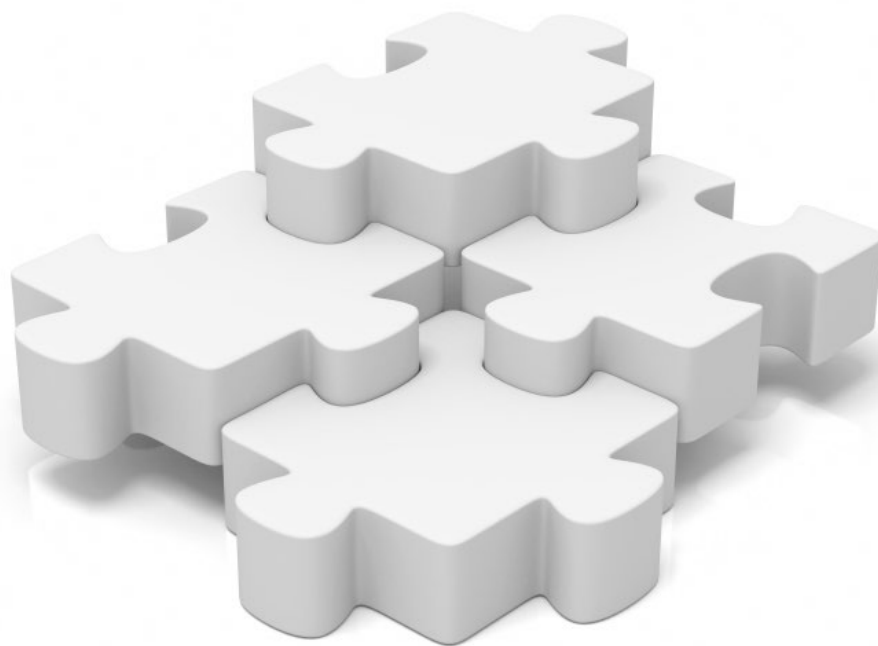


The WorkPac System

Working from Home Policy and Procedure



Category:	IER	Procedure Reference No.: CCRO-IER-ALLWP-PRO-021.8	Approved by.: Chief Commercial & Risk Officer
Applies to:	ALLWP	Responsible for Review: Head of Employment Relations	Date of Approval: 2 nd November 2023

Commercial in confidence. Limited distribution. Do Not Copy



Quality
ISO 9001
SAI GLOBAL



OHS
ISO 45001
SAI GLOBAL

Table of Contents

1. WHY WE DO IT	3
2. PROCEDURE	3
2.1 Employee Request.....	3
2.2 Business Request	4
2.3 Request to Work from Home as part of a Flexible Working Arrangement	4
3. RESPONSIBILITIES.....	5
3.1 Responsibilities of an Employee Working from Home.....	5
3.2 Responsibility of the Manager/WorkPac Rep of an Employee Working from Home..	6
4. PERSONAL LEAVE	6
5. DEPENDENT CARE	6
6. EQUIPMENT	6
7. SECURITY.....	7
8. INSURANCE	7
9. WORK RELATED EXPENSES	7
10. WORKPLACE HEALTH AND SAFETY	7
11. DOCUMENTS THAT RELATE TO THIS PROCEDURE	8

1. WHY WE DO IT

WorkPac values flexibility and is committed to finding practical solutions to support its employees to maintain a work-life balance while remaining focused on providing high levels of service to our people and clients.

This procedure applies to **all WorkPac employees**, including internal team members and Field Team Members (FTMs) of WorkPac (reference to 'employee' herein will apply to both unless specified otherwise). This procedure covers those employees who have been approved to perform work from home, either on an occasional/ad-hoc basis or as an ongoing arrangement (Refer to *WorkPac Flexible Working Arrangements Procedure*). This is designed to provide guidance on WorkPac's expectations when undertaking work from home.

The provisions of this procedure requiring a written agreement does not apply to occasional/ad hoc working from home arrangements. Occasional/ad hoc working from home arrangements are managed and agreed to between the employee and their manager or WorkPac Representative.

Working from home may be feasible for some employees in particular roles or at particular times. It may not be possible for some employees to work from home due to the unique requirements of their position.

Working from home is not an entitlement but rather a flexible work option that may be appropriate if work can be performed at home as effectively as at a WorkPac office or client site to which an FTM is assigned. The performance of an employee's duties and the service levels to our FTMs, clients and other employees, must not be compromised by a lack of physical presence in a WorkPac office or Client site (Refer to *WorkPac Flexible Working Arrangements Procedure*).

2. PROCEDURE

2.1 Employee Request

If an employee believes they have a legitimate reason to work from home on a routine basis, the following process must be followed. The employee must submit their request in writing for approval and outline the following:

- Dates/days which they are requesting to work from home;
- Reason for their request;
- Any objectives that will be met whilst working from home; and
- Any other relevant details to the arrangement.

The employee must have written approval from their manager/WorkPac Representative prior to undertaking work from home.

This procedure does not affect any rights an employee may have under the National Employment Standards or the *Fair Work Act 2009* (Cth) ('**the Act**'), as amended from time to time, to request a flexible working arrangement (see section 2.3).

If the request is approved, the manager or WorkPac Representative must ensure the approval and necessary paperwork are recorded appropriately by liaising with Internal Staff Changes for internal employees or saving the documents to the FTM's file in Chilli Max, respectively.

Note:

Internal Employees

- The above steps must be finalised before working from home arrangements can commence.
- The employee must advise the relevant Administration Manager of the details of the working from home arrangement.
- The employee must complete the *Working from Home Risk and Hazard Assessment Form*. On completion, the form must be returned to the relevant Safety and Risk Management team member

for review. A copy of the completed *Working from Home Risk and Hazard Assessment Form* must be forwarded to Internal Staff Changes, to ensure that it is recorded on the employee's file.

FTMs

- The above steps must be finalised before working from home arrangements can commence.
- The FTM must advise their WorkPac Representative of the details of the working from home arrangement.
- The FTM must complete the *Working from Home Risk and Hazard Assessment Form*. On completion, the form must be returned to their WorkPac Representative who will provide it to the relevant Safety and Risk Management team member for review. A copy of the completed *Working from Home Risk and Hazard Assessment Form* must be saved on the FTM's Chilli Max file.

2.2 Business Request

Where reasonable, WorkPac may direct an employee to work from home. In this instance, the employee will be required to work their ordinary hours as per their Employment Agreement, or their rostered hours as per their Notice of Offer of Employment. In the event that WorkPac's direction for an employee to work from home is to end, WorkPac will provide the employee with reasonable written notice.

The employee/FTM must complete the *Working from Home Risk and Hazard Assessment Form* and follow the above steps in order to have this approved by the WorkPac Safety and Risk Management Team and saved to their file.

2.3 Request to Work from Home as part of a Flexible Working Arrangement

An employee may request to perform their working hours, or part thereof, from home as part of a Flexible Working Arrangement ('**FWA**') under the Act. Permanent employees engaged for at least 12 months (or on a regular and systematic basis if casual) have a statutory right to request a FWA from their employer, if that employee:

- is a parent/responsible for the care of a child;
- is a recognised carer;
- is 55 years of age or older;
- has a disability;
- is pregnant; or
- is experiencing/providing support to an immediate family member or member of the employee's household who is experiencing family or domestic violence.

As above, requests for a FWA should be made to the employee's manager/WorkPac Representative in writing and must include the specific details of the working arrangements the employee is proposing. The manager/WorkPac Representative then has 21 days to respond to the request.

There are additional obligations imposed on WorkPac with respect to considering an employee's request to work from home as part of a FWA. Specifically, **before** an employee's request may be refused, the manager/WorkPac Representative **must** take the following steps:

- discuss the request with the employee; and
- make a genuine effort to reach an agreement or to find alternative arrangements to accommodate the employee's circumstances; and
- consider the consequences of refusal for the employee; and
- provide a written response to the employee within 21 days that includes an explanation of the reasonable business grounds for refusing the request and how these grounds apply to the request.

Internal Employees

If the request is approved, the manager must liaise with Internal Staff Changes, to ensure the approval and necessary paperwork is recorded on the employee's file.

In the event an employee's request to work from home cannot be accommodated, the manager is to contact the ER Team for assistance prior to responding to the employee's request. The written response must be forwarded to Internal Staff Changes to ensure that it is recorded on the employee's file.

FTMs

If the request is approved, the WorkPac Representative must save the approval and necessary paperwork to the FTM's file in Chilli Max.

In the event an FTM's request to work from home cannot be accommodated, the Employment Relations Team must be contacted for assistance prior to responding to the FTM's request. Any written response provided to the FTM must be recorded on the FTM's file in Chilli Max.

3. RESPONSIBILITIES

3.1 Responsibilities of an Employee Working from Home

It is the responsibility of an employee working from home to:

- Comply with this procedure and any written agreement entered into with WorkPac in relation to working from home;
- Comply with WorkPac's policies and procedures, including those relating to workplace health and safety and use of information technology;
- Take reasonable care of personal health and safety at home and follow reasonable directions from WorkPac relating to workplace health and safety. This must include a dedicated work area free from distraction and external noise. At a minimum, the work area must have a chair and table with a screen that can be positioned at eye level;
- Report all incidents including near misses to your WorkPac Representative or a Safety & Risk Management team member as soon as possible (Refer to *WorkPac Incident Reporting and Investigation Procedure*);
- Work the agreed hours and maintain accurate and up to date record of hours worked at home (if required). The hours worked will be within the normal span of hours, and agreed to prior to commencement;
- Seek written approval prior to altering core work hours from your WorkPac Representative or the relevant Executive Committee team member;
- Perform all duties and deliver on agreed work outcomes on a consistent basis;
- Attend site or face-to-face meetings at WorkPac's offices as required;
- Participate in team meetings and relevant learning and development activities at WorkPac's offices or through video conferencing (utilising camera function wherever possible), as required;
- Keep up to date with developments and information relevant to site or the workplace;
- Remain contactable during working hours;
- Comply with the usual procedures where the employee is unable to work due to personal/carer's leave, including notification and evidence requirements;
- Provide authorised employees of the organisation or other approved parties with access to the home based worksite where necessary for matters such as workplace health and safety inspections, and maintaining, repair or retrieval of any organisation-supplied equipment;
- Take reasonable steps to remove distractions in the designated work environment;

- Undertake work as directed and produce the required outputs as agreed; and
- Take reasonable precautions necessary to protect the organisation's equipment and information.

3.2 Responsibility of the Manager/WorkPac Representative of an Employee Working from Home

It is the responsibility of the manager/WorkPac Representative of an employee working from home to:

- Set out the terms of the arrangement in a written agreement signed by both parties;
- Be satisfied that the remote designated workplace is a safe and healthy working environment;
- Be clear about the required outputs and expectations regarding communication and meeting participation;
- Monitor the working from home arrangement to ensure that agreed work outcomes are consistently being delivered;
- Appropriately supervise the employee during the working from home arrangement in line with reasonable expectations;
- Regularly communicate with employees who are working from home and provide information relating to work matters and training and development;
- Monitor and review the working from home arrangement on a regular basis (reviews of working from home arrangements should generally not be more than six (6) months apart) and provide feedback to the employee to improve the arrangement's effectiveness; and
- Where work equipment is provided to:
 - Internal employees - ensure that ownership and usage arrangements for the equipment are clearly documented in a *Company Resource Form - Internal Employee*, a copy of which must be provided by the relevant Administration Manager to Internal Staff Changes to be saved on the employee's file.
 - FTMs - ensure that a record of the ownership and usage of company resources by the FTM is documented in their FTM file in Chilli Max.

4. PERSONAL LEAVE

Working from home is not a substitute for the use of personal leave when an employee is unwell or unable to fulfill the inherent requirements of their position.

If an employee is unwell or unable to fulfill the inherent requirement of their position, the provisions of the *Leave Procedure - Internal Employees*, or the *FTM Leave Procedure - General/FTM Leave Procedure Coal* (as applicable) will apply.

5. DEPENDENT CARE

A working from home arrangement should enable the employee to work as effectively as an employee undertaking work at a WorkPac office or a Client site to which they are assigned. A working from home arrangement may assist with but should not be considered a substitute for dependent care, childcare, or other carer responsibilities. Employees who work from home must ensure that they have suitable childcare/carer arrangements in place.

6. EQUIPMENT

WorkPac will not generally cover the cost of equipment to work from home. Where WorkPac approves the provision of relevant equipment, it must be detailed in the *Company Resource Form - Internal Employees*, or recorded in the FTM's file in Chilli Max.

Any equipment supplied by WorkPac remains the property of WorkPac. Equipment provided by WorkPac should only be used for work purposes, unless otherwise agreed. Employees shall notify the organisation if any problems or difficulties arise with the operation of the equipment and return the equipment to WorkPac when required to replace, service, or repair.

Where an employee uses their own office equipment to work from home, the employee is responsible for complying with information technology practices, such as ensuring up to date anti-virus software is maintained on computer equipment.

If a working from home arrangement is terminated, the employee must return any equipment owned by WorkPac within seven (7) working days. All equipment must be returned in reasonable condition.

7. SECURITY

An employee who is working from home must comply with confidentiality obligations in relation to WorkPac information and material. Employees must take appropriate precautions to maintain confidentiality when working at home including:

- Ensuring non WorkPac employees do not have access to company information and material;
- Using passwords to control access to computers and other devices that contain WorkPac information;
- Ensuring appropriate internet security; and
- Maintaining appropriate home security.

8. INSURANCE

It is recommended that employees check their insurance policies to determine Public Liability coverage and whether working from home invalidates their policy.

9. WORK RELATED EXPENSES

WorkPac will not generally meet the costs of home based utilities such as electricity, water, internet access or telephone access or expenses. If WorkPac approves the reimbursement of such costs incurred in relation to work carried out at home, it must be detailed in writing. The employee must retain receipts and records detailing expenses for which reimbursement is claimed.

10. WORKPLACE HEALTH AND SAFETY

Employees who are working from home are required to:

- Comply with all WorkPac workplace health and safety policies and procedures.
- Take reasonable care for the health and safety of themselves and others; and
- Follow directions from WorkPac relating to workplace health and safety.

WorkPac may access the home-based worksite at agreed times for the purposes of conducting workplace health and safety inspections.

If an employee working from home moves house or there is a change to the nature of the work or equipment used, they must complete a new *Working from Home Risk and Hazard Assessment Form* to ensure workplace health and safety compliance is maintained.

Employees who are working from home must notify WorkPac of any accident, injury or near miss resulting from carrying out duties necessary to fulfill the requirements of their position that occurred during the agreed normal working hours (Refer to *WorkPac Incident Reporting and Investigation Procedure*).

11. DOCUMENTS THAT RELATE TO THIS PROCEDURE

- Flexible Working Arrangement Procedure
- Company Resource Form - Internal Employees
- Working from Home Risk and Hazard Assessment Form
- Incident Reporting and Investigation Procedure
- Leave Procedure - Internal Employees
- FTM Leave Procedure - General
- FTM Leave Procedure - Coal