

INTERIM HOME WORKING PRINCIPLES

Introduction

Pennon are continuing to plan and prepare for a wider outbreak of the COVID-19 virus. As part of our planning, and in order to ensure the health and wellbeing of our employees and agency staff, we are taking steps to ensure our employees have every opportunity to protect themselves following the changing landscape of government guidance in relation to the COVID-19 virus. This document should be read in conjunction with other advice and guidance which is available through your line manager or on the Home Safe Me website (<https://www.homesafe-me.co.uk/coronavirus/>) which should be checked regularly.

What is Homeworking?

The organisation promotes flexible working for staff in all jobs and all grades and, where appropriate, will agree to an employee working partly or wholly from home, provided that such an arrangement is suitable for both parties and is likely to facilitate effective and efficient working.

Individual requests for homeworking will, however, need to be reviewed on their own merits and agreement to a specific request will depend on an objective assessment of whether the employee's work can be done from home without any detriment to the organisation's productivity or [client/customer] relations. As every job is different and every employee is different, the organisation cannot guarantee that it will agree to every employee's request to work from home.

Employees who are considering putting in a request to work from home should consider whether their skills and attributes include:

- self-discipline;
 - the ability to work without direct supervision;
 - good organisational skills;
 - the ability to manage time effectively; and
 - an ability to cope with the potentially conflicting demands of work and family.
- This policy aims to describe the working arrangements that will apply when it is agreed that an employee will work from home.

Homeworking Health & Safety

All employees who work from home have a duty to ensure, insofar as is reasonably practicable, that they work in a safe manner and that they follow all health and safety instructions issued by the organisation from time to time.

If you have any concerns in relation to your ability or safety to work from home, please speak to your line manager in the first instance.

Setting up working from home

Hours of work

Homeworking should be completed during your normal working hours, however adjustments to these hours can be agreed locally with your line manager. There are, however, core hours during which homeworkers must be available either to respond to telephone calls/email or to meet with the organisation. These core hours are your contracted working hours/or the hours agreed with your line manager.

The organisation will expect anyone homeworking to maintain regular contact their line manager which should be agreed in advance of any homeworking.

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

- take a break during each working day of at least 20 minutes, during which they must stop work;
- ensure that they have a daily rest break as per working time directive legislation;
- have at least one complete day each week when no work is done.

Employee obligations when working from home

Employees who are working from home must be available to attend telephone conference calls, web meetings and remote team meetings at the request of their employer and/or line manager

Homeworkers will be expected to provide a level of flexibility to the organisation where required to provide business support outside of their normal working duties. Homeworkers may be asked to work alternative or extended hours by their line manager for business-critical situations. They will be informed by their line manager should this situation occur. If a homeworker becomes ill whilst working at home, they are required to follow the company's absence reporting procedure.

Homeworkers may be required, on request, to attend the workplace.

The organisation may request to visit the employee at home at agreed times for work-related purposes, including health and safety matters. The employee agrees to accept reasonable visits from management in their home. Prior notice of these visits will be agreed with you where necessary.

Pay and Expenses

Where an employee uses their personal phone and internet bandwidth for work related purposes the company will pay for all work-related charges, using the organisation's expenses claim procedure where bills are broken down to include work usage.

Homeworkers should obtain receipts for any stationery purchased and any items posted during their work and reclaim the costs using the organisation's expenses claim procedure.

No other supplementary payments will be paid in respect of homeworking.

Equipment and materials

It is the homeworker's duty to ensure that proper care is taken of equipment and materials provided by the organisation. If you require access to further IT equipment, please contact your line manager. In the absence of a company mobile phone, employees may volunteer to take phone calls on their personal landlines or mobile phones.

Security

Employees who work from home are responsible for keeping all documents and information associated with the organisation's business secure at all times.

Managing employee performance

An employee who is working from home will be obliged to adhere to all company policies and process including but not limited to those relating to:

- health and safety
- performance management
- team working
- absence management
- all employment relations policies

Employee wellbeing whilst social distancing

Understandably, you may find that social distancing can be boring or frustrating. You may find your mood and feelings are affected and you may feel low, worried or have problems sleeping and you might miss being outside with other people.

Employees are encouraged to follow healthy patterns of behaviour such as:

- Taking regular breaks from a computer screen
- Try to eat healthy, well-balanced meals, drink enough water and exercise regularly
- Keep your windows open to let in fresh air in
- Divide your time, where possible over a variety of work-related tasks
- Keep your workspace separate from your home space where possible

An employee in this situation will still be required to comply with all company policy's and procedure during their hours of work.

How to request Homeworking



The agreement for homeworking is to support the government's response to COVID-19 and is therefore a temporary measure. You will be informed by your line manager when the business has returned to normal operations.

Any employee who wishes to adopt the homeworking approach during the COVID-19 event should discuss the feasibility with their line manager and ensure that they have the appropriate means to work from home. If an employee is unable to work from home but is concerned about the impacts of COVID-19 they should speak with their line manager as soon as possible.

Supporting information for employees

- Employee Assistance Programme helpline
- Homesafe Me COVID-19 company help page: <https://www.homesafe-me.co.uk/>
- Employment relations team (South West Water, Source, PWS, Pennon & Shared Services):
covid19@pennongroup.co.uk 01392 443761. Employment relations team (Viridor)
covid19@viridor.co.uk 01823 721423