

Remote Work Considerations

REMOTE WORK BASICS

- Create remote work internal task force.
- Determine if your company will have a remote work policy.
- Develop remote work feasibility, candidates, and sentiment with internal surveying.
- Define what kinds of remote work options will be available for your employees.
- Determine under which circumstances remote work will be permitted:
 - Employee requested (i.e. health, disability, family care, commuting)
 - Employer required

REMOTE WORK CANDIDATES

- ✓ Positions that can be regularly performed remotely.
- ✓ Positions that do not require in-person collaboration or equipment.
- ✓ Individuals who are able to self motivate, schedule, and regulate.

REMOTE WORK EQUIPMENT

- Determine if employees will be allowed to use personal devices/home computers for business purposes.
- Determine if additional hardware must be purchased and identify the budget and timeline necessary for these items.
- Identify the software needed for employees to work from home.
 - Coordinate with the IT department to install software as required.
 - Designate a point of contact within the IT department to troubleshoot and assist remote workers.
- Consider high speed and secure internet and phone requirements.
- Consider home office set-up allowance for physical equipment.
- Establish ergonomic and home sett virtual guides/assessments.

REMOTE WORK SECURITY

- Develop an information security policy for remote workers.
- Determine what level(s) of access will be permitted to the organization's networks and how access will occur.
- Determine if a virtual private network (VPN), remote desktop or portal exists and if not, determine if this technology is necessary for secure remote access to the organization's network.
- Consider your policy on client confidentiality.
- Determine what tools are required to securely transfer documents or programs to other teammates or clients.

Remote Work Considerations

DEVELOP AND IMPLEMENT A REMOTE WORK POLICY

- Define who is eligible for remote work.
- Define hours & scheduling.
 - Will your employees need to track their time?
 - Address timekeeping procedures for non-exempt employees if these will differ for remote workers and address expectations for pre-approved overtime work.
 - When will your remote workers be available?
 - How should remote workers communicate unavailable hours or days?
- Define behavioral expectations.
 - Is there a dress code for remote workers during any video calls or meetings?
 - Are remote workers allowed to check personal social media accounts during work?
 - Can they do personal activities at work?
 - Are they permitted to be a primary caregiver during work hours?
- Determine communication expectations.
 - How are delays and/or problems communicated to the team?
 - How responsive should employees be during working hours?
 - What are the expectations for being logged into company programs like Slack?
- Productivity & success measurements
 - What does it mean to be a successful remote worker?
 - Are there feedback systems in place to improve issues?
 - Do you understand the challenges being faced by your remote workers?
 - Specify how an employee's productivity will be measured.

IMPLEMENTATION AND TEAM COMMUNICATION

- Communicate the telecommuting policy and procedures to employees.
- Develop a remote work agreement to be completed by the employee and his or her supervisor.
- Determine the training needs of the remote worker, teammates, and supervisors.
- Conduct a practice run if circumstances allow.
 - Offer a test day for employees requesting to work from home.
 - Conduct a surprise mandatory telework day for all positions identified for telework.
- Consider in-office touch points and locations for remote workers.
- Consider amount of dedicated workstations for flex and remote workers.
- Consider video portals into the office, so remote workers can see what's happening in the office.
- Create virtual casual meetings with Slack add-ins such as "Donut".
- Empower employees to volunteer during work hours. Remote and on-location employees can pick a charity or cause they feel close to.
- Conduct regular pulse surveys

Remote Work Glossary

Single Office Company (or co-located company)

A single physical office location where everyone works regularly.

Multi-Office Company

Different offices (not necessarily in the same location), and employees commute to the nearest location regularly. Offices outside the same location are often referred to as satellite offices. This type of company could also feasibly be considered distributed, but is not the same as a fully distributed company.

Hybrid Company

Has at least one physical location where some employees work regularly, and also allows people to work regularly outside that location, typically from home.

Fully Remote Company (or fully distributed company or all-remote company)

Does not have a physical office location and all employees, including executives, work remotely.

Remote-First Company

Originated as a fully remote company, having never had an office. This model is increasingly common with early-stage startups.

Remote-Friendly Company

A hybrid company that allows and supports remote work to a certain extent. The company is open to hiring people remotely but still tends to maintain core working hours and time zone overlap with one or more of its offices.

Types of Worker Location Assignments

100% Remote Work

These jobs, whether part-time, full-time, freelance, etc., allow you to work from home all of the time. No travel will be required, and you don't have to commute to an office location.

Partial Remote Work

These jobs are not fully remote, but offer some level of remote work. This, of course, can range from very little, to mostly work-from-home arrangements. You could be traveling the rest of the time, or you could be working from the office location the majority of time.

Option for Remote Work

This level means a job offers the option for working remotely. It could be an option to work full-time remotely, or only part of time.

Office Assigned

Assigned to physical location where they work regularly

Sources: www.holloway.com, www.flexjobs.com, www.shrm.org, www.zapier.com, www.techrepublic.com