

Hybrid Working Guidelines

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emprelations@warwick.ac.uk

1. Purpose

1.1 Reflecting the University's values of creating connections and thinking freely, the University acknowledges the benefits that hybrid working can bring for both the organisation and its employees. Where roles allow, and with agreement from their line manager, employees may split their time between working on campus and working remotely (for example, from home or another private setting). These guidelines do not apply to roles where hybrid working is not feasible due to operational requirements. The University also recognises that some employees may prefer to work entirely on campus even when hybrid working is an option, and this preference should be fully supported wherever possible.

1.2 These guidelines provide practical measures, guidance and support to ensure colleagues in roles suitable for hybrid working can work safely and effectively.

2. Definitions, Scope and Principles

2.1 Definition of hybrid working

Hybrid working means the ability to spend some time working on-campus and some time working remotely.

2.2 Off-campus working in the UK

These guidelines apply to working off-campus in the UK only. Requests to work partly or wholly outside the UK will not normally be permitted. In exceptional circumstances, and only with prior approval in line with the [University's International Working Policy](#), limited exceptions may be agreed. Any such approval must be granted in advance and recorded on the employee's HR record. Advice should be sought from [the relevant People Partner](#) at the earliest stage.

2.3 Balance of time on and off campus

Where roles allow for hybrid working, line managers, in conjunction with their individual team members, should decide the best split between remote and campus working to meet their objectives. The final decision on the work that can be completed off-campus and work that requires attendance on-campus lies with the line manager.

Teams that are involved in the delivery of essential or face-to-face services that need to be delivered in person, will need to be on campus to carry out their roles, but they may still be able to benefit from [flexible working arrangements](#) to support a healthy work/life balance.

Hybrid working is not intended for fully remote working. Contracts across the University stipulate that individuals' normal place of work is one of the campus locations of the University of Warwick and therefore arrangements for hybrid working do not represent a change to contractual terms.

2.4 Institutional Hybrid Working Principles

The University's commitment to hybrid working is underpinned by the following core principles:

1. Meeting the needs of our communities: the University serves diverse communities including students and employees, as well as local, regional and international audiences. Where and when employees work must primarily enable the University to meet the needs of those communities, ensuring they receive the best possible service.
2. Meeting our environmental commitments: a mix of on-campus and remote working is a key enabler to meeting the University's environmental and sustainability commitments. The University will continue to review its use of space on campus, ensuring it is constantly working to improve efficiency in an effort to reduce carbon emissions.
3. Supporting team needs: managers and their teams are best placed to decide whether a hybrid model works for them and what balance works best if it does. To assist with this the University has provided guidance for managers on this. Line managers should stay in regular contact with team members to discuss any challenges with on-campus or remote working and work together to find solutions.
4. Recognising individual needs: the University understands that not all roles can be carried out remotely and that not all employees in roles that are suitable for hybrid working wish to work remotely. The University further acknowledges that some employees may require reasonable adjustments and specific support or adaptations to work effectively in a hybrid model. The University remains committed to supporting individuals' needs in terms of [flexibility](#), [equality and inclusion](#), and [wellbeing](#), irrespective of working location.
5. Effective use of technology: the University will provide access to the necessary hardware and software, on a department-by-department basis, to enable effective hybrid working, as well as continuing to develop technological platforms and training offering to further digital capabilities.
6. Creating a positive working environment: In line with [the University's Dignity Principles](#), we strive to create working environments that are safe, inclusive, respectful, and conducive to working and collaboration via the innovative use of both physical and digital spaces.
7. Foundations in trust: line managers and their team members will be trusted and empowered to manage their own service needs and workload as far as possible, identifying the best workspaces for different activities, and managing time spent working remotely and on-campus to deliver required outputs.
8. Continuous review: the University and its community will remain open to new and effective approaches to ways of working. The University's focus remains on excellent service provision for its community, whilst helping to promote a positive work-life balance.

3. Responsibilities

Role	Responsible for
Employee	I. To review and consider all information as set out within these guidelines, and work with their line manager if further clarification is required or to raise any issues or concerns as soon as possible, particularly about personal circumstances and how these impact

	on their ability to work in a hybrid way. This may include discussing flexible working arrangements with their line manager where appropriate. II. Employees should aim to establish a “normal” working day when working remotely with clear boundaries between work and personal time and ensuring that they take regular breaks from their workstation and screen to assist with looking after their wellbeing. Further information can be found on the Wellbeing Support Services webpages. III. Employees should follow all Health and Safety guidance including completing the Remote Working Assessment and discuss any issues or concerns arising with their line manager at the earliest opportunity. IV. Employees should follow the guidance on Technology Use and Data Protection as set out in these guidelines. V. Employees are expected to have suitable childcare arrangements in place while working remotely, just as they would when working on campus, as hybrid working must not be used as a substitute for childcare.
Line Manager	I. To review and understand the information contained in these guidelines and ensure employees are aware of them and clear on their responsibilities. II. Provide clarity to employees on the expected balance of on-campus and remote working for each role, including confirming specific working arrangements such as required attendance days (‘anchor days’) or other operational attendance requirements as appropriate. III. To consider individual team members’ needs and to review and discuss the hybrid arrangements on a regular basis with individual team members. IV. To discuss and set clear work priorities, objectives, and expectations. To monitor workloads, ensuring they are reasonable and equitable. V. To agree how and when communication should happen and what technology will be used to assist with this. VI. To ensure employees complete the Remote Working Assessment and discuss any actions or concerns that arise. Where issues cannot be resolved within the department, managers may consider a referral to Occupational Health. VII. To be alert to employee concerns of isolation or wellbeing issues and signpost to support where available including e.g. Occupational Health, Employee Assistance Programme. The University also has a guidance document for line managers with regards to supporting hybrid working.

4. Health and Safety

4.1 It is important that health, safety and wellbeing remains a priority whilst working off-campus. The responsibility for a safe, positive, and conducive work environment when working off-campus lies with the employee, taking account of guidance and resources provided by the University. Where employees are working at a location other than their home environment (e.g. another university), they are responsible for ensuring they are familiar and compliant with local requirements.

4.2 Risk Assessments

Wherever an employee undertakes their work should be suitable and safe. The purpose of a risk assessment for off-campus working is to ensure employees have a suitable space off-campus to work, and the obligation to protect employees' welfare, health and safety 'so far as is reasonably practicable' applies when working remotely off-campus.

For remote working, employees should carry out a [Remote Working Assessment](#) to ensure they have the right working environment and discuss any identified improvements with their line manager where relevant. It is recommended that this should be completed every three years, unless a refresher is required due to changes in the working environment, equipment, or personal health.

4.3 Off-campus working equipment

Any improvements identified through the risk assessment should be discussed with the manager to agree necessary actions. Where necessary, the University will provide the required equipment, and all such items must be purchased directly by the employee's department and not by the employee themselves.

The off-campus working space should be set up in accordance with the University's [DSE Assessment guidance](#). More detailed guidance on how to set up your home workstation is also available from the [Health and Safety Executive \(HSE\)](#).

Where roles / individuals require additional equipment and this cannot reasonably or feasibly be provided by the department, it may be appropriate to work on-campus.

4.4 Reasonable adjustments

The University recognises its responsibility to make reasonable adjustments for disabled and neurodiverse employees who may have specific identified needs, in order to benefit from hybrid working. [The Adjustments Agreement](#) is designed to facilitate confidential discussions with the employees line manager or another University representative about any disability-related needs. In addition, [Occupational Health](#) referrals may further support with this, the People Partner for the area will be able to advise further on this. Consideration of how best to accommodate adjustments should be taken on a case-by-case basis, for example, if working in a hot-desking office, it may be appropriate to ringfence a fixed desk for an individual who requires specific equipment to use.

5. Technology and IT Support when working remotely

5.1 There is specific advice for employees on [safe and secure IT working practices](#) when working off-campus and [guidance on staying aware of risks](#). Further queries or assistance can be obtained from the IDG Helpdesk. In summary:

- Wherever possible, use an IT Services managed device. If an employee is using an unmanaged device, they should refer to the following guidance: [Knowledge - How to check your device status in Intune using Company Portal - Knowledge Portal](#).
- All digital data and information used for work purposes must only be accessed, stored or processed on University approved computing devices, which meet the University minimum security requirements for computing devices.
- Personally-owned devices must not be used to store University data. The Microsoft 365 services, [Workspace](#), Warwick [Campus VPN Service](#), and other online services managed by the University, allow members to access and conduct work remotely without need for storing data on their devices locally. Exemptions may be granted to these rules if appropriate. [An exemption can be requested through this form](#).

6. Data Protection and Security when working remotely

6.1 It is important that all employees working off-campus adhere to the University's [Information Management Policy Framework](#) and UK General Data Protection Regulations 2018.

6.2 Employees should ensure that the same high standards of confidentiality, integrity and availability of information are maintained, as working on-campus. Specifically:

- The [Secure Remote Working Standard](#) details what measures need to be followed for working off-campus and must be adhered to at all times.
- Ensuring all data is stored in approved safe locations (i.e. SharePoint, OneDrive etc.). Further information can be found in the University's [Handling Information Standard](#).
- All equipment and data are reasonably protected from theft including ensuring that computer screens are locked and documents are kept securely.
- Employees should ensure that they are not overheard when discussing confidential matters.
- Employees should continue to [report data breaches](#) immediately after becoming aware an issue.
- All new starters will be required to complete [Information Security Smart Training](#) as part of their induction. Employees who have already completed the Information Security Smart Training course are required to complete the [Data Protection and information Security Refresher](#) once a year.

7. Insurance when working off campus

7.1 Employees working off campus remain covered by the University's insurance policies for normal office-based duties, provided they follow University guidance. Any non-office-based activities (e.g. the use of research equipment), should be carried out in University facilities, unless in business critical and / or exceptional circumstances. Should work beyond typical PC use (e.g. research equipment) need to be carried out off campus then this must be approved by

the employee's line manager and the Insurance Services team via insuranceservices@warwick.ac.uk.

7.2 It is important that employees review their home insurance policy concerning business use. Homeworking using a PC is generally acceptable and University-owned laptops are insured without excess whilst in the homes of employees, however if in doubt, employees should contact their insurer. University-owned equipment is unlikely to be insured by a home insurer.

7.3 If additional activities are proposed and agreed by the University and its insurers that are impossible to be carried out in University facilities, the employee should contact their home insurer for consent to ensure they do not invalidate their insurance policy before they commence.

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RACI MATRIX	
Responsible	Employee Relations and Policy Team
Accountable	Chief People Officer
Consult	Policy Oversight Group
Inform	People Partnering Team Heads of Departments Line Managers Social Inclusion Trade Unions