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**Temporary Working from Home Supporting Guidance for Office Based Employees**

**(COVID-19 Response 2020)**

**TABLE OF CONTENTS**

**1.0 Purpose**

**2.0 Objectives**

**3.0 Working from Home Eligibility**

**4.0 Individuals Responsibilities**

**5.0 Line Manager Responsibilities**

5.1 Wellbeing Checks – Staying Connected

5.2 Arrangements for Individuals Unable to Work from Home

5.3 Working from Home and Caring for Children

**6.0 Other Responsibilities, Liabilities and Indemnities**

**7.0 IT Security**

**1.0 Purpose**

In consultation with our Leadership Teams and in line with our current Group Working from Home Policy, we have created this Temporary Working from Home Supporting Guidance document.

Effective from **Thursday the 5th of November 2020** Compass Group UK and Ireland implemented Working from Home Guidelines in support of Government recent protocols. This document will be subject to continued review in line with the developing Government guidance.

**2.0 Objectives**

This document is intended to provide guidance to individuals who are employed by Compass Group UK and Ireland and who’s permanent contractual place of work is located at either one of Compass Group UK and Irelands head office or client-based sites.

The guidance set out in this document is in response to the international outbreak of COVID-19 and the current UK Governments request for individuals to work from home if they are able to do so.

Additional up to date COVID-19 related guidance can be accessed via Compass Group UK and Irelands intranet HSE Pandemic pages. <https://www.compassconnect.com/mycompasshse/pandemic/>

**3.0 Working from Home Eligibility**

When the UK Government requests that all individuals who are able to do so must work from home, Compass UK&I employees are to follow this guidance.

To be eligible to work from home individuals must:

* Have previously been provided in line with their employment contract, all IT equipment required to carry out their role
* Have remote IT access provisions
* Be able to create a workspace environment and station which is comfortable and does not create ergonomical issues
* Be confident they are able to manage any pre-existing pain related conditions and create a temporary home workstation set up to support accordingly
* Understand the principles of time management, work life balance and be able to cope with potentially conflicting demands of work and family

Where any of the above is a concern to an individual, or when they believe they are unable to work from home they should discuss with their line manager in the first instance and agree a suitable solution.

Where a solution cannot be reached in terms of suitable workstation set up or management of pain related issues, the line manager should seek further advice and guidance from their HSE Manager.

**4.0 Individuals Responsibilities**

The HSE’s current guidance in relation to DSE requirements states:

*For those people who are working at home on a long-term basis, the risks associated with using display screen equipment (DSE) must be controlled. This includes them doing workstation assessments at home*

*There is no increased risk from DSE work for those working at home temporarily. So, in that situation employers do not need to ask them to carry out home workstation assessments.*

*However, employers should provide workers with advice on completing their own basic assessment at home.*

Compass Group therefore strongly advise that all individuals:

* Complete documents MAN03 DSE Workstation Risk Assessment
* Read “A Guide to Remote Working - Health and Wellbeing”
* Raise any concerns with their line manager
* Report any work-related accident, near miss, injury, illness or disease that may arise while working from home in line with company policy
* In conjunction with their line manager, review the remote working arrangement on a regular basis
* Ensure they have suitable fire detection within the home and it is tested / inspected regularly
* Have a basic first aid kit available
* Consider emergency evacuations and have a plan in place for all members of the household
* Be readily contactable during working hours

**5.0 Line Manager Responsibilities**

Line managers have a responsibility to support their team members with working from home and should:

* Ensure their team members have completed document MAN03 DSE Workstation Risk Assessment and have access to document “A Guide to Remote Working - Health and Wellbeing”
* Review completed documents MAN03 DSE Workstation Risk Assessment with the individual and discuss any concerns
* Raise the concerns of individuals which cannot be resolved with their HSE Manager
* Carry out regular wellbeing checks their team members, including those on furlough
* Identify when it is not reasonably practicable for an individual to work from home and seek alternative solutions

**5.1 Wellbeing Checks – Staying Connected**

It is important from a health and wellbeing perspective that people feel supported and connected to their teams, fellow colleagues and the business.

Below are some suggestions for staying connected:

* Organise virtual meetings with team members and colleagues
* Where possible, managers should hold video meetings for face to face contact
* Adopt a ‘Buddy’ system where team members select one or more colleagues to check in with on a regular basis. This purpose of these catch ups is to have informal chats as you would normally have on a day to basis in the office
* Consider those colleagues who are currently furloughed. Arrange a weekly team non- work catch up video call via Teams including both those still working and those currently furloughed

**5.2 Arrangements for Individuals Unable to Work from Home**

Permission and COVID-19 Safety

Line Managers should consider granting office access to those individuals who are unable to work from home. For Compass head office locations permission and guidance must be sought from Robin Mills via Sector MDs and all COVID-19 protocols and social distancing measures followed. For those intending to access client sites, this will be at local arrangement with the client and all client COVID-19 protocol and social distancing measures must be followed.

Note: It is Compass Group expectation that no more than 10% of office-based employees will be based at support offices on any day.

Fire Safety and First Aid Arrangements

Fire safety and first aid arrangements should be in place within the office location. These may differ considerably to those at times when office-based locations operate at full capacity.

Line managers must ensure individuals are aware of the temporary measures in place and the process to follow in the event of an emergency evacuation, seeking first aid assistance or emergency support.

Lone Working

Line managers must advise individuals not to attend office premises outside of core working hours and should ensure they make regular daily contact with individuals who are lone working at office locations.

**5.3 Working from Home and Caring for Children**

Employees are expected to identify if they have children at home during their working hours and who the primary carer will be. Where the employee is the primary carer, they understand and accept that their contracted hours and salary does not include caring for and schooling children Line managers should discuss alternate arrangements with individuals. Such arrangements will need to be approved by Line Managers.

Some parents may be in a position where they will need to adjust their current work arrangements. Compass will work flexibly with team members to accommodate their dual responsibilities through a range of options:

* Annual or Long Service Leave can be accessed by team members during this time, as per the normal Leave request process. This includes half day or full day submissions
* In some cases, team members may be able to mutually agree temporary reduced working hours (full time to part time hours with their manager). In these situations, team members should update their email signatures to include their available days / hours per week
* Consider moves to core working hours so that they are distributed differently, again to be mutually agreed with your manager. This can contemplate early or later hours and potentially weekend work, where that makes sense
* Team members who experience unexpected emergencies, that require them to care for an immediate member of their family, can discuss their eligibility for Carers Leave with their manager. As set out in the National Employment Standards, Carers Leave is only available where you are required to look after a family member or member of your household who is unwell

**6.0 Other Responsibilities, Liabilities and Indemnities**

All Compass policies which apply to individuals when based at their permanent working location shall, as far as practicable, apply in carrying out work at home.

The individual agrees that Compass Group UK and Ireland is not responsible for any liability on the part of a third party or their property who is not an employee of Compass Group whilst in the presence of the homeworking location of the Compass Group employee.

The employee agrees to provide regular reports if required by the line manager to help judge work performance. The employee understands that a decline in work performance may result in termination of the work from home arrangement by Compass Group UK and Ireland.

Compass Group UK and Ireland assumes no responsibility for the employee’s personal property.

Any hardware or software purchased by Compass Group UK and Ireland remains the property of the company and must be returned to the business should the employees’ contract be terminated.

Employees are responsible for the safety and security of all provided Compass equipment and in complying with business data standards when using such equipment in a home environment.

All records, documents, work papers and work products developed while under the working from home arrangement are subject to Compass’ Intellectual Property Policy and related processes and practices which apply at the employee’s usual place of work.

Confidential, corporate, private and other restricted access materials must not be compromised in any way and employees who are working from home should take all precautions necessary to secure such materials.

Office supplies required to complete work assignments in a working from home arrangement may be provided by the local work unit.

**7.0 IT Security**

When not working from Compass Group premises, individuals must ensure they practice good security protocols as outlined below.

* Ensure your wi-fi network at home is secure. Do not share your wi-fi password with friends and neighbours.
* If browsing outside of the Compass Group network, exercise additional vigilance to identify potentially suspicious or malicious activity. Avoid unsecure websites, indicated by:
* HTTP in the URL instead of HTTPS; or
* If you are browsing any Compass Group website or resource and a pop up asks you to “trust a certificate” disconnect and use the VPN
* Use only Compass Group devices to access the Compass network. Don’t allow family members or others to use your Compass Group laptop / device. Lock your computer screen when you are away from your laptop.
* Do not print materials containing Compass Group or client confidential information to any non-Compass Group business printer devices, unless you can store the documentation securely. Lock away any hardcopy documentation at all times when not in use.

Ensure you remain protected from PHISHING when working outside of the Compass Group Network. Be vigilant to phishing attempts:

* Do not click on links or attachments from unknown senders
* Verify the email address of the sender (i.e. check they are who they purport to be)
* Where an email contains a link, verify that the sender’s email address and the domain in the link match
* Watch out for spelling mistakes or other indicators that the email is not from a legitimate source
* Be aware of emails that prompt you to take urgent action or request you to perform a task involving user accounts
* If you suspect that you received a phishing email click on the “REPORT MESSAGE” add-in via Outlook or report it to support.services@compass-group.co.uk and include the original email received

If you become aware of, or suspect that the confidentiality of any client or Compass Group data may have been compromised (regardless of whether or not information has in-fact been the subject of unauthorised access or disclosure) report the incident immediately to:

• IT Support Services: 0845 602 5555, Option 3