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Remote Working and Telework Policy

Preamble:

The Humber College Institute of Technology and Advanced Learning (hereafter referred to as “Humber” or “the College”) recognizes the potential benefits that flexible working arrangements can bring to both the employee and the College. With the philosophy of maintaining highly productive working situations and engendering exceptional employee engagement, this policy is intended to address the remote working aspect of flexible working arrangements by providing guidance on remote working. As an institution, we recognize that well-managed remote working arrangements can be beneficial to both Humber and its employees and can help Humber respond to challenges and opportunities presented by the changing landscapes of higher education, the business community and the working world.

The policy is intended to enable and support the development of such well-managed remote working arrangements. The ultimate decision regarding whether an individual or group will be permitted to work remotely requires management approval as well as adherence to applicable legislation, regulations, common law and collective agreements with labour unions (where applicable). The policy is not intended to override or supersede any of the foregoing. The policy is also not intended to confer any right to any individual or group to work remotely without undertaking the prescribed assessment and approval process.

The policy is intended to promote fairness, due process and well-being for all Humber employees while recognizing and addressing the many considerations that must be made in administering remote working arrangements. Safety and well-being of employees is of paramount importance. Alignment with Humber’s corporate Strategic Plan and operational planning is also vital to achieving a successful and sustainable approach to remote working.

This policy covers the typical conditions under which remote working arrangements would be considered. It covers multiple types of remote working situations including situations wherein critical incidents have occurred requiring mandatory remote working, such the Covid-19 pandemic and Humber’s response as directed by Public Health officials. This policy is intended for use outside of any world-wide pandemic situation or national emergency. ¹

¹ This policy has been drafted in 2020, during the Covid-19 pandemic. While this situation has informed considerations and guidelines, this policy is ONLY relevant and active from the date of approval.

Purpose/Rationale:

Humber is committed to creating opportunities that promote employee well-being and engagement, advance the ability for employees to work productively to achieve institutional goals and objectives and create a culture of performance and care. By implementing a remote working arrangement policy, Humber hopes to achieve the following benefits:

- Sustained employee productivity, innovation and effort
- Decrease employee turnover and absences
- Increase our ability to attract and retain top talent
- Improve employee satisfaction
- Use physical space effectively
- Improve employee well-being, health and work-life balance
- Support Humber's Sustainability Plan and reduce Canada's environmental footprint

This document is available in alternate format on request.

Scope:

This policy comes into effect on December 1, 2020 and covers the concept of employees working from home or from a designated alternative remote worksite that is not the College campus workplace, which is generally referred to as remote working, teleworking, or telecommuting. While remote working is a form of flexible working arrangements, this policy does not cover other forms of flexible working arrangements such as:

- Flex time
- Compressed work week
- Reduced work week
- Job sharing

This policy and related supporting documents appended hereto outline the broad expectations for the College and employees around remote work including:

- Types of remote working arrangements
- Terms of participation and eligibility requirements
- Accountability and evaluation
- Guidelines and requirements – which include: legal rights and obligations, security and confidentiality, work performance and other related conditions.

This policy applies to all Humber employees. This policy can also apply to teams working on projects. Whereas this policy applies in a broad sense to all employees, it is recognized that not all jobs can be performed remotely or are suitable in all situations for remote working, and it is therefore expected that before remote working can be applied, it must satisfy the requirements outlined within this policy.

Definitions:

A workplace: any place where an employee is engaged in work for their employer. This includes locations where work is being performed outdoors, on third-party premises or from the employee's home.

Flexible Working Arrangements: Flexible working arrangements are changes to an employee's terms and conditions of employment that may include, but are not limited to: flex time, compressed work week, reduced work week, job sharing, and remote working.

Remote worker: an employee who works outside the traditional office on a consistent or defined period of time.

Remote working: is a work arrangement in which some, or all, of the work is performed from home or another off-site location usually with the aid of technology sources such as a telephone, laptop, desktop computer, business communication resources and other technology tools.

Remote Working Arrangement: Approved arrangement for the employee to carry out defined duties from the employee's home-based worksite or designated remote worksite during the agreed hours on an ongoing basis or for a specified period of time, the terms of which are set out in a 'Remote Working Agreement' entered into between the College and the employee, and if the employee is unionized, will abide by the Collective Agreement.

Working hours: are defined in the individual employee's contract and may vary depending on role. Core working hours of the College generally fall between 8:00 am – 6:00 pm on weekdays.

Policy:**1. Responsibilities Under This Policy**

1.1. The following departments have responsibilities under this policy to implement, manage and maintain the conditions outlined within this policy and all supporting documents and processes:

1.1.1. Occupational Health and Safety:

- Provide health and safety-related advice and training where required on the implementation of this policy.
- Review and recommend provisions for safe remote working – including physical and equipment requirements.
- Assist with conducting assessments related to remote working situations that may impact the ability of the employee to safely perform their job, or that may put others at risk.
- Support the process of incident/accident reporting.

1.1.2. Information Technology Services:

- Provide training and advice on technological support and/or issues, where required on the implementation of this policy.
- Support the ability of remote employees to perform their remote work effectively and safely through the provision of approved technology resources, tools, software and access.

- Provide guidelines, expectations and requirements to maintaining the College's confidential data, system integrity and security.
- Provide resource aids to the employees to learn how to use certain technologies
- Resolve access issues as they occur
- Investigate compliance with institutional policies

1.1.3. Human Resources and Organizational Effectiveness:

- Provide HR-related training and advice where required on the implementation of this policy.
- Provide clear guidelines for the assessment and determination of eligibility for remote working.
- Devise HR practices that support remote working.
- Provide training as needed.

1.1.4. Legal and Risk Management:

- Provide legal advice and opinions on questions related to the successful implementation of this policy.
- Address legal compliance issues.
- Provide legal and employment law advice on contracts and required agreements that govern remote working.

1.1.5. Centre for Human Rights, Equity and Diversity:

- Provide advice and opinions on questions related to human rights, accommodation and equity.
- Monitor the remote working process to ensure human rights, equity and accommodation needs are respected and met.

1.1.6. Managers and Supervisors:

- Ensure that all employees within their work team are aware of this policy and the provisions outlined herein.
- Track any borrowed equipment loaned by Humber.
- Conduct the remote working assessments as required, based on a request, or based on the determination that the job can be/will be a remote working job. Assessments should be conducted using the "Remote Working Arrangement Assessment" form, attached hereto as Appendix B.
- Work in collaboration with the Occupational Health, Information Technology Services and Human Resources and Organizational Effectiveness divisions to implement remote working arrangements.
- Check that appropriate precautions are being taken in accordance with the prescribed control measures to reduce any risks that may arise due to remote working arrangements.
- Ensure necessary records are kept related to remote working arrangements
- Ensure a formal "Remote Working Arrangement" document is completed and agreed to by the employee, attached hereto as Appendix C.
- Manage the performance of the remote worker.
- Ensure employees who are working remotely are well connected with the work of the team and the College community.

1.1.7. Employees

- Request access to remote working arrangements.
- Comply with the conditions outlined in this policy.
- Comply with the conditions outlined in the Remote Working Arrangement developed and agreed to by the employee and the supervisor/manager.
- Maintain a strong connection with their work team and the College community through active participation in activities such as meetings, discussions and training.

2. Types of Remote Work Arrangement. There are four (4) types of remote work covered under this policy:

2.1. Occasional or as-needed remote work. Typically a short-term remote work arrangement where the employee works from home or some other location for all or some of their regularly scheduled work hours in order to deal with circumstances that may include:

- Situations such as services/deliveries that require the employee to be available at home for the services/deliveries.
- Short-term emergencies that make it dangerous or creates a situation that prolongs the time it takes getting to work. This may include weather conditions where the campus is closed or other short-term emergencies which make physical presence on campus a risk.
- Focus days when an employee requests time to work remotely to be able to better focus on and dedicate time to a specific project or piece of work.
- Strike or work stoppages that may present risks to employees' person or property.
- Unexpected or planned activities occurring at any of Humber's campuses that create a risk to employees coming on Campus. This may include public works, health and safety risks, security breaches, strikes by external contractors, or other workplace hazards and events.

2.2. A time limited, temporary or flexible remote work arrangement. A longer term arrangement, where the employee works from home part of the time on a regular basis, under the following types of circumstances:

- A short term project.
- Temporary medical reasons (based upon a full assessment and recommendation from a qualified medical practitioner and in consultation and in accordance with Humber's disability management process and policy). Such an arrangement would not fall under this policy, but rather would be considered a medical accommodation and would follow the process and procedures for that process.
- Work related travel away from campus.
- A special contractual agreement or condition requiring the employee to work from home 2-3 times per week or for a specifically defined number of days per week.
- As a contingency plan requirement, defined by Humber.
- Other circumstances agreed upon the employee, and, at the manager's discretion.

2.3. A permanent remote worker. This involves regular remote work, where the employee works from home 100% of the time and may never or rarely come to the College. This type of jointly contracted work arrangement is rare, and occurs typically under the following circumstances:

- Is contracted as a remote worker and typically is not required to be on any of Humber's campuses.
- The employee negotiates a remote work arrangement during the offer process.

- A talent acquisition concern, where the hard to find skill set is possessed by an employee who either negotiates remote work during the offer process, or is located where they cannot attend on site. The employee can deliver the same level of effectiveness (meeting agreed deliverables, quality of output and providing the same level of availability and responsiveness) working remotely, and where face to face or on-campus working is not a strict requirement.
- Temporary campus closure or relocation.
- A diagnosed medical condition, in accordance with Humber's disability management process and policy that prevents the employee from being physically on Campus. Such an arrangement would not fall under this policy, but rather would be considered a medical accommodation and would follow the process and procedures for that process.
- The result of a divisional/departmental review of operational efficiencies that justify remote working arrangements as a bona-fide solution to institutional issues of space challenges, retention, motivation, productivity, overhead expense and environment imprint management, which would present options around remote work arrangements.

2.4. Critical situation remote work. An unexpected, undefined and evolving situation that forces all employees or a large percentage of employees to work from home or some other location. Remote working in critical situations may be mandatory as opposed to optional. Such situations are temporary by nature and temporary remote working arrangements are understood not to alter the nature or typical working arrangements of any job. Generally, the timeframe for this work arrangement is undetermined and dictated by circumstances outside the direct control of the College, such as:

- Political situations – at a national or provincial level that exposes employees to safety risks if they venture to and from the College.
- Health situations – such as a pandemic where relevant Public Health officials have prescribed or directed that employees remain off campus, stay at home or practice physical distancing or have recommended the closure of the College. Example, the Covid-19 pandemic.
- Any act affecting employees' ability to work at College campuses that can be categorized as a force majeure (an act that occurs due to a superior or irresistible force, or an event or effect that cannot be reasonably anticipated or controlled such as a natural disaster).

2.5. For each type of remote working arrangement described above, there are many considerations, specific eligibility and careful documentation requirements. Each of these are described within the supporting guideline documents and forms.

3. Eligibility Considerations. Not all jobs are appropriate for remote working arrangements. When considering which types of jobs can be considered for a remote working arrangement, the following guidelines are provided to guide the management review and approval process:

3.1. Jobs suitable for remote working arrangements:

- Jobs with a high level of autonomy and minimal requirements for face-to-face interactions.
- Jobs that require reading, writing, research, working with data, or talking on the phone.
- Jobs that can be done off-site without disruption to the flows of work and communication.

- Jobs that are specifically contracted or developed to be executed remotely.
- Jobs that can be executed with minimal disruption to student or employee support services
- Jobs that can be performed at the remote working location in a similar manner as if it were being performed on campus.
- Jobs for which the output or outcome is measurable.
- Situations where employees can arrange time off to focus on critical work or project work on a case-by-case basis, which would not be a regular remote work arrangement.

3.2. Jobs not suited for remote working arrangements:

- Jobs requiring full-time in-person contact/customer service to support the core functions of the College, such as student and/or employee support services that cannot be provided remotely at the level of service required by the College
- Jobs that rely upon specific equipment or supplies to work on-site which cannot be easily and effectively moved to a remote environment.
- Jobs working with sensitive documents
- Jobs which must comply with rigorous discovery and compliance requirements

3.3. In determining if a job is a good candidate for remote work, the job should meet at least 2-3 of the criteria described above. It should be noted that the eligibility considerations provided above are general in nature and would be impacted by remote working arrangements defined in Section 2. It should also be noted that critical situations outlined in 8.4 may require remote work to be performed even for jobs that might not otherwise be suited for remote work in accordance with this Section 3.

4. Determination and Implementation Guidelines, Processes and Forms

4.1. The remote working arrangement is considered an alternative way of working to meet the goals and objectives of the College. While remote working arrangements may advance a commitment to, and a culture of employee well-being and engagement, it is not considered an entitlement and must be supported by the employee's manager.

Remote workers are expected to meet all responsibilities, perform all duties and comply with all the policies that apply to any employee in similar roles, regardless of location.

All remote working requests from employees will be reviewed and approved at the sole discretion of the direct supervisor/manager and may be terminated by the supervisor/manager at any time with reasonable notice. The College has the right to refuse remote work requests and to terminate remote work arrangements.

The College may determine that certain work is to be performed remotely, and in such cases will provide reasonable notice and explanation behind the decision to any employees affected.

This policy provides a general framework for Humber's approach to remote working. While employees and supervisors have the flexibility to develop arrangements tailored to employees and departmental needs, the basic requirements set forth in the accompanying guidelines document must generally be met.

More specific guidance, processes and forms for the determination and implementation of remote working arrangements are set out in Appendix A, "Remote Working Guidelines".

Employees are expected to comply with the conditions outlined in this policy and to the guidelines set forth in the “Remote Working Agreement” to which both the employee and the direct supervisor must sign.

5. Conclusion

5.1. All parties involved in the remote working arrangement should strive to achieve the purpose as detailed within this policy, while recognizing and taking positive steps to address some of the challenges that arise related to remote working, such as:

- Difficulty ‘unplugging’ after work
- Separating home and work
- Rise in loneliness or other mental health issues due to isolation
- Difficulty collaborating
- Difficulty transitioning back to the campus office or workspace when required

References:

[The Canada Labour Code](#)

[The Directive on Telework \(Government of Canada – April 01, 2020\)](#)

[The Health Protection and Promotion Act of Ontario](#)

[The Ontario Human Rights Code](#)

[The Ontario Occupational Health and Safety Act](#)

Appendices:

Appendix A: Remote Working Guidelines

Appendix B: Remote Work Arrangement Assessment Form

Appendix C: Remote Working Agreement Template

Appendix D: Remote Working Home Workspace Self-Assessment Checklist

Related Policies:

[Acceptable Use Policy for Technical Services](#)

[Access and Privacy Policy](#)

[Accessibility Policy](#)

[Accommodation for Employee with Disabilities Policy](#)



[Expense Reimbursement Policy](#)

[Human Rights Policy](#)

[IT Security Policy](#)

[Occupational Health and Safety Policy](#)

[Purchasing Policy](#)



HUMBER COLLEGE – REMOTE WORKING POLICY GUIDELINES

The contents of this “Guidelines” document are specifically provided to support the determination and implementation of remote working arrangements at Humber College. Supervisors and Managers should use this guide, and all its associated forms together with the Remote Working Policy.

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1.0 Guidelines Overview

The following guidelines and associated forms support the determination and implementation of remote working arrangements as outlined in the Remote Working Policy. For support related to the interpretation and understanding of the Remote Working Policy, the Guidelines and all supporting documents, refer to the Human Resources and Organizational Effectiveness Division.

2.0 Types of Remote Working Arrangements

The four (4) types of remote work are summarized below. More details are provided in the Remote Working Policy.

1. **Occasional or as-needed remote work** – Typically a short-term remote work arrangement where the employee works from home or some other remote location for all or some of their regularly scheduled work hours.
2. **A temporary or flexible remote work arrangement** – a longer term arrangement, where the employee works from home or some other remote location part of the time on a regular basis.
3. **A permanent remote worker** – This involves regular remote work, where the employee works from home or some other remote location 100% of the time and may never or rarely come to the College.
4. **Critical situation remote work** – an unexpected, undefined and evolving situation that forces all employees or a large percentage of employees to work from home or some other remote location. Remote working in critical situations may be mandatory as opposed to optional. Such situations are temporary by nature and temporary remote working arrangements are understood not to alter the nature or typical working arrangements of any job. Generally, the timeframe for this work arrangement is undetermined and dictated by circumstances outside the direct control of the College.

3.0 Remote Working Arrangements – General Tenets and Guidelines

As guided by the Remote Working Policy, the following basic requirements must generally be met when determining and implementing remote working arrangements:

- 3.1 **Duties:** Employees must be able to carry out the same duties, assignments, and other work obligations at their home or other remote location, in a similar manner as they do when working on Humber's premises.
 - 3.2 **Eligibility:** To be considered for remote working arrangements, employees must:
 - Meet the requirements outlined in the Remote Working Policy.
 - Hold jobs suitable to be performed remotely as described under 3.1 of the Remote Working Policy.
 - Be in good standing (such as: no disciplinary action in process/pending, strong performance record)
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- Demonstrate and possess the competencies, knowledge and skills required to perform the job remotely.
- Have a written approval from their supervisors/managers.
- Exceptions will apply for remote working arrangement types described under 3.2 and 8.4 of the Remote Working Policy.

3.3 Terms and Conditions of Employment: Remote work will not change existing salary, benefits, compensation, vacation or other benefits of the employee, unless specifically outlined in the offer of employment and/or the Remote Working Agreement. For unionized workers, the terms and conditions of employment and/or the Remote Working Agreement will abide by the respective Collective Agreements. Remote work will not alter the requirements to comply with employee duties and responsibilities or to comply with Humber's policies.

3.4 Out of Province or Out of Country Remote Working: Generally, it is Humber's expectation that our employees perform their work within Ontario and in the general vicinity of the Humber campuses. In instances when employees request remote working arrangements that are outside the province/country, the employee must be aware of conditions that guide and/or restrict out of province or country remote working, such as, but not limited to:

- employees cannot be a member of a bargaining unit if working outside the province/country of the employer/jurisdiction of the respective bargaining union
- there may be jurisdictional taxation requirements, WSIB coverage issues, health care coverage and security/border implications related to working out of province/country.

These issues must be fully investigated, understood and supported by the College prior to approving a remote working arrangement outside of the province/country. Humber may approve an employee to perform their duties outside of Ontario/Canada in accordance with the framework set out below:

General Considerations:

- Humber's employment model is designed specifically for employees who are residents of Ontario and reside full time in Ontario.
- Working from outside Ontario can create many complications, depending on the specific circumstances.
- Humber has no obligation to approve such extra-provincial/national work under any circumstances
- Schedule 1 of the Colleges Collective Bargaining Act (CCBA) stipulates that persons employed outside Ontario are excluded from all five groups of unionized employees.
- Ontario statutes/laws typically have no extra-provincial/national effect.
- International travel/residency while working can have additional impacts on an individual, that may not be known to Humber.

Short Duration Remote Working out of Province/Canada (1-30 days):

Approval level: Employee's Manager

Conditions/Requirements:

- Employee remains as a Humber employee with statutory deductions as required by law and as per any applicable collective agreements/terms and conditions of employment.
 - Employee must be able to fulfill all work requirements during the requested time period remotely and have confirmation from manager that in-person attendance will not be required during this period
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- Employee must be able to meet all requirements set out in Humber's Remote Work Policy (i.e. have all arrangements in place to be able to perform role, necessary approvals received)
- Management approval required
- Employees need to be made aware of risks and responsibilities that they incur in working outside of the province including:
 - Group Benefit provisions regarding out of province/country appointments/work
 - CAAT Pension provisions
 - OHIP implications
 - tax implications
 - border rules
 - travel advisories
 - health and safety risks and precautions specific to the location
 - other legal implications

Long Duration Remote Working outside of Province/Canada (31-120 days):

Approval level: Portfolio S/VP

Conditions/Requirements:

- All conditions of Short Duration approval listed above must be met.
- Remote work agreement must be in place in accordance with Remote Work Policy.
- Documentation pertaining to approval for employment outside of the province/country must be completed and maintained by the manager in accordance with the Remote Work Policy and forwarded to the HRBP.

Extended Duration of Remote Working outside of Province/Canada (121 + days):

Generally, not permitted; By exception only in exceptional circumstances.

Approval level: Portfolio VP and VP Human Resources & Organizational Effectiveness

Conditions/Requirements:

- All conditions of Long Duration approval listed above must be met
- WSIB approval is required for any out-of province work exceeding six months (this request must be submitted to Occupational Health and Safety for submission to the WSIB well in advance, in order to obtain WSIB approval prior to the end of the six-month period)
- Arrangement must be Colleges Collective Bargaining Act (CCBA) and individual collective agreement compliant and may require union agreement
- Employment arrangement may need to be on "contract" rather than permanent employee
- Employee must agree to all necessary additional agreements, waivers and/or work modifications necessary
- Documentation pertaining to approval for employment outside of the province/country must be maintained by the manager and also forwarded to the HRBP

Note: If an extended duration remote working is necessary for an employee, please speak to your HRBP to discuss potential options. A remote working arrangement outside of Ontario/Canada will not always be a feasible solution.

- 3.5 **Availability:** Employees are expected to be available to their supervisors, managers, and co-workers during agreed-upon work hours and make their availability clear using agreed work status tools. Employees are expected to ensure that they can be reached using Humber approved software and communication tools and methods, such as a phone equipped with Microsoft Outlook as a means of connectivity. Remote working does not excuse employees from attending mandatory
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“in-person” meetings or training that has been identified as mandatory “in-Person” attendance by the manager.

- 3.6 **On-Campus Availability:** Employees must be available to attend scheduled meetings and participate in other required departmental or team activities on Campus as needed, and will be given advance notice where possible, although exceptions can apply in extraordinary circumstances. In instances where employees work remotely only part of the time and are on campus part of the time, they can consider utilizing some of Humber’s sustainability options available, such as car-pooling, which will have a two-fold benefit of reinforcing Humber’s commitment to sustainability, while splitting the cost of parking.
 - 3.7 **Professionalism:** Humber expects the same level of professionalism and responsiveness from its remote employees as it would from employees working on Campus.
 - 3.8 **Dependent or Child Care:** Employees must arrange for childcare or dependent care during their agreed work hours except in cases of extraordinary extenuating circumstances which should be discussed and agreed to by the employee’s supervisor/manager.
 - 3.9 **Data Security:** Employees must ensure the same, if not greater, level of security for all company network and data access; physical documents and any sensitive information that may be displayed on a home/remote office computer screen or on a laptop used for work purposes. Employees must follow all guidelines, requirements and policies set out by Humber’s Information Technology Services division that guide and direct security and confidentiality.
 - 3.10 **Appropriate Use and Asset Protection:** The use of equipment, software, and data supplies provided by Humber for use at the remote work location is limited to the designated employee and for purposes of completing work activities. The employee has the responsibility to ensure that all items in their possession are properly used, and the employee must take reasonable precautions to protect Humber’s equipment and resources from loss, theft, damage and/or unauthorized access, applying the same standards of care in the remote location as when regularly working at Humber’s locations.
 - 3.11 **Workspace Safety:** The employee’s home workspace (or other remote work location) will be considered an extension of the Humber workspace; as a result, appropriate safety measures must be in place to ensure the protection of the employee in the course of carrying out work activities on behalf of Humber. Supervisors/managers and employees must work with Humber’s Occupational Health and Safety team to assess and ensure that workplace standards related to health, safety, the management of risks and the reporting of incidents and accidents that occur in the remote location, are met. Typical safety assessments may include: a dedicated work space or room, proper ergonomic equipment or furniture, control over temperature, light and sound, adequate level of security similar to the workplace, proper smoke alarm and carbon monoxide detector, access to first aid supplies, emergency contact information, and electrical cords and cables in good condition and not causing a trip hazard. The determination of who stands the cost of outfitting a home/remote office and the extent to which this occurs is subject to the type of remote working arrangement, and the process for determining the conditions under which it occurs, as outlined in this Guideline. Typically, where the employee is making the request, the responsibility for office equipment will lie with the employee. In instances where however, the remote working arrangement is required by Humber, the supervisor/manager will conduct the Remote Working Assessment and determine what if any equipment is required for the employee to effectively perform. The safety of employees at a remote working location, whether at home or elsewhere is important to Humber. In instances where employees and/or managers have concerns about staff personal safety or identify any risk situations that could impact the ability to work safely or put staff at risk, the employee and/or
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manager should inform Humber's Occupational Health and Safety team or their HR business partner.

- 3.12 **Workplace Safety Insurance:** During work hours and while performing work functions in the designated work area of the home/remote location, should the employee experience a work-related injury or incident. Employees are covered by Humber's Workplace Safety Insurance Board (WSIB) insurance coverage in the same manner as if they were working on-site.
- 3.13 **Employer Responsibilities and Liability:** The employee's home/remote workspace will be considered an extension of Humber's workspace while the employee is working, therefore, Humber will maintain all of its responsibilities as the employer for matters occurring during the performance of the employee's duties. Humber assumes no liability for injuries or losses occurring in the employee's remote workspace that is not directly attributable to the employee's performance of expected work duties.
- 3.14 **Agreed Working Hours:** Supervisors/managers and employees must document the agreed hours of work. Employees must work the agreed working hours, with a clear understanding that they will not incur overtime hours unless they have advance permission from their supervisors/managers to do so. If a schedule has not been agreed upon, the employee's work hours will be assumed to be the same as before the employee began working remotely or as agreed upon as part of the job offer.
- 3.15 **Tax Implications:** It is the employee's responsibility to determine any income tax implication of maintaining a home/remote office. Humber will not provide tax guidance nor will it assume any additional tax liabilities. The employee is encouraged to consult with a tax professional to discuss any income tax implications of working remotely. Where remote working is approved, Humber will issue tax forms in accordance with its legislated responsibility and guidance from the Canada Revenue Agency.
- 3.16 **Performance Standards:** Employees and supervisors/managers must define and agree on performance measures and performance reporting expectations prior to the implementation of the remote working arrangement and this must be documented in the 'Remote Working Agreement'.
- 3.17 **Dress Code:** Whilst in a remote working arrangement, employees must maintain a minimal standard related to an acceptable dress code. Employees are expected to present themselves on video as they would in a face to face/in person interaction/meeting.
- 3.18 **Request and Approval:** Except for the circumstances outlined under 2.1 and 2.4 of the policy, employees must make a formal request to their supervisors/managers for a remote working arrangement, and undergo a formal assessment of the request circumstances, remote working readiness (review of the job, operational requirements, interdependencies, etc.) and other eligibility considerations specific to the type of remote working arrangement, in order to determine the most appropriate option and to receive approval. All requests should be assessed by considering the nature of the job, the employee's current standing and competency level, weighing the needs of the department, and any operational efficiencies.
- 3.19 **Commitment to Equity, Diversity and Inclusion:** Supervisors/managers should strive to achieve the commitment Humber makes to equity, diversity and inclusion when considering requests for remote working. Although not all jobs are eligible for remote working, supervisors/managers should seek to ensure that all jobs are assessed fairly, that operational needs are considered and that no bias exists when approving remote working arrangements or
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determining supports required. Additionally, when managing remote working interactions, consideration should be given to diverse working styles, and team engagement activities.

- 3.20 **Adherence to Collective Agreements:** All work remote arrangements must occur consistent with the requirements of any relevant collective agreement provisions.
- 3.21 **Remote Working Agreement:** Employees and supervisors/managers must enter into a formal 'Remote Working Agreement' that will specify all agreed and mandatory requirements set out by Humber to define the remote working relationship. The agreement should include: expected work hours and work expectations, remote working duration, responsibilities for supplies, equipment and services, reimbursement, emergency contact information, overtime treatment, security, expected means of communication, and an incident reporting process as a minimum content requirement.
- 3.22 **Supporting Remote Working:** Supervisors/managers offering remote working arrangements, must make all reasonable efforts to ensure that the employee is able to work remotely. Making decisions on what is essentially required for the employee to perform work activities can include consideration of: providing personal protective equipment where required, ensuring appropriate technology resources/equipment is available, essential home/remote office equipment/furniture, supportive and required training, and proper documentation. When making these decisions and determining any related expenses to Humber, supervisors/managers should be guided by the considerations laid out in the Remote Working Policy, the specific statements laid out in appropriate legislation and Humber policies (some of which are referenced in the Remote Working Policy, section 7.0) and should seek guidance and advice from Humber's Human Resources and Organizational Effectiveness division. Additionally, supervisors/managers should ensure that employees have been trained in the use of business, collaboration and communication tools in order to work effectively. For support with this, supervisors/managers and employees should formalize this expectation and seek support from the ITS and HROE divisions.
- 3.23 **Provision of Tools and Resources:** Humber will work with all employees to ensure that they have the necessary tools and resources to adequately perform work activities for remote working arrangements initiated and approved by Humber. This may include computer hardware, computer software, voice communication, email, voicemail, connectivity to host applications, and other applicable equipment as deemed necessary. Where the request for a remote working arrangement is initiated by the employee, the employee is responsible for furnishing, equipping, and maintaining their home/remote offices so that they have a safe, secure, healthful, and comfortable work environment and can accomplish their work in an efficient and expeditious manner. In instances where Humber is asked to provide equipment for remote working, other than as a result of a request for remote working initiated by Humber, this will be considered on a case by case basis, and the specific circumstance justifying this arrangement will be documented in the Remote Working Agreement and approved by the employee's manager. Any equipment, software, data supplies, and furniture provided by Humber to staff for remote work must be returned to Humber upon request. It is the employee's responsibility to protect Humber's equipment while in the employee's care. Every supervisor/manager/dept should keep an inventory of equipment. Remote employees who leave Humber (voluntarily and non-voluntarily) will be expected to return equipment in person or via an agreed delivery service. Note that any costs related to remodeling, furnishings (such as chairs, desks, filing cabinets, printers, etc.) or maintaining (such as electricity, internet, heat, hydro, etc.) for remote workspaces are the responsibility of the employee.
- 3.24 **Remote Working Culture:** Creating a flexible and positive remote work culture, supervisors/managers must demonstrate focused effort to build an ideal flexible working culture that heightens communication, collaboration, personal responsibility and performance. This can be
-

done through multiple methods such as: daily or regular team scrums, one-on-one check-ins, coaching, fun and engaging team activities and building a philosophy of shared ownership.

- 3.25 **Managing Expectations:** Supervisors/managers should openly discuss the pros and cons of working remotely with employees, including the potential for extended sitting, prolonged screen time, stress on eyes, and the overall impact on work-life balance prior to approving remote working arrangements and should encourage employees to seek supports available through Humber to manage these challenges if they arise.
- 3.26 **Denial of Remote Work Request:** When for whatever reason an employee is denied a remote working arrangement request, except as described under 2.4 of the Remote Working Policy, the supervisor/manager will, in consultation with the Human Resource Business Partner, inform the employee, explaining the decision in a timely manner.
- 3.27 **Monitoring and Reviewing:** Supervisors/managers and employees should agree on periodic review periods, during which they would assess whether the remote working arrangement is meeting the needs of Humber. Suggested review criteria can include: work performance (productivity, quality of work, ability to meet deadlines, team cohesiveness and collaboration, customer satisfaction/service), Relationships (working relationships, employee satisfaction, sense of commitment and belonging, reliability), impact on organization (absenteeism, availability, reputational impact, impact on unit goal and objectives, impact on departmental efficiencies). The review may result in changes to the formal remote working agreement, including termination of the agreement, if it is so determined by the supervisor/manager.

4.0 **Assessment Requirements for Each Type of Remote Working Arrangement**

The following sections of this guide addresses each type of remote working arrangement and the associated eligibility, terms and conditions.

The table below outlines Humber's approach to establishing and maintaining a remote working arrangement:

| Requester | Work Assessment | Remote Location Assessment | Equipment & Resources | Accommodation and Human Rights Assessment | IT & Security Assessment | Working Conditions Definition | Remote Working Agreement |
|--|---|---|--|--|--|---|--|
| Describes who initiates the request to work remotely | Describes if the operational requirements and nature of the job is required | Describes if the health and safety, IT and other checks that should be performed to determine if a remote working setup is feasible | Describes the responsibility and ownership for financing or providing the required equipment and resources | Describes if an assessment is required to satisfy an accommodation request | Describes if the IT resources and security assessment is required | Describes if working conditions are required (hours of work, insurance, tax requirements) | Describes if a remote working agreement is required |
| Occasional/As-needed Remote Work Arrangement | | | | | | | |
| Employee | Assessment optional | Assessment optional | Assessment required - Employee expected to own the financial responsibility based on this request | Assessment required – where the request is in the form of an accommodation request, or to demonstrate good Human Rights practice | Assessment required – Employee must adhere to and meet required IT Security requirements | Assessment required – to discuss requirements for short-term basis. Includes hours of work. | Formal Agreement is Optional; however, some form of communication detailing the arrangement should occur |
| Humber (Supervisor/ Manager/ College mandate) | Assessment optional | Assessment optional | Assessment required - Humber will allow the employee access to workplace resources on an as-needed basis and where the duration of the remote working arrangement exceeds one week. Humber will approve equipment and resources on an individual basis, taking into consideration all extenuating circumstances and trying to achieve equity. | Assessment optional – unless the employee makes a request for accommodation | Assessment required – Humber will assess based on need | Assessment required – to discuss requirements for short-term basis. Includes hours of work. | Formal Agreement is Optional; however, some form of communication detailing the arrangement should occur |

| Requester | Work Assessment | Remote Location Assessment | Equipment & Resources | Accommodation and Human Rights Assessment | IT & Security Assessment | Working Conditions Definition | Remote Working Agreement |
|--|--|--|--|---|--|-------------------------------|--------------------------|
| Temporary or Flexible Remote Work Arrangement | | | | | | | |
| Employee | Assessment required to assess the job eligibility for remote working arrangement | Assessment required – to assess the feasibility for remote working | <p>Assessment required – to determine the employee has the setup for remote working.</p> <p>Humber will allow the employee access to workplace resources on an as-needed basis and where the duration of the remote working arrangement exceeds one week.</p> <p>Humber will approve equipment and resources on an individual basis, taking into consideration all extenuating circumstances and trying to achieve equity.</p> | Assessment required – where the request is in the form of an accommodation request, or required to satisfy a Human Rights stipulation | Assessment required – to assess the feasibility for remote working | Assessment required | Assessment required |
| Humber (Supervisor/Manager, College) | Assessment required to assess job eligibility | Assessment required to assess feasibility for remote working | Assessment required to assess needs of the employee and Humber's commitment to resource provision | Assessment optional – unless the employee makes a request for accommodation | Assessment required | Assessment required | Assessment required |



| Requester | Work Assessment | Remote Location Assessment | Equipment & Resources | Accommodation and Human Rights Assessment | IT & Security Assessment | Working Conditions Definition | Remote Working Agreement |
|--|--|--|---|---|--|-------------------------------|--|
| A Full-time Remote Worker | | | | | | | |
| Jointly contracted | Assessment required – prior to recruiting or at the point at which the job is being considered for 100% remote working arrangement | Assessment required | Assessment required | Assessment optional – unless the employee makes a request for accommodation | Assessment required | Assessment required | Assessment required if not already defined in the Offer letter and Terms and Conditions |
| Critical Situation Remote Work | | | | | | | |
| Multiple sources – employee, Humber, Public Health Ontario, any governmental authority | Assessment optional | Assessment required – to determine needs | <p>Assessment required – to determine needs</p> <p>Humber will allow the employee access to workplace resources on an as-needed basis and where the duration of the remote working arrangement exceeds one week.</p> <p>Humber will approve equipment and resources on an individual basis, taking into consideration all extenuating circumstances and trying to achieve equity.</p> | Assessment required – to determine accommodation needs | Assessment required – to determine needs | Assessment required | Assessment optional, if short term in nature. However, if the critical situation exceeds three months, a formal agreement should be considered to clarify expectations where warranted |

Appendices

- A. The Remote Work Arrangement Assessment Form
- B. The Remote Working Agreement Template
- C. Remote Workspace Self-Assessment Checklist
- D. Remote Working Inventory Form
- E. FAQs



Appendix B: Remote Working Assessment Form

Instructions: This form is to be completed by the supervisor/manager in consultation with the employee. Sections G and H are to be signed off by the supervisor and employee, respectively. Append this form to the Remote Working Agreement.

Date: Click or tap to enter a date.

| A. Parties Details: | |
|---|--|
| Assessment Date: Click or tap to enter a date. | Employee ID #: Click or tap here to enter text. |
| Employee First Name: Click or tap here to enter text. | Manager First Name: Click or tap here to enter text. |
| Employee Last Name: Click or tap here to enter text. | Manager Last Name: Click or tap here to enter text. |
| Employee Job Title: Click or tap here to enter text. | Employee Job Title: Click or tap here to enter text. |
| Division: Click or tap here to enter text. | Department/Unit: Click or tap here to enter text. |

| B. Type of Remote Working Arrangement Requested: | | | |
|--|--------------------------|-------------------------|--------------------------|
| Indicate the type of remote working arrangement being considered. Review types listed under 7.0 of the Remote Working/Telework Policy. | | | |
| ✓ | | | |
| ✓ | | | |
| Occasional or as needed | <input type="checkbox"/> | Permanent remote worker | <input type="checkbox"/> |
| Temporary or Flexible | <input type="checkbox"/> | Critical Situation | <input type="checkbox"/> |

| C. Work Assessment: | | | |
|---|--------------------------|--|--------------------------|
| Check all boxes that apply. | | | |
| ✓ | | | |
| ✓ | | | |
| Job has a high level of autonomy and minimal requirements for face-to-face interactions | <input type="checkbox"/> | Job <u>does not</u> strictly require full-time in-person contact/customer service to support core functions of the College | <input type="checkbox"/> |
| Job requires reading, writing, research, working with data, or talking on the phone | <input type="checkbox"/> | Job does not rely upon specific equipment or supplies which require on-site working | <input type="checkbox"/> |

| | | | |
|---|--------------------------|---|--------------------------|
| Job can be done off-site without disruption to flows of work and communication | <input type="checkbox"/> | Job works with classified documents and remote working introduces a risk | <input type="checkbox"/> |
| Job is specifically contracted or developed to be executed remotely | <input type="checkbox"/> | Job has compliance requirements that cannot be effectively met in a remote working arrangement | <input type="checkbox"/> |
| Job can be executed with minimal disruption to student or employee services | <input type="checkbox"/> | Employee is in good standing (no disciplinary) | <input type="checkbox"/> |
| Job can be performed remotely in a similar manner as if it were being performed on campus | <input type="checkbox"/> | The employee competently demonstrates the competencies, knowledge and skills required to perform the job remotely | <input type="checkbox"/> |
| Job has clearly defined and measurable outputs/outcomes | <input type="checkbox"/> | Managing the employee's performance can be effectively done in the remote setting | <input type="checkbox"/> |

State any other work characteristics that promote remote working:

[Click or tap here to enter text.](#)

D. Workplace Safety Assessment:

Confirm the employee has completed the Remote Workstation – Self-Assessment Safety Checklist, and confirm the following:

✓

| | |
|--|--------------------------|
| The employee has provided a response plan in case of an emergency | <input type="checkbox"/> |
| The employee has indicated satisfactory working conditions | <input type="checkbox"/> |
| The employee has indicated satisfactory fire safety conditions | <input type="checkbox"/> |
| The employee has indicated satisfactory ergonomics conditions and have completed the ergonomic self-assessment | <input type="checkbox"/> |
| The employee has indicated satisfactory personal safety conditions | <input type="checkbox"/> |

Indicate any concerns or supports the employee will require to achieve workspace safety:

[Click or tap here to enter text.](#)

Indicate any supports that Humber will provide:

[Click or tap here to enter text.](#)

E. Equipment and Resources:

✓ ✓

| List all equipment and resources the employee will need to use in the execution of the job (include software, hardware, etc): | Provided by Employee | Provided by Humber |
|---|--------------------------|--------------------------|
| Click or tap here to enter text. | <input type="checkbox"/> | <input type="checkbox"/> |
| Click or tap here to enter text. | <input type="checkbox"/> | <input type="checkbox"/> |
| Click or tap here to enter text. | <input type="checkbox"/> | <input type="checkbox"/> |
| Click or tap here to enter text. | <input type="checkbox"/> | <input type="checkbox"/> |
| Click or tap here to enter text. | <input type="checkbox"/> | <input type="checkbox"/> |
| Click or tap here to enter text. | <input type="checkbox"/> | <input type="checkbox"/> |
| Click or tap here to enter text. | <input type="checkbox"/> | <input type="checkbox"/> |
| Click or tap here to enter text. | <input type="checkbox"/> | <input type="checkbox"/> |
| Click or tap here to enter text. | <input type="checkbox"/> | <input type="checkbox"/> |
| Click or tap here to enter text. | <input type="checkbox"/> | <input type="checkbox"/> |
| Click or tap here to enter text. | <input type="checkbox"/> | <input type="checkbox"/> |
| Click or tap here to enter text. | <input type="checkbox"/> | <input type="checkbox"/> |
| Click or tap here to enter text. | <input type="checkbox"/> | <input type="checkbox"/> |
| Click or tap here to enter text. | <input type="checkbox"/> | <input type="checkbox"/> |

F. Accommodation Assessment:

Note: If this request for remote working was initiated by the employee and is part of a request for an accommodation, indicate 'Yes' below. No further documentation is required as Accommodation is managed via a different process. The employee should contact:

Hiren Patel
 Senior Abilities and Accommodation Specialist
 416.675.6622, 4237
 Email: hiren.patel@humber.ca

Is this remote working arrangement part of an accommodation request?

Yes

No

G. Employee Attestations:

| | | | |
|--|--------------------------|---|--------------------------|
| I have read and agree to adhere to the following policies: <ul style="list-style-type: none"> • Acceptable Use Policy for Technical Services Policy • Access and Privacy Policy • IT Security Policy | <input type="checkbox"/> | I understand my commitments and the commitments of Humber College related to health and safety in the remote workspace: | <input type="checkbox"/> |
| I understand my commitments and the commitments of Humber related to the equipment and resources I use in my remote workspace: | <input type="checkbox"/> | I have read and understand the expectations on me as laid out in the Remote Working/Telework Policy: | <input type="checkbox"/> |
| Employee Name (PRINT): Click or tap here to enter text. | | Employee Signature: Click or tap here to enter text. | |
| Date: Click or tap to enter a date. | | | |

H. Manager Attestations:

| | |
|--|--|
| I have completed all required assessments and have met with the employee to ensure the employee understands the requirements for remote working: | |
| Manager Name (Print): Click or tap here to enter text. | Manager Signature: Click or tap here to enter text. |
| Date: Click or tap to enter a date. | |

Appendix C: Sample Remote Working Agreement

[Date]

Employee Name
Employee Title
Department/Faculty

Dear [Employee Name]:

Re: Remote Working Arrangement

This letter confirms our recent discussions and your written request received on [Date] for approval to work remotely.

After completion and review of the **Remote Working Assessment Form** (completed jointly) and the **Remote Workspace Self-Assessment Checklist** (completed by you), the department will grant/will not grant your request for a remote working arrangement, effective [Date to Date] inclusive, subject to the following terms and conditions:

Type of Remote Working Arrangement

You have / have not been approved for remote working arrangements type (state remote working type).

Remote Working Arrangements Details

The type of remote working arrangement you have been approved for is [State one of the 4 types described in the Policy]

Term

As mentioned above, your remote working arrangement will be in effect from [Date] until [Date], and may be renewed with the agreement of your supervisor, [Supervisor name].

Consistent with the conditions of the Remote Working/Telework Policy, your arrangement is subject to periodic review, and may be terminated sooner at the discretion of Humber College or at your own request.

Adherence to the Remote Working/Telework Policy and the Guidelines hereto Appended:

You are required to comply with all conditions laid out in the Remote Working/Telework Policy which can be found online at: [inset url], and to commit to all the expectations and conditions outlined in the Remote Working Guidelines, which are summarized below.

Hours of Work

Your current work hours remain in effect, and it is understood that you will work remotely on the following days/times:

[Day of week] to [day of week] weekly
[start time] to [end time] daily

Work Assignments

During your remote working arrangement, you will remain responsible for fulfilling all of your work commitments as outlined by your supervisor. You will ensure your overall productivity, progress and reporting on assignments.

[add any specific details of the work expectations and performance expectations]



Remote Working Readiness

In advance of [date remote working arrangement commences], you should discuss with your supervisor all actions required to implement the supports outlined in the Remote Working Assessment Form, so that you will be ready to continue to work from the date your remote arrangement commences.

Note that any costs related to remodelling, furnishing (such as chairs, desks, filing cabinets, etc.) or maintaining (such as electricity, heat, hydro, etc.) your workspace will not be reimbursed by Humber College and will be your responsibility.

[Supervisor's Name]

[Supervisor Signature]

[Date]

Acknowledgement

I understand and agree to all the above stipulated remote working arrangement terms and conditions as well as those outlined in the Remote Working/Telework Policy and Remote Working Guidelines hereto attached.

[Employee Name]

[Employee Signature]

[Date]

***Attach copies of the Remote Working Policy and the Remote Working Policy Guidelines.**

Appendix D: Remote Workspace – Self-Assessment Checklist

This checklist is provided to assist employees in conducting a readiness assessment on their remote or home workspace as a pre-requisite for remote working arrangements. This assessment **MUST** be completed prior to the commencement of the remote working arrangement, and it forms part of the Remote Working Assessment. Once completed, this checklist should be forwarded to the employee’s direct supervisor.

Note: This assessment is for the workspace only and is not reflective of the overall safety of the home or remote location in its entirety.

Date: Click or tap to enter a date.

| Employee & Supervisor/Manager Details | |
|--|---|
| Employee First Name: Click or tap here to enter text. | Employee Last Name: Click or tap here to enter text. |
| Manager First Name: Click or tap here to enter text. | Manager Last Name: Click or tap here to enter text. |
| Division: Click or tap here to enter text. | Department: Click or tap here to enter text. |
| Remote or Home Location Address: Click or tap here to enter text. | |
| Brief Description of Work: Click or tap here to enter text. | |

| Workstation Conditions: | Satisfactory | Not Satisfactory | Action Required |
|--|--------------------------|--------------------------|--------------------------|
| Designated workspace | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Area is tidy and free of clutter | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Shelving and cabinets are securely braced | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| No sharp edges on desks and cabinets | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Adequate number of electrical outlets (no overload risk) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Power cords in good condition | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

| | | | |
|---|--------------------------|--------------------------|--------------------------|
| Power bars plugged directly into the wall | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Electrical panel covered and readily accessible | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Receptable plates in good condition | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Exits are clear and unobstructed | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

| Fire Safety: | Satisfactory | Not Satisfactory | Action Required |
|---|--------------------------|--------------------------|--------------------------|
| A fire safety plan is known | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Functioning carbon monoxide detector (tested regularly) and within a reasonable proximity to the workspace | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Location is equipped with smoke detectors (tested regularly) and within a reasonable proximity to the workspace | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

| Ergonomics: | Satisfactory | Not Satisfactory | Action Required |
|--|--------------------------|--------------------------|--------------------------|
| The workspace is well ventilated, temperature controlled, with adequate lighting and controlled noise levels | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| The employee has reviewed the <u>Workspace Ergonomics Self Assessment Checklist</u> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

| Personal Safety: | Satisfactory | Not Satisfactory | Action Required |
|--|--------------------------|--------------------------|--------------------------|
| The workspace or home is free from any risk of violence, harassment, or danger | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

| Other Hazards: Indicate and hazards and assess them | Satisfactory | Not Satisfactory | Action Required |
|--|--------------------------|--------------------------|--------------------------|
| Click or tap here to enter text. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Click or tap here to enter text. | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

Emergency Procedure:



Detail the steps you would take in case of an emergency:

Click or tap here to enter text.

Detail backup contact information- such as a secondary phone in case of an emergency:

Click or tap here to enter text.

Employee Attestations:

Employee Name (Print):

Click or tap here to enter text.

Employee Signature:

Click or tap here to enter text.

Date:

Click or tap to enter a date.