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| OTAGO POLYTECHNIC MANAGEMENT POLICY | | Number: MP0450.03 | |
| Title: | Enabling Offsite Work | | |
| ITPNZ Standard: | 4 Staff Selection, Appraisal and Development | | |
| Chief Executive Approval: | Approval Date: 6 July 2016 | Effective Date: | 6 July 2016 |
| Previous Policy Number | n/a | Review Date: | as required |
| Contact Authority: | Director: Learning Environment | Status: | Current |

Purpose Otago Polytechnic operates an environment which encourages staff to work flexibly. This policy outlines the process for staff working remotely and the process and entitlements for staff required by Otago Polytechnic to formally work from home.

Otago Polytechnic operates a high trust, high accountability working environment and this policy works alongside those values for staff that work off campus. This policy outlines a process and guidelines so that staff can work anywhere, any time and to particularly enable those staff who work in locations that means they have to either work from home or a remote (non Otago Polytechnic campus) office.

Statutory Compliance Health and Safety at Work Act 2015, all subsequent Amendment Acts, associated regulations and amendments.

Employee Relations Act 2000

Policy and Procedures **SECTION A: GENERAL REQUIREMENTS**

1. Remote Access

Otago Polytechnic supports remote working and remote access to information and resources available within the institute. Information Systems & Support will provide technology access (appendixA). For any issues regarding equipment, contact the ISS team. Located in H170 the HUB Dunedin, Phone 0800 POLY IT (0800 765 948) or email servicedesk@op.ac.nz.

2. Computer Health and Safety Training

- 2.1 All staff working remotely must complete Otago Polytechnic's Computer Health and Safety training online via Moodle module. Advise the Health and Safety Manager once this has been completed
- 2.2 It is the responsibility of the staff member to ensure they have an appropriate safe ergonomic setup in a remote working environment following the guidance from this Moodle Course.

3. Work Station Setup/Assessments

- 3.1 The staff member, Formal Leader or Health and Safety Manager may deem it necessary that a work station assessment be required. This could involve the staff member sending a short video clip of them at their work station.
- 3.2 For staff that are required to work remotely, Otago Polytechnic will provide associated support equipment, i.e. mouse pads, wrist rests or copy holders.
- 3.3 Staff are to ensure they have a suitable chair and table/desk to work from and are discouraged from using a laptop on their laps for any period of time.

4. Health and Safety

- 4.1 Any health and safety issues that arise must be reported immediately using the normal process via Vault.
- 4.2 Staff members working remotely are responsible for ensuring that they are not working excessive hours.

Note: Development funds may not be used to purchase equipment refer to MP0461 Staff Development.

SECTION B: WORKING FORMALLY FROM HOME



5. The staff member and their Formal Leader must formally agree in writing to work arrangements whereby the staff member predominantly works from home, in effect establishing a home office as the official work place. Any such agreements will be offered in their letter of employment or recorded on the staff member's personal file and must give due consideration to:

- 5.1 ensuring the HR Partner is made aware that the staff member is formally required to work offsite to ensure that there are no employment or contractual issues to be attended to
- 5.2 costs for any equipment and/or broadband cover are within guidelines below
- 5.3 any technology equipment and/or services to be provided to the staff member are specified at the time of the agreement require the approval of an ISS formal Leader: Steven Turnbull steven@op.ac.nz or Colin Armstrong colin@op.ac.nz

6. A safe and healthy work environment, including ergonomically effective workstations.

- 6.1. It may be in the interests of either or both the staff member or the Polytechnic for the staff member to work from home on a regular basis, either part-time or full-time. Polytechnic will not provide duplicate equipment to establish a home office. Staff who have a home office established by the Polytechnic will only have access to shared (hot desk) facilities when working at the Polytechnic.

7. Staff working offsite must undergo an appropriate offsite induction programme. OP preference is that staff come to Dunedin to undertake the formal induction programme.

8. IT and Office Equipment

- 8.1. Otago Polytechnic will provide an appropriate computer set up – either desktop or laptop (with external keyboard and screen) for all staff permanently working from home.
- 8.2. Otago Polytechnic will maintain all equipment owned by Otago Polytechnic and replace on the polytechnic renewal cycle. This will include adequate antivirus protection and provision of equipment to continue working if repairs cannot be undertaken quickly.
- 8.3. These staff are then responsible for maintenance of their own equipment and must ensure it is functional and serviceable to enable them to carry out their work.
- 8.4. Otago Polytechnic will provide reimbursement for the purchase of an appropriate office desk and chair for a staff member permanently working from home up to an agreed value. Reimbursement will be made on presentation of receipt or through an order number at an approved Otago Polytechnic supplier (preferred). These items remain the property of Otago Polytechnic and must be returned to Otago Polytechnic if requested at the termination of employment or can be purchased by the person for an agreed value. If replacement is required this should be discussed and agreed with Formal Leader.
- 8.5. Where a mobile device, is deemed by the Formal Leader as a necessary part of the staff member's role, this should be supplied by Otago Polytechnic for the staff member's use and remains the property of the Otago Polytechnic.
- 8.6. Otago Polytechnic does not provide printers for offsite staff. The cost of a printer has been factored into the fortnightly reimbursement for staff members permanently working from home.
- 8.7. Reams of paper, cartridges, pens and other office supplies should be purchased and reimbursed with establishment of reasonable limits for these agreed with the Formal Leader.

9. Office Rental reimbursement

- 9.1. Otago Polytechnic will contribute \$25 per fortnight for a staff member required to



work from home for 0.4FTE and above, and pro rata 0.2FTE to 0.3FTE for office rental. This includes but is not limited to heating, office equipment, lighting, Intranet, office space, and telephone.

9.2. Payment for Office Rental Reimbursement will be paid with the fortnightly pay.

10. Using Own IT Equipment

If required for the position/work, permanent staff using their own computer will be eligible for \$750 every three years on reimbursement from ISS. The reimbursement claim must be submitted to ISS before 01 September each calendar year. Staff will be responsible for the maintenance of their equipment to an Otago Polytechnic standard and for ensuring it does not put Otago Polytechnic software at risk.

11. Communication and Engagement

- 11.1. Every staff member permanently working from home will be able to travel to Dunedin a minimum of once a year to engage in Otago Polytechnic Staff Development Days and other events that involve the wider polytechnic as well as for work area planning days or other events. This must be included in the work area budget. The budget will need to also include adequate accommodation provisions (e.g. own motel unit or B & B if preferred by the travelling staff member rather than being required to stay with onsite staff who they may not know well).
- 11.2. Reimbursement of travel or claim for travel expenses will be as per policy MP0446 Travel on Otago Polytechnic Business.
- 11.3. The polytechnic encourages the use of Lync and other video communications where possible.
- 11.4. Otago Polytechnic will live stream all whole polytechnic events such as the annual staff meeting and graduation.
- 11.5. Otago Polytechnic will ensure online options with relevant documentation are provided for Otago Polytechnic Staff development days for those unable to be in Dunedin.
- 11.6. The chair/convenor of any online meeting/communication will adhere to the Meeting Etiquette protocols set out at the end of this policy (refer Appendix B). The chair/convenor is responsible for the quality and protocol of the meeting.
- 11.7. To enable groups of offsite staff to get together (as is done onsite for all staff e.g. spring breakfast) offsite staff can claim reimbursement for up to \$20 per attending person per social event up to 3 times per year (for food or activity, not alcohol) that involves getting offsite staff together within a specific region. This is funded for all offsite staff from the Chief Executive or Director: Organisational Development budget and is the responsibility of the Programme Area or School to ensure their offsite staff can access this. For support and funding contact the relevant Executive Assistant as per above e.g. for a Bun number.
- 11.8. Offsite staff are encouraged to network with staff across the organisation and become involved with committees and working groups. Otago Polytechnic will ensure the necessary video conferencing equipment is accessible onsite to enable this to occur. Any assistance required in this area should be directed to the Formal Leader or ISS. Onsite staff are actively encouraged to network with offsite staff across the organisation too.

12. Completion

- 12.1. When the employee leaves Otago Polytechnic or ceases working remotely, the Formal Leader will notify Human Resources immediately and payment entitlement for offsite work will end.
- 12.2. The Formal Leader is responsible for ensuring that all equipment belonging to Otago Polytechnic is returned before the employee's last working day and make the necessary arrangements to retrieve it at Otago Polytechnic's cost. Should the staff member apply to buy the equipment, approval must be obtained from ISS and Procurements. Payment method needs to be approved by the relevant department e.g. Finance, HR, ISS. The Formal Leader is responsible for

ensuring payment is received.

Referral Documents

- MP0453 Family Friendly workplace
- MP0462 Workload
- MP0439 Flexible working arrangements
- MP0446 Travel on Otago Polytechnic Business
- MP0461 Staff Development
- Otago Polytechnic Health and Safety Policies

Appendix A ISS Remote Access

Appendix B Meeting Etiquette

Approved by Chief Executive
Date: 6 July 2016



Appendix A

Remote Access

Otago Polytechnic supports remote working and remote access to information and resources available within the institute.

1. ISS offer remote access technology for all Otago Polytechnic staff to connect to electronic material here on campus from a remote site i.e. working from home.
2. All staff are given guest access by default, see point 5 for access and point 6 for assistance.
3. VPN access is a technology available for corporate owned devices that after joining the VPN, you have direct access to OP as you would at your desk, without the need to use our remote access system 'VMware View'.

Only corporate devices are eligible to make use of this technology, request VPN access by logging a support request via the IT service desk.

4. Staff can download VMware view remote access client themselves by:
 - 4.1 Going to <http://view.op.ac.nz> for Windows and Mac OS devices and you will be presented with a download link
 - 4.2 Apple app store for iPads and iPhones and searching VMware view horizon
 - 4.3 Google play for android devices and searching VMware view horizonNOTE: The server connection name is view.op.ac.nz
5. If assistance is needed the staff member can: Log a job on Insite using service@op or Phone 0800 765 948



Appendix B

Protocol for Enhancing Meeting Etiquette for on/offsite combined meetings

The following has been designed by offsite staff's experience of online meetings

Pre planning

1. Check the group size is appropriate for an interactive onsite/offsite meeting. If the group onsite is going to be bigger than about 8, consider running the meeting entirely electronically (everyone sitting at their own computers). This maximizes sound quality and ensures everyone gets equal input.
2. Ensure meeting room is suitable – needs to be low in background noise.
3. Choose the most appropriate facility for the meeting:
 - Lync – can be used by anyone even if they don't have Lync, as long as they have been invited to the meeting. Seamless with sharing documents and adding people to the meeting if needed.
 - Adobe – would be the last choice for meetings. Not easy to share documents and can't see documents being added to/changed in line with meeting.
4. Need to ensure external mic is used (for onsite staff in meeting room), so ensure you have access to one – contact the IT team to set this up and make sure you know how to use it. Use of a headset is recommended if you are offsite or attending individually.
5. Have a webcam/video facility available – and ensure it can be set up to see all meeting attendees. Ensure offsite staff have one too.
6. Assign one person, not the meeting facilitator, to act as the moderator. They need to bring a separate laptop and sign into the meeting and watch the meeting (with their own microphone muted) - look for hands up from people offsite, follow the comments stream etc. and make interjections to the meeting at appropriate times, to allow offsite staff to be included.
7. Make sure that the meeting is projected up onto a big screen (from another computer – not the moderator's laptop).
8. Prepare the material for the meeting so it can be shared on screen.

Meeting

1. Arrive early and set everything up and log into the meeting prior to the start time - mic set up in most effective place, webcam in operation and is able to capture everyone who will be onsite. Be sure to use it! Refer to the Lync cheat sheet for assistance in testing your equipment. Appendix C
2. Ensure all notes/mind-maps etc. are electronic and shared on the Lync screen for the off-site participants too
3. Ensure the assigned meeting moderator (who is not to be the facilitator) is signed in to separate computer and is aware of their role:
 - monitor onscreen comments - if an offsite staff member can't hear they will add a comment rather than interrupt the flow of the meeting to that effect or they might just indicate agreement at current conversation or have a question and this is an effective way for an offsite staff member to ask it at the right time without interrupting the meeting but also without being forgotten.
4. At the start of the meeting, run through the meeting etiquette quickly for all attendees, and as facilitator ensure it is followed. This must include:
 - Encourage everyone to use webcam unless connection is making it impossible. As everyone changes to ultrafast broadband this will be more and more realistic.
 - 1 person speaking at a time
 - Avoid additional conversation as it adds background noise so words are lost over the Lync connection.
 - Avoid shuffling papers etc. as this distorts sound too.
 - Speak to the mic and sit still when speaking as movement distorts the words and we miss them.
 - Ask the facilitator to repeat in room questions for the online participants or if available make use of a roaming mic.



Cheat Sheet - Lync 2013

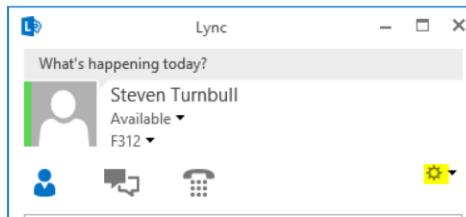
Answers to frequent problems to get you working fast

AUDIO - I can't hear anything! / They can't hear me!

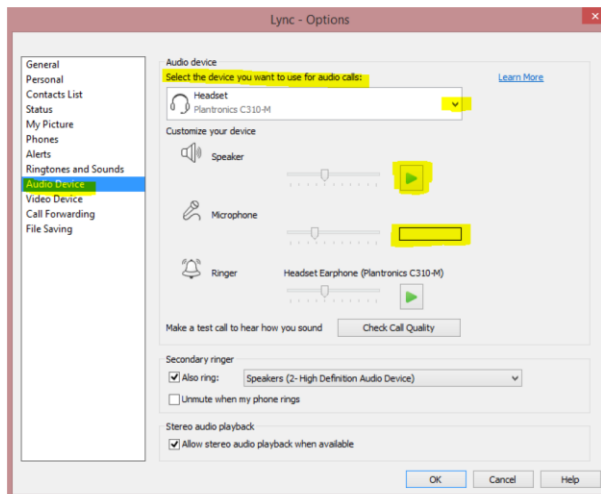
Once you know your way around these steps, you will have a much better Lync experience. 99% of the problems reported are to do with audio and camera setup.

Always plug in all your devices before starting the conference

Click on the Cog, highlighted:



Select "Audio Device" from the left menu



Under the right side drop down, where it says "select the device you want to use for audio calls" click this and select the device you have, here in this example I have a standard OP cabled headset

I can test that this is working by clicking on the "play" button to the right of it, if its working I'll hear a sound from the headset.

I can also check my microphone is working by making some noise, and the **bar highlighted** should burst up with a blue level to indicate noise heard.

I still don't hear anything!

Go back to the top drop down list and try another option, it could be trying to use another device in your computer.

I'm using an add on audio and microphone device (something I plug in)

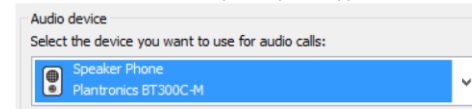
I've got a Bluetooth speakerphone or headset or I'm using a in room Lync conferencing system...

If you have one of the Plantronics Bluetooth speakerphones or Plantronics wireless headsets, or are using one of the Logitech conference systems, you may need to follow the steps above to confirm that Lync is making use of this device and not the devices internal to your computer

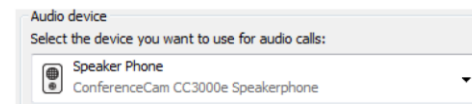
Follow the steps above to select the device you are using.

Our common devices are and appear to Lync as...

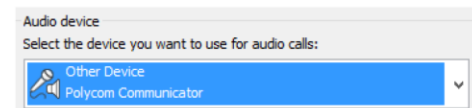
The Plantronics Bluetooth speaker phone appears as



The Logitech Conference cam system appears as



The Polycom Communicator appears as



Everything looks right but they still can't hear me

Check to make sure you aren't muted.



The red line through the microphone means you're on mute

Still no joy ;-(

If after trying all this it's still not happening for you, please call the service desk and we will be right with you.



Cheat Sheet - Lync 2013

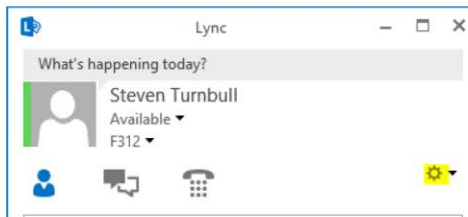
Answers to frequent problems to get you working fast

VIDEO - I can see them but they can't see me

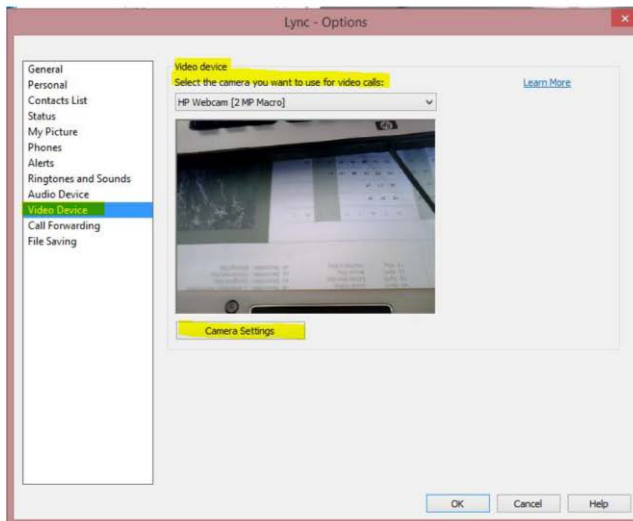
Once you know your way around these steps, you will have a much better Lync experience. 99% of the problems reported are to do with audio and camera setup.

Always plug in all your devices before starting the conference

Click on the Cog, highlighted:



Select "Video Device" from the left menu

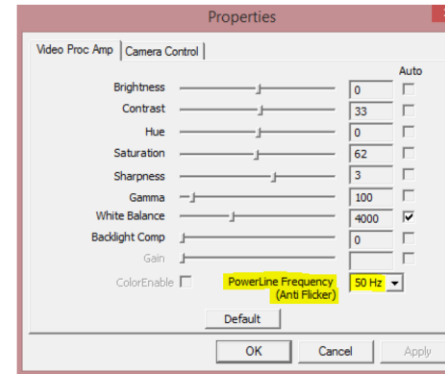


Under the right side drop down, where it says "select the camera you want to use for video calls" click this and select the device you have, here in this example I have a built in camera in my HP laptop

You should see your video coming back, to prove its working.

The lights in the background flicker and its annoying

If you have a bad flicker happening you can sometimes resolve most of this by clicking "Camera Settings" and setting the anti-flicker to "50Hz" click "Apply"



I'm using an add on camera device (something I plug in)

If your computer doesn't have a camera built in or you want to use a better quality USB camera for your conference, you will need to plug in the camera and wait for windows to install the device before you go into Lync to set it up.

Once windows is finished installing it should appear in Lync automatically, and all you need to do is select it using the steps above.

Still no joy ;-(

If after trying all this it's still not happening for you, please call the service desk and we will be right with you.

