

Working Remotely

Expectations / Support

These are unprecedented times and we do not yet know how long this crisis will last. On a more positive note, HS2 is proceeding and we, the Construction Partner, can continue to prepare for the time when we commence onsite working. This means we can still make plans, develop policies, practices and processes and be ready for starting operations etc. We now need to do this remotely, working away from the office, only able to contact each other through virtual means.

We understand that working from home for a potentially long period can lead to feelings of isolation and concern. Some of us will also have families or friends in isolation too, some with us in the same household and we may be thinking of others, located elsewhere as well.

In this challenging environment, the project is striving to meet its contractual expectations and targets. The purpose of this document is to set out what we need from you in order that we keep focused, along with some tips and guidance about working remotely that are aimed to help and support you. Above all else, we want you all to feel part of a collective, one team, a group of colleagues looking out for one another.

Below are two sections:

- Expectations – what we need you to fulfil when working remotely so we can meet our obligations to HS2
- Support - advice, guidance and other sources of help and information to make working remotely as productive an experience as possible

Expectations

Unable to work?

- If you are feeling unwell and not able to work, if you are self-isolating or in isolation because of someone in your household with symptoms of Coronavirus, please let your line-manager and/ or a People Manager know as soon as possible – we do not expect you to work in these circumstances

Ready for work?

- Ensure any workspace is safe and that it contributes to your wellbeing – a Display Screen Equipment assessment and guidance will be issued to you for completion (see below)

- Agree daily, weekly and monthly tasks with your line manager
- Breakdown your working time to complete the tasks set at the start of the day
- Daily, reach out to your identified buddy – if, unexpectedly, your buddy does not reply (after several attempts), alert your line-manager
- Avoid arranging and attending meetings between 12.30 and 1.30pm and please remember to take an extended break
- Provide a regular update (as agreed) to your line manager on any tasks / deadlines set
- Look after any issued equipment (such as laptops, phones etc) and always review your own and other's safety when using them
- Engage in the 10@10 sessions – let your buddy or line manager know if you won't be joining in
- Take part in any other regular / arranged online sessions and surveys
- Use the virtual suggestions box to share any suggestions on how to make life easier / more productive,
- Submit weekly timesheets in a timely fashion
- Make use of any of the support options provided (see below)
- Only contact external stakeholders between 9am and 5pm (unless otherwise mutually agreed)
- Comply with project policy on information security (see below)
- Use MS Teams as the means of engaging with colleagues
- Adhere to Government advice re social distancing and isolation

Support

Wellbeing advice

- Aim to wake up around the same time every day - this helps stabilise your internal clock and improve your sleep overall
- Keep to your established morning routine if you can – get ready, washed, and dressed as if you are going to the office. This will help you get into the mindset that you are at work. Advise people you live with how/when you intend to work
- Try to set aside a separate work area - this will help to prepare you for work mode and make it easier to switch off at the end of the day
- Flex your daily work time if needed – e.g. to fulfil other duties and responsibilities
- Clear your work surface of clutter and set up your equipment to avoid physical strain
- Consider the lighting and heating in your workspace, aim to be comfortable and alert
- If you don't have a chair with back support, you could try adding a firm pillow
- Take regular breaks, e.g. set yourself times for work / breaks to suit and move around where possible - maybe take part in virtual coffee breaks with other colleagues
- Stay hydrated/well fed
- Exercise regularly, either at your workstation or by going outside for a walk, run, bike ride etc
- If you have a long-term health condition or disability and require reasonable adjustments to help you work - please speak to your line manager about your needs

- Try to finish work at a set/usual time. Having a dedicated activity (e.g. a walk, listening to podcast, reading a book etc.) helps to change your mindset from 'work' to 'home'

Children or dependents

- Talk to someone if there is too much going on when you are working remotely and looking after children or dependents in the same household e.g. use the options below
- Use virtual connections as much as possible – e.g. is it possible to set up virtual chats with other children, relatives, carers etc to help manage your time?
- Create a plan for the day / week – set out children's activities as well as your own working time
- Be flexible – work around children's sleep time and naptime – consider shorter, dedicated periods of worktime during these times
- Try to create a physical separation between a workspace from a play space
- Use exercise time wisely and productively
- Look after your own wellbeing as a priority – consider using the advice links below

Signposting to other support

People to talk to:

- Line-manager
- Mental Aid First Aider – Andrew Kinsey, Silvia Fiorini, Nick Wade, Alistair Laban, Maria Demmon, Mark Hotson, Alex White
- Fairness, Inclusion and Respect Ambassador - Dawn Valet, Joanne Walshaw, David Garcia, Kevin Bowsher, Andrew Kinsey, Paul Gallagher, Mary Afonja, Rachel J Thomas
- Your allocated buddy

Mace Employee Networks - Open to all MDJV Staff:

- EDIN (Ethnic Diversity) EDIN@macegroup.com
- Enabled at Mace (disability) EnabledatMace@Macegroup.com,
- WomenatMace@macegroup.com
- Pride at Mace (LGBT+) - they have dedicated Dragados connections Jonathan.Savage@macegroup.com or Jordan.Benjamin@macegroup.com
- Ex-Military Network – William.Jarrett-Kerr@macegroup.com
- Parent's Network Parents.Mace@macegroup.com

More information / advice

- **Samaritans** offers free, confidential support 24 hours a day on 116 123 <https://www.samaritans.org/Samaritans>
- **SANE** T: 07984 967 708 (16:30-22:30 daily) <http://www.sane.org.uk> e-mail <mailto:jo@samaritans.org> (Out-of-hours mental health and emotional support)

- **Mind** T: 0300 123 3393 (09:00-18:00, Mon-Fri except bank holidays; or text 86463) <http://www.mind.org.uk> e-mail <mailto:info@mind.org.uk> Local support and advice on medication and other treatments.
- **Improving Access to Psychological Therapies (IAPT)** [Find an NHS psychological therapies service \(IAPT\) - NHS \(www.nhs.uk\)](#) Talking therapies for worry, stress and low mood. You can self-refer online or be referred by your GP.
- **For construction workers: The Construction Industry Helpline** T: 0345 605 1956 <http://www.constructionindustryhelpline.com> 24/7 safety net for construction workers and their families. (AKA known as Lighthouse Club)
- **Mace Dragados Remote Working (Information Security) Policy**
- **Health and Safety Executive** Display Screen Equipment guidance <https://www.hse.gov.uk/pubns/ck1.pdf>
- [Project DSE Guidance](#)
- **Working at home with children advice** <https://www.hellomagazine.com/healthandbeauty/mother-and-baby/2020032386754/louise-pentland-tips-working-from-home-with-kids/>
- <https://www.managers.org.uk/insights/news/2020/march/working-from-home-with-children-daisys-top-tips>
- <https://mentalhealth-uk.org/blog/looking-after-children-and-yourself-while-working-from-home/>
- **National Health Service** advice on posture - <https://www.nhs.uk/live-well/healthy-body/how-to-sit-correctly/>
- **Further Posture Advice** [Posturite's 'The Art of Sitting'](#)
- **At Seat Stretching Exercise Advice, Video and other DSE Guidance** <https://www.youtube.com/watch?v=DC78KtKfQ8Y>
- <https://www.posturite.co.uk/help-advice/useful-resources/learning-guides/workstation-exercises>
- <https://www.youtube.com/watch?v=ZLwIP8cBaWA&t=3s>
- <https://www.youtube.com/watch?v=tBFf1NZkJKE#action=share>
- **Mace's Employee Assistance Provider** – Unum Tel: 0800 048 2702 www.unumlifeworks.co.uk User ID: unum Password: lifeworks
- **SafeCall – Mace's 24/7 Confidential Reporting Line** (NB covers bullying, harassment and discrimination) 0800 915 1571 www.safecall.co.uk/report
- **Dragados' Employee Assistance Provider – TBC**
- **CIRAS – Dragados Confidential Reporting Line (9-5 Mon – Fri)** (NB Does not cover reporting bullying, harassment or discrimination but callers would be referred to other support agencies) 0800 4 101 101 www.ciras.org.uk/

