



## Working from Home Policy

### July 2023

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#### **POLICY STATEMENT:**

Helen & Joey Estate and Re'em Yarra Valley wish to create an environment that is collaborative and supportive and where all team members are building relationships and knowledge across the company. We believe that the constant presence of all team members in the venue/office contributes to the desired environment and ensures that each person contributes to our workplace culture and learning by being present.

With that said, Helen & Joey Estate and Re'em Yarra Valley values its employees and believes that it is important when required to provide flexibility in working arrangements to suit individual circumstances and needs.

The purpose of this policy is to provide structure and framework around eligibility and clarity for ad hoc, half or full day arrangements so that all team members can expect consistency.

It is our desire to take a person-centered approach to decisions regarding specific working arrangements, whilst ensuring that we continue to operate within the 'team before individual' Helen & Joey Estate and Re'em Yarra Valley philosophy and remain focused on client satisfaction. It is also critical that the company operates effectively, and cohesively and that there is maximum opportunity for teamwork and collaboration, which we see as key elements to the success of Helen & Joey Estate and Re'em Yarra Valley.

#### **PROCEDURES:**

##### **1. Criteria**

Each request for a working from home arrangement will be managed on an individual case-by-case basis. It is Helen & Joey Estate and Re'em Yarra Valley's preference that there is no regular or ongoing arrangement to work from home, however, the company will consider ad hoc requests, where suitable and beneficial to the business (any agreement arranged is temporary and will not be permanent).

Ad hoc requests may be for, but not limited to:

- An employee that requires quiet, uninterrupted time to focus on a project
- Have an appointment that will be more beneficial to work around from home
- Personal circumstances (must be relayed to your direct manager)



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## 2. Authorisations

- a. Employees wishing to request a work from home opportunity should contact the Venue Manager to discuss relevant reasons and must be authorised to work from home.
- b. Any agreed working from home arrangements once authorised, a confirmation email will be sent to the Managing Director as courtesy communication.
- c. Any short-term regular and ongoing working from home arrangement must be approved by your Venue Manager and Managing Director. Confirmation of the agreement will be provided in writing to the team member outlining the terms and conditions of the arrangement, which needs to be signed by the team member and returned and saved to their personnel file prior to commencing the regular working from home arrangement.
- d. It is not permissible for any working from home to have a negative impact on any project and/or client and Helen & Joey Estate and Re'em Yarra Valley reserves the right to cancel or amend any working from home agreement at any time.
- e. 'A team member who is unwell will not be granted approval for a work-from-home arrangement. Helen & Joey Estate and Re'em Yarra Valley prioritise the well-being of their employees and insist that they utilise the appropriate personal leave when not fit for work.'
- f. All team members wishing to work from home, are required to have a completed OH&S Working from Home Agreement signed and saved to their personnel file. (This is a one-off requirement)

## 3. Working from Home guidelines

Helen & Joey Estate and Re'em Yarra Valley a level of trust to employees that are granted either an ad-hoc or temporary ongoing Work from Home option. The below is the company's expectations of their employees when working from home:

- a. Team members who have approval from the Venue Manager to work from home are required to communicate this to the rest of the team, verbally and/or by email. The following message is required to be communicated. "I have obtained approval to Work from Home today. I will be available on standard channels."
- b. All team members should schedule their working hours to be within the standard company hours of between 9am and 5pm. Managers may provide approval for exceptions to this guideline when necessary.
- c. All team members are expected to work their standard workday (hours) whilst working from home. Where a team member needs to adjust the standard company hours to accommodate a longer or shorter day, team members are required to:
  - i. Ensure they have their Direct Managers' approval to adjust their standard working day hours; and



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- ii. Ensure that they still work the required minimum hours for the week
- d. Normal working hours and days (5+ hours) will include a minimum 30-minute unpaid lunch break. This does not form part of your working hours. The minimum 30-minute lunch break must be taken, and the preference is for all team members to take this break away from their workstation in order to have proper rest, relaxation and nourishment.
- e. It is not permissible for any variation in working hours to have a negative impact on your work. Helen & Joey Estate and Re'em Yarra Valley reserve the right to cancel any agreement for variations at any time if a negative impact is sustained due to this.
- f. This policy is provided with the purpose of supporting all Helen & Joey Estate and Re'em Yarra Valley team members in attaining ad hoc flexibility in their work when required. Helen & Joey Estate and Re'em Yarra Valley management will always align with the spirit and purpose of this policy and will provide support and permissions outside of these where necessary due to individual circumstances.
- g. Further, Helen & Joey Estate and Re'em Yarra Valley places a significant emphasis on the importance of delivering exceptional work. In any instance where providing flexible working arrangements impacts negatively on our client satisfaction levels, Helen & Joey Estate and Re'em Yarra Valley may revoke or amend this policy on an individual, group, or company basis.
- h. Team members that have been granted temporary or regular work from home scenario are subject to ensure that their levels of performance and KPI achievement are of the consistent and high standard that would be expected if working in the office.
- i. It is an expectation of Helen & Joey Estate and Re'em Yarra Valley that when working from home you are available during normal company hours and required meetings.