Coronavirus (COVID-19) Homeworking Protocol

The University has developed the following homeworking protocol to mitigate the potential disruption caused by Coronavirus (COVID-19).

This will apply where you have been required to work from home or self-isolate on the advice of Public Health England or a medical practitioner but have not developed symptoms of the virus. If you are required to self-isolate, you should notify your line manager as soon as possible and discuss whether it is possible to work from home.

**Working arrangements**

- You should discuss with your line manager to what extent your normal duties can be carried out at home; homeworking in some roles is likely to be impractical. In these circumstances, your line manager will need to consult your institution’s local continuity plan to identify alternative cover for the work in question, particularly for business-critical activities. You may also be asked to undertake alternative duties wherever reasonably practicable and within your capabilities.

- If you are working from home, you may have unplanned caring responsibilities for dependants during this period (e.g. due to school, nursery or nursing home closures). In these circumstances, it is anticipated that staff and line managers will need to exercise a certain level of flexibility in order to accommodate this unusual situation.

**Health, safety and insurance**

- You should report any changes in your health to your line manager at the earliest opportunity. This would include Coronavirus (COVID-19) or any other sickness or health issues (e.g. pregnancy, accident, injury, disability or work-related stress).

- You should ensure that you have access to a safe homeworking environment in which you can carry out your duties.

- You should undertake a DSE Screen Equipment Self-Assessment Checklist to assess your home workstation. You should also read the University’s guidance on Computer Health (see https://www.oh.admin.cam.ac.uk/advice-and-guidance/computer-health).

- Institutions will reimburse your telephone costs where appropriate and strictly by prior agreement. However, you are encouraged to use free virtual means of communication as listed below (e.g. Microsoft Teams for communicating with colleagues within the University).

- You will be responsible for all other normal costs associated with your place of residence (e.g. heating, lighting and broadband).

**Communication**

- Homeworking over a sustained period of time can lead to feelings of isolation. You should ensure that you are in regular contact with your team throughout, including maintaining one-to-one and team meetings and continuing to collaborate with colleagues remotely.

- You are recommended to visit the Coronavirus FAQs for further details of University and external support services during this period.
Home working tools and set-up

- Your department should identify whether University equipment, such as laptops or mobiles, could be made available to you during the homeworking period for work purposes. You must take reasonable steps to safeguard this property and return it at the end of the homeworking period, or earlier if requested.

- If you use your own computing equipment to work from home, you should ensure that your machine is running a supported operating system and is up-to-date with the latest security patches, in addition to having appropriate anti-virus protection. UIS provides free McAfee anti-virus protection for staff to protect their own devices (see https://help.uis.cam.ac.uk/service/security/antivirus).

- If you require access to University-only websites or applications such as CHRIS or CUFS, you can use the UIS VPN service (see https://help.uis.cam.ac.uk/service/network-services/remote-access/uis-vpn) to connect a laptop or desktop computer to the University's network.

- You can access your email via one of the following URLs:
  - Exchange online: https://outlook.office365.com – login using crsid@cam.ac.uk and UIS password (staff at the Judge Business School, Clinical School, Sainsbury Laboratory and Department of Zoology should log in using their institutional email address).
  - Some institutions run their own email services and users should refer to local instructions.

- You can store and share documents securely and access web-based versions of Word, Excel and other applications via https://portal.office.com/, using your crsid@cam.ac.uk and UIS password (staff at the Judge Business School, Clinical School, Sainsbury Laboratory and Department of Zoology should log in using their institutional email address).

- Telephone extensions can be forwarded, and voicemail can be picked up, via http://my.phone.cam.ac.uk/.

- Text, voice and video conversations can be supported using GSuite @ Cambridge (see https://help.uis.cam.ac.uk/service/collaboration/g-suite) and Google Hangouts (see https://hangouts.google.com) accessible using a crsid@cam.ac.uk address and UIS/Raven password. Additionally, the Microsoft Teams application will be made available from 18 March 2020 for all staff and students and will be supported by the UIS.

- Institutions may provide additional services to their staff, for instance UAS/ACN users may connect a laptop or desktop computer to the University’s network via its remote working system (see https://help.uis.cam.ac.uk/service/network-services/remote-access/acn-remote-access).

- In the event that there is a high demand for remote access, the University reserves the right to prioritise access for individuals who are carrying out business-critical activities.