

Campus Store

Work at Home Agreement

Overview / Rationale:

A Work at Home (WaH) arrangement is an option available upon request to full-time staff in the Campus Store whose work can be facilitated and fostered with the flexibility of working from home. It is recognized that some types of work can be accomplished more efficiently with limited workplace interruptions.

Considerations:

Such arrangements may not be suitable operationally in some areas of the Campus Store, for some positions, or for particular periods of time. Staff who feel that their Campus Store responsibilities would be equally or more aptly completed from home may request a WaH arrangement. WaH arrangements must consider the best interests of McMaster, the Campus Store, the relevant team, and the staff member with respect to satisfying the requirements of the job. WaH arrangements are approved at the discretion of the Manager.

The primary place of work is McMaster University, and a workstation/office remains available for the staff member. The employee understands that other staff members may use their dedicated space in their absence.

Employees will not perform overtime, nightshift or weekend work without prior or express written approval of such hours from the Manager.

Expectations:

- WaH arrangements must consider the best interests of McMaster, the Campus Store, the team, and the staff member with respect to satisfying the requirements of the job. A WaH Considerations Self-Assessment Tool (attached) is required to be completed with any WaH request.
- All requests are subject to approval based on the needs of the business (i.e. coverage during convocation, homecoming, inventory, etc.)
- WaH arrangements can be requested for up to a maximum of one day per week and up to one year in duration, ending no later than December 31 of any calendar year, with the exception of Time-off Ban Dates (noted below).
- Core WaH days are Tuesday, Wednesday and Thursday. Monday and Friday are not WaH days but may be scheduled on an exception basis.
- WaH days cannot be carried over or banked.
- WaH arrangements are to be scheduled to minimize disruption to the Campus Store. Staff must balance their WaH days with others WaH days and vacation requests to ensure departmental/store coverage, availability for meeting with faculty, staff and students, and to participate in work-related meetings. Specifically:
 - 50% in-office coverage will still be required for each department, as defined in the annual time-off ban notification.
 - WaH days should not be scheduled on staff meeting days

- WaH days should not be booked on your Late Days / Closing Shifts as the store needs coverage in the evenings on these days. For WaH days requested for Late Days / Closing Shift – it will be the employee's responsibility to ensure coverage from within the same department/team is otherwise arranged. The employee will advise the Manager what coverage has been arranged.
- If scheduled as the Store Opener when booking a WaH day, it will be the employee's responsibility to find alternate coverage.
- WaH days may need to be rescheduled or missed if the staff member's presence is needed on campus for meetings or events that cannot be rescheduled.
- Staff members working from home will remain responsible for fulfilling all their on-campus commitments, and staff must be available during their regular assigned business hours (e.g., 8:30 – 4pm) for communication by phone, email, online chat, or other communication practice that is established amongst the team.
- If an employee needs to work alternate hours (i.e. they have an appointment), they need to seek prior approval from their Manager, who will, upon that approval, update the hours worked in W2W.
- With a satisfactory report, a request for working-at-home arrangements may be granted in subsequent years. WaH arrangements will be reviewed annually and are subject to renewal based on mutual agreement.
- For 2023, the changes to the WaH agreement will be reviewed in April 2023 to confirm that the additional WaH days (in excess of 2 per month) can continue to be leveraged over the summer months when staffing levels are lower due to vacations.
- WaH arrangements may be reviewed by the supervisor and can be modified or ended sooner by either party.

WaH Request Protocol:

- WaH considerations assessment tool will be completed by the employee and submitted to the Manager for approval.
- Once a WaH arrangement is approved, a formal WaH agreement will be completed, outlining details of the arrangement.
- Once the WaH agreement is in place, day-to-day work-from-home requests will be made by the employee through the When to Work platform. The approved request will be entered as a shift entitled "Working from Home" on the When to Work platform so all staff can view it.
- As WaH shifts are approved, Managers will assign employees to a WaH shift in W2W for scheduling and informational purposes.
- Campus Store Business phones will be redirected by the employee to an alternate phone number that will be monitored by the employee throughout the WaH day (training to be provided to employees).

WaH Equipment:

- Employees will need to access the Campus Store via a laptop on WaH days. It is the employee's responsibility to request all necessary business tools needed to fully perform their job be installed on the laptop.
- If an employee currently uses a desktop computer, a loaner laptop will be provided when they are working at home.

- Employees cannot install Campus Store software on home computers nor use home computers for business purposes.
- The provision of resources needed to work at home (e.g., internet access) is the responsibility of the staff requesting WaH arrangements.

Time-Off Ban Dates:

Due to the nature of the business of the Campus Store, there are certain times of year that are very busy and require all staff to be physically present in the office or retail environment (i.e. convocation, rush weeks, inventory etc.). As a result, WaH arrangements may be suspended during departmental or store-wide time-off ban dates. These dates are provided to employees each year and reviewed annually.

Week Prior to December Holiday Break

With the limited time available to transform the store from the holiday season to the January rush, no WaH arrangements will be approved for the week leading up to the December break.

Home Workspace – Self-Assessment Checklist:

Employees must designate an adequate and separate workspace in their home to ensure the workspace is free from hazards. Employees undertaking a WaH agreement will complete the Office Workstation Ergonomics Self-Assessment Checklist and submit it to the Manager. If changes are made to the employee's home workspace, the employee will submit a revised self-assessment checklist to their Manager within 30 days of the change.