

Working from Home (WFH) Policy

1. Purpose

This policy was developed to provide Employees and Managers with clear and comprehensive information required to genuinely consider Working from Home (WFH) opportunities. WFH arrangements are encouraged and should accommodate individual situations as well as meet ANC's operational requirements.

2. Scope

This policy applies to all ANC Employees.

3. Definitions

Manager	Refers to either the State or National Manager for the Employee
WFH	Work from Home

4. Who is Eligible to WFH?

WFH arrangements are encouraged and should ensure that employees are able to balance personal needs, while taking into account ANC business needs. A WFH arrangement may not always be possible due to operational or other limitations, but Managers and Employees need to be open to discussing and considering a range of flexible work options. Below are some questions and considerations that Managers and Employees can work through as they determine the effectiveness of WFH.

Questions	Considerations
1. Is the Employee eligible by nature of their job?	<ul style="list-style-type: none"> Can adjustments be made to their role that will not negatively impact the business? Are there alternative ways that work can be done?
2. Is there an impact on colleagues, clients or customers?	<ul style="list-style-type: none"> Can a flexible WFH arrangement assist in minimising impact? (e.g. work in the office on specific days and schedule meetings on these days)
3. Will collaboration with the Employee's team become difficult?	<ul style="list-style-type: none"> Would MS teams, email, video conferencing or phone calls reduce this impact? Or specific 'collaboration' days each week where all team members work face to face?
4. Do Employees have the necessary equipment or software installed at home?	<ul style="list-style-type: none"> Is it reasonable for IT to install or provide the equipment or software necessary?
5. Are there any cybersecurity and data privacy concerns?	<ul style="list-style-type: none"> Can IT install software to minimise the risk?

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	<ul style="list-style-type: none"> Does all ANC hardware and software have password protection of material with sensitive data?
6. What are the conditions of the Employees' WFH environment? (noise, internet connection, ergonomics etc.)	<ul style="list-style-type: none"> Are there adjustments that can be made? (e.g., find a quiet room, improve home internet speed, suitable desk and chair, light and airflow etc)
7. What is the financial impact of approving the request, including the impact on efficiency, productivity and customer service?	<ul style="list-style-type: none"> Are there any means to reduce this impact such as access to printer paper via office ordering

5. WFH Arrangements and Personal Commitments

A WFH arrangement is *not* a substitute for childcare or other dependent care. Employees are responsible for ensuring that appropriate childcare or dependent care arrangements are in place whilst engaged in WFH arrangements.

6. Roles and Responsibilities

Managers are responsible for:

- Genuinely considering each Employee application
- Ensuring the WFH arrangement enables collaboration,
- Maintaining skills and experience to lead a team with WFH arrangements
- Supporting the career progression of Employees who are WFH 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
- Ensuring IT provide the reasonably necessary resources and equipment to facilitate a WFH arrangement within the context of this policy
- Evaluating the outcomes of the WFH arrangements systematically (weekly/monthly/quarterly) and identifying improvements if necessary.

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 potential hazards that may exist whilst engaged in the WFH arrangement
- Reporting any workplace incidents, injuries or illnesses that occur whilst WFH
- Ensuring that any WFH arrangement comply with all ANC 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

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- g. Actively participating in reviews for continuous improvement of WFH arrangement

7. Employee WFH Set-up

To work from home, the essential requirements are:

- Laptop or computer (could be an ANC device or in special circumstances a personal computer/laptop, pending IT approval)
- Stable and reliable internet access
- Secure remote access to ANC's internal network/intranet
- Access to corporate emails
- Access to a phone

The Employee may require:

- Stationary (notebooks, pens, post its etc.)
- Headset and cradle if applicable
- Keyboard and mouse if applicable
- Hardcopy checklists and guides to perform your tasks

Employees are not required to recreate an office at home, however you need to have an area you can dedicate to WFH purposes that is appropriate, comfortable and conducive to productivity, with minimal distraction.

All equipment that is used in the course of working from home remains the property of ANC. If a working from home arrangement ceases, the Employee must return all ANC equipment to ANC immediately.

8. Requesting and Considering WFH Arrangements

Employees seeking to work from home should email their Manager at least two weeks in advance to provide sufficient time for discussion and consideration. The email should outline:

- The reason/s requesting to work from home
- Any specific issues or concerns or mitigations that need to be considered and addressed to ensure the work being undertaken is suited to a WFH arrangement.

Employees who need to work from home for temporary and unforeseen reasons (e.g. illness or a temporary difficult commute) should speak to their manager as soon as possible.

Managers receiving requests to work from home should:

- Consider the reason/s and the eligibility considerations outlined in Section 4
- Meet with the Employee to discuss and consider ways to overcome any identified challenges

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- c. Either approve the WFH request or provide an explanation as to why the Employee cannot WFH. This response is required in writing and within seven (7) days.
- d. If the WFH arrangement spans more than two to three weeks or more than two (2) days per week ongoing, the Managers and Employee should meet to discuss:
 - The home office set up
 - Set specific goals
 - Set work hours including availability
 - Get a clear understanding of schedules for ongoing work and deadlines
 - A Workplace Risk Assessment of the WFH site by the Manager and Employee (Document titled *ANC Offsite Workplace Risk Assessment* must be completed).

9. Approval of WFH Arrangement

Approval of a WFH is at the discretion of your Manager.

WFH arrangements are encouraged to be established as a three (3) month trial basis initially, with a monthly review. This is to ensure the arrangement meets the flexibility required by the employee and the business requirements of ANC.

10. Additional Costs and Expenses Related to WFH Arrangement

Employees are not entitled to any additional payment for working from home. For example, when required to travel between home and an ANC office, Employees will not be compensated for attending their usual workplace.

Any work expenses incurred by Employees in the course of WFH arrangements must be pre-approved for reimbursement, i.e. approved prior to purchase or seeking reimbursement. While ANC does not expect Employees to be out of pocket due to WFH arrangements, reimbursement of any expense incurred is not automatic.

11. Availability of this Policy

This Policy is available to all ANC's Employees and Contractors through ANC's induction process, and on ANC's Safety Website.

12. Review

This policy will be reviewed every two years, or earlier if necessary, to improve the effectiveness of its operation.

13. References

ANC Offsite Workplace Risk Assessment

Code of Ethics Policy

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Manager's Guide to Working from Home (WFH)

Considering an Employee's Request to WFH

WFH Benefits

A WFH arrangement poses benefits to both the business and the Employees. These benefits need to be evaluated alongside the considerations listed in the WFH Policy when determining an Employee's request to WFH.

Business	Employee
<ul style="list-style-type: none"> • Greater Employee satisfaction, gratitude and loyalty • Retention of experienced Employees and the availability signals a desire to accommodate quality Employees • Recruitment and training cost savings • Increased productivity • Direct savings in office space requirements and associated overheads • Potential to reduce spreading office illnesses and sick leave • Employees are more focused on their task or project • People are better motivated and more productive • Role models: Managers can show leadership in work, life and family initiatives which provide models to Employees who can balance multiple roles 	<ul style="list-style-type: none"> • Greater freedom to manage time and tasks • Fewer interruptions and distractions • Improved efficiency and productivity • Greater freedom to plan around other commitments • Being available for family members and family life • Being able to balance and meet work and domestic commitments • Fewer hours committed to the workday (such as time spent organising, dressing and commuting) • A greater sense of autonomy • Helps to maintain desired career and status

Evaluating Employee Suitability for the WFH Arrangement

Along with the considerations listed in the WFH Policy, consider these points to determine how successful a WFH arrangement would be for the requesting Employee.

- Can they set goals?
- Are they self-disciplined?
- Can they self-manage their time?
- What do they actually spend time doing in their work?
- Are they committed? Do they do what they say they will do?
- Are they self-motivated?
- Are they honest, trustworthy and reliable?

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Managing a WFH Employee

Documenting Agreement

Once the decision has been made to enable an Employee to WFH, document the agreement in writing. This could be as simple as an email to the Employee confirming the below:

- Any changes to working hours
- Duration of the WFH arrangement
- Performance targets
- Trial period if applicable
- Details of equipment supplied or required
- Any legal obligations
- A plan for regular check-ins with the Employee
- A set time to review and evaluate the WFH arrangement, effectiveness, impacts

WFH and Sick Leave and Annual Leave

A WFH arrangement does not change an Employee's entitlement to sick leave. If an employee with a WFH arrangement advises they are unfit to work, it is treated as a normal sick day so the person can rest and recover. Annual leave continues to accrue when on a WFH arrangement/

Set Clear Expectations

With WFH giving the Employee more influence of their workday structure, it is up to you as the Manager to make your expectations extremely clear.

Ideally, you need to be answering the following questions so the Employee knows what is required of them:

- Urgent tasks to be accomplished with clear deadlines
- General objectives going forward
- Key contact if issues arise
- How many hours per day/week they are expected to work
- Both their and your level of availability and how each person can be reached

The best way to check understanding is to ask questions relating to what you have discussed to make sure you are working towards the same goal.

Monitor Progress Regular

Schedule catch ups with your team members on a regular basis. This could be daily or weekly. This not only assists in monitoring progress but enables you to foresee and discuss any concerns that staff are facing and provide support if needed.

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Trust in your Team Members

Micromanaging staff is bad management. If you have concerns over the productivity of a team member, raise your concerns with them the same way you would address any other underperformance issues.

Recognise and Reward Efforts

When an Employee is not physically there, it can be easy to forget to recognise their efforts for a job well done. Ensure you continue to recognise hard work by those who are WFH to ensure they are feeling connected and valued to the organisation. It is also a fantastic opportunity to recognise the success the WFH arrangement has had for the business and the Employee.

Communication is KEY!

Regular Communication

Without the ease of popping by our team members desk to discuss an issue or task, good communication becomes paramount. As a Manager, you should make your expectations clear that your team needs to ensure they are readily contactable (be it through MS teams, phone or email). This expectation needs to be mirrored in your own behaviour and availability to ensure your team can contact you easily and quickly.

Clear Communication

Communication is not just about what is said, but also how it is said and body language. If the form of communication you choose is lacking body language, the clarity of the message is vital. The tone or formality of an email for example is lost, so the message that is received can be very different to the one intended.

The best way to ensure this impact is reduced is to utilise regular video calls. When written communication is required, be as clear as possible in your message. This does not mean that you need to be brief as this can cause confusion and waste time as the employee tries to interpret the message.

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Employee's Guide to Working from Home (WFH)

Tips for a Successful WFH Arrangement

Whilst working from home allows Employees to focus on their tasks in a home environment, it does pose some challenges. Below are some measures to overcome these challenges

- Create routine – commence work, set break times including morning/afternoon tea and lunch, as if you are in the office.
- Create structure and process – such as starting each day with a list of priorities - what you need to achieve today and cross them off as completed. This gives a clear sense of priorities and achievement as they're completed.
- Create Accountability – establish a routine to your check-in with your Manager.
- Motivate yourself - self-motivation techniques such as setting clear, achievable goals can help you to boost your confidence, think positively
- Minimise distractions – consider which distractions tend to affect you most such as household chores or interruptions from family/friends. Beating these distractions could be as simple as shutting the door!
- Reward yourself - find ways to make each task more enjoyable and rewarding by giving yourself treats when they're done. For example, enjoy a coffee break after completing your morning tasks successfully.
- Moderate social media - think carefully about which notifications to keep on, and which to mute. Allocate time slots for checking your phone.
- Know your goals – including short-term, long-term, task-related goals, make sure that you're also clear about the wider career goals and purpose you're striving to achieve. Keeping these in mind will motivate you to do your best work, wherever your location.
- Maintaining contact - find appropriate times to "check in" with your Manager and co-workers. Small problems can often be dealt with there and then, allowing you to work uninterrupted afterward.
- Experiment with different communication - experiment with communication in the early days of working from home. You'll want to avoid distractions, but neither should you "disappear." Over time, you'll discover the right levels of interaction that ensures you maintain your presence and availability in the virtual workplace.
- Divert your office phone - redirect your office phone to your mobile unless using 3CX from home and let colleagues, clients and suppliers know how best to reach you when WFH.
- Step away at the end of the day – it is important to “finish” work. Create some routine around this including closing the computer, and if possible, closing the home office door.

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IT Requirements for WFH Arrangements

Your vigilance is a great security asset to ANC and helps us protect our network and digital assets. As a business we need to make sure that we stay secure and safe for us and our clients. All Employees can help reduce and mitigate potential threats by following these steps:

1. Practice Safe Clicking - always be careful when clicking on attachments or links in email. If it's unexpected or suspicious for any reason, DO NOT click on it. Double check the URL of the website the link takes you to: bad actors will often take advantage of spelling mistakes to direct you to a harmful domain.
2. Practice Safe Web Browsing - always be careful when browsing web sites. TIP: Always use websites that are secure. i.e. <https://ancdelivers.com.au/>
3. All collaboration and meetings should be using MS Teams - all meetings should be scheduled in the MS Teams Calendar and alternatively MS Outlook. For further information, please see the Knowledge Base <https://anc365.sharepoint.com/sites/oneteam/kb/pages/knowledge-base.aspx?pageid=283&name=tipMicrosoftteamsroomsquicktips>
4. Separate Work and Home Devices - keep your main work computer and your main home computer separate.
5. Locking Computer - never leave your devices unattended. If you need to leave your computer, phone, or tablet for any length of time no matter how short, lock it so no one can use it while you're gone.
6. Using Complex Passwords - practice good password management. Use a strong mix of characters, and don't use the same password for multiple sites. Don't share your password with others, don't write it down, and definitely don't write it on a post-it note attached to your monitor.
7. Backup Data - always save your data to your OneDrive or to SharePoint and never backup on local drives. DO NOT use USB drives to store company information. USB drives can get misplaced and company information lost. They are also a popular way for hackers to transmit viruses and malicious code.
8. Physical Security - be conscientious of what you plug in to your computer. Malware can be spread through infected flash drives, external hard drives, and even smartphones.

Employees working from home have additional responsibilities to help reduce and mitigate potential threats by following these steps:

- Use and store your laptop/PC in a safe location – ensure the screen can't be viewed if you are looking at sensitive information.
- Lock your screen - whenever you're not at your device, keep it locked, just as you would do in the office.

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- ANC data should only be viewed on ANC laptops/devices - you should not be sending data to your personal email accounts to work on from home without permission.
- Lock your doors if/when you leave your house – every reasonable effort should be made to protect the confidential corporate information available on your laptop/PC.
- Log out – always log out of your company laptop/PC when you are not using it.
- Separate Work and Home Devices - keep your main work computer and your main home computer separate.

Technical Support

All technical questions or concerns should be directed to your manager or via email to [@Help | ANC NAT](#).

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