



# *Working from Home Office Policy*

We designed our work from home office policy to make sure that working from home office is beneficial to our employees and Upside of Counselling.

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## ***1. Introduction***

An application for a Working from Home Office (WFHO) arrangement is considered on a case by case basis by the worker's Supervisor. The opportunity to work from home office is not an entitlement and can only occur by formal agreement between Upside of Counselling and a staff member. A WFHO arrangement is a formal arrangement with the working arrangements clearly documented. The Supervisor is responsible for ensuring that the requirements under these guidelines have been satisfied prior to approving an application for a WFHO arrangement. All of the working conditions at the home office-based worksite need to be negotiated and thoroughly documented. Careful planning and consultation is needed to maximise the benefits to Upside of Counselling and the staff member.

## ***2. Scope***

Employees are allowed to work from home office only if their job duties permit it. For example, people who are obliged to come in direct physical contact with customers are not eligible to telecommute under this policy. But, employees who carry out most of their work on a computer can occasionally work off-site.

## ***3. Elements***

Employees work from home office or telecommute when they complete their work at a place located outside of our company's premises. They may work from home office:

- Full-time / Part-Time
- On certain days
- Everyday, dividing their schedule between being present at the office and working from a remote location.

Work from home office arrangements can be occasional, temporary or permanent.

Reasons that could demand telecommuting include but are not limited to:

- It is your Counselling consulting place of work
- Parenting
- Bad weather
- Emergencies



- Medical reasons
- Work-life balance
- Overlong commutes

Other reasons for working from home office depend on employees and managers' judgement.

#### ***4. How to Determine Whether an Employee Can Work from Home Office***

We advise both employees and managers to consider these elements before asking/approving work from home office:

- Is the employee eligible by nature of their job?
- Are there any cybersecurity and data privacy concerns?
- Will collaboration with the employee's team become difficult?
- Do employees have the necessary equipment or software installed at home office?
- What are the conditions of employees' home office or alternative place of work (noise, internet connection etc.)

#### ***5. Requesting Work from Home Office Procedure***

When employees plan to work from home office, this procedure must be followed:

- Employees file a request through email or a Human Resource Information System (HRIS) at least [two days] in advance.
- Their managers must approve their request considering all elements we mentioned above.
- If the work from home office arrangement spans for more than a week, managers and team members should meet to discuss details and set specific goals, schedules and deadlines.

Employees who need to work from home office for unforeseen reasons (e.g. illness or temporary difficult commute) should file their request as soon as possible, so managers can consider and approve it.

#### ***6. Hours of Work***

A record of hours worked at the home office-based site must be maintained. These hours will be within the staff member's normal span of hours. Overtime may be



worked provided the overtime is approved by the supervisor in advance. No meal allowance is applicable to overtime worked at the home office-based site.

## ***7. Time Zone Differences***

Sometimes, managers and their team members are in a different time zone. When employees need to work from home office for unforeseen reasons, they may not be able to get their request approved in time. In this case, they may stay to work from home office and notify the HR department. We advise employees to check in with their managers as soon as their manager clocks in.

## ***8. Compensation and Benefits***

Usually, work from home office arrangements don't affect employees' employment terms. If working from home office has any effect on compensation and benefits, then HR is responsible to create a new contract.

## ***9. Workplace Health and Safety***

Upside of Counselling must ensure that the work site conforms with acceptable Workplace Health and Safety standards, and the staff member working from home office is aware of the need to maintain a safe working environment. This can be evidenced through a home office-based work site agreement, also known as the Working from Home Office Agreement, which will generally be valid for a maximum of 6 months in the first place, after which time it will be reviewed.

## ***10. Working from Home Office Agreement***

This policy is in conjunction with the Upside of Counselling Working from Home Office Agreement which should be completed prior to the commencement of working from home office.