



# CS ENERGY PROCEDURE FOR FLEXIBLE WORK ARRANGEMENTS – WORKING SAFELY FROM HOME CS-OHS-65

Responsible Officer: Health and Safety Advisor  
Responsible Manager: Head of Health, Safety and Security  
Responsible Executive: Executive General Manager People and Safety

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## DOCUMENT HISTORY

Key Changes	Prepared By	Checked By	Approved By	Date
Original Document	C Kendrick-Ward	K Best	K Ussher	10/09/2013
Updated to reflect new corporate arrangements regarding Inclusion and Diversity policy and procedure	Tanya Taylor	H Lonsdale	D Clarke	27/06/2016



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## 1 PURPOSE

CS Energy has a duty of care to provide a safe work environment for all employees. Where an employee utilises a work from home arrangement, CS Energy's duty of care obligations still apply. The purpose of this procedure is to provide managers and employees with a process to follow to ensure that the working from home environment is safe and incorporates the tools to promote an effective work space.

## 2 SCOPE

This procedure applies to all CS Energy employees.

## 3 GUIDELINES

CS Energy encourages leaders and employees to consider the possibility of utilising flexible working arrangements and lifestyle friendly work practices as a way of helping employees balance the demands of work and personal life and maintain a diverse, adaptive and high performing workforce.

CS Energy will consider requests for flexible working arrangements on a case by case basis taking operational and business requirements into consideration in conjunction with all relevant workplace legislation (including the *Fair Work Act 2009*), awards and the relevant enterprise agreements. Not all roles will be suitable for working from home arrangements. Please refer to CS-HR-69 Flexible Working Arrangements Procedure for more information on flexible working arrangements.

## 4 RESPONSIBILITIES AND ACCOUNTABILITIES

### 4.1 Managers

Managers are responsible for ensuring that they:

- Facilitate the provision of information, training and instructions on how to perform work in a safe manner whilst working from home.
- Review the completed 'Working from home – Health and Safety checklist' Form S2124 and give approval if appropriate.
- Review the arrangements by the agreed date.

### 4.2 Employees

Employees are responsible for ensuring that they:

- Complete the 'Working from home – Health and Safety checklist'.
- Perform a periodic risk assessment of the work that is being performed and document it in CS Energy's Form 1878 JSEA or a 2x2 risk assessment.

## 5 WORKING FROM HOME ARRANGEMENTS

### 5.1 Application for Flexible Working Arrangements

An employee requesting to work from home on a partial or ad hoc basis should raise their interest with their Manager. Working from home on an ad hoc basis can be set up as an informal arrangement with the Manager's approval. However, requests for regular working from home arrangements should be requested as per the Flexible Working Arrangements Procedure (CS-HR-69).



## 5.2 Assessment and Monitoring of Workplace Health and Safety

In accordance with the CS Energy's commitment to minimise any risks to the health and safety of its Employees, CS Energy will provide the employee with information, training and instructions on how to perform their work in a safe manner whilst working from home.

CS Energy may arrange to inspect the home-based work site with an appropriately trained person to ensure that the environment complies with CS Energy's statutory obligations to provide for the health and safety of the employee. The employee must consent to CS Energy having access to the designated site by specified CS Energy personnel to visit or inspect the home-based work site at mutually convenient times within business hours.

CS Energy will take all reasonable steps to ensure that visits minimise any disruption or invasion of privacy to the employee's home life.

Any health and safety issues identified in the assessments will need to be rectified prior to the commencement or continuation of the arrangement.

Employees whose home office does not meet safety or ergonomic standards will be responsible for any changes or additions (including costs) to their home workplace should they wish to pursue such an arrangement.

### 5.2.1 Workplace Health and Safety Checklist

- CS Energy will require the employee to ensure the home work site and equipment to be used are in accordance with the provisions of the *Work Health and Safety Act 2011* and any applicable Code of Practice.
- Prior to the employee being granted approval to commence a Working from Home Agreement, the employee will designate the area in the home to be used as the workplace and:
  - complete Form S2124 Working from Home Workplace Health and Safety Checklist; and
  - a risk assessment of the home and work area using either a Form S1878 JSEA or a 2x2 risk assessment.

## 5.3 Review of Arrangements

All working from home arrangements will be reviewed by the employee's Manager at intervals specified in the Flexible Working Arrangements Agreement regularly. The review may include a workplace health and safety inspection as specified in 5.2.

## 5.4 Security and Access

Prior to submitting an application, employees must assess the general security of their proposed home-based work site and whether it will meet the standards required for a secure home-based work site.

The following aspects should be evaluated:

- Safe and secure storage of confidential material;
- Appropriate basic home security;
- Use of security access processes on CS Energy computer equipment;
- Restricted access to the designated home-based work site / workstation during the agreed working hours.
- Internet capability / connection from the home.



The same intellectual property and confidentiality provisions apply to all working from home arrangements as they do in the primary office environment.

## 5.5 Working from Home Expenses

Working from home arrangements are generally entered into upon the request of an employee, therefore employees should expect to be responsible for the costs associated with the arrangement.

## 5.6 Equipment

It is expected that the employee will provide the necessary work environment including internet and home office requirements and will incur any costs associated with setting up a remote work place including home office. Where an employee is unable to provide the necessary environment to perform their work remotely, CS Energy may provide this equipment at its sole discretion.

Employees who apply for a formal working from home arrangement will be expected to provide the following:

- Computer (where the employee's normal course of work does not require a laptop)
- Dedicated room/workspace in their home-based work site;
- Suitable desk;
- Suitable chair;
- Telephone;
- Standard utilities (e.g. electricity, lighting, heating, etc.).
- Broadband internet connection.

Equipment belonging to CS Energy used by the employee at the home-based work site will be used solely by the employee for the purposes of CS Energy work. All equipment owned or leased by CS Energy will remain the property of CS Energy or the lessor.

The CS Energy IT Service Desk will provide initial setup instructions and assist in first time configuration of the required software to connect to CS Energy systems. Beyond initial setup, employees are able to contact the CS Energy Service Desk to confirm correct software configuration. If the configuration is correct, all further troubleshooting by the CS Energy Service Desk will be optional and on a best effort basis.

For connection issues not associated with the configuration of CS Energy approved remote work software, the employee is responsible for coordinating support and/or resolution. This applies to hardware, Internet and / or incompatible software that could cause conflicts.

All home systems used for the purposes of working on CSE material must have viable & current antivirus protection. CSE retains the right to request proof of protection at any time.

Please note that CS Energy's IT related policies apply to working from home arrangements as they do in the primary office environment.

## 6 INSURANCE

The employee agrees to indemnify CS Energy against all third party claims for personal injury or property loss or damage, except where there is proven negligence on CS Energy's behalf or omission by CS Energy.

Employees are responsible for the insurance coverage of their own equipment. Employees are advised to review their personal home and contents insurance policy to establish the extent of the liability and



coverage. In some circumstances, a working from home arrangement may invalidate an insurance policy. It is the employee's responsibility to investigate this prior to submitting an application to work from home.

## 7 WORKER'S COMPENSATION

Employees may be covered while working from home as long as the injuries arise out of, or in the course of employment and if the employment is a significant contributing factor to the injury. While working from home and on a recess break employees may also be covered for the injuries sustained.

To determine liability and to conduct an investigation of the incident, a CS Energy representative, an external agency and / or a Workers' Compensation Advisor may be required to attend the home-based location.

## 8 DEFINITIONS

Term	Definition
Home based work site	A private dwelling
Working from Home	An arrangement that allows CS Energy employees to perform ordinary hours of duty at their home based work site.

## 9 REFERENCES

Reference No	Reference Title	Author
<a href="#">Link to WH&amp;S Act</a>	Work Health and Safety Act 2011	Qld Govt
<a href="#">Link to WH&amp;S Reg</a>	Work Health and Safety Regulation 2011	Qld Govt
<a href="#">"B/D/16/3722"</a>	Procedure - CS-HR-69 - Flexible Working Arrangements	CS Energy
<a href="#">"B/D/11/30939"</a>	Procedure - CS-OHS-11 - Job Safety and Environmental Analysis (JSEA)	CS Energy
<a href="#">"B/D/13/13425"</a>	Procedure - CS-ICT-002 - Email Internet and Computer Usage	CS Energy
<a href="#">"B/D/11/39112"</a>	Procedure - CS-IS-003E - Security - Physical Protection of IT Items	CS Energy
<a href="#">"B/D/16/7438"</a>	Form - S2226 - Request for Flexible Working Arrangements	CS Energy
<a href="#">"B/D/13/26081"</a>	Form - S2124 - Working from Home – Health and Safety Checklist	CS Energy

## 10 RECORDS MANAGEMENT

In order to maintain continual improvement, suitability, safety and effectiveness of the organisation, registered documents will be reviewed on a two yearly basis, or where it has been identified that there are changes in technology, legislation, standards, regulations or where experience identifies the need for alteration to the content. Registered documents should also be reviewed following an incident, change management process, modification or where directed as part of a risk assessment process.

CS Energy must ensure that records are retained according to accountability, legal, administrative, financial, commercial and operational requirements and expectations. In compliance with records retention and disposal, all documentation created in relation to CS Energy business must be retained in line with minimum retention periods as detailed in legal retention and disposal schedules.