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TIPS FOR WFH POLICIES

Having a detailed work from home policy is one way to make sure that everyone is on the same page, whether working from home or in the office. A good work from home policy should:



BE CLEAR AS TO PURPOSE.

Why allow people to work remotely? Generally, it's to raise your employee value proposition (EVP), which is what the organization offers in exchange for the workers' skills, experience and capabilities. The policy should be clear on why WFH is valuable to both employees and the organization, and how the policy will be used.



DEFINE ELIGIBILITY.

Make it clear which positions are eligible and which ones aren't (and explain why they aren't). Is it based on job, teams or demonstrable traits? Be aware of trial periods, trade secrets and cybersecurity when defining eligibility. WFH might only be available to people who've been with the organization for six months or a year.



OUTLINE THE APPROVAL PROCESS.

How does someone request to work from home? Do they have to initiate things with a request for each instance, or can they negotiate a flexible schedule? Who reviews requests and what criteria will those people use to make their determination? What are factors that will be considered? Do they have to give a reason?



IDENTIFY TIMES.

Are there certain days or time periods when it's better that an employee be in the office? What are those and why? Do WFH employees have to be online for a continuous period of time or can they check in throughout the day? What scheduling system and processes should they use to show their availability?



DEFINE EXPECTATIONS.

How will the worker communicate with the main office, colleagues and managers? Are there expectations about responsiveness? How do time-sensitive matters get handled? Are there measurements in place to track productivity? If so, what are they?



CONSIDER TECHNOLOGY AND SUPPLIES.

Do they have all the equipment they need to succeed from home? Is their security sufficient or does it need an upgrade? If more items are needed, who is responsible for supplying them – the company or the employee? (Will the company reimburse the employee? Is there a maximum amount?) What about other office supplies (e.g., Post-it Notes, etc.)?



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