



## Home Working Guidance

### 1. Introduction

- 1.1 There may be times, for a variety of reasons that some employees may need or wish to undertake some of their duties away from their normal place of work (e.g. to work uninterrupted on difficult or lengthy work). As in other HEI's, whilst there is an expectation that employees spend the majority of their working time on university premise, the University accepts that there may be times where it may be mutually beneficial for employees to work from home or at another remote location.

Corona Virus updates - With new government led measures now in place it may also be essential that staff stay at home to work in the event of self-isolation or local or national lockdown. It is important to ensure that those working from home are safe and effective. The following sections cover the policies and procedures that must be followed when working remotely or at home.

### 2. Guidance for homeworking

2.1 Follow our [DSE guidance](#) (click link) when setting up your home working station.

2.2 [Wellbeing](#) - Take regular breaks away from your workstation and screen. This will help you to cope with the changes to your normal workstation set up.

2.3 Communication - Keep regular contact with your line manager and team to keep them informed you are safe and well. The University provides various mediums for online communication including Zoom, Skype for Business, phone & email.

### 3. Homeworking eLearning

A mandatory eLearning on Home Working was assigned to all Staff that are or are planning on working from home. This can be accessed from the [HR – eLearning Portal](#)

### 4. Managing your work

Quality and quantity of work and time taken to complete it should be consistent whether working at home or at the University. Staff working from home should be working in alignment with their personal and team objectives, which have been agreed with their manager.

Regular catch ups and review of work will continue to take place with all staff, irrespective of their place of work.

A member of staff who is working from home should consider their own effectiveness at home and how they will manage potential sources of interruption.

### 5. Roles and responsibilities of line managers and supervisors

5.1 Ensure there is adequate contact and communication with home workers.

5.2 ensure DSE assessments are carried out and mandatory e-learning courses are completed.

### 6. Availability and contact

During the normal working day, staff working from home must be as contactable as they would be when in the workplace. Therefore, the member of staff working from home and their manager must ensure access to effective and continuous communication channels, to ensure that personal interactions between team members can continue and that staff working from home can contribute effectively at work.

Normal working practices still apply when working from home:

- Staff working from home must be available on email during their working hours
- Staff must always make it clear to colleagues where they are working (for example, by stating this in Google calendar) and how best to contact them (via email and specific phone number).
- Meetings may take place using appropriate technologies to facilitate the participation of staff working from home, for example the use of MS Teams or Zoom.
- If staff regularly use a shared mailbox, they should be equally available via email when working at home and respond to queries in as timely a manner as if they were based in the workplace
- If you are unwell and unable to work, you must follow your normal departmental sickness reporting procedure.

## 7. Security and data protection

7.1 Mandatory training - The rules around GDPR and Cyber Security/Data protection equally apply at home. Essentially, working from home creates a new way of accessing confidential data and poses a greater risk of the data's security being breached. In addition, if data is compromised while an employee is working from home, it can be difficult to identify how it happened and when. It's therefore crucial that you take every reasonable measure possible to prevent data breaches from happening. You must ensure you have successfully completed both the GDPR - Data Protection and Cyber Security mandatory e-learning courses which are accessed here:

<https://portal.roehampton.ac.uk/information/humanresources/Pages/elearning.aspx>

### 7.2 Use of Personal devices at home.

Ensure personal devices feature up to date antivirus software and ensure whenever possible that operating systems and software are kept reasonably up-to date.

- Be conscious of other individuals within their household who may have access to their devices and where possible restrict such access.
- Log out of university systems and not allow the device to remember passwords or write passwords down / share passwords with others.
- Be conscious that other people within their household may be able to see information on their screen/overhear phone calls and take measures to ensure confidentiality.
- Refrain from storing data on their personal device unless necessary (use of Office 365/OneDrive may help here). Never store confidential information on unencrypted University laptops
- Refrain from taking paper documents containing personal or otherwise confidential information home with them unless necessary. If paper documents are taken home, they must be kept secure.
- Be cautious of phishing emails and other fraudulent activity, especially considering the current situation.

## 8. Expenses and reimbursement

8.1 Internet services and utilities (e.g. water, gas and electricity) will not normally be paid for or reimbursed. Call costs will only be reimbursed in exceptional circumstances and only when the costs to be incurred have been agreed in advance with line managers. Itemised billing is required. Staff should view the Business Expenses Policy in advance of submitting any claim.

8.2 Employees may be able to claim tax relief for some household bills if they have had to work from home, either because their workplace has closed, or they are following advice to self-isolate and are working from home. Staff can visit the HMRC tax relief webpage to find out if they are eligible and to complete the process.