Richmond
The American International
University in London

WORKING FROM HOME GUIDANCE

Effective from:
November 2021

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HOME WORKING GUIDANCE

PURPOSE

This guidance is intended for employees and their managers who have agreed an informal arrangement to work remotely or from home, rather than from a University site, for a proportion of their working time. It relates specifically to non-contractual arrangements and differs from a formal contractual change to working arrangements agreed following a flexible working application.

Colleagues who are requesting on an exceptional basis to work overseas for a temporary period must refer to the separate policy International Working Policy.

PRINCIPLES

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 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. The University is keen to enable colleagues and the University to build on some of the benefits experienced of increased home/remote working due to the Covid-19 pandemic.

Any home working arrangement must be agreed between the employee or manager prior to implementation as an informal, non-contractual arrangement. As a guide, the University would generally seek to support up to 50% of an employee's contract being worked from home. However, this flexibility needs to be balanced against the needs of the University, including ensuring our students and other stakeholders 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.

INITIAL CONSIDERATIONS

Prior to agreeing an informal home working arrangement, managers should assess whether a proportion of the role can be completed remotely without this impacting service delivery. Depending on the circumstances, restrictions on home working may include customer and team support, support for the employee, and availability of relevant systems and technology.

EFFECTIVE HOME WORKING

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

- have a quiet and distraction-free working area.
- have an internet connection which is suitable for their role.
- dedicate and commit their full attention to their accountabilities during their contractual working hours.
- ensure sufficient but reasonable breaks throughout the working day.
- maintain regular communication between colleagues and Management.

HOURS OF WORK

Core working hours should not change as a result of homeworking and remain as specified within the individual employee's contract of employment. Non-adherence to these hours may be viewed as a conduct matter.

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HEALTH AND SAFETY

The University and its employees have mutual responsibilities to maintain a safe and healthy working environment, including where employees are working from home.

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.

An employee must also have recently completed the on-line health and safety training via Blackboard prior to commencing an arrangement.

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 period.

For long term arrangements, the above training and assessment must be completed annually.

For further details on Health & Safety considerations, please refer to the H&S policy via the Employment Handbook.

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

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

Employees are required to have completed the mandatory Data protection and IT Security training on Blackboard prior to commencing a home working arrangement. This training must be repeated annually.

The following security principles should be followed when working away from the main University locations:

- Information assets: information assets are commonly laptops, mobile phones and desktops. Employees 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 either increased electricity, gas etc., or meals not taken on-site. However, employees may be eligible to claim tax relief via this link from the UK Government website.

OTHER

Employees are advised to check that their mortgage and home insurance providers allow for the home working arrangement.

MONITORING AND REVIEW

New working from home arrangements should be subject to an agreed trial period and reviewed periodically to ensure their ongoing suitability. Where arrangements are not found to be effective for any reason, including where there are capability, conduct concerns or health and safety, the University reserves the right to end them at any time.

CHECKLIST FOR MANAGERS

- Assess possible impacts of the home working arrangement including service delivery
- Agree core working hours
- Agree arrangements for keeping in touch and to maintain communications
- Check the suitability of the home working environment.
- Ensure DSE assessment completed.
- Ensure mandatory Health and Safety, Data Protection and IT Security training completed.
- Confirm suitability of home working equipment with IT.
- Agree date to review arrangement.