



WORK-FROM-HOME

TOOLKITS FOR FLEXIBLE WORK ARRANGEMENTS

What is Work-From-Home?

Work-From-Home is a telecommuting arrangement that provides flexibility in working locations, making it possible for employees to work outside of a traditional office environment.

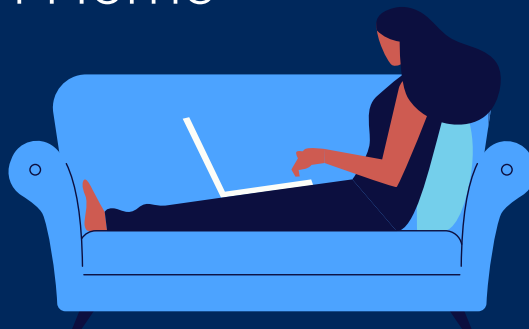
01 | Work-From-Home

Employees spend every workday or regularly scheduled workdays working from a home office or another remote office.



02 | Provisional Work-From-Home

Employees work from home to ensure business continuity on a temporary basis due to emergency circumstances, such as inclement weather, a natural disaster etc.



03 | Ad Hoc Work-From-Home

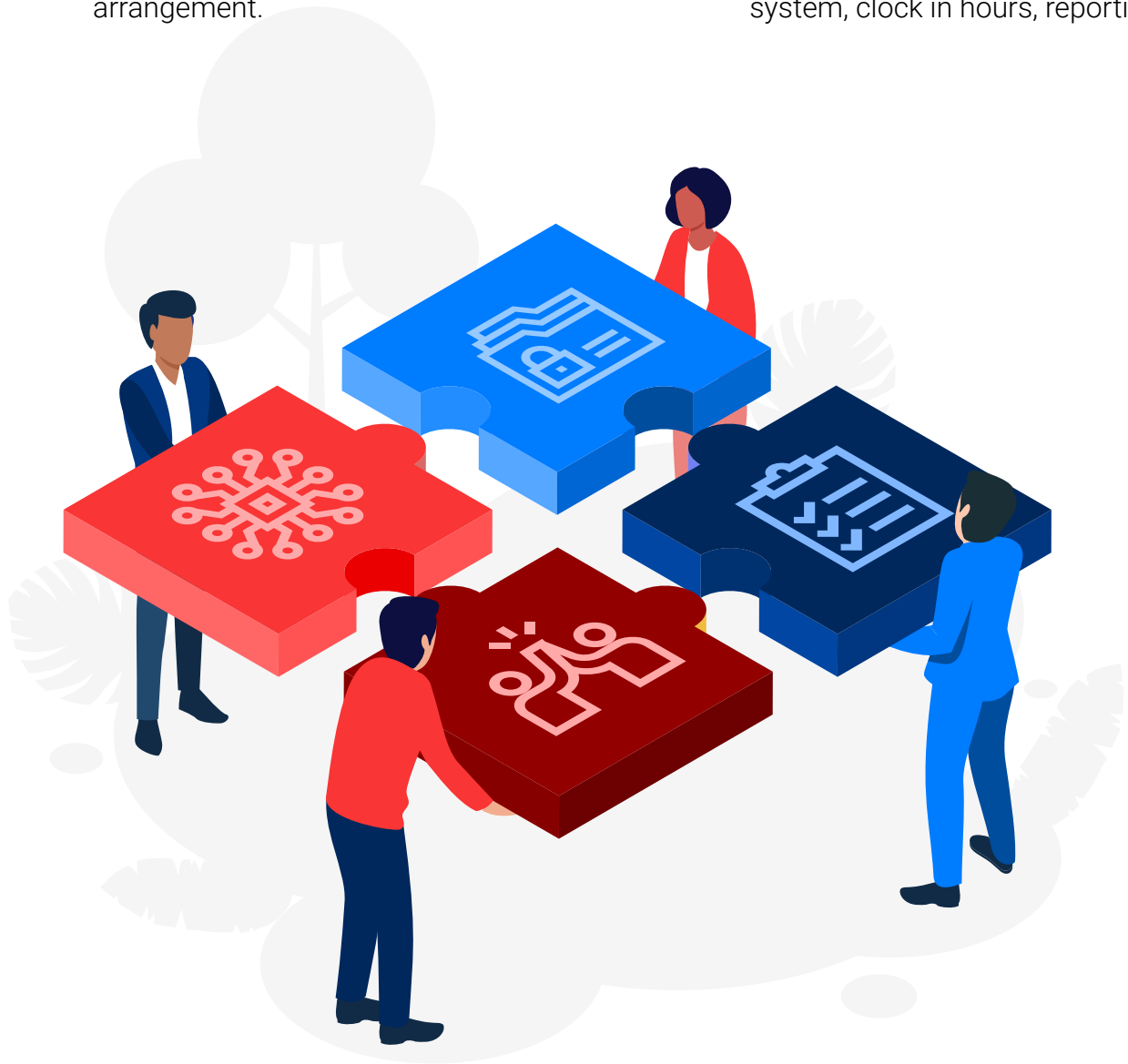
Employees work from home on an occasional basis due to an emergency that may prevent them from being able to travel to work.



Success factors for Work-From-Home

01 Preparing the necessary technological infrastructures for employees to support this arrangement.


02 A degree of control over the arrangement is needed depending on the company's policies (i.e. security system, clock in hours, reporting).



03 Achieving a culture of trust and output focus within the organisation for successful implementation.

04 The arrangement is exercised with the expectation that the job responsibilities can be successfully completed within the defined time period regardless of work location.

Possible challenges and mitigation actions for implementation

Challenges	Description	Mitigation Actions
 <p>Decreasing employee productivity or quality of work</p>	<p>As employees are not monitored in a traditional office environment, there is a possibility of procrastination resulting in the delay of work deliverables.</p>	<ul style="list-style-type: none"> • Ensure a proper work progress tracking system is in place for effective monitoring of work productivity. • Supervisors should be trained in managing virtual teams effectively.
 <p>Data and network breach</p>	<p>As employees operate from home or remote work locations, telecommunication infrastructure could potentially be more vulnerable to cyber-attacks.</p>	<ul style="list-style-type: none"> • Ensure strong network security controls such as virtual private network (VPN), anti-virus and complex passwords are enforced. • Provide encrypted hard drives and USB.
 <p>Technological disruptions</p>	<p>Potential technological disruption could affect work productivity and timely delivery of expected work.</p>	<ul style="list-style-type: none"> • Provide adequate training for the necessary technologies that employees may use. • Ensure availability of remote IT support. • Provide back-up tools to prevent data loss.
 <p>Dissatisfaction of employees</p>	<ul style="list-style-type: none"> • The arrangement might only be limited to specific individuals or operating unit. • This might result in dissatisfaction or a sense of lack of fairness among employees who may not be eligible for the arrangement. 	<ul style="list-style-type: none"> • Ensure clarity of how various arrangements benefit different groups of employees or types of work in specific ways, so that employees perceive fairness in the application of the arrangement.

Who can benefit from it?

Employers who wish to meet the following business objectives:



Maximise productivity of employees by allowing them to plan their work locations according to their needs



Lower operational cost



Promote work-life integration

Employees who meet the following criteria:



Full-time employees with job functions that require independent work, minimal face-to-face interaction, a measurable work product and output-based (instead of time-based) monitoring

SPOTLIGHT:

Trust is Key

Employers can better manage work-from-home employees by ensuring that they remain contactable via phone or email throughout the working hours. This helps to build trust between employees and management.



Key components of the policy



Purpose

Outline the objective behind implementing Work-From-Home in line with the business goals and employees' needs.



Eligibility

Specify the target group that is eligible to apply for Work-From-Home, taking into consideration various factors (e.g. job level, work scope, current performance rating, reason for applying if it's ad hoc).



Type of FWAs

Define Work-From Home. Inform employees that they are subjected to organisational confidentiality and handling of sensitive data.



Performance Management

Clarify that standard performance management process will apply for employees utilising this arrangement.



Compensation and Benefits

Clarify that salary, compensations and other benefits will not be impacted.



Policy Review

State how frequently the policy should be reviewed by HR (e.g. quarterly or annually) and that it may be amended or terminated if it does not comply with the business needs.

At TalentCorp, we help companies to get started on implementing Flexible Work Arrangements (FWAs) such as Work-From-Home. Our team provides advisory support and sharing of best practices to help companies manage FWAs challenges, both organisational and people. Whether it's to implement, enhance, or promote FWAs for your company, we can support to deliver a solution that is customised to your business and people needs.

Want to kick-start your FWAs journey?

Connect with us through email at flexworklife@talentcorp.com.my or visit us at www.talentcorp.com.my



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