

# Utilizing Remote Work and Telecommuting During a Pandemic

PandemicPrep.Org



# Overview

What is Remote Work

Implementation Steps

Legal Liabilities

Communication

Landmines to Avoid

Best Practices

# What is Remote Work?

Remote workforces provide flexibility, allowing employees to be productive outside the traditional office setting while also adding a critical component to Business Continuity Plans



# Implementation Steps

## 1. Explore

- What business functions can be performed remotely?
- What personnel are capable of working remotely?
- What unique work requirements must be addressed?
- What technology support do employees need?

## 2. Create Plan

- Complete a formal Telework Program.
- Guidelines for how work will be completed, hours tracked, employee's managed, expenses covered, and performance expectations.

# Implementation Steps

## 3. Address Technology/Security

- Explore ways for employees to complete work

## • Train Personnel

- Conduct a pilot with one department or select group of employees.

## • Refine

- Consistently revisit to ensure program is working effectively and efficiently.

# Policies and Procedures

- Selection Criteria
  - Who to select, how to select, tenure, performance
- Approved Worksites
  - Home office, Satellite office, Security expectations
- Management Practices
  - Standard Operating Procedures vs. Disaster Management
- Job Descriptions
  - Breakdown of duties in/out of office, expectations
- Performance Metrics
  - Management by objectives, time/performance tracking, general measurements
- Legal Liabilities

# Security

## Safeguarding Information

- Data
  - How is company data accessed, stored, transmitted?
- Hardware
  - Where is hardware stored, transported, rights of users?
  - Use of personal hardware vs. company owned?
- Software
  - What can be used and accessed remotely?
- Terms of Use
  - Acceptable uses
  - Approved personnel
- Confidentiality
  - Personal/Company Data



# Legal Liabilities

- Non-Discriminatory Selection Process
- Sexual Harassment Prevention
- FLSA, Pay, Tax Requirements
- FMLA, Medical Leaves, and ADA
- Safety/Ergonomics/Inspections
- Intellectual Property
- Cyber Security Implications
- Insurance
- Termination
- Collective Bargaining Agreements



# Communication

- Expectations – Employees, Company
- Methods
- Frequency
- Durations
- Internal - Managers, Employees
- External – Customers, Suppliers, Vendors, Press, Shareholders



# Training

- Employee Training
  - How do I work at home and remain productive?
  - How do I set up my home office?
  - How do I interact with my manager?
  - How do I get my work assignments?
  - What do I do if I encounter a problem away from the office?
  - How do I track my work time?

# Training

- **Manager Training**
  - How do I manage remote workers?
  - How do I ensure my employees are remaining productive?
  - How do I interact with my employees?
  - How am I a good manager when I do not always see my employees?
  - How do I monitor my employees' work performance?

# Landmines

- Lack of Equipment/Supplies
- Untrained Personnel
- Communication Breakdown
- Lack of Metrics
- Inaccessible Resources
- Lack of Leadership Support
- Insufficient Execution of Program
- Vague Termination Guidelines



# Best Practices

- Define objectives and purpose for Telework
- Assign responsible person(s) for managing program.
- Develop solid program with policies, procedures, and guidelines.
- Communicate program and purpose to everyone.
- Prior to launching the program, provide training for employees and managers to ensure program success.
- Launch a pilot program to reduce risks
- Monitor success and modify as needed.



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