

Working from Home Policy

Star Group acknowledges that Working from Home (WFH) arrangements may be appropriate for specific positions and circumstances. **Star Group** recognises that WFH arrangements can benefit employees and promote flexibility and wellbeing.

Application

This Policy applies to Star Group employees conducting their work duties from a remote location – outside their usual work location. This Policy is not intended to override the terms of any award, enterprise agreement or contract that applies to an employee. This Policy does not form part of any employee's contract of employment. However, an employee's terms and conditions of engagement remain the same when WFH, including hours of work (including any expectations concerning additional hours), remuneration, and leave entitlements and requirements.

Objectives

The objectives of this Policy are to:

- provide a framework for remote working
- attract and retain employees through workplace flexibility and remote working
- pursue and maintain a culture that promotes and supports flexibility and wellbeing; and
- outline the work health and safety requirements while WFH.

Definitions

For the purpose of this Policy, the following are terms used in this Policy:

Approved WFH Arrangement – means a WFH Arrangement that has been approved by a Manager and reviewed from time to time as per this Policy.

Designated Workspace – means a designated workspace for the employee to conduct their work remotely that meets the WHS Designated Workspace Requirements outlined in this Policy. This space could be a particular room (for example, a study) or a specific area within a room of the employee's residential property.

Star Group Representative – means your manager, HR or WHS Representative from Star Group.

WFH Arrangement – means one or more of the WFH Categories outlined in this Policy.

WFH Period – means the WFH Period approved by a manager for the employee to WFH.

WHS Designated Workspace Assessments – means the WHS Designated Workspace Requirement assessment that employees may elect to complete or a manager may request to confirm the suitability of a Designated Workspace and is in the form of [SG-FM-8F-079 – WFH Self-Assessment Checklist](#).

WHS Designated Workspace Requirement – means a space or area of a residential property that the employee:

- has a desk/table, chair and sufficient space to perform work
- can safely perform work
- can secure Approved WFH Company Equipment, confidential information and other company documents used during WFH Period; and
- correct ergonomic techniques can be maintained.

Work from Home (WFH) – means working away from an employee's ordinarily contracted place of employment at a Designated Workspace.

Eligibility Criteria

Not all positions or people are suited to WFH. For this reason, employees will be offered WFH based on their role and suitability. Employees who want to apply for a WFH Arrangement need to discuss it with their manager and seek approval. Employees should be prepared to demonstrate their suitability. It is at the manager's discretion whether the employee meets the eligibility criteria and approves a WFH Arrangement.

The essential criteria for working from home include but are not limited to the following:

- An appropriate level of computer literacy
- Performs tasks and work that can be performed effectively off-site
- Holds the skills, ability, and knowledge to work autonomously; and
- Has access to an appropriate and safe remote workspace.

Unfortunately, WFH may be unsuitable for every Star Group position or person. As such, it is not generally suitable for roles or people that:

- undertake work on a project site or facility (i.e. electricians, service technicians, trades assistants)
- require a high degree of direct supervision or monitoring
- client and employee interfacing roles that require significant teamwork and daily face-to-face interaction (reception, service coordinators etc.)
- carry responsibilities for on-site training or supervising (i.e. foreman);
- the employee has little control over the flow of work.

An employee must be able to demonstrate that:

- efficiency will be maintained or increased as a result of the WHS Arrangement.
- productivity of an employee's team or work group must not be adversely affected.
- the level of client service is maintained or increased, and
- commitments at the Designated Workspace will not detract from the performance of the work.

The manager always retains the right to terminate an Approved WFH Arrangement at their discretion. The manager will consult and communicate with the applicable employee in this instance.

WFH Categories

Remote-Based Work

Employees may apply to undertake work responsibilities remotely. In this case, the employee performs their role mostly remotely. Generally, this WFH Arrangement should be covered in the contract of employment and must be approved by a director. In promoting cooperative and collaborative working relationships, an appropriate amount of the employee's work time must be spent in the office.

Hybrid-Based Work

Hybrid-Based Work is when an employee works at least 3 days in the office and other days remotely. Employees may request to perform the majority of work in the office environment but have regular periods of working from home.

Ad Hoc WFH

Star Group recognises that it may be necessary for an employee to WFH as required on an ad hoc basis. Ad Hoc WFH must be approved in advance by the manager. Ad Hoc arrangements are generally isolated events and not ongoing.

Approved WFH Company Equipment

The equipment required will depend on each employee's particular needs, their position and current equipment in the office.

Generally, for WFH Arrangements applicable to Remote-Based Work, Hybrid-Based Work and Ad Hoc WFH, Star Group will provide the following equipment:

- Depending on the job requirements, a PC (either desktop, laptop or tablet) with the appropriate software, server access and network security firewalls.
- reasonable office supplies such as paper, pens etc.

All Approved WFH Company Equipment issued for an Approved WFH Arrangement will be registered in the employee's item register in Connx and returned to Star Group upon the termination of a WFH Arrangement or their employment.

Our Commitment

- Provide a framework that includes tools and resources to support practical WFH Arrangements, including productivity, training, safety, communication and reporting.
- Support and monitor employee wellbeing by implementing tools and strategies to mitigate feelings of isolation, a lack of connection to Star Group, or an inability to maintain a healthy work-life balance.
- Reasonably consider each WFH application and endeavour to approve it within 14 days from the application.
- Provide the necessary Approved WFH Company Equipment to WFH effectively and register the equipment on the employee's items register in Connx.
- Ensure employees undertake WFH training and assess the Designated Workspace, including requesting the WHS Designated Workspace Assessments (highly recommended for Remote-Based Work) where reasonably required.

Your Commitment

- Ensure the Designated Workspace used for WFH and for the WFH Period meets the WHS Requirements outlined in this Policy
- Maintain positive and effective communication with your team and manager and make yourself available to discuss work matters online or over the phone during any WFH Period
- Perform your duties effectively and efficiently, as if you were working in the office. Without prior manager approval, you must not delegate work duties to others
- Follow the same processes for notifying of absences and other leave (e.g., sick leave, carer's leave, annual leave) during the WFH Period as if they were working in the office

- During any WFH Period, you will attend the office or other locations to meet reasonable operational requirements (tender reviews, client functions, employee training, etc.)
- Take reasonable care of and notify your manager of any damage to Approved WFH Company Equipment, safety and procedural incidents or concerns and provide appropriate access to a Star Group Representative to investigate as reasonably required.
- Ensure appropriate care is arranged for children at home or other family members who require constant care or support during the WFH Period. You acknowledge that WFH is not a replacement for childcare or other care. You will take an appropriate leave for significant work hours particiially disrupted by children or family members on a given WFH day.
- Cover the cost of utilities such as electricity, water, gas, heating, air-conditioning, internet usage, home maintenance, insurance etc., associated with the Designated Workspace.
- Take all reasonable precautions to secure Approved WFH Company Equipment and confidential information (both paper and electronic) at the Designated Workspace to prevent unauthorised access and use.
- Participate in any review of your Approved WFH Arrangement from time to time and comply with any agreed changes to your WFH Arrangement, including termination of the WFH Arrangement.
- Take reasonable care to protect the health and safety of yourself and others, including participating in any WFH training and WHS Designated Workspace Assessments as required.
- As well as to cooperate and comply with all policies, procedures and instructions, in particular, [SG-POL-5C-015 – Electronic Device and Communication Policy](#) and [SG-POL-5C-016 – Workplace Surveillance Policy](#).

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