



DEVELOPING A WORK FROM HOME POLICY: KEY FACTORS TO CONSIDER

(a) Policy Brief and Purpose

Mention clearly what the intent of your work from home policy is, and what you are aiming to achieve by providing job opportunities from home. Communicate the importance of the policy as well as how it will be implemented going forward. It should improve the overall employee value proposition, maximizing the work experience of your team members.

(b) Scope and eligibility

Specify which positions are available for remote work within the organization considering client-facing responsibilities, software limitations, and cybersecurity risks. It will help in reducing excessive or unnecessary work from home requests.

HR Managers should consider the following elements before deciding 'who' can work from home:

- Does the nature of the employee's job allow them to work from home?
- Are there any security or privacy issues?
- Will communication with the remote employees be difficult?
- Do they have the required software or equipment installed at home?
- What are the conditions in the employee's place of work?

(c) The request process

The entire procedure of requesting work from home should be laid out clearly. Should employees make a formal request, or do they need to register themselves or have a discussion with their manager? Provide a gradual rundown of what they need to do to have the right to work from home.

(a) Attendance and Availability Standards

The availability expectations of the remote workers must be outlined in work from home policy. It can be a challenge to bring your people to the desk and get their input right on time. To avoid this problem, you must set standards around when and how your remote workers should be available.

(b) Productivity measures

The policy should also specify how remote workers' productivity will be measured. It can evaluate in a variety of ways, like depending on the time spent on the project, number of cases handled, amount of customer interactions, and more. Companies need to decide how they want their remote workers to be assessed.

(c) Equipment and Tech support

It needs to state what equipment and tech support will be offered to their remote employees. If the company expects them to use their own laptops, for example, it must be mentioned in the policy. It should also outline what they are supposed to do when having technical difficulties have an action plan for that as well.

(d) Response measures

The policy should define whether or not the remote workers are expected to respond to the manager or a colleague immediately. Also, it should streamline the communication channels, promoting a healthy bonding between workers and supervisors.

(e) Compensation and Benefits

If working from home has any effect on the compensation and benefits of the employees, the policy should mention it.

(f) Rightful Termination

Many employers feel uncomfortable providing the work from home opportunities because of the lack of face to face communications. However, the work from home policy should contain the fact that no employee will be fired on the grounds of operating remotely.

(g) Dress code

While working from home, employees still have to be in touch with colleagues, clients, or business partners via Video conferencing. For this condition, a note about the suitable dress code while remote working is reasonable.

(h) Physical environment

If you, as an employer, prefer your remote workers to work on a particular physical environment, don't forget to put in the policy. Many companies tend to test and approve the same before working remotely.

(i) Security

All the specific requests regarding official security and client confidentiality must be stated in the policy. For example, if you don't want your remote worker to use a public WiFi, then that should be mentioned for employees to be cautious while working from a public place.

Conclusion

How we communicate about COVID-19 is critical in supporting people to take action to help combat the disease, avoid fuelling fear and respond effectively to ensure business continuity. Therefore, a flexible work environment such as the "work from home" arrangement needs to be created with the above-mentioned guidelines in mind.