



WORKING FROM HOME PROCEDURE

POL-ADM-05-01



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BACKGROUND

As Keane Consulting (Keane) does not operate a physical office, Keane employees work from home and alternate places of work (café's, clubs, coworking, other meeting areas). This procedure outlines how employees are to go about their work in these arrangements.

Please note: contractors work at home with the express permission of the client.

PROCEDURE

Firstly, all Keane employees and contractors must read, understand, comply with and adhere to, the workplace health & safety and associated working from home documentation contained and published in the Keane Quality Management System (QMS) and made available to contractors via the Contractor Resource page on the Keane website. The QMS forms the basis of the Keane working arrangements and provides the policy, procedure, template, work instruction documents. Some of the relevant documents are identified at "relevant documents" below.

RISK ASSESSMENT

Keane employees and contractors are to complete a self-assessment of their home working arrangements and provide this to their manager prior to starting work for Keane, and when there are major changes to their home environment (e.g. moving to a separate area of their house, house renovations or moving house.) Alternatively, contractors will follow the work from home procedures as provided by the client's guidelines. It is the responsibility of the employee, and manager, to ensure that the work environment is safe for work.

The self-assessment is completed using a TMP-ADM-05-01 Working from home self-assessment template. Any issues, risks, hazards or non-compliance are identified and the employee and manager agree and document a suitable remediation or mitigation strategy based on:

- Eliminate: remove the hazard.
- Substitute: use a safer alternative.
- Isolate: physically separate the potential source of harm using barriers.
- Engineering control: use of a device or product to reduce the risk (e.g. laptop stands, secondary monitors, separate keyboard/mouse, trolley for heavy lifting).
- Administrative control: methods or procedures to reduce risk (e.g. taking breaks, exercising regularly, general housekeeping etc)
- Personal Protection Equipment (PPE): use of personal equipment to limit exposure to the hazard (e.g. gloves, earplugs etc).



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When considering the type of work that can be done from home or alternate places of work, and the physical conditions of the location, the employee must consider the following aspects:

Physical activity

- repetitive movement is not continued for long periods of time without taking a break. This includes use of a laptop for more than an hour and/or for more than 4hours in any 6hour period.
- breaks must involve stretching and changing of posture.
- posture is comfortable, following the ergonomics principles (see the attachments at TMP-ADM-05-01 working from home self-assessment template).
- any lifting, pushing or carrying type tasks must be performed within the physical capabilities of the employee.

Work environment

- level of illumination and location of lighting fixtures are suited to the task being performed by the employee.
- location, height and other physical characteristics of furniture and computer are suited to the task.
- trip hazards are identified and removed and the work station is segregated from hazards in the home such as hot cooking surfaces.

Emergency process

- path to the exit is reasonably direct and wide enough and free of hazards and obstructions to allow for an unimpeded passageway to the exit.

Electrical

- power outlets are not to be overloaded and circuit break protection is in place.

TRAVEL

Keane employees regularly travel for work purposes, both locally and interstate. Employees are expected to use personal vehicles and, where applicable, are reimbursed for their use including costs for petrol and maintenance via a cents per kilometres model based on Australian Taxation Office (ATO) guidelines. Keane contractors may be reimbursed for travel based on the contract with the client.

Keane employee and contractors are expected to maintain their vehicles, and operate them, as per the legal requirements and obligations. This includes obeying all road rules and laws.



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Keane employees and contractors should take a break if driving for more than two hours of at least 15minutes following a similar exercise and stretching regime as described for the workplace.

PROTECTING ASSETS

Employees and contractors are expected to maintain their obligations of confidentiality while working from home. Employees and contractors must protect intellectual property, confidentiality of client and Keane files at all times, both whilst at home, travelling between home and alternate places of work, and at alternate places of work. This includes, but is not limited to:

- ensuing equipment and any documentation, including notebooks, are stored in a secure location at home where it not easily observable from outside the premises.
- ensuing equipment and any documentation, including notebooks, are securely stored whilst travelling, or if left in a vehicle, so it is not easily observable from outside the vehicles, preferably in the boot.
- ensuing equipment and any documentation, including notebooks, are securely stored whilst at alternate places of work and is not easily accessible by thieves.
- IT equipment is always “locked” and a passcode is required to unlock.

RELATED DOCUMENTS

- POL-HRM-03 Workplace health & safety policy
- POL-ADM-05 Working from home policy
- TMP-ADM-03-01 Hazard & incident reporting form
- TMP-ADM-05-01 Working from home self-assessment form
- PRO-PQM-01-02 Keane Issues Management Register

DOCUMENT OWNER/APPROVER

The Keane Executive Operating officer (CEO) is the owner of, and approver of changes to, this procedure. Keane employees and contractors may provide comments or request a change of this procedure through consultation with the CEO. All comments and change requests will be considered by the owner of this procedure at least on an annual basis.

This procedure was last reviewed on 20 June, 2024 and endorsed by the CEO for publication on 11 July 2024.

AMENDMENT RECORD

Version	Date	Comment	Modifier
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0.1	06/04/20	Drafted	SW
1.0	7/04/20	Endorsed and published	SW
1.0a	16/02/23	Reviewed	SO
1.1	23/02/23	Released and Published	SW
1.1a	20/06/24	Reviewed	SO
1.2	11/07/24	Released and Published	SW

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