or implied terms and will not alter terms and conditions of employment.

The arrangements will be subject to review to ensure that they remain appropriate for all parties for the duration of the Pilot Project and may be modified through discussion.

What happens if the system is abused?

Staff who abuse the system will be removed from the Work from Home scheme and may be subject to disciplinary action.

The Head of Technical Resources, should it be deemed necessary and after due consultation about the operation of the scheme, may give notice to suspend or terminate the Work from Home arrangement and to revert to standard working hours. Circumstances where this may be appropriate include the suspension of the scheme where depleted staffing levels could compromise the effective running of the department or the termination of the scheme where persistent operational problems hinder the provision of a proper service to our customers, the public and other colleagues.

Health and safety considerations

Most of the work that staff would undertake at home is either on line or paper based, and as such should not introduce health and safety risks not already present in the home environment.

Staff should refer to guidance on the University's web pages regarding the use of [Display Screen Equipment](#).

Equipment and technology

As the University campus remains a work base for the employee and a desk and equipment is provided on campus, the University will not provide the employee with additional IT equipment, phone, broadband connection or furniture to work from home.

Staff are responsible for ensuring that they have suitable telephone and broadband services where required, and for contacting the service provider in the event of any technical issues. It is not possible for the University to provide IT support for equipment owned by employees.

Staff who are using University supplied and supported equipment can receive support in the normal way via the ITCS Helpdesk, but if the issue cannot be resolved by telephone, they will be required to bring the equipment on-site, as home visits are not possible.

University equipment may not be used by others i.e. family and friends etc.

Security of information & data protection

While working from home staff are responsible for ensuring the security of University property and all University information, files, documents, data etc. within their possession, including both paper and electronic material; and must comply at all times with UEA [GDPR](#) requirements. Further guidance on the use and access of University IT resources when working from home and the required security steps to be taken is available on the ITCS web pages

In most cases it will not be necessary for employees to transfer private or confidential information from the University to home as these files should be

stored and accessed by using OneDrive. This method will avoid the need to store any data on the local computer. [Guidance](#) on connecting remotely to the UEA Desktop is available from ITCS. Office 365, including OneDrive, is available for download [here](#)

Insurance

Staff are responsible for assessing the implications of home working, for example, with respect to taxation, insurance, mortgage, rental or leasing arrangements.

University equipment will be covered by the University's own insurance.

The University holds liability insurances that provide cover for the legal liabilities of the University and its employees whenever they are engaged in University business. This cover applies irrespective of where the activity is taking place.

Costs/expenses

No contribution will be made by the University towards normal household expenses attached to home working, such as heating, lighting or council tax costs.

When a staff member is working from home, journeys made to the normal office base will not be reimbursed as normal home to work rules apply.

Approval date	
Equality Impact Assessment undertaken	
Next review date	
Review frequency	
Author	I.Bacic – Technical Resources.
Document reference	Technical Services Flexible Working V3