

Remote Work Policies and Considerations



Provided by Heffernan Consulting



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Disclaimer

The information presented is general in nature and is intended to present an overview of employment practices.

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- Founder / HR Consultant of HR Jungle, a human resources consulting firm in 2006
- National Certification through the HR Certification Institute (HRCI) as a Senior Professional in Human Resources (SPHR) since 2002
- 25+ years in HR management
- Former President of National Human Resources Association (NHRA) – San Diego Chapter



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Today's Topics

- Effects of COVID
- Myths vs. reality
- Policy considerations
- HR issues
- Tips for Success



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COVID Forced Remote Work



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Effects of COVID

- Pre-COVID
 - 37% of all jobs could be done entirely remote
 - 7% of employees worked completely remote
- During COVID
 - Majority of employees working at least partially remote
- Now and in the future
 - 30% of employees consider themselves hybrid
 - 35% of employees working remotely



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Myths vs. Reality

The physical workplace is the only way to collaborate.

82% of remote employees believe their technology keeps them connected with their team and manager.



Engagement levels suffer with remote work.

78% of remote employees say they are highly engaged;
72% for on-site employees.



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Myths vs. Reality *cont.*

Remote work has a negative impact on productivity.

79% of remote employees and their organizations say remote has had little effect on their performance.

83% of employers say the shift to remote work has been successful.



Remote work will end when the pandemic is over.

21% of employees want to work full-time remotely;
68% of employees want a hybrid environment;
11% of employees want to work full-time on-site.



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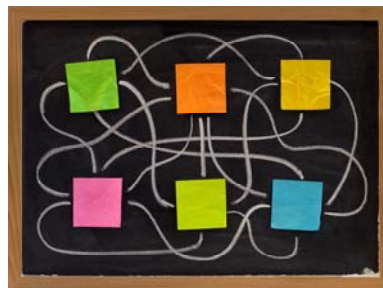
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HR Considerations

- Working conditions at home
- Employee movement
- Communication difficulties
- Safety and ergonomics
- Compliance
- Manager training



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Written Policy



- Add to Employee Handbook or create a separate policy that employees sign
- Avoids discrimination
- Forces the company to think through the process and what-if's



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Eligibility

- Factors
 - Minimum length of employment
 - Performance
 - Position
 - Home situation
- Approval process
- Trial period
- Rescinding approval



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Workspace

- Quiet and distraction-free
- Able to dedicate full attention to work
- Available during scheduled work times
- Digital and paper files are secure



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Who Pays?

- Computer
- Web cam
- External monitor(s)
- Printer/scanner
- Internet service speed
- Furniture
- Cell or desk phone and headset
- Office supplies, including postage/shipping costs
- VPN (virtual private network)
- Rent for the space you're using in their home



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Safety



- Ergonomic work area
- Free from hazards, such as cords on the floor
- Workers' compensation



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Compliance

- Timekeeping
- Wage and hour laws, such as meal breaks and OT
- Leave of absence management and coverage
- Posters
- Location of worker
 - Payroll
 - Workers' compensation
 - Health insurances
 - Employment laws and posters



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Remote Management

- Update policies and processes
 - New technology for communication and workflow
- Train managers
 - Communication skills
 - New software being used
 - Flexibility to adapt to reality of remote workers
- Concerns
 - Younger employees worry they won't be promoted if not seen and won't have older remote employees mentoring them
 - Lack of social interaction affects mental health, loyalty



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Communication

- Communication protocols
- Paper movement
- Appropriate ... and secure... software or apps
- Training on software/apps
- Avoiding isolation
 - Extroverts may look elsewhere
 - Loyalty may be lost



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Performance Expectations

- Same as in your facility?
- Meeting protocols
 - In-person meetings in your facility
 - Business attire for online meetings
- Tracking performance of remote workers



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Security

- Unattended computers
- Passwords secure
- Rules about logging in while in public hotspot or shared location
- Saving to hard drive vs. cloud
- Data backups and protection standards/settings
- No unauthorized downloads



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Tips for Success

- Invest in the right technology
- Provide management training
- Develop an in-depth policy
- Track and measure results



Be prepared for resistance from remote workers when needed back in the office.



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Your Questions?



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