

## Working from home policy and procedure (COVID-19 period)

### Introduction

This policy applies to employees and workers. This policy aims to describe the working arrangements that will apply in regard to Company employees and workers working from home or considering working from home at any time.

Interr recognise the requirement to keep people safe during the Covid-19 pandemic and allow for every reasonable way for our Head Office staff to be able to carry out their duties as normal. The purpose of this policy and procedure is to provide a framework of understanding about how home working will operate during this time. It is based upon the principles outlined below, which also meet the requirements of all relevant employment legislation.

Head Office employees are reminded that this working from home policy and procedure is only applicable during the Covid-19 crisis and once the Covid-19 situation passes, the employees will be required to return back to the Head Office as normal.

### Your entitlements

#### Home working during exceptional circumstances

In exceptional circumstances, the Company may require you to perform some, or all, of your duties from home. If this happens it will be on a temporary basis. The Company will do all it can to discuss these temporary arrangements with you in advance of them taking effect and will keep them under review.

### Your responsibilities

#### Contact

If you are a homeworker, the Company will normally expect you to contact your supervisor/manager regularly.

Homeworkers must ensure that they take adequate rest breaks as required by the Working Time Regulations 1998. You must:

- take a break during each working day of at least 20 minutes, during which you must stop work;
- ensure that you have a daily rest break of at least 11 continuous hours, i.e. the time period between stopping work one day and beginning work the next day must not be less than 11 hours; and
- have at least one complete day each week when no work is done.

#### Attending the workplace

You are required, on request, to attend the workplace for purposes such as training, performance assessment and team briefings. The dates and times of such visits will normally be agreed with you in advance.

#### Equipment

Interr will provide additional IT equipment – laptops, to allow Head Office based employees to work from home. All staff are required to use their own and supplied equipment correctly and to take reasonable steps to maintain any equipment provided. In the case of a systems failure, employees should contact their manager, who will need to establish the extent of the system failure, the impact on the service and decide on the appropriate course of action. In some cases, this will involve seeking advice from senior management.

Employees are to use their home broadband/Wi-fi for home working during this period. If there is need for any additional internet solution, every employee is asked to speak to their line manager directly first and would be reviewed on individual basis.

Work laptops are for work related purpose only and employees are not permitted to use them for any other purpose. Staff are not allowed to download any programmes unless done so by the IT department. Employees are not allowed to use any applications and/or systems already on the laptops for personal use. Company's equipment may not be used by others i.e. family and friends etc.

Interr reserves the right to complete a full check on the company property following this period by the IT department,

this involves a full check on browsing history on all browsers (incognito browsing should be avoided, however, this will also be checked), applications and systems.

Phones calls coming to the Head Office will be directed to the employee's mobile phone. All staff are required to use the transferred phone calls process set up by Interr using 'uc-one' mobile phone application. Expenses will only be paid for phone calls made from people's phone if they cannot make phone calls through the app 'uc-one' or do not have unlimited calls already. Employees are required to take a screenshot of the phone call made, clearly showing the length of the call, date and the number called as well as a log of the cost of the call. Receipts will have to be submitted to their line manager for approval.

On termination of your employment or contract for any reason, the Company will have the right to visit your home at an agreed time and retrieve all equipment and documents belonging to the Company.

## Procedure

All employees working from home must ensure that they adhere to all Interr's policies, procedures and guidance in relation to Information Security, Data Protection and Health and Safety and treat current home working as though they are in the office.

Employees working from home should be readily contactable, normally by email and by telephone, during normal working hours. Home workers must let their line manager or colleagues know in advance (where appropriate) of any times they will be out, seeking permission from their line manager.

Staff must be available and able to work on their contracted days whether, unless absence is for an authorised form of leave or sickness. Any variation to this arrangement can only be made by prior agreement with the manager.

As a rule, employees are expected to work in the same way as they have been when based in the office. Staff will therefore be required to work hours that facilitate and enable the operation of the services.

For example, if they would usually be available to answer the telephone, respond to emails etc. during the hours the service operates (usually between 09.00 – 18.00 for Finance, HR and Operations, and 24/7 for OCC) they will be expected to do this when working from home, unless a change is agreed with their line manager. Whether or not the line manager agrees to a change, will depend upon the circumstances of the request and its impact on the team and service delivery.

### Employees will:

- Abide by the requirements of this document.
- Deliver expected work output, manage workload effectively and not let their personal circumstances/ home environment interrupt work.
- Agree working arrangements with their manager and ensure that their manager knows when and where they are working at all times (including lunch breaks).
- Ensure their Outlook calendar is up-to-date and their working status is known at all times
- Meet agreed work objectives, deadlines and monitoring arrangements, with a focus on outcomes and achievement.
- Take care of Interr's equipment. Any loss, damage or theft must be reported to the manager and the police if appropriate.
- Adhere to all Interr's policies, procedures and guidance in relation to Information Security, Data Protection and Health and Safety.
- Employees will attend meetings as requested by their line managers via zoom/skype/phone or any other mean as set up by the company.
- To comply with the self – isolation/quarantine during this period if implemented by the company, government or any other official representatives.
- To risk asses your home working environment to ensure it is safe to use and complete a DSE assessment which will be reviewed by HR And the H&S Representative. For further information, speak to the HR department or the H&S Representative.
- Comply with any Gov.uk rules as set by the UK Government or the local authority (lockdowns, tier system or any local rules and regulations).
- Take reasonable care of their own health and safety, including lone working (refer to the lone working policy).

## Managers will ensure that their staff:

- Understand that it is not normally available to work from home, but that working from home is currently in place to protect our staff.
- Have access to the appropriate technology to work effectively both in the office environment and from home.
- Have access to appropriate support and equipment to enable employee to work from home during this time.
- Have access to continuous performance review process which includes regular 1:1 conversation and/or supervision.
- Ensure that information governance and health and safety requirements are adhered to at all times.

## Security

You must not allow members of your family or third parties who are not employed or engaged by the Company to access or use the Company's equipment. You are responsible for keeping all documents and information associated with the organisation's business secure at all times.

Specifically, you are under a duty to:

- keep filing cabinets and drawers locked when they are not being used;
- ensure all confidential information is stored and disposed of in line with Company guidelines and not household waste disposal;
- delete or destroy any confidential information in your possession when asked to do so by the Company;
- not remove any sensitive information from the Company's premises without management approval;
- leave Company equipment or information out of sight (e.g. laptops, mobile phones, documentation);
- keep all documentation belonging to the Company under lock and key at all times except when in use; and
- set up and use unique passwords for the computer and any other digital devices.

The computer and any other equipment provided by the Company for you must be used only for work-related purposes and must not be used by any other member of your family or third party at any time or for any purpose.

## Health and safety

The Company is obliged under health and safety legislation to ensure the health and safety of homeworkers. The Company is therefore required to ensure that:

- all equipment and systems of work in your home are safe;
- all articles and substances are handled and stored safely;
- an assessment of your workstation is conducted;
- information and training on the safe use of equipment, including display screen equipment, is provided to you; and
- risk assessments/DSE are carried out in respect of the work you are carrying out.

If you work from home you have a duty to ensure, in so far as is reasonably practicable, that you work in a safe manner and that you follow all health and safety instructions issued by the Company from time to time.

## Company rules

As a homeworker you are still subject to the Company's policies and rules. In the event of sickness or absence for any other reason you must comply with the absence reporting procedure. In the event of any meetings such as disciplinary or grievance you will normally be required to attend the Company's premises.

## Sickness and absence

Where an employee is unable to work due to sickness, they must on the first day of absence, contact their manager at the earliest opportunity following the company sick procedure. Due to the severity of the Covid-19 situation, all staff who feel sick and are unable to work must also email [hr@interr.com](mailto:hr@interr.com) informing of the symptoms and illness with an estimate time how long they may be off work. The company will work with the terms and conditions of employment of each staff.

## Self – isolation/quarantine

Every employee is required to take every precaution to protect themselves and people around you and to help to stop the spread of corona virus. During self-isolation/quarantine, each person should take the following precautions:

Stay at home for 10 days if you have either:

- a high temperature – you feel hot to touch on your chest or back
- a new, continuous cough – this means you've started coughing repeatedly
- inform Interr following the above sickness and absence procedure

Do not go to a GP surgery, pharmacy or hospital.

- You do not need to contact 111 to tell them you're staying at home.
- Testing for coronavirus is not needed if you're staying at home.

Use the NHS 111 online coronavirus service if:

- you feel you cannot cope with your symptoms at home
- your condition gets worse
- your symptoms do not get better after 7 days
- only call 111 if you cannot get help online on: <https://111.nhs.uk/covid-19/>

## Do

- comply with the latest Gov.uk regulations at all times (lockdown, tier systems or any other local rules)
- try to keep at least 2 metres (3 steps) from other people in your home, particularly older people or those with long-term health conditions
- ask friends and family and delivery services to deliver things like food shopping and medicines – but avoid contact with them
- sleep alone if possible
- regularly wash your hands with soap and warm water for at least 20 seconds
- try to stay away from older people and those with long-term health conditions
- drink plenty of water, wash your hands with soap and water often – do this for at least 20 seconds
- always wash your hands when you get home or into work
- use hand sanitiser gel if soap and water are not available
- cover your mouth and nose with a tissue or your sleeve (not your hands) when you cough or sneeze
- put used tissues in the bin immediately and wash your hands afterwards
- try to avoid close contact with people who are unwell

## Don't

- do not have visitors (ask people to leave deliveries outside)
- do not leave the house, for example to go for a walk, to school or public places
- do not touch your eyes, nose or mouth if your hands are not clean

## Return to work

The company will regularly review the latest situation, and will regularly keep in touch with the home working employees. Once the period of Covid-19 situation passed, all employee will be notified of the date for the return to work as normal. Details about the company property will be communicated to you closer to the actual return to work date.

## Policy Review and Assessment

This policy may be amended by Interr at any time in order to take into account changes in the current situation and best practice. This policy was last reviewed and agreed by the Board and seeks to be reviewed and updated as soon as any new changes come into place. Any queries arising regarding this policy should be addressed to Mick Tabori.



Mick Tabori - CEO  
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