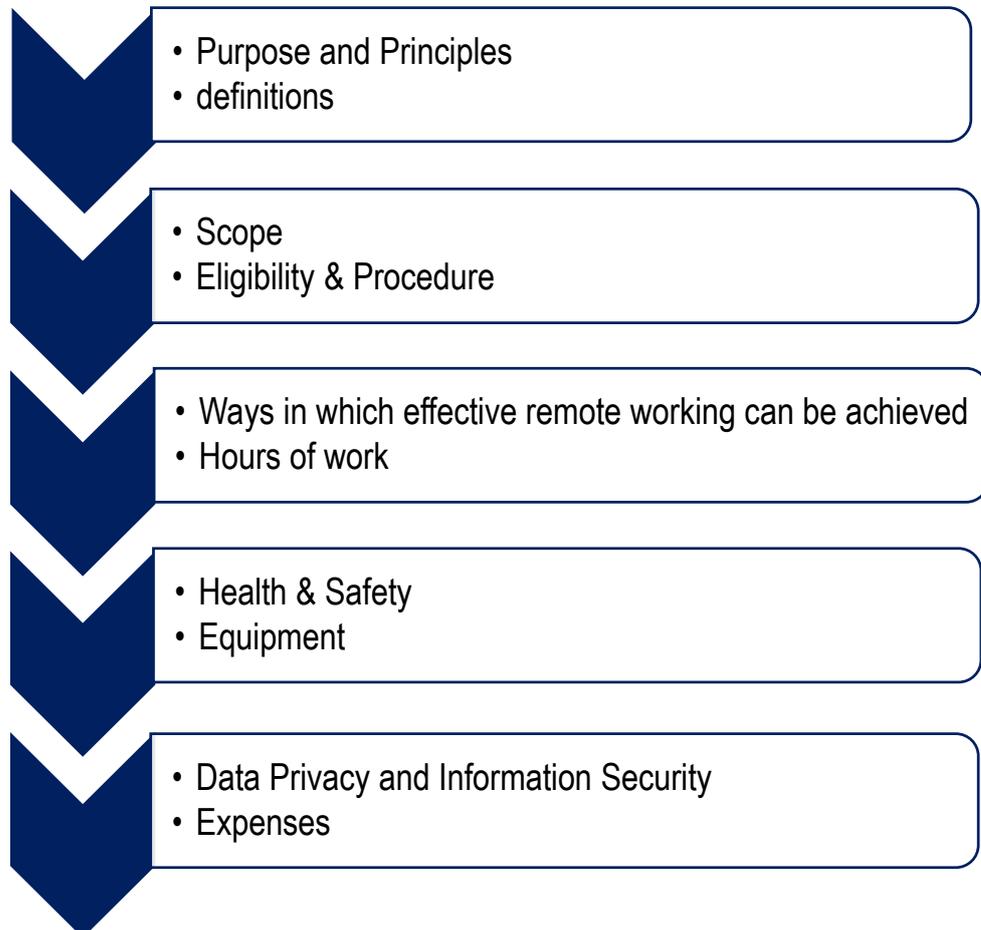


# WORKING FROM HOME POLICY & PROCEDURE

Effective from:  
July 2021



## PURPOSE AND PRINCIPLES

The purpose of this policy is to confirm the University's policy and approach to working from home.

Richmond University prides itself on being a flexible employer and aims to support employees to work in a way they feel most suited to, and in a way they are best able to perform.

This flexibility must also be considered alongside our Vision, Mission and Values, which rightly places our students at the heart of our approach to their education, support and the environment in which they learn.

## DEFINITIONS

Working from home, which is sometimes referred to as 'homeworking' or 'remote working', is an agreed working arrangement which allows an employee to carry out some of their work from a location other than the University Campus or a nominated University site. For international working, please refer to the separate policy International Working Policy.

An individual who chooses to work from home is sometimes referred to as a 'remote worker', 'homeworker' or 'lone worker'.

Working from home can be arranged on a short-term, long-term or ad-hoc basis. It is an informal arrangement and would *not* involve a change to contract.

Working from home is not the same as a contractual change to working arrangements. This is covered by the statutory right to request flexible working; see University's separate [Flexible Working Policy](#).

## SCOPE

This Policy applies to all employees at Richmond University who hold a UK or US contract of employment and are therefore working and residing within the UK or US.

## ELIGIBILITY AND PROCEDURE

### **Ad-hoc: occasional days**

Employees' who wish to work from home on an ad-hoc basis should submit their request in writing to their Line Manager. Such requests should be submitted no less than 5 working days in advance from the date that the employee wishes to work from home. This will enable the Line Manager to consider the feasibility of the request and confirm approval in sufficient time.

### **Temporary/ longer-term arrangements (but with no contractual change)**

This policy does not cover the formal right to request flexible working, which includes a contractual change and is covered by University's separate [Flexible Working Policy](#).

As part of our desire to support greater flexible working, the University would generally seek to support up to 50% of an employee's contract worked from home.

However, this flexibility needs to be balanced against the needs of the University, including ensuring our students receive the best education and experience we can provide. This means that certain roles may require most or all their time to be on-campus.

Employees' who wish to regularly work from home, but without a formal change to their contract, should submit a [Home Working](#) request to their Line Manager, who will then consider the request under this policy. Thereafter, the Line Manager will arrange to meet with the employee to discuss their application within 14 days. A decision will be communicated within 14 days of the meeting.

It is our aim to review requests reasonably and consistently, with each request also considering individual circumstances and the requirements of the role. In balancing these considerations, approvals will largely depend on whether some of an employee's role can be effectively performed from their home.

New working from home agreements will be subject to an agreed trial period and should be reviewed periodically to ensure their ongoing suitability. The University has the right to retract such agreements in cases where the demands of the role can no longer be performed remotely and/or when there are concerns involving capability and/or conduct.

## **Appeals**

An employee can appeal a decision made if they believe their request has been unreasonably declined. This will normally be considered by a more senior manager and should take place within 10 working days. The employee may be accompanied by a workplace colleague or trade union representative.

The outcome of an appeal must be confirmed in writing detailing the reasons for the decision, copied to HR within 10 days of the hearing. Once the outcome has been determined and communicated to the employee, there is no further internal right of appeal.

## **WAYS IN WHICH EFFECTIVE REMOTE WORKING CAN BE ACHIEVED**

To help ensure that any working from home arrangement succeeds, both for the individual and the University, it is recommended that employees:

- has a quiet and distraction-free working area.
- has an internet connection which is suitable for their role.
- dedicates and commits their full attention to their accountabilities during their contractual working hours.
- ensures sufficient but reasonable breaks throughout the working day.
- maintains regular communication between colleagues and Management.

## **HOURS OF WORK**

The hours of work involved with remote working will apply as specified within your contract of employment; non-adherence to these hours could result in disciplinary action.

Subject to the terms of your employment contract, and at the discretion of your Line Manager, time off in-lieu (TOIL) may be granted if you perform in excess of your contractual working hours.

You should refer to your contract of employment and/or speak with your Line Manager if you are uncertain of your working hours.

## **HEALTH AND SAFETY**

The standards of care applied to home working should be consistent with those on University premises. It is therefore vital that working from home does not compromise the health & safety (H&S) of the remote worker or others in their household. Whilst the University acknowledges its responsibility towards the H&S of its employees, the employee is also required to take a reasonable level of care towards ensuring their own H&S.

As part of meeting this requirement, an employee must have recently completed the on-line H&S training via [blackboard](#), and the University has right to reject remote working requests where H&S requirements are not met. For further details on our H&S requirements, please refer to the H&S policy via the [Employment Handbook](#).

Individuals are also required to conduct a [Display Screen Equipment \(DSE\) assessment](#) during their first week of remote working and this should be returned to Line Management within this week. For long-term homeworkers, the DSE assessment should be carried out on an annual basis to review the suitability of the set-up in place.

Prior to working from home, employees should check with the IT department that the equipment used meets the standards set out in the Work and Display Equipment: Health and Safety (Display Screen Equipment) Regulations 1992, as amended by the Health and Safety (Miscellaneous Amendments) Regulations 2002.

Further information on how to work from home both safely and effectively, please visit the [Health and Safety Executive \(HSE\) website](#) and/or contact the HR Department.

## **EQUIPMENT**

Prior to working from home, employees should agree with their Line Manager what IT requirements and equipment are needed to work from home effectively. Employees should also contact the IT department if there are any issues with the IT equipment provided.

It is the responsibility of the employee to ensure the safekeeping and protection of University owned equipment whilst working remotely. It is therefore strongly advised that reasonable care is applied to reduce the potential for any loss, theft or damages.

When working remotely, the employee will be responsible for any costs associated with damages or loss to University equipment due to negligence on the employee's part. The University therefore advises that employees arrange personal insurance to provide protection should such a situation arise.

## **DATA PRIVACY AND INFORMATION SECURITY**

The following security principles should be followed when working away from the main University locations (further details will be provided by IT as part of any application):

- Information assets: information assets are commonly laptops, mobile phones and desktops. You must ensure they meet a minimum baseline of security controls.
- Working Practices: a good level of information security must be maintained.
- Acceptable Usage: the usage of information assets and RAIUL data must take information security into account.
- Connectivity: the connectivity to RAIUL services remotely and the transfer data must be considered.
- Data Privacy: Employee/s will be required to comply with the Data Privacy regulations applicable to the UK (Data Protection Act 2018 and the GDPR) and the country they will be working from.

## **EXPENSES**

- The University will not reimburse costs associated with increased electricity, gas etc., which are used whilst working from home. However, you may be eligible to claim tax relief via [this link](#) from the UK Government website.
- For further details and clarification on our expenses, please refer to the University's [Employment Handbook](#).