



oneway
BUILDING YOUR FUTURE

ONE WAY

WORKING FROM HOME POLICY

VERSION: OCTOBER 2023



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Introduction:

One Way is committed to promoting flexible working to facilitate effective and efficient working. One Way designed this working from home policy to make sure that working from home is beneficial to both the employees and the company.

Scope:

This policy applies to all direct employees of One Way.

What is Home Working:

Definition:

Home working is about using the employees' home as a base for work instead of the employee coming into a specified workplace.

3.2 Benefits of Home Working:

There are many benefits to home working.

For the company these include:

- Contributing towards the reduction of CO2 emissions by reducing unnecessary employee commuting;
- The retention of value and skilled employees for whom the ability to work at home is the preferred option;
- Well-motivated staff who feel that they work for an organisation that is prepared to be flexible and which trusts them;
- Potentially increased output and quality of work due to fewer distraction than working in an office environment;
- Accommodation of the requirements of disabled employees or employees with temporary health conditions;
- Promotion of a positive image as a good employer.

For the employee these include:

- Increased discretion in the management of their work and personal time; Increased motivation;
- A saving of travel time and costs;
- The ability to work without distraction;
- Improvements in work-life balance issues.

While there are many advantages of home working, a detailed assessment needs to be made, by both the employee and One Way, as to whether the individual will be a suitable home worker and whether the role to be performed is appropriate.

Types of Home Working

There are various ways that home working may operate, ranging from rare occasions that arise and do not form a routine, to formal arrangements.

3.3.1 Occasional Home Working

Taking work home occasionally, on an ad hoc basis, to concentrate on a particular project or task may be suitable in the following circumstances:

- Where a specific task needs dedicated and focussed input and/or could be dealt with more efficiently at home e.g. saved travelling time and lack of interruptions;



- Where is it difficult for staff to get in to work e.g. adverse weather, a short but unavoidable commitment at home.

3.3.2 Regular Home Working

Working from home for a percentage of the time on a regular basis, the individual would come into the office for the balance of time. This may be suitable in the following circumstances:

- Where a specific task need dedicated and focused input and/or could be dealt with more efficiently at home e.g. saved traveling time and lack of interruptions;
- To facilitate a more flexible work pattern, perhaps to accommodate other demands.

3.3.3 Permanent Home Working

Working from home 100% of the time, or spending a percentage of time working from home and making outside visits for the balance of time. This may be suitable in the following circumstances:

- Where the job can be done just as effectively and efficiently from home.

3.4 Suitability of Home Working

3.4.1 Posts

Many jobs may be considered for home working. Generally speaking, any job that does not require time spent in one location or high visibility (e.g. to deliver face to face customer care), may be adapted for home working. Jobs that involve project work or identifiable output. Consideration should also be given to the impact on and inter-relationships with other jobs, access to/by colleagues, access to required information, technology, cost and savings etc.

The following job characterising may lend themselves to home working:

- Defined output tasks;
- Discrete projects or functions;
- Relatively autonomous jobs;
- Jobs requiring frequent travelling;
- Jobs requiring high periods of concentration

3.4.2 Employee Characteristics

Having established the suitability of the job for home working the suitability of the employee needs to be considered.

Home working does not suit everyone. Office dynamics and informal information flows may have a significant impact on the employee's performance. Some employees may develop better in a traditional office environment, and those without very much experience in their role are likely to need closer supervision which would not be possible if they were working from home. Individuals may also have a distorted view of home working – often – “rose coloured” – with little recognition or understanding of the potential drawbacks, and it is important that both the advantages and the disadvantages are considered. A trial period may be appropriate in order to gauge the suitability before any longer term arrangements are put in place.

Helpful personal qualities are likely to include:

- Self-motivated;
- Self-disciplined;
- Enjoy the challenge of working on their own;
- A flexible approach;
- Able to organise working time effectively;
- Able to work without direct supervision
- Confident working away from the office environment;



- Able to work on their own without day to day social interaction with colleagues;
- Able to travel to meetings and site visits;
- Able to switch off from work and maintain a proper balance between working and non-working hours.

4 Requests to Work from Home

Once an employee has put in a request to work from home, two steps should be followed. Firstly, the individual's application needs to be assessed by their manager, focusing on whether their post and personal characteristics are suitable for home working. The second step of the process is to assess the home environment of the employee to identify whether it is suitable for home working.

4.1 Assessing the Home Environment

An employee who works from home is afforded the same protection under health and safety legislation as an employee who is office based. It is therefore vital to ensure the home working environment is suitable before any home working agreement is reached.

The employee needs to take personal responsibility for the health and safety aspect of home working. An employee needs an environment at home which offers the following:

- Suitable "office" space, ideally a separate room but at least a dedicated space;
- Freedom from interruptions and distractions;
- Security and confidentiality;
- Appropriate broadband speed/ reliable internet availability;
- Ability to meet Health and Safety requirements.

5 Management of Home Working

To ensure that a home working employee is working effectively and feels part of the wider team it may be necessary for their manager to adapt his/her style of management from the conventional one based on day to day contact.

5.1 Communication to and Management of Home Working Employees

Clear communication with home workers is just as important as for the office based workers. One Way use Microsoft Teams so all employees can have meeting with their colleagues and managers just as they would if they were working in the office, however managers may need to consider how to ensure home working employees receive information that office based staff receive on a face-to-face basis.

5.2 Provision of Equipment

Where appropriate, One Way may provide, install and maintain equipment to assist with home working. Factors taken into consideration in determining appropriateness may include the frequency of home working and whether the need for home working.

The following items of equipment may be appropriate:

| | |
|-------------------------|--|
| Occasional home working | Remote access |
| Regular home working | As above plus a PC/Laptop Mobile and/or Landline |
| Permanent home working | As above plus a printer, desk and chair. |

Any One Way equipment installed at the home workers home remains the property of One Way and can be recalled at any time.

Our IT provider will provide all IT helpdesk support during standard working hours (this does not include a home visit).



Employees must take reasonable care of any kit that has been provided for home working.

Upon the termination of the home working agreement or termination of employment, employees must return all equipment back to One Way.

5.3 Health and Safety

Home workers are afforded the same health and safety protection in law as office based staff. As such all One Way health and safety policies and procedures will apply to home workers. This includes the requirements for employees to report any work related accidents and to understand regular DSE assessments.

5.4 Data Security

Employees who work from home are required to comply with all IT security and confidentiality requirements of One Way and may be asked to sign a confidentiality agreement.

The home worker will have a direct responsibility for all One Way information material held at their home and must ensure that it is not accessible to non-authorised people (e.g. other members of the household).

Any confidential material must be destroyed in line with our GDPR policy, this may mean bringing items into the office to ensure confidential destruction.

5.5 Review of a Home Working Agreement

Any home working arrangement should be reviewed periodically (at least once a year). This will allow both parties to assess whether the arrangement is still appropriate.

Home working may be reviewed, and the suitability re-assessed in line with KPI's, targets and productivity.

Signed:.....

Paul Payne, Managing Director

Signed Date: 3rd March 2022

Review Date: 9th October 2023

Next Review By: 2nd October 2024