

Purpose of Policy

SKG Services acknowledges that working from home arrangements may be appropriate for certain positions and in certain circumstances.

Working from home arrangements must generally be consistent with the needs of SKG Services and must not adversely affect other workplace participants.

Commencement of Policy

This Policy will commence from 1st August 2022. It replaces all other Working from Home policies of SKG Services (whether written or not).

Application of the Policy

This Policy applies to employees, agents and contractors (including temporary contractors) of SKG Services, collectively referred to in this Policy as 'workplace participants'.

This Policy does not form part of any workplace participant's contract of employment, or contract for service where applicable.

Definitions

'Work(ing) from home' means working away from a workplace participant's ordinarily contracted place of employment.

'Home office' means a designated space for a workplace participant to work while away from the workplace.

General Provisions

Upon request by a workplace participant, SKG Services may permit the workplace participant (having regard to reasonable business grounds and circumstances) to:

- a) temporarily work from home for part of a working period; or
- b) in exceptional circumstances, permanently.

Workplace participants must maintain regular contact with SKG Services, their manager and greater team when operating under a working from home arrangement. Contact must be maintained through electronic means, including email, hand held communication device, fax, and telephone.

SKG Services may refuse an application where it is inappropriate in the circumstances.

Eligibility criteria

Where a workplace participant applies to work from home they must, at the very least, satisfy the below essential criteria. However, simply satisfying the essential criteria do not mean that ABC Holdings will permit the working from home arrangement.

The essential criteria for working from home includes (but is not limited to) the following:

- c) Possession of a computer or laptop capable of using all necessary programs and applications to perform the required work
- d) The work is able to be performed off-site, for example:
 - (i) Data entry without the need for removal of SKG Services' paper based records;
 - (ii) Engineering and design;
 - (iii) Research and development;
 - (iv) Drafting;
 - (v) Computer design and programming;
 - (vi) Sales;
- e) The presence of the skills, ability and knowledge to work autonomously; and

- f) An appropriate and safe workspace at home.

Working from home will generally not be considered suitable for the following types of positions:

- g) Work that requires a high degree of supervision or monitoring;
- h) Projects that involve a large amount of teamwork and daily face-to-face contact with other workplace participants;
- i) Positions that carry responsibilities for training or supervising others; or
- j) Positions where the workplace participant has little control over the flow of work.

Other factors relevant to eligibility

A workplace participant must be able to demonstrate that:

- k) Efficiency will be maintained or increased as a result of the arrangement;
- l) The productivity of a workplace participant's team or work group must not be adversely affected;
- m) The level of customer/client service will be maintained or increased;
- n) Home commitments will not detract from the performance of the work.

SKG Services may, regardless as to whether the essential criteria is satisfied (or any other factors are satisfied), refuse a workplace participant's request to work from home where the accommodations required are not reasonable.

Working from home part-time

In circumstances where a working from home request is approved, it will in most cases be on a part-time basis. Prior to the working from home arrangement commencing, the workplace participant and the relevant manager will confirm in writing the number of hours and/or days that the workplace participant will work from home.

Working from home is not an entitlement

Workplace participants should be aware that there is no inherent right to work from home, rather this is an additional offering that ABC Holdings is providing at its discretion. SKG Services maintains the right to terminate a working from home arrangement at any time.

Conditions of working from home

The following conditions apply to workplace participants who work from home:

- o) The workplace participant may be required by SKG Services to provide work reports and attendance records as proof of work completed.
- p) The workplace participant is to be contactable during their agreed hours of work.
- q) SKG Services retains the right of access to the workplace participant at home.

Subject to prior agreement, on-site visits or inspections by officers of SKG Services may be made for work-related matters, such as supervision, collection and delivery of work, equipment maintenance, security or workplace health and safety assessment, and retrieval of equipment.

Particular requirements for working from home

Home office

Workplace participants must designate a space at home to be used as a home office. This space could be a particular room (for example, a study) or a particular area of a room. The **home office**

should have a desk and sufficient space to perform work. Workplace participants should not perform any work for SKG Services in any area of their home, other than the home office.

Workplace participants' responsibilities in relation to workplace health and safety

Workplace participants are responsible to ensure they take all reasonable steps to ensure a safe working environment.

The home office must be maintained in safe condition, always, including all equipment and other relevant areas (including entrance, bathroom and kitchen).

Workplace participants must allow a person, appointed by SKG Services, to have access to their home office and related areas from time to time to allow them to conduct safety inspections.

Workplace participants must take reasonable care for their own health and safety and the health and safety of other persons who enter their home during work hours.

Workplace participants must notify SKG Services immediately if they become aware of any change in their working conditions or arrangement, or any risk to health and safety. Notification should be made in accordance with the SKG Services Workplace Health and Safety Policy.

Workplace health and safety inspection

A workplace health and safety inspection may be conducted for all working from home arrangements, unless SKG Services determines that a workplace health and safety check is more appropriate in the circumstances. If SKG Services requires that a workplace health and safety inspection be performed, as a condition of granting a workplace participant permission to work from home, the workplace participant must allow a person, appointed by SKG Services, to conduct a safety inspection of the home office, plus any other areas that may be used while working, for example, the home entrance, bathroom and kitchen.

The purpose of a safety inspection is to determine whether the workplace participant will be exposed to risk of injury while performing work at home. Unless the risk can be minimised or eradicated to the satisfaction of SKG Services, the arrangement will not be approved or may be discontinued.

Workplace health and safety check

Where SKG Services considers that a workplace health and safety check is more appropriate than an inspection, the workplace participant must complete the checklist provided by SKG Services. The workplace participant must complete, sign and return the checklist to SKG Services prior to commencing work from home.

Frequency of workplace health and safety inspections/checks

As set out above, a workplace health and safety inspection or check must be conducted before a workplace participant commences working from home. They will be provided with reasonable notice of the initial inspection.

Subsequent inspections or checks may be required from time to time. How often inspections occur will depend on how often a workplace participant works from home and their particular working from home arrangement. This may include random audits. Random audits will only be conducted during working hours.

Adjustments required to make a home office safe

Where the safety inspection or check reveals that adjustments are required to a workplace participant's home for safety reasons, they must cooperate with SKG Services in making the adjustments. If adjustments are required, a workplace participant will not be permitted to work from home, until the required adjustments have been made.

Generally, a workplace participant will be responsible for making adjustments to their home office and related areas. SKG Services may reimburse at its own discretion, the workplace participant in part or in full for adjustments required to make their home safe in relation to compulsory working from home arrangements, where SKG Services considers this reasonable.

SKG Services will not finance any structural changes to a workplace participant's home.

Accident or injury while working from home

If there is an accident or a workplace participant is injured while working from home, the accident or injury must be immediately reported to management. SKG Services may investigate the accident or injury. The workplace participant must allow a person, appointed by SKG Services, to access to their home for the purpose of conducting such investigation.

Equipment provided by SKG SERVICES

SKG Services will provide the necessary equipment to allow the workplace participant to perform work from home. The equipment required will depend on the particular needs of the workplace participant, the equipment they currently have and their particular working from home arrangement.

Generally, for regular working from home arrangements, SKG Services will provide the following equipment:

- r) Safety equipment, including a fire extinguisher and first aid kit;
- s) Office furniture, including a desk, chair, lockable filing cabinet;
- t) PC (either desktop or laptop, depending on the job requirements) loaded with appropriate software;
- u) All-in-one fax machine, printer, copier and scanner; and
- v) Office supplies such as paper, pens etc.

If the workplace participant believes additional equipment is required in order to effectively perform their work duties or for safety reasons, they must notify their manager in writing, who will consider the request.

Any equipment provided by SKG Services remains the property of SKG Services at all times. The workplace participant must use the equipment for legitimate business purposes only. They must not use SKG Services property for private use and must not misuse or damage SKG Services property. The workplace participant must return all equipment when requested by the SKG Services or upon termination of the working from home arrangement with SKG Services.

Responsibility for SKG SERVICES property

If any repairs are necessary to SKG Services furniture or equipment, the workplace participant must let their manager know as soon as possible. SKG Services is responsible for general 'wear and tear' of SKG Services property, however, if the workplace participant or another person at their home misuses or recklessly damages SKG Services property they agree to reimburse SKG Services for the reasonable cost of repair or replacement of the property.

In relation to any PC provided by SKG Services, the workplace participant must comply with any applicable SKG Services policies or procedures relating to internet, email and computer usage, including any social media policies. They must also comply with the terms of any licence or software as well as computer virus and protection requirements.

SKG Services is not responsible for any damage caused to the workplace participant's personal or real property during the course of performing work at home.

Costs of telephone calls

In relation to telephone expenses for working from home arrangements, SKG Services may agree to pay the cost of installing a separate business telephone line. Alternatively, SKG Services will reimburse the workplace participant for any business telephone calls or faxes on their private telephone line. In order to claim reimbursement, the workplace participant must complete a reimbursement form and attach an itemised telephone bill with business transactions highlighted.

Where SKG Services pays for installation of a separate business telephone line at the workplace participant's home, it must only be used for legitimate business purposes, not for private use. SKG Services will pay the costs of telephone expenses on the separate business telephone line.

SKG Services may monitor use of the business telephone line to ensure it is not used for private purposes.

As a condition of the above arrangement, the workplace participant agrees to provide SKG Services with all the telephone bills for any separate business telephone line.

The workplace participant further agrees that upon termination of the working from home arrangement, the termination of employment, or as otherwise required, they will do all things necessary to immediately cancel the separate telephone line. If the workplace participant is found to have used the separate business telephone line for personal use, the workplace participant agrees to reimburse SKG Services any costs associated with the personal use. The workplace participant may also be subject to disciplinary action for such conduct.

Cost of postage

SKG Services will reimburse the workplace participant for any postage costs used for business purposes. In order to claim reimbursement, the workplace participant must keep a record of all business postage transactions and complete a reimbursement form attaching itemised details of postage/faxes and tax invoices.

Cost of utilities

Workplace participants are required to pay their own home utilities such as electricity, water, gas, heating, air-conditioning, home maintenance, insurance etc.

SKG Services may pay a flat rate allowance for utilities where it considers it reasonable to do so. Where part days are worked from home, the workplace participant may be paid the utilities allowance on a pro-rata basis for the hours worked in accordance with their working from home arrangement.

The workplace participant must produce to SKG Services, whenever requested to do so, evidence of an acceptable occupier's liability insurance policy and home contents insurance policy which includes loss, theft, or damage of SKG Services property.

Terms and conditions of engagement when working from home

A workplace participant's terms and conditions of engagement remain the same when working from home. This includes hours of work (including any expectations in relation to overtime), remuneration and, in the case of an employee, leave entitlements/accruals. A workplace participant is required to perform their work duties effectively and efficiently, as if they were working in the office. Contracting out or delegating work duties to others without the express written permission of the relevant manager is strictly prohibited.

Employees undertaking work from home are required to follow the same processes for notifying of absences (e.g. sick leave, carer's leave) as if they were working in the office.

The impact of working from home arrangement on training and development

Workplace participants working from home will be provided with the same formal training, development, promotion, and career development opportunities as other workplace participants. However, as a practical matter, working remotely may limit a workplace participant's access to colleagues and resources, which may assist with their development. Workplace participants are responsible for their own career advancement. Accordingly, it is a workplace participant's responsibility to liaise with their manager about training, development, promotion and career development opportunities while working from home.

Children or other family members at home

If a workplace participant has children at home or other family members who require care or support while the workplace participant works from home, appropriate care for them must be arranged during working hours. Working from home is not a replacement for childcare or other care. If a family member requires a workplace participant's care or support due to their illness or injury, then an appropriate form of leave, for example carers' leave should be taken, rather than working from home.

In some circumstances it may be acceptable to work from home while a family member or a household member is present. For example, if a child is old enough to require minimal supervision. In these circumstances, a workplace participant must obtain prior written approval from the relevant manager.

Reporting to manager

Further to clause 5.2, reporting is a critical part of any working from home arrangement. The relevant manager will, as far as possible, provide advice concerning the required reporting arrangements prior to commencement of the working from home arrangement. A workplace participant must report to the relevant manager what work has been completed while working from home and comply with any reporting requirements, for example providing written reports, compiling work sheets etc. If a workplace participant does not comply with reporting requirements, the working from home arrangement may be terminated.

Communication with staff

Further to clause 5.2, workplace participants must inform other team members and manager of the hours/days the working from home arrangement applies and appropriate contact details. If a workplace participant is working from home regularly, they must maintain regular communication with their manager and work team while working from home. It is a workplace participant's responsibility to ensure their work team can effectively communicate with them while working from home and that the workplace participant is available to discuss work matters if required.

Requirement to attend the office on the days you work from home

All workplace participants working from home may be required to attend work from time to time. Even when a workplace participant regularly works from home on designated days, they may be required to attend work on those days. In particular, workplace participants may be required to attend staff meetings, announcements, client functions and employee training, in case of emergencies or where other work commitments arise.

When a working from home arrangement is terminated or ends

If a workplace participant is not happy with the working from home arrangement for whatever reason, management should be informed as soon as possible.

The arrangement may be reviewed to address concerns or terminated where appropriate.

Working from home arrangements will be reviewed on a regular basis to ensure they are operating effectively, meet the requirements of the business and do not adversely affect other workplace participants.

If SKG Services does not want to continue the working from home arrangement for whatever reason, it may review or terminate the arrangement at any time. SKG Services does not require a workplace participant's agreement to terminate a working from home arrangement. If SKG Services terminates a working from home arrangement, the workplace participant will be given at least 24 hours' notice.

If a workplace participant working from home arrangement is terminated or ends for any reason (including at the end of a trial period) they must return all SKG Services equipment within 14 days. Further, the workplace participant must do all things necessary to immediately cancel the separate telephone line where applicable.

Security of information and property

As a remote user, a workplace participant will be provided with access to and use of SKG Services property, equipment and information, including the SKG Services network. By accepting and using remote access privileges, a workplace participant has a shared responsibility with SKG Services to protect SKG Services property, equipment and information against theft, unauthorised access and destruction.

Workplace participants must take all reasonable precautions to secure SKG Services property, equipment and information (both paper and electronic) within their home. This includes

workplace participants taking all reasonable precautions to prevent unauthorised access and use of such property, equipment and information.

A workplace participant's obligation to maintain confidentiality in relation to SKG Services information continues while working from home and is the same as if working in the office. However, given the potential security issues, a workplace participant must take extra care to ensure confidential information is properly protected.

Steps to secure SKG SERVICES property, equipment and information

Firstly, workplace participants must ensure they properly secure their home. Depending on the amount and nature of SKG Services information, equipment and property stored in your home, it may be necessary to install a security system in the home. Accordingly, if requested by SKG Services, a workplace participant must allow a person, appointed by SKG Services, to access their home and conduct a security assessment. If possible, the home office should also be lockable. For example, a workplace participant may be required to install a separate lock on the home office door.

Secondly, a workplace participant must secure all SKG Services documents and portable equipment in a lockable filing cabinet and secure the key. A workplace participant must not provide the key to unauthorised persons, including family or household members.

Finally, a workplace participant must ensure appropriate security systems are in place on their PC (such as passwords) in accordance with SKG Services's requirements. Workplace participants must not disclose their password to any person, including family or household members.

Breach of working from home policy

When working from home, a workplace participant must comply with the terms and conditions contained in this Policy. Workplace participants will be required to enter into a formal working from home agreement with SKG Services, recording the specifics of the working from home arrangement.

In the case of employees of SKG Services who are found to have breached this Policy, they may be subjected to disciplinary action in accordance with relevant SKG Services policies. The type and severity of the disciplinary action will depend upon the circumstances of the case and the seriousness of the breach. In serious cases, this may include termination of employment.

In the case of contractors or agents of SKG Services who are found to have breached this Policy may have their contracts with SKG Services terminated or not renewed.

Variations

SKG Services reserves the right to vary, replace or terminate this policy from time to time.