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Leadership levels 3 to 5 (accountability for ensuring alignment across teams)

Intranet (for communication)

Human Resources (HR) and Finance Business Partners

Remote Working Policy

1. Policy Principle

In line with our commitment to our people to have a healthy working environment based on respect and collaboration, we believe that the way our people work in the Colart environment is key to their well-being. Colart is therefore committed to flexibility where possible with the aim of meeting the company and the needs of our people.

2. Policy Aim

To define company arrangements and terms and conditions of employment related to remote working. Remote working is defined as one of the following:

- Home as the contractual place of work with:
 - a. Mobile working
 - b. Travel to company premises and customers
- The office as the contractual place of work with:
 - a. Flexible working from home or another location
 - b. Time split between the office and remote working.

3. Scope

Applicable to everyone employed by Colart subject to eligibility and for those with the office being the main place of work, they have successfully completed their probationary period and remote working has been agreed in advance by their line manager

Eligibility depends upon:

4. Role Suitability

The role must be suitable for working remotely as determined by the business in terms of the ability to complete all role responsibilities outside of the business premises.

5. Role Unsuitability

Positions with at least one of the following requirements will **not** be considered for remote working:

- Provision of a service linked to a site-based set-up that cannot be conducted virtually.
- Operation of business-based machinery or equipment.
- Supervision of people operating business-based machinery or equipment.

A manager may reasonably refuse a request to work remotely based on the above requirements or if it is felt that output following a period of remote working is unacceptable or impacted.

6. Location Suitability

- The environment must be safe with reasonable space, security and privacy.
- There should be an internet connection able to support work systems.
- The remote based site must have a designated workspace with a clear delineation of when they are not working.

7. Definition of “Remote”

For the purposes of this policy, subject to the eligibility being met, Colart recognises that Remote Working may be: -

- Where the person resides
- An alternative space outside of the home residence or the office that satisfies the following health and safety requirements providing line management agreement has been achieved in advance

8. Health and Safety Requirements

Colart has responsibilities under Health and Safety Legislation when employees are remote working, including the requirement to undertake appropriate risk assessments of work activities, ensuring that any equipment provided is safe and ensuring that there is a suitable safe place for the employee to work, for example:

- a. In advance of remote working the following must have completed with forms returned to the line manager in advance:
 - i. The Remote working Self-Assessment Form (Appendix 1)
 - ii. The DSE Workstation Assessment Form (Appendix 2)
 - iii. The Remote Workers Risk Assessment form (Appendix 3)
 - iv. The DSE online e-learning module
- b. In the case of any remote base accidents, the appropriate accident/incident reporting forms, available from HR, should be completed and sent to their Line Manager.
- c. Adequate first aid supplies must be made available at the remote base.
- d. Any particular medical requirements should also be discussed with HR.
- e. New and expectant mothers must contact HR so that a maternity risk assessment of their remote-work area can be completed.
- f. Where a disability or health problem requires reasonable adjustment and/or specialist equipment, then the line manager should liaise with the local HR team, as self-assessment of the work-station in the remote base may not be sufficient in this case.
- g. Failure to comply with health and safety requirements may result in remote-based work arrangement being terminated.

Further guidance specifically related to working remotely is provided by the Health and Safety Executive (HSE) here: <https://www.hse.gov.uk/toolbox/workers/home.htm>

9. Technology and Equipment

Whilst remote working all supplied equipment must be used correctly with reasonable steps taken to maintain any equipment provided. Only the use of DSE is acceptable when working remotely: manual handling or use of other equipment/machinery and hazardous materials is not acceptable outside of the normal work environment. Defective DSE equipment must be removed from use and defects reported to their line manager. Colart equipment may not be used by others i.e. family and friends.

Appropriate security must be obtained for all Colart information stored on a computer (including back-up arrangements) and there must be secure storage for any confidential information. Employees are responsible for ensuring the security of Colart property and all Colart information, files, documents, data etc. within their possession, including both paper and electronic material. Staff should discuss the security implications of working remotely with their local IT team. All remote workers are required to adhere to the Colart Computer Systems Users Agreement.

In order to provide a safe and optimal working environment, Colart will provide the following equipment subject to identified requirements as identified in the risk assessment:

- Desk
- Chair
- Laptop and docking station
- Monitor and monitor stand
- Keyboard and mouse
- Camera and audio equipment

Training material will be provided to guide you on how to optimally setup your equipment.

10. Insurance

It is the individual's responsibility to assess the personal implications of remote-based work with respect to, insurance or leasing arrangements, though any Colart equipment would be covered by the company's own insurance. Colart holds liability insurances that provide cover for the legal liabilities of Colart and its people whenever they are engaged in Company business. This cover applies irrespective of where the activity is taking place providing the line manager is fully aware where the work is taking place.

The Company's insurance will not cover the individual for personal liabilities arising from non-work activities in which case domestic insurances for household contents and, where applicable, household buildings should be put in place by the individual. These insurances include cover for their personal liabilities as occupier/owner of the home. The individual must advise their insurers if they are working from home and using the premises and certain equipment, e.g. computers, for professional purposes on a regular basis. This would be considered a material fact by insurers and failure to notify this change could invalidate the insurances.

11. Costs/expenses

With exception of those who have home-based contracts deemed necessary due to the mobility of the role, no contribution will be made by the Company towards normal household expenses attached to working remotely – this includes no reimbursement of journeys made to the normal place of work. Telephone calls should be made using a company mobile phone or Teams. If for any reason it is necessary to use a personal landline or personal mobile phone

for company business, agreement must be sought in advance from line management including agreement on how telephone calls relating to work will be reimbursed. Personal details such as home phone number and home address will not be divulged without express permission from the remote-worker.

12. Communication

Good communication is an essential part of any successful remote-based work arrangement. Provision must be made to allow effective communication with work colleagues and external clients during the working day. Remote-workers must be contactable throughout core working hours by their line manager and other Colart colleagues. The arrangements for contact should be agreed prior to working remotely.

Meetings should ideally take place in the office or at another suitable location appropriate to the needs of the meeting together with both health and safety and welfare requirements.

13. Responsibilities

Line Manager responsibilities

- To grant permission for remote working at their discretion in line with business needs.
- To ensure relevant arrangements are understood in line with this Remote Working policy.
- To ensure anyone with a contractual remote-based work arrangement is not unfairly disadvantaged and has the same career development and training opportunities as all other person in Colart.
- To ensure expectations and the required standard of work are understood.
- To ensure that the Remote Working Self-Assessment Form, DSE Assessment Form and Working from Remote Risk Assessment are completed and a copy returned to HR before the commencement of the Remote Working arrangement.
- To ensure no work activities involving manual handling, hazardous materials or equipment/machinery other than DSE.
- To provide regular feedback and to discuss and evaluate the arrangement.
- To decide on the effectiveness of the arrangement and communication of any changes.

Individual responsibilities

- To abide by the requirements of this policy.
- To give contact details to facilitate communication with the Department.
- To be flexible to facilitate any office or customer-based meeting even if it is on a day you regularly work remotely.
- To accept that the decision for remote working rests with the company.
- Completion of all appropriate remote working forms and submission to HR with a copy to line management.
- Completion and submission of accident reporting forms in line with Health and Safety requirements.

HR responsibilities

- To provide advice and guidance on how to effectively deal with remote working at departmental or individual level.
- To assist managers with the fair and consistent application of the procedures.
- To store copies of all appropriate remote working forms

Compliance Officer responsibilities

- To receive, monitor and advise on any health and safety issues raised by managers or employees.
- In exceptional circumstances to conduct an assessment for remote-based working if required.

Colart reserves the right to amend this (as with any other aspect of its policies) at any time.

APPENDIX 1

REMOTE WORKING SELF ASSESSMENT FORM

This form should be completed initially by the employee and returned to the line manager prior to any working remotely arrangement. Any matters of concern should be resolved before any remote work arrangement commences.

The responses must be reviewed annually, and at any time if significant changes occur.

Name:

Department:

Address of remote working site *(Please note this information will be provided to your line manager and compliance officers for the purpose of confirming this risk assessment)*

Please tick the boxes to confirm you will or have carried out the necessary actions:-

- I wish to work remotely and confirm that I have read and understood the Company's policy and procedure on remote working.
- I will maintain the working environment to the agreed health and safety standards.
- I agree to complete a Display Screen Equipment (DSE) 'User' Workstation Assessment Checklist (as attached in Appendix 2) and a Working from Remote Risk Assessment (as attached in Appendix 3) and return the completed forms to the HR department with a copy to my line manager.
- I will inform my manager of changes to my home or personal circumstances, which could affect the health and safety inspection e.g. new and expectant mothers, housing extension, moving home etc.
- I have informed my landlord/mortgage provider of my intention to work remotely.
- I have informed my insurance company of my intention to work remotely and informed them of any additional equipment which has been provided by the company.
- I agree to take reasonable steps to ensure the safety and security of company equipment and data, where appropriate, and to inform my manager of any material changes to security measures at my home.
- I am aware and understand my responsibility to notify my manager when I am absent from work due to sickness or any other reason.
- I am aware of and understand the requirement to report any work-related accidents whilst working remotely (in the same way as I would report accidents in the office) and the actions I am required to take in an emergency.

Employee signature.....Date

APPENDIX 2

Display Screen Equipment (DSE) ‘User’ Workstation Assessment Checklist

Following the completion of training and information on the safe use of display screen equipment (DSE) this self-assessment checklist should be completed by the DSE user with their knowledge they have gained from the DSE e-learning course. If further assistance is required, please contact HR.

Where the user works regularly at different workstations a separate assessment should be completed.

Name of DSE user		Job title	
Location / workstation			
Checklist completed by:		Date of assessment	

Complete the rest of the checklist and then return to this page and complete the sections below

Action taken during the assessment to reduce risks

Further action to be taken to reduce risk	By whom	By when	Date completed

Please tick **Yes** or **No** as appropriate for each question and discuss any remedial action with your line manager

Risk factors	Tick answer		If 'no'- some things to consider	Action needed
	Yes	No		
Chair				
Is the chair in good condition and stable?			Is it a suitable chair or if faulty check whether it is still under guarantee	
Is the seat height adjustable?				
Is the back height adjustable and tiltable?				
Are the castors suitable for the type of flooring?			Hard castors are suitable for carpet. Soft / rubberised castors or "glides" are recommended for vinyl / hard floors.	
Display Screen				
Does the screen swivel and tilt?			Is it damaged or unsuitable?	
Are the brightness and contrast adjustable?			Adjust them for comfortable viewing – they may need adjusting during the day as ambient lighting conditions change.	
Is the display screen image clear and free from flicker?			<p>Sometimes different screen colours e.g. lighter text on a darker background can help</p> <p>Sometimes other electrical equipment (e.g. fans) close by may cause interference.</p> <p>Flat screens are not usually subject to flicker.</p> <p>Contact IT support to see if screen needs replacing.</p>	
Is the display screen clean?			Clean with a suitable cleaning product	

Risk factors	Tick answer		If 'no'- some things to consider	Action needed
	Yes	No		
Is the screen free from disturbing reflections?			<p>Move the screen to avoid the reflection.</p> <p>Screen the light source e.g. window blinds.</p> <p>Colour schemes with dark text on a light background are less susceptible to reflections.</p>	
Keyboard and mouse				
Are keyboard symbols legible?			Replace keyboard.	
Is the keyboard free from reflection and glare?				
Is the keyboard separate from the screen?			<p>Laptops and notebooks are not recommended for prolonged use – try to use a desktop PC.</p> <p>If laptop or notebook use is unavoidable, consider a separate mouse/keyboard for the laptop and support for the laptop/screen.</p>	
Can the user find a comfortable keying position?			Can the screen be pushed back to make more room for the keyboard, hands and wrists?	
Does the user have a good keyboard technique?			Check that the users hands are not bent up or down and that they don't hit the keys too hard or overstretch their fingers	
Is the mouse or other input device right for the job?			If the user finds their mouse uncomfortable request suitable alternative	
Does the mouse work smoothly and at a comfortable speed?			Check that the mouse is clean and if used the mat is suitable	

Risk factors	Tick answer		If 'no'- some things to consider	Action needed
	Yes	No		
Is the mouse close enough to the user?			Advisable for the mouse to be positioned next to the keyboard and close to the user to avoid over stretching the arm	
Are your wrists and forearms supported?			Ensure user comfortable with the forearm supported on the desk.	
Work surface				
Is there adequate space in front of keyboard to rest the wrists when not keying?			Could some items be moved to create more room e.g. printer, reference material? Would different storage facilities create more room?	
Is there adequate space on the work surface to accommodate and allow a flexible arrangement of the equipment?			Is a larger work surface needed?	
Is space under the desk adequate?			The space under the desk should be kept clear and not used for storage.	
Does the space allow the user to change position?				
Is the work surface matt and non-reflective?			Should it be replaced with a matt surface?	
Is the area free from sharp corners / edges, trailing cables?			Could sharp corners be re-fashioned or removed? Does the desk have a cable management system that could be used? Can the cables be better arranged?	
Work Environment				
Is the noise level acceptable and without excessive distraction in the work area?			Could they be relocated or avoided?	

Risk factors	Tick answer		If 'no'- some things to consider	Action needed
	Yes	No		
Is the noise at a level that doesn't interfere with the ability to hear normal speech or effect concentration?			Can the source of the noise be repositioned? Can equipment noise be reduced e.g. by servicing / replacing / insulation? If not, could sound insulating screening / partitions be used	
Are the lighting levels suitable?			Consider alternative bulbs / light fittings	
Is the environment free from glare e.g. light shining in the user's eyes?			Can the user move to avoid the light source? Can the light source be screened e.g., blinds	
Apart from unavoidable exceptions e.g., heat waves, are the temperature and humidity levels acceptable?			If dry atmosphere – plants may help, or if severe discomfort a humidifier	
Software				
Is the software appropriate and easy to use?			Has the user had appropriate training? Is better software available?	
Is the software adequate for the job?			Discuss with manager and / or IT helpdesk advice?	
Is the system's speed adequate?			Does the system need upgrading? Ask IT for advice	
Posture				
With the chair at the correct height are the feet supported?			Try a footrest	
Are the shoulders relaxed and not hunched?			Is the seat too low? Are the chair armrests too high?	

Risk factors	Tick answer		If 'no'- some things to consider	Action needed
	Yes	No		
Is the head positioned upwards and with the eyes looking forward most of the time?			<p>What are they looking at?</p> <p>Would a document holder help?</p> <p>Does the screen need raising / lowering / moving in front of the user?</p> <p>If looking at the keyboard – would learning to touch type help?</p>	
Are the upper arms held close to the body?			<p>Can the items they are using be moved closer?</p> <p>Is the user holding their hand on the mouse when not using it?</p>	
Are frequently used items in easy reach and over stretching to reach them avoided?			<p>Is something preventing them getting close enough to the desk?</p>	
Are the forearms and wrists in a neutral position?			<p>Can the user sit with their upper arms relaxed by their sides, and forearms and wrists horizontal?</p> <p>Try adjusting the seat height.</p> <p>Try altering the keyboard angle.</p>	
Is the mouse held comfortably in the correct position and not too tightly?			<p>Is the user holding a mouse shaped for the right hand in their left hand?</p> <p>Is the mouse too small?</p> <p>Could the user try relaxing their grip on the mouse?</p> <p>Is the mouse clean, functioning properly, and on an appropriate surface?</p>	

Risk factors	Tick answer		If 'no'- some things to consider	Action needed
	Yes	No		
Is the lower back supported?			<p>Is the backrest adjusted so that it supports the curve in the lower back?</p> <p>Are they are leaning forwards to get closer to the screen, or to reach things?</p> <p>Are they sitting away from the backrest because the seat is too deep to sit back?</p> <p>If they sat back in the chair would the armrests stop them getting close enough to the desk?</p>	
Are they free from uncomfortable pressure on the underside of the thighs?			<p>Is there sufficient padding on the chair?</p> <p>Is the chair too deep?</p> <p>Could the seat pan be tilted downwards slightly?</p> <p>Is a footrest necessary?</p>	
Work organisation				
Does you take regular breaks from prolonged periods of work e.g. a break or change of activity after an hour or more			<p>Varying work tasks, taking short frequent breaks e.g. to get up and walk about.</p> <p>Ensure lunch breaks are taken (away from the workstation).</p>	
Other considerations				
Is the viewing distance to the screen acceptable?			<p>Adjust the distance of the screen. A flat screen can be helpful in creating a greater viewing distance.</p> <p>It may be helpful to alter the text size.</p>	

Remote Working Policy

Risk factors	Tick answer		If 'no'- some things to consider	Action needed
	Yes	No		
Are you free from any other problems that could be related to their DSE work not covered by the assessment?			Do they need help from Occupational Health?	

Additional questions: *(Please circle as appropriate)*

- Have you watched the DSE training video? **Yes No**
- Do you have any difficulties with the work itself e.g., pace, workload task or content? **Yes No**
- Do you believe that your work with DSE is causing any discomfort, aches or pain? **Yes No**
- Is there anything not covered in the assessment that you would like to mention? **Yes No**

DSE User
signature

Date

.....

Manager's
signature

Date

.....

APPENDIX 3

Remote Workers Risk Assessment

Please work through all of these questions, answering about your workstation, equipment and general working arrangements. If the question is not applicable, please put n/a.

Name	Signature	Date

Are you likely to have the following as part of your remote working activities:	yes	no
Manual handling activities (lifting, lowering, pushing, pulling, general movement of objects by bodily force) as part of the work-related activities? If yes, please cease the activity and contact your line manager.		
Use of hazardous substances?		
Use of equipment or machinery (whether requiring personal protective equipment or not) other than DSE?		
If you answer yes to either of the above questions, please cease the activity and contact your line manager immediately.		
Comments		

Work Equipment	yes	no
Is the equipment correct for the job that is being done and does it have the appropriate controls to enable you do the job safely? Please add details below:		
Have you completed a Display Screen Equipment Assessment? If not, please request a copy from your line manager.		
Have you received information and training on how to use the equipment, so that the job can be done properly and safely?		
The equipment being used is checked regularly and kept in a condition that does not cause harm to others?		

Remote Working Policy

Is all the equipment available in the same working area		
Comments		

Electrical Equipment	yes	no
Is there any electrical equipment that may cause harm or injury to the remote worker?		
Are there any trailing wires; if there are, tuck them out of the way, for example under a desk or table, to prevent accidents?		
Has all company-owned electrical work equipment been PAT tested? Are you regularly performing a visual check to ensure leads are not damaged?		
Comments		

Other Hazards	yes	no
Are there animals within the working area?		
Are there any further risks of trip hazards due to the animals?		
Will children be with you whilst working remotely?		
Are there any further risks of trip hazards due to the children?		
Please list any other issues in the comments section		
Comments		

New and Expectant Mothers

The company requires all home workers to follow our new and expectant mother's policy. Please ensure you have informed your manager as soon as possible.

Management Use

Actions Required					
Action Required		Person Responsible	Manager Responsible	Action Target Date	Completion Date
Assessment Review					
Date	Managers Signature				