Work From Home & Telecommuting Policy

2024

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Telecommuting resource misuse can have serious implications for an enterprise

When workers telecommute, many factors can impact their overall effectiveness and thus increase costs and risks to the company.
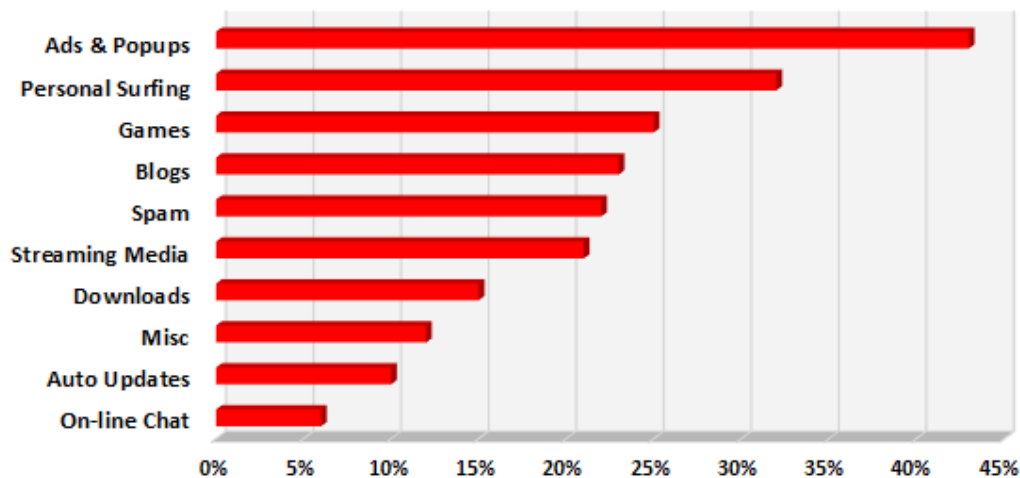
⬥ **Reduced productivity** - If employees spend their time on social networking sites such as Facebook, they're not spending it doing their job.

⬥ **Security risks** - Malware hides on websites and can install itself as users browse infected pages. It has been reported that the number of new, malicious websites blocked each day nearly doubled.

⬥ [computers other ...al liabilities for managers.]

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[... bandwidth is taken up ...g twice as much as you ...ing at half their speed]

⬥ [... from the internet, they] create legal risks. Software piracy is illegal. If an organization uses illegal copies of the software, it may face a civil suit, and company directors risk criminal penalties.

⬥ **Reputation risk** - Social networking can create opportunities for employees to leak confidential information or spread damaging rumors online. Bad behavior by a single employee can reflect on the reputation of the whole organization.

Factors Impacting Internet Telecommuting Productivity

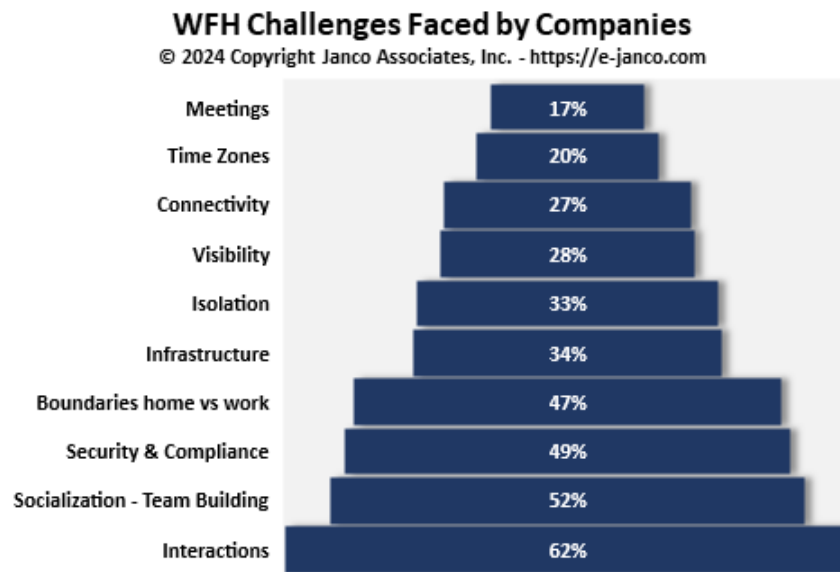| Factor	Percentage
Ads & Popups	~44%
Personal Surfing	~32%
Games	~25%
Blogs	~23%
Spam	~22%
Streaming Media	~21%
Downloads	~15%
Misc	~12%
Auto Updates	~10%
On-line Chat	~6%

Source Janco Survey - © 2024 Copyright Janco Associates, Inc.
At least 2 factors for each telecommuter surveyed

WFH Challenges Faced

In a survey of over one hundred companies, Janco has identified the top 10 challenges faced by companies. These challenges and others have to be considered given the operational environment of the enterprise.

WFH Challenges Faced by Companies
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Challenge	Percentage
Meetings	17%
Time Zones	20%
Connectivity	27%
Visibility	28%
Isolation	33%
Infrastructure	34%
Boundaries home vs work	47%
Security & Compliance	49%
Socialization - Team Building	52%
Interactions	62%

Interaction

Wh... ...e interaction between staf... ...ey to the enterprise's mis... ...ocation, the process of a "qu... ...to be put in place which will... ...ruptions.

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Socialization- Team building

In the in-office environment staff and management interact constantly during the workday. Breaks, lunches, and after-hours get-togethers all are part of the team-building process. These avenues are not available for WFH workers.

Security and Compliance

WFH exposes digital assets both at the WFH location and on BYOD devices. Digital assets and printed documents at the WFH location need to be protected from inadvertent exposure. Also, mandated compliance requirements for security and records management policies can be difficult to monitor.

Employer Legal Workplace Responsibilities

The legal responsibilities of the employer in the workplace apply equally to the home working and all other "out of office" environments. Legislation applicable includes various regulations in the United States, US, EU, and other jurisdictions:

- **Americans with Disabilities Act Amendments Act (2008)**: The ADA does not require an employer to offer a telework program to all employees. However, if an employer does offer telework, it must allow employees with disabilities an equal opportunity to participate in such a program. Changing the location where work is performed may fall under the ADA's _____ policies, even if the _____ an employer is not _____ odation and may instead

- _____ verns occupational health _____ e United States. In essence, _____ out-of-office locations.

- **Data Protection Act (1998)**: concerns the processing and storage of personal information, irrespective of where this is carried out. Is the data secured against theft and viewing by family members and visitors?

- **Health and Safety at Work Act (1974)**: ensure the welfare, health, and safety of employees wherever they work. Under section 2(4) of the Act safety representatives, appointed by a recognized Trade Union, can represent home workers in any consultations with employers concerning health safety, and welfare matters.

- **Working Time Regulations (1998)**: stipulate that, unless opted out of, workers should work no more than 48 hours per week. They also provide directives on breaks taken and paid annual leave.

- **Display Screen Equipment Regulations (1992) (amended by the Health and Safety (Miscellaneous Amendments) Regulations 2002)**: anyone, including remote workers, who use computers regularly (i.e. for a third or more of their working time for a continuous period of one month), is entitled to an eye test paid for by their employer.

- **Reporting of Injuries, Diseases, and Dangerous Occurrences Regulations (RIDDOR) 1995**: employers must report and record work-related accidents, injuries, and other occurrences arising from work-related activities, including home working.

- **Employment Act (2002)**: an employer may reject any application to commence remote work if the desired working pattern cannot be accommodated by the needs of the business.

Top 10 Best Practices

- Have a plan for the work and schedule for each telecommuting employee.

- Have every employee report to their manager, with a brief email that lists his or her achievements, upcoming goals, and any obstacles that may be in the way.

- Have managers focus on removing obstacles and keeping people productive.

- Have managers create KPI metrics. Capture and communicate status up and down the

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  conferences with their team.

  to manage their Internet
  connection to pause non-
  business-related Internet activity while video conferencing with others.

- Management team members should engage the teams in discussions about how they can improve productivity. (i.e., What can the team do to improve customer satisfaction, the supply chain, order processing, etc.?)

- C-level executives should work with their leadership teams and the Board of Directors to start shaping a new strategy. There is time to adjust or redefine, enterprise strategy to operate more effectively in a WFH & telecommuting environment.

Job Description

Full job descriptions are included with this policy template. They come separately in their directory.

Manager Telecommuting

Manager Work From Home Support

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Electronic Forms

Electronic forms are included with this policy template. They come separately in their directory.

Company Asset Employee Control Log

Inspection Checklist Alternative Location

Internet and Electronic Communication Agreement

Mobile Device Access and Use Agreement

Mobile Device Security and Compliance Checklist

Privacy Policy Compliance Agreement

Remote Location Contact Information

Safety Checklist - Work at Alternative Location

Security Access Application Mobile

Sensitive Information Policy Compliance Agreement

Social Networking Policy Compliance Agreement

Telecommuting IT Checklist

Telecommuting Work Agreement

Text Messaging Sensitive Information Agreement

Work From Home Contact Administration

Work From Home IT Checklist

Work From Home Work Agreement

What's New

2043 Edition

- Updated all survey data with the most recent results
- Updated all the Electronic Forms
- Updated all included job descriptions

2023 Edition

- Updated all survey data with the most recent results
- Updated all the Electronic Forms
- Updated all included job descriptions

2022 Edition

- Added top 10 best practices for WFH and telecommuting users
- Updated all survey data with the most recent results
- Updated all the Electronic Forms
- Updated all included job descriptions

2021 Edition

- Expanded for Work From Home
- Added section on Work From Home Best Practices
- Added a job description for Manager WFH Support
- Updated all the Electronic Forms
- Updated all included job descriptions
- Added three (3) Work From Home forms
  - Work From Home Contact Information
  - Work From Home IT Checklist
  - Work From Home Work Agreement

2020 Edition

- Added a Job Description for Manager Telecommuting
- Add five (5) electronic forms
  - Privacy Policy Compliance Agreement
  - Remote Location Contact Information
  - Sensitive Information Policy Compliance Agreement
  - Social Networking Policy Compliance Agreement
  - Text Messaging Sensitive Information Agreement
- Updated all of the electronic forms