



## **Remote Working Policy**

### **1. Purpose**

This policy sets out ClubsComplete's expectations for remote working arrangements. We recognise that remote working can enhance work-life balance, improve employee well-being, and contribute to organisational effectiveness.

### **2. General guidance**

At ClubsComplete, all permanent clerical staff (who are not counted in ratio to be working with children) are permitted to work from home upon completion of their training interview and satisfactory working from home risk assessment provided that they work in line with the expectations set out in this policy.

### **3. Definition of Remote Working**

Remote working is defined as working outside of the company's registered office, this may look like:

- Working from an employee's home
- Working from a public location such as café/restaurant
- Working from another location (including overseas)

### **4. Work Environment**

Employees are expected to create a designated work space within their home to perform their duties, ensuring a quiet and distraction-free environment. This space should be comfortable and ergonomically suitable for extended periods of work to allow deep-work tasks such as but not limited to: Zoom meetings, phone calls, tasks including confidential information such as children's names, financials, other employees, delicate conversations

with parents or schools etc. ClubsComplete understands the need to be flexible with work locations particularly if staff are working on the go for school visits, and therefore permits limited tasks to be carried out in public locations (such as cafés/ public transport etc) providing that members of the public have no view or access of laptops/ devices being used. These low level administration tasks which are permitted are responding to emails, Slack, adding or removing tasks from trello, updating Zoho, replying to Whatsapp or social media messages for the company social pages, phone calls with colleagues where no confidential matters will be discussed (this may mean collaborating on a project or a general catch up) phone calls with suppliers where no confidential matters will be discussed (this may be a phone/email supplier/ internet provider/ food or equipment supplier etc), policy/ operations manual updates, preparing training materials, updates to promotional material including leaflets, posters, banners, brochures, marketing checklists and headhunting checklists. Please note that phone calls with clients, and any confidential tasks must not be done in public locations, noise levels in such locations will not allow for this.

## **5. Household Duties**

While working from home, employees must manage household duties in a way that does not interfere with their professional responsibilities. We acknowledge that household tasks, such as cooking, cleaning, or caring for dependents will occasionally need to be attended to during working hours (please note that the dependents section will specify more below on this). However, these tasks should be planned during breaks or after working hours, and noise from such household domestic appliances should not be noticeable in any meetings or calls with clients, colleagues or otherwise.

## **6. Answering the House Phone or Door**

Employees are expected to maintain focus on their work responsibilities during working hours. Answering the house phone or door should be done only when not on a meeting or call. Personal calls or visits must not interfere with work responsibilities:

- If a personal phone call or visitor is expected, you must plan such interactions outside of core work hours

- Employees must avoid personal phone calls during work hours, as this will impact your workload and productivity
- You must not answer calls or the door during meetings or phone calls, if you are expecting a delivery you must put a sign on your door to inform the delivery driver you are on a call/meeting/working from home so that you are not interrupted

## 7. Pets and Dependents at Home

- **Pets:** Employees may have pets at home. However, to ensure productivity and professionalism: If pets are present, employees must manage them to avoid distractions during meetings and work hours. Consider having a quiet space for the pet, or arrange for alternative care for them during your working day. Pets must not interrupt your ability to do your job or provide any distractions such as any noises during calls or meetings. If a client or colleague notices any interruptions or distractions during meetings due to any pets, your Line Manager may require you to work from an alternative location or arrange care for your pet in a separate location.
- **Dependents:** If dependents (children, elderly family members, etc.) are at home, employees must ensure that their presence does not disrupt work, particularly during meetings or calls. Where necessary, ClubsComplete permits employees to have dependents present in the same location whilst working for a maximum of 2 hours where low level administration tasks can be done (employees should avoid deep work tasks in this period of time so that the work or the childcare/ care for elderly relatives is not compromised), and your Line Manager must be informed if you have dependents present during any period of time. After the 2 hours, employees should have a plan in place to ensure dependents are cared for while working.

## 8. Confidential Conversations

Confidentiality is critical when working remotely. Employees must take extra steps to protect sensitive company information and client data.

- When engaging in confidential or sensitive conversations (via phone, video calls, or in-person), employees should ensure they are in a private environment, away from household distractions.

- Employees should utilize appropriate technology and tools (such as secure communication platforms) to maintain confidentiality.
- When discussing private matters or handling sensitive company-related tasks, employees are encouraged to set clear boundaries and protect the company from having data leaks, this includes not working in an environment with others (with the exception of ClubsComplete HQ employees) whether that be friends, family members, ClubsComplete external staff (bank/ club staff) etc. If your Line Manager discovers that an employee has been working whilst in earshot of anyone outside of a ClubsComplete HQ employee, a written warning will be issued.

## **9. Availability and Communication**

Remote employees are expected to maintain regular communication and be available during core working hours. Employees should inform their manager if they anticipate being unavailable for any reason including time blocking for deep work tasks, calls with colleagues, meetings etc.

- Response time expectations for emails, messages, and calls should remain consistent with in-office standards of replies to all emails before the end of the working day, and to Slack threads/messages within 1 hour.
- Regular check-ins with the manager or team are encouraged to ensure alignment on project progress and to address any potential concerns.

## **10. Professionalism and Work-Life Balance**

Employees are expected to maintain a professional demeanor while working remotely, just as they would in the office. This includes dressing appropriately for video meetings, keeping work areas tidy, and being mindful of background noise or disruptions.

Employees should strive for a balance between work and personal life, ensuring that family or household tasks do not undermine their professional obligations. Work hours should be respected, with reasonable breaks taken to avoid burnout. Employee Mental Health is taken very seriously and if any employee is feeling low due to loneliness, low mood, inability to self motivate, lack of vision/ creativity, anxiety or depression due to their home working

environment, you must report this to your Manager who will be able to put in alternative arrangements for you.

## **11. Health and Safety**

Employees are responsible for ensuring that their remote work environment meets health and safety standards. This includes having an ergonomic setup, good lighting, and maintaining a clear and safe workspace. If an employee feels that their home office is not conducive to work, they should reach out to their manager to discuss potential alternative locations for work. Employees must sign off on their home working environment via a home working risk assessment.

## **12. Compliance**

Employees must adhere to company policies regarding data security, confidentiality, and conduct, just as they would in a physical office environment. Violations of these policies while working remotely may result in corrective action.

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By adhering to these expectations, remote employees will ensure that they maintain a productive and professional work environment while balancing their household responsibilities. If employees have any concerns or require accommodations to meet these expectations, they should communicate with their manager as soon as possible

## **13. Further Information**

For further guidance, employees should contact their Line Manager or refer to the company's employee handbook.

**Last reviewed 10th February 2025**

**Due for review 10th February 2026**