

## Working from home checklist for our people

Working from home is becoming more normal for many people as a result of COVID-19 infection control. It's important we do it safely, connect with each other, and we remain accountable for what we're delivering. Follow these guidelines to make it work for you, and your team.

- **If you don't have a home office, set up a dedicated workspace**

**Be mindful** – when setting up your dedicated workspace, keep in mind what will help your focus and productivity.

- **Check your ergonomics and technology so you're safe and productive**

**Be safe** – First and foremost, our people's safety is our priority. When people work from home, the relevant area in the home environment is considered a workplace, which means hazards need to be considered and managed. Use the ergonomics guide on page 2 and eye and comfort environment on page 3 to set up.

- **Update your Skype and Workplace status to state working from home**

**Be transparent** – All technology, including phones, Surface Pros/ computers, emails etc. should operate in the home environment in the same or similar manner as they do in the workplace to reduce impact on productivity. Use IT's [Working Remotely Quick Reference Guide](#) for all the tips and tricks.

- **Get clarity and set expectations about priorities when working from home and talk through any challenges/questions**

**Be productive** – Agree on expectations with your manager up front – there should be no difference in deliverables or outcomes for people working from home or in the workplace. The home becomes the workplace.

- **Schedule meetings and connect with people so you don't get isolated**

**Be effective** – Make sure your meetings include Skype or dial-in details. Your leader will connect with you every day to discuss priorities and deliverables. Connect with your teammates and continue to have 1:1s and team meetings, so everyone is clear about workloads and priorities.

- **Treat it like a normal workday, have a lunch break, start and finish at a decent time**

**Be realistic** – Treat the day as if you are in your workplace, start and finish your day at your normal start and finish time. Get up and stretch regularly.

- **Care and connect**

**Be kind** – Pick up the phone to talk to people. Ask people how they're getting on, if they need any extra help or support.

**Bottom line: Performance shouldn't change because people are working remotely**

## Working from home productively

### How we deal with each other

Remember that no matter where you're working, all our people need to comply with the same behavioural standards as you would in the workplace.

### Availability

It's expected that employees' availability while working from home are generally the same as when they're in the workplace. That means a person may be unavailable at certain times (for example during a bathroom break or lunch break, or while on the phone). It's therefore important not to make assumptions if people are 'away' on Skype for Business or you can't contact them right away. However, if this becomes an ongoing issue, and productivity is affected, managers are encouraged to speak with their people to constructively resolve any concerns and set realistic expectations.

### What to do if there is a concern about work output

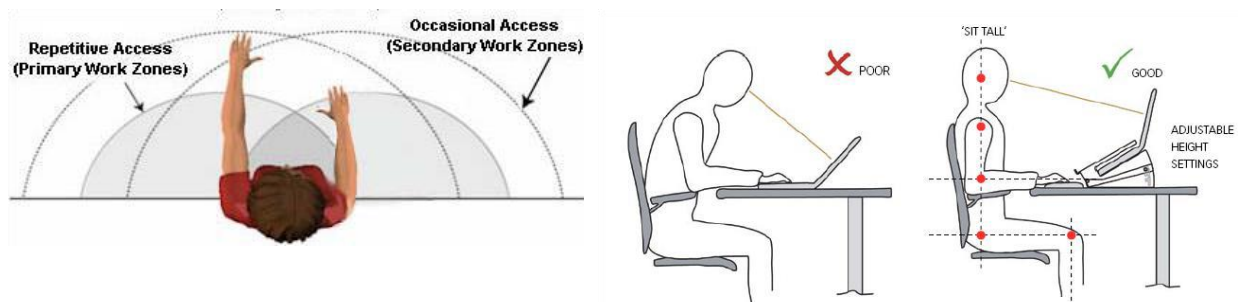
There should be no difference in deliverables for our people working from home or in the workplace. The home becomes a workplace and requires the same priorities and focus as in the workplace.

If deliverables and work output aren't as expected while people are working from home, managers must address this in a timely way, and no differently to when a team member is in the workplace.

Any questions in this regard should be directed to NASER on 1300 062 737 or [naser@jhq.com.au](mailto:naser@jhq.com.au).

## Ergonomic principles

Where possible, set up your home workstation like these images below:



### Follow these basic ergonomic principles:

- Head and neck upright, in line with your torso
- Head, neck and torso facing forward
- Shoulders and upper arms relaxed by your torso
- Elbows by your body and bent equal to or greater than 90 degrees
- Forearms, wrists and hands relaxed and middle finger in line with your forearm
- Wrists and hands straight (i.e. not bent or leaning on sharp edges)
- Thighs parallel to the floor & feet supported (thighs may be slightly higher than knees)



## Eye comfort & environment

Minimise screen glare where possible by adjusting the screen position. Adjust your screen so the top edge is at eye height. This can be achieved by using external accessories with a monitor stand or other stable device. Example configurations are outlined below:

Setup 1. External monitor, keyboard and mouse are connected to the laptop



Setup 2. External keyboard and mouse are connected and the laptop screen used



Setup 3. External monitor and mouse are connected and the laptop keyboard is used



Set screen height so top edge of screen is at eye level. This corrects neck posture to minimise loading

