

COVID-19 Preparing your staff to work from home

LIVE WEBINAR



Agenda for today's webinar

- **Housekeeping**
- **In today's webinar you will discover the following:**
 1. How not to compromise on your company's IT Security
 2. Best ways to access company systems
 3. How to get your staff to follow the policies
 4. Ways to ensure remote workers are productive
 5. To get the best outcomes with your employees



Presenters



Colin Wilson, Director KBA



CERTIFIED
CHAIR



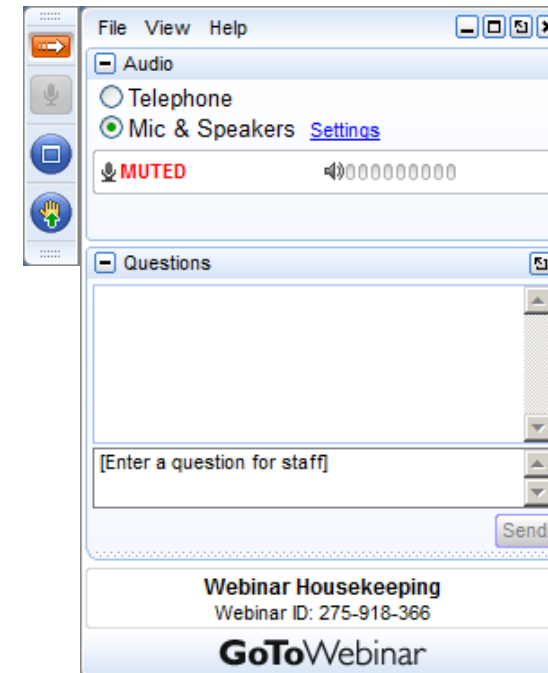
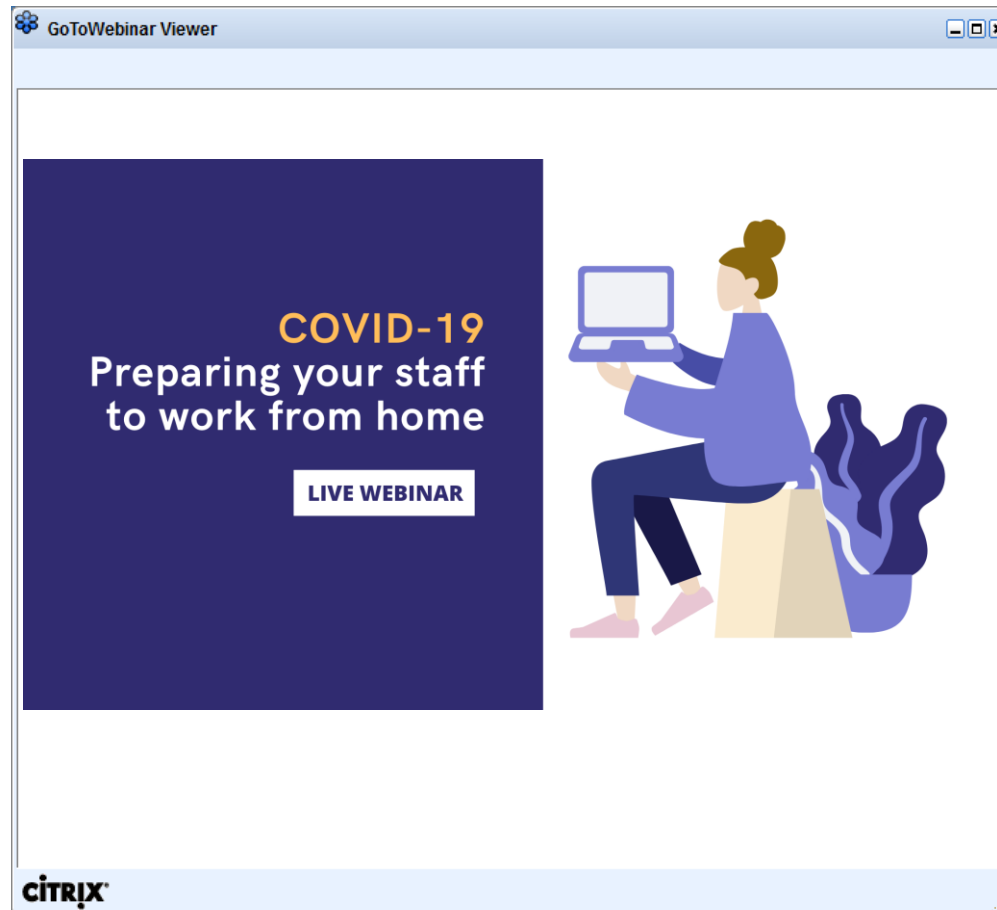
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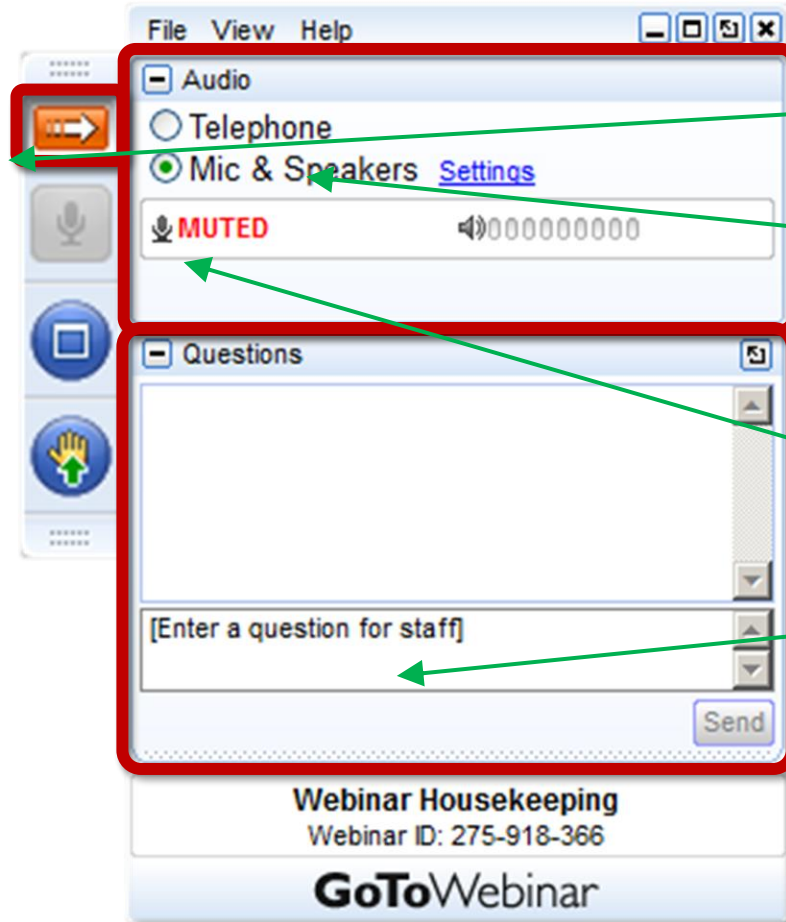
Cameron Evans, Director AMA ICT



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Your Participation

Open and hide your control panel

Join audio:

- Choose "Mic & Speakers" to use VoIP
- Choose "Telephone" and dial using the information provided
- All attendees are muted to minimise noise

Use the Questions panel to submit questions and comments for the Q&A session.

Note: Today's presentation is being recorded and will be provided within 48 hours

TOPIC 1 - Hosted by Cameron Evans

How not to compromise on your company's IT Security



How not to compromise on your company's IT Security

Do not allow personal devices to be used to access company systems

- You & your trusted ICT advisor have worked hard to have a secure environment
- The security or potential lack thereof with home or personal devices is an unknown
- Updates, security patches, unlicensed or “free” software
- Just assume that any device that is not part of your corporate network is compromised

Provide secure internet access, do not allow “home” internet to be used

- This can be achieved easily by mobile tethering or using a cellular network device
- 1 device connected
- Most attacks rely on the vulnerability of the weakest device on the network

The “bad guys” are not struggling with the ICT implications of COVID-19

- They are looking for weak & compromised devices
- In particular “home” devices that are introduced to the a “corporate” network



TOPIC 2 - Hosted by Cameron Evans

Best ways to access company systems

Best ways to access company systems

If you are not ready to go, do not rush

- Be willing to forsake productivity for security

Prioritise your systems and roll them out when ready

- Most businesses run a mixture of web based & native programs
- Talk to the vendors of each system to get their best advice on security
- Make sure your trusted ICT advisor is part of these conversations or across this advice

TOPIC 3 - Hosted by Colin Wilson

How to get your staff to follow the policies



The Value of having a working from home policy

Working From Home (WFH) Policy

- This policy created applies to all employees of the Company

Definitions of implementing a WFH Policy

- Home-based worksite means a designated workplace within an employee's home where the employee will perform home-based work
- Home-based work means the performance of duties at the home-based worksite as agreed between the Company and the employee
- Working From Home ("WFH") Agreement means the written agreement (signed) that outlines the conditions of a working from home arrangement between the Company and the employee, and includes relevant checklists relating to, but not limited to work health and safety requirements

The Value of having a working from home policy

Responsibilities – Something to think about

As an employer, you are responsible for implementing this policy to ensure that it is followed.

- Who in your company is responsible for answering any queries in relation to this policy?
- Who is responsible for all company property and equipment when working from home?
- Who is responsible for insurances in accordance with this policy?
- Employees still need to comply with all policies and procedures whilst working from home
- Employees still need to follow your occupational health and safety policy whilst working from home
- You need to find out if there are any restrictions in the employee's home to allow the employee to work from home

The Value of having a working from home policy

Working Hours

- You may allow some flexibility of working hours with staff working from home. However, it is recommended that your Company ensures that the working hours are done each week as per employee contract requirements
- With staff working from home due to the COVID-19, there is no doubt staff with children may need assistance or take some breaks with childcare and domestic duties
- It is recommended that you ask your employees to record their working hours and work completed whilst working from home

The Value of having a working from home policy

Performance Management

- Your Company's usual performance management systems should continue to apply to all employees working from a home-based worksite. Where an employee experiences any direct or indirect performance problems with a WFH agreement, this should be reported to Human Resources or a Manager.

Examples of such problems may include:

- Communication difficulties or delays when dealing with the office
- Technology not working that is restricting them from doing work
- Frequent distractions which interfere with work (e.g. interruptions by visitors, family members or other residents); and
- general feelings of isolation from interaction with co-workers.

The Value of having a working from home policy

Breach of this Policy

Employees will be required to acknowledge their receipt and understanding of your policy and agree to be bound by the terms of this policy. Failure to comply with this policy may render the employee liable for disciplinary action, up to and including termination of employment

Need Help?

Need help with having a Working from Home Policy, call KBA on 1300 4 ADVICE or contact us by email info@keyba.com.au

TOPIC 4 - Hosted by Cameron Evans

Ways to ensure remote workers are productive



Ways to ensure remote workers are productive

If working from home or remotely is new to your business, accept that productivity will be impacted

- What workflows / tasks can be most easily monitored?
 - Be very specific around the expected performance measures
- Do existing CRM tools have productivity dashboards
- Do you have the ability to have people remain “back at base”
- Instant message platforms, Skype, WebEx, Microsoft Team, Zoom, WhatsApp
- Screen sharing
- Virtual Meeting Room’s (VMR)

TOPIC 5 - Hosted by Colin Wilson

To get the best outcomes with your employees



Ways to ensure remote workers are productive

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Getting the best outcomes from your employees

My top 10 tips:

1. Open Communication
2. Keep focused on your Mission, Vision and Values
3. Have Start- Up Meetings in the morning (i.e. Zoom Meeting Technology)
4. Keep positive with what's on the go and what needs attention to keep your business running
5. Create projects that will keep focus and momentum (Start and completion timeline)
6. Check in on your staff i.e. Is our technology working, do you feel that you are productive and is there anything else you need from us to perform in working from home?
7. Keep focused on business performance to build on income streams
8. Keep that customer focus happening and let them know what you are doing for them
9. End of day/ week – Celebrate the wins so staff don't feel isolated
10. Begin with the end in mind – What's on the table once we have the cure for COVID-19 for team celebrations and acknowledgements!



Any Questions?



WORK FROM HOME POLICY

Promotional Offer **\$225**

Originally Valued at \$275

Call 1300 4 ADVICE or email info@keyba.com.au for more information



FREE NETWORK SECURITY CONSULTATION

Promotional Offer

Valued at \$225

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Next KBA Webinar

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11am-11.45am aet

1. The importance of documenting everything
2. Understanding compliance and your obligations
3. The importance of record-keeping
4. How to have better employee engagement
5. Understanding where businesses go wrong



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Cover your cough and sneeze



Stay germ free and healthy

***Thank you for attending today's webinar.
Slide deck and the webinar recording will
be emailed to you!***



Call KBA on 1300 4 ADVICE for any advice



Call AMA ICT on 1300 AMA ICT for any support