

Home Working Arrangements Policy

Overview

At NBN Co we are collaborative and flexible, we help each other, reach out and do what is needed, find creative ways to get things done and have simple and efficient ways of doing things.

NBN Co is committed to helping its employees achieve their personal, family and relationship goals. NBN Co is committed to fostering flexibility in employment and working arrangements to achieve the optimum balance between work and family responsibilities for all employees.

Purpose

This policy was developed to ensure that employees and managers are aware of the range of Home Working Arrangements available at NBN Co.

The availability of these arrangements is subject to individual situations and NBN Co's operational requirements.

Scope

This policy applies to all NBN Co employees.

Policy

Work organisation flexibilities ensure that employees are able to balance personal needs, while taking into account business needs. Home Working Arrangements may not always be possible due to operational or other limitations. Managers and employees need to be open to discussing and considering a range of flexible work options.

Managers are responsible for making a decision about Home Working Arrangements following a request by an employee.

When assessing requests for Home Working Arrangements, factors that may be relevant could include:

- ▶ the effect on the workplace, other employees and the business should the request be approved
- ▶ the home based work area complies with applicable Occupational Health and Safety requirements
- ▶ the financial impact of approving the request, including the impact on efficiency, productivity and customer service
- ▶ the ability of the employee to meet the requirements of their job if the request was approved
- ▶ the practicality or otherwise of the arrangements that may need to be put in place to accommodate the employee's request
- ▶ the nature of the work being done and whether that work can be done from home and if so, on what basis
- ▶ the ability of the requesting employee to self manage their work and performance as a home based worker
- ▶ the ability of the manager to remotely manage the employee working from home

- ▶ other matters based on individual circumstances and NBN Co operational requirements.

Any Home Working Arrangement approved under this policy should undergo a trial period of three (3) months to ensure the arrangements meet the business requirements of NBN Co and the flexibility required by the employee.

If the trial is successful and Home Working Arrangements are adopted, managers must review these work arrangements on a regular basis to ensure:

- ▶ Occupational Health and Safety requirements continue to be met
- ▶ all deliverables are being met
- ▶ NBN Co policies and procedures are being adhered to
- ▶ the quality, quantity and timeliness of the work performed is to the standard required
- ▶ the impact on other members of the work team is not detrimental to the overall performance of the team and company
- ▶ the operational requirements of the area are being met
- ▶ the employee is complying with the terms of the agreement
- ▶ the Home Working Arrangements are meeting the needs of the employee.

NBN Co reserves the right to terminate any Home Working Arrangement with an employee at any time giving four weeks' notice.

The policy covers the following Home Working Arrangements:

- ▶ Home Based Work – i.e. home is the primary work location (i.e. majority of time works from home)
- ▶ Office Based Home Worker - i.e. office is the primary work location
- ▶ Ad Hoc Working From Home
- ▶ Field Work.

For other flexible working arrangement options please refer to the NBN Co Flexible Working Arrangements Policy.

All Home Working Arrangements must be formally requested, agreed and managed in accordance with this policy.

Categories of Home Working Arrangements

Home Based Work (primary work location)

Employees may apply to undertake work responsibilities from home. In this case the employee performs most work from home and the agreement must be formalised in a Letter of Agreement if it is not covered in the contract of employment. In the interests of promoting co-operative and collaborative working relationships, it is essential that an appropriate and agreed amount of the employee's work time is spent in the office. On these occasions the employee will "hot desk" (i.e. use reasonably available office workspace).

Office Based Home Worker

Employees may request to perform the majority of work in the office environment but have regular periods of working from home (e.g. 3 days per week in NBN Co office, 2 days from home). The arrangement is to be formalised in a Letter of Agreement if it is not covered in the contract of employment.

Ad Hoc Working from Home

NBN Co recognises that it may be necessary for an employee to work from home as required on an ad hoc basis.

Field Worker

Some employees at NBN Co are required to work in locations where NBN Co doesn't have established offices (e.g. in construction management roles) and where their work is conducted partially from their home office, their car or as set out in the Contract of Employment. This arrangement is to be formalised in a Letter of Agreement if it is not covered in the contract of employment.

Home Working Arrangement Requirements

Home Working Arrangements are *not* a substitute for child care or other dependent care. Employees are responsible for ensuring that appropriate child care or dependent care arrangements are in place whilst engaged in Home Working Arrangements.

NBN Co policies and procedures in relation to Occupational Health and Safety apply.

For all Home Working Arrangement categories, NBN Co will arrange fire and theft insurance of contents, equipment and facilities owned by NBN Co.

Subject to the terms and conditions of the Comcare workers compensation insurance policy, approved employees engaged in Home Working Arrangements will be covered.

No face to face meetings are to be held on an employee's home premises.

Home Based Work Primary Location

A detailed risk assessment of the home workplace environment must be completed by NBN Co's Health Safety and Environment assessment provider, and reviewed by a NBN Co Health Safety & Environment representative, before any decision can be made. Should a follow-up risk assessment be required it will be paid for by NBN Co, including one re-assessment to verify that recommended or required corrective actions have been implemented.

Only work environments assessed as Health Safety and Environment compliant will be approved.

While NBN Co will not be responsible for providing or paying for any facilities required for an employee to conduct Home Working Arrangements, any adjustments, corrective actions or additional equipment required to ensure the safety of the home workplace as recommended by the Health Safety and Environment assessment provider will be reasonably considered by NBN Co.

NBN Co will provide an allowance to cover an appropriate portion of the Internet, phone, lighting and heating etc. The Home Working Allowance amount will be reviewed and amended from time to time at NBN Co's discretion.

Formal approval by the employee's manager is required.

Office Based Home Worker

A detailed risk self assessment of the home workplace environment must be completed by the employee using the NBN Co *Working from Home Health Safety and Environment Checklist*. An NBN Co Health Safety and Environment Representative will review this assessment and decide if the workplace is Health Safety and Environment compliant.

With the exception of a portable laptop and headset, NBN Co will not be responsible for providing or paying for any other facilities/equipment required for an employee to conduct Home Working Arrangements.

Formal approval by the employee's manager is required.

Ad Hoc Working from Home

If an employee wishes to work from home on an ad hoc basis, they are responsible for completing a detailed risk self assessment of the home workplace environment using the NBN Co *Working from Home Health Safety and Environment Checklist*. An NBN Co Health Safety and Environment representative will review this assessment and decide if the workplace is Health Safety and Environment compliant.

NBN Co will not be responsible for providing or paying for any facilities required for an employee to conduct ad hoc working from home.

Approval must be obtained in advance from the employee's manager.

Field Worker

An employee working in their home as part of a field based job must complete a detailed risk self assessment of the home office / home based workplace environment using the NBN Co *Working from Home Health Safety and Environment Checklist*. An NBN Co Health Safety and Environment representative will review this assessment and decide if their home workplace environment is Health Safety and Environment compliant.

Only home work environments assessed as Health Safety and Environment compliant will be approved.

With the exception of a mobile phone, a portable laptop and headset NBN Co will not be responsible for providing or paying for any facilities required for an employee to conduct working from home.

Application Process (excluding Ad hoc Working from Home)

Applications

1. Employee to discuss with their manager and Human Resources Business Partner, their intention to apply for a Home Working Arrangement and obtain preliminary "in principle" agreement.
2. If 'In principle' agreement to proceed is provided by the manager and Human Resources Business Partner:
 - **Office Based Home Worker and Field Worker** - Complete a self-assessment of employee's home workplace, using the Working from Home Health Safety and Environment Checklist available on the HUB.
 - **Home Based Work (Primary Work Location)** - Contact the HR Support Centre to request for NBN Co's Health Safety and Environment risk assessment provider to visit the employee's home premises and complete the Working from Home Health Safety and Environment Checklist.
3. Lodge the completed Health Safety and Environment assessment with the HR Support Centre.
4. The NBN Co Health Safety and Environment representative will review the Health Safety and Environment assessment for approval and compliance.
5. If approved, the employee is required to complete the Request for Home Working Arrangements application form available on the HUB.

Application assessment

- NBN Co aims to provide a written response to all Home Working Arrangements applications within 21 calendar days (from the date the *Request for Home Working Arrangements application* form was received by NBN Co).
- NBN Co may consider any factors or information relevant on operational grounds, or personal employee grounds when reviewing and determining Home Working Arrangements applications.
- NBN Co will consider and review any reasonable changes that can be made to a job, to enable remote working.
- Declined applications will include the reasons for rejecting the Home Working Arrangements in the written response.

Approval

- On Home Working Arrangements approval, it is advised that managers arrange a meeting with the employee and Human Resources Business Partner to discuss the terms and conditions of the Home Working Arrangements.
- A Letter of Agreement is required for all approved applications and must include the following:
 - ▶ duration of the arrangement, including the length of the trial period and review points;
 - ▶ time, hours and days of work to be worked;
 - ▶ circumstances under which employees or NBN Co may vary the arrangement, including how these will be managed; and
 - ▶ circumstances under which either the employee or NBN Co may terminate the arrangement.

A Contract Variation form may also be required depending on the nature of the Home Working Arrangements – this will be determined by NBN Co at its discretion.

All required documents must be signed and returned to HR Support Centre to formally recognise the effective Home Working Arrangements.

Application Process – *Ad hoc Working from Home*

Applications

- Employees are required to contact their manager to discuss working from home on ad hoc occasions.
- Complete a self-assessment of employee's home workplace, using the Working from Home Health Safety and Environment Checklist available on the HUB.
- Lodge the completed Health Safety and Environment assessment with the HR Support Centre.
- The NBN Co's Health Safety and Environment representative will review the risk assessment for approval and compliance.

Application Assessment

NBN Co may consider any factors or information relevant on operational grounds or employee personal grounds when reviewing an employee's request to work from home on an ad hoc type basis.

Approval

- Manager approval can be verbal or via email.
- There is **no** requirement to complete the *Request for Home Working Arrangements* application form.

Roles and Responsibilities

Managers are responsible for:

- ▶ considering each employee application and applying this policy in deciding if a request is agreed
- ▶ Ensuring Home Working Arrangements are in line with this policy and are within the context of the range of flexibility options available and how to manage them
- ▶ Having the practical skills and confidence to lead a team with different working arrangements
- ▶ Tracking the career progression of employees who are home working to ensure they have access to all training and other benefits and to ensure that they suffer no disadvantage in opportunities for promotion or career development
- ▶ Providing the necessary resources and equipment to facilitate Home Working Arrangements within the context of this policy
- ▶ Evaluating the outcomes of the Home Working Arrangements and looking for improvements.

Employees are responsible for:

- ▶ Identifying personal needs and possible solutions, and being realistic about what is possible
- ▶ Taking responsibility for delivering their own workload as agreed with their manager
- ▶ Reporting any workplace incidents, injuries or illnesses that occur whilst undertaking Home Working Arrangements
- ▶ Reporting any potential hazards that may exist in the Home Working Arrangements environment as it changes from time to time
- ▶ Ensuring that any Home Working Arrangements comply with all NBN Co policies and procedures including Corporate Security and Use of IT Assets.
- ▶ Being willing to review and modify arrangements as their personal circumstances or operational requirements change from time to time
- ▶ Actively participating in review and continuous improvement of Home Working Arrangements

Further Information

Additional information is available on the Home Working Arrangements space on the HUB.

Please contact your Manager or the HR Support Centre if you require additional information in relation to this policy.