

## BT Homeworking Policy (UK only), Work Mode Definitions and Frequently Asked Questions

This section explains what we mean by work modes including Home Based Working within BT in the UK and provides answers to some frequently asked questions.

### GENERAL

#### What are work modes?

BT people work in a number of different ways and so BT has developed Work Modes (work styles) based on people's use of buildings and time spent at desks. This helps health and safety and incident management "Safe and Well" response to first stages of major incidents. It also supports other employer health and safety obligations which require information on occupancy and use of buildings, including assessment of voluntary roles such as fire wardens and first aiders.

The BT people system enables Work Modes to be recorded under personal information for individuals and for that information to be validated and updated by line managers for their people. When a new registration of a Home Based Worker is completed, the work mode will automatically be updated. Work Modes help us to assess whether people are likely to be on site, so it's important that this information is accurate and based on actual work arrangements for yourself and those reporting to you. Your work mode can be changed for business, operational or customer needs e.g. change in job, new job, redeployment, etc. The following is a list of work modes:

ID	Work Group Descriptor	Descriptor detail	Code
1	Fixed Office Worker	You are primarily based at a BT building working there on average more than 4 days a week, rarely or never travelling for your job. You may have a desk allocated in a BT building or work from a flexidesk or a desk in a Teamzone	FD
2	Agile Office Worker	You are based at a BT building, working there on average more than 1 day and up to 4 days a week and will not normally have an allocated desk but will work from flexidesks or Touchdown desks or a desk in a Teamzone. Where an Agile Office Worker regularly works from home (on average more than 1 full working day per week) they are provided with the necessary equipment and technology that enables them to work from home	AW
3	Mobile Office Worker	You are based at a BT building, working there on average no more than 1 day a week. You do not normally require allocated BT office space but travel regularly for your job to other BT buildings and/or customer premises. Where a Mobile Office Worker regularly works from home (on average more than 1 full working day per week) they are provided with the necessary equipment and technology that enables them to work from home	MW
4	Rota/Call Centre	You are primarily based at a BT Customer Call Centre or within a Call	CC

	Worker	Centre/Controls rota team working in a BT building and rarely, or never, travel for your job.	
5	Home Based Worker	As a registered Home Based Worker you will spend at least 60% of your time working at home and will not have an allocated desk or office space in a BT building. You will be provided with the necessary equipment and technology that enables you to perform your job at home.	HW
6	Field/ Mobile Worker	You are a field engineer, transport driver or other mobile worker who is always mobile and not building based. You do not have an office desk allocated to you.	FE
7	Specialist Fixed	You are a specialist non-office worker, based at a fixed location for example Fleet workshops, Supply Chain warehouse.	SF
8	Customer Premises Worker	You are a BT employee office worker who is based or headquartered at a customer's site.	CP

## **HOMWORKING POLICY**

### **What is the BT Policy in the UK on Home working?**

BT's policy can be found at <http://humanresources.intra.bt.com/14645>

## **FREQUENTLY ASKED QUESTIONS**

### **What are the benefits of home working for BT, our staff and customers?**

Working from home has many benefits for individuals, society in general and BT. For individuals it may save hours of commuting, travel costs and reduce stress. For society it reduces congestion in the rush hour, reduces CO2 emissions and regenerates local economies. For BT it reduces our estate costs, increases productivity and enables us to show to potential customers that home working is a real alternative to more conventional ways of working by providing them with the communications solutions which make it a reality. Home based working is not a substitute for the provision of care for children or relatives.

### **What is a Home Based Worker?**

In the UK a Home Based Worker in BT will spend at least 60% of their time working time working at their home in the UK. They will not have a dedicated desk, or other office space, in a BT building. They are fully equipped with the necessary equipment and technology that enables them to perform their job at home. They also have the support of the BT agile working products within BT locations such as Flexidesk or Touchdown environments where appropriate.

### **I want to become a Home Based Worker but I do not have the equipment necessary to work from home. Will the necessary equipment be provided?**

Once the necessary agreement has been reached for you to start home based working you will be provided with the equipment required to carry out your work from home and agreed by your Line Manager. Details of the packages available to potential Home Based Workers are available from the Agile Working team

<http://property-portal.intra.bt.com/btproperty/BTagileworking/HomeWorking/HomeBasedWorker/index.htm> [ NB: web pages to be updated]

**What do I get as a Home Based Worker**For full details of equipment available to Home Based Workers please see :

<http://property-portal.intra.bt.com/btproperty/BTagileworking/HomeWorking/HomeBasedWorker/index.htm> [ NB: web pages to be updated]

As a Home Based Worker you are eligible for the following:

- an allowance of up to £600 to choose furniture from a BT recommended supplier. BT will only approve and fund the use of furniture that is purchased via their contracted supplier and is necessary for carrying out the work from home The allowance cannot be used to fund furniture sourced from alternative suppliers.
- Broadband (or PSTN where broadband is not available) will be supplied subject to availability, survey, line of business policy and existing telephony provision. BT will not convert personal or contractual lines to business needs. A shortage of available network equipment in your area or poor survey results may mean that your ability to work from home is affected.
- You must retain a line at home in your own name, as a personal service for your own calls. If you are connected to a cable network for your personal use you must continue with this, as BT Res Official lines are not intended for personal use but for official BT business. For more information refer to the [Res Official Policy](#)
- All new telephony must be ordered through [Order Gateway](#)
- A loud speaking telephone is available to order via [Order Gateway](#)
- IT equipment and peripherals should be ordered via [Order Gateway](#)
- As a home worker you will need to download [BT Secure Internet Access \(SIA\)](#) so that you have access to the BT network. Failure to complete the download will result in you not being able to access the BT network.
- Business Use Calling Features Package consisting of call waiting, call diversion and 3-way calling. Call Minder is also available to order.
- The standard 24 hour IT support which is provided to BT employees is available to officially registered Home Based Workers at their home address.
- A [Virtual Post Box](#) facility is available to order to allow business mail to be directed to your home without the need to advertise your home address.
- As part of your move to Home Based Working package you will receive a new contract from Human Resources.
- If you are working in a call centre environment and applying to become a Home Based Worker, you will be provided with (subject to survey), Remote Office, one telephone line, one Meridian digital phone and one Meridian monaural headset.
- For Home Based Workers only, utility expenses of £26 per quarter can be claimed quarterly in arrears and submitted at the end of March, June, September and December, via the normal expenses route. For further information please see [Utilities](#).

**Issues to be considered before becoming a Home Based Worker**

### **How will I know if my home is suitable for home based working?**

Prior to the commencement of home based working your Line Manager must carry out a risk assessment at your proposed home working location. This will include a check on the suitability of your property from a health & safety perspective and also security.

All Home Workers and their managers should ensure that they have complied with the requirement for safety checks/risk assessments. This can be found at:

<http://humanresources.intra.bt.com/8887>

BT would expect a reasonable level of security to exist at an individual's private residence. However, where the relevant security of the property is deemed as the only reason stopping an individual from working from home, all reasonable costs for upgrading to a level to conform to BT's requirements may be met by the company. This would cover the cost of additional locks for doors/windows but not items such as alarms or surveillance equipment.

Individuals may seek further help and guidance on security at:

<http://security.intra.bt.com/kzscripts/default.asp?cid=100>

### **Do I need to consult my local authority before commencing home based working?**

No, planning regulations state that, unless the change is of an exceptional nature, which involves a change of use to the property, then consent is not required.

### **Do I need to write to my building societies, etc., regarding my mortgage etc before commencing home based working?**

Yes. A template letter for use when writing to building societies, etc. is available on the left hand side for download.

### **Do people renting/leasing property need to carry out any checks before commencing home based working?**

Yes. You should examine the terms of leases/tenancy agreements to see if they require the landlord's consent to be a Home Based Worker. If there is any doubt, the landlord should be consulted.

## **Terms and Conditions**

### **Will I require a variation of contract when I become a Home Based Worker?**

If you want to become a Home Based Worker, you must agree a contract variation before home based working commences. This will confirm your home address as your place of work. You will also be asked to agree to BT providing your home address to its Computing Partners/IT department so that we can provide IT support. A copy of the home based working contract variation can be downloaded from the left-hand-side of this web page.

### **Do my terms & conditions of employment change on becoming a Home Based Worker?**

Please see the answer to the question above regarding place of work. With the exception of London Weighting Allowances all other contractual entitlements remain unchanged.

### **What happens to my London Weighting Allowance on becoming a Home Based Worker?**

You will no longer be eligible to receive London Weighting. London Weighting Allowances were originally introduced as a means of supporting recruitment in a highly competitive marketplace and, to some extent, to offset the costs of commuter travel into the London area. In the case of Home Based Workers these factors do not apply and it is therefore reasonable for home based working not to attract any London Weighting allowance. However, we recognise that the previous policy arrangements allowed for some Home Based Workers to continue receiving London Weighting Allowances. In these instances we have decided to adopt the following approach:

- All employees who become Home Based Workers on or after 1 April 2011 will not receive London Weighting allowances
- For those who were contractual home workers before 1 April 2011, and provided that they continue to live in the areas for which Inner or Outer London Weighting applies, they will continue to be paid the allowance appropriate for that area. If a Home Based Worker is receiving a London Weighting Allowance that is not appropriate for the area in which they live the allowance will be adjusted or stopped accordingly. Where this results in either a reduction to the allowance or it stopping this will be done in line with the terms outlined in the policy on London Weighting Allowances i.e. the adjustment/cessation will take place at the end of the 2 year notification period.

### **Do normal attendance arrangements continue to apply when I become a Home Based Worker?**

Unless there are clear operational needs there is no reason why your normal attendance arrangements would not continue to apply and any need for change should form part of any discussion with your line manager prior to home based working.

### **Once I become a Home Based Worker will I have to attend the office at all?**

You will be required to attend team meetings and any other meetings in the course of your work. You may want to discuss specific dates and times for attendance in the office with your line manager before home working commences. You will also be required to attend various locations as part of your continual training and development e.g. training courses.

### **Returning to an office location from home based working**

#### **What happens if I want to stop home based working and return to an office location?**

Under normal circumstances you must give 3 months' notice to terminate the agreement. However, BT realises that this may not always be possible and all reasonable steps will be taken to accommodate any change in the agreement

#### **How do I change from home based working to office based working?**

An existing Home Based Worker who is returning to office working can find further guidance on the Agile Working site.

<http://property-portal.intra.bt.com/btproperty/BTagileworking/HomeWorking/ExistingHomeWorker/ReturningOffice/index.htm>

If you are a home based worker you will also need to talk to your line manager to request a contract variation, so that you can change your contractual location back to office based as opposed to home based. You can do this through the BT People System [http://humanresources.intra.bt.com/online\\_pay\\_and\\_contract\\_request\\_form](http://humanresources.intra.bt.com/online_pay_and_contract_request_form)

#### **Once I become a Home Based Worker can BT terminate my Home Based working contract without my agreement?**

BT can terminate any homeworking arrangement at any time. There may be cases where the continuation of Home Based Working becomes inappropriate. BT may, in certain circumstances e.g. personal or operational reasons, wish to bring you back into an office based environment. Your manager will discuss with you the reason behind any decision to terminate home based working. Normally, 3 months notice will be given.

**If I want to return to office based working can I decide where I want to be based?**

Normally you will return to your former place of work. However, this may not always be possible and a new location may be necessary. Before you decide on a return to office based working you should discuss your options with your line manager. Your line manager must agree to your new location.

**If I'm required to return to working in my previous office, can I claim ATC's?**

Where BT exercises its right to terminate the home based working arrangement and return you to your previous place of work no additional travel costs will be payable. However, if you are moved to another location that results in additional travel costs that are more than that which would have been paid to the previous place of work then ATCs may be applicable.

**Will I have to give up home based working if I become a redeployee?**

Home based working is not a personal entitlement and agreement to it is subject to business and customer needs and is granted when the job you are doing satisfies those needs. If you become a redeployee then continued home based working has to be reviewed as the primary objective is to find you alternative work and this may not be suitable for home based working. Equally, for redeployment purposes, the journey time taken from home to place of work prior to becoming a Home Based Worker will be used when assessing the additional travel time to the new place of work.

**Will my promotion prospects suffer if I become a Home Based Worker?**

No, as a Home Based Worker you will still have access to Job News, local job adverts, etc and may apply and be considered for new posts on an equal basis with office based colleagues. However, the new job may not be suitable for home based working and if that is the case then you would not be able to continue with home based working. Normal training, appraisal and personal development arrangements will apply equally to Home Based Workers as they do to office based colleagues.

**Business expenses**

**I am a Home Based Worker and have to travel into the office one day a week. Am I able to claim T&S when I come into the office?**

If you are in receipt of a London Weighting Allowance any requirement to attend your notional office base for team meetings, 1:1's etc would be self funding. Any requirement to attend meetings, training courses etc away from your notional base will continue to be reimbursed in line with BT's Business Travel and Expenses Policy. If you are not receiving the London Weighting Allowance then you will be able to claim T&S when you travel into the office in line with BT's Travel and Expenses policy.

**How do I claim my business expenses as a Home Based Worker?**

Any additional T&S incurred relating to business travel should be claimed in the normal way.

**Can additional expenses incurred as a result of home based working, e.g., heating and lighting, be claimed from BT?**

Yes, the company will reimburse additional utility costs, e.g., for heating, lighting and use of equipment, which are incurred by home based workers as a result of a formal home based working agreement. These payments will be made to the individual on a tax free basis up to a maximum of £26 a quarter payable in arrears i.e. 1<sup>st</sup> quarter (end of June), 2<sup>nd</sup> quarter end of September, 3<sup>rd</sup> quarter end of December and 4<sup>th</sup> quarter end of March.

All claims should be submitted via online expenses at the end of each financial quarter, under the 'Per Diem' expense category of 'Home based workers Allowance'. The date required to be entered on the system is the date the claim is submitted, the number of days should be 1. This will allow the system to calculate the quarterly amount of £26. All claims should be forwarded to the line manager for authorisation and then passed to the Business Expenses Unit for payment. It is the responsibility of line managers to satisfy themselves that all claims are genuine additional costs of power through home based working. BT will only pay additional expenses incurred up to a maximum of £26 a quarter for heating and lighting (unreceipted).

### **I am a Home Based Worker. How do I calculate my claim for additional utility (heating and lighting) costs?**

There is now only one method of claiming for additional home based working costs. You can claim up to £26 per quarter tax free without receipts via online expenses. There is no longer a need to calculate claims using a spreadsheet. Line managers will need to be satisfied that claims are reasonable given individual circumstances.

NB: Before submitting a claim, please see the notes under "TAXATION" also contained within these home based working terms and conditions pages.

### **Can I claim additional home based working expenses for previous years?**

No, you can only claim for expenses in the current financial year only. It is important that you put your claim in quarterly for up to £26.

### **I work from home in the evenings and on an as and when basis, can I claim additional utility costs?**

No, only registered Home Based Workers can claim for additional utility costs.

## **Benefits for Mobile Office Workers and Agile Office Workers**

### **Are there any benefits available for people who work at home on a regular basis but are not classified as Home Based Workers?**

If you are an Agile Office Worker or a Mobile Office Worker who works on average more than 1 full day per week at home, you may qualify for the following:

- An allowance of up to £450 to choose furniture which is required to enable you to work from home. BT will only approve and fund the use of furniture that is purchased via their contracted supplier and is necessary for carrying out the work from home. The allowance cannot be used to fund furniture sourced from alternative suppliers.
- A laptop PC to enable working from home
- Broadband (or PSTN where broadband is not available) will be supplied subject to availability, survey, line of business policy and existing telephony provision. BT will not convert personal or contractual lines to business needs. A shortage of available network equipment in your area or poor survey results may mean that your ability to work from home is affected.

- You must retain a line at home in your own name, as a personal service for your own calls. If you are connected to a cable network for your personal use you may continue with this, as BT Res Official lines are not intended for personal use but for official BT business. For more information refer to the [Res Official Policy](#)
- All new telephony must be ordered through [Order Gateway](#).
- A loud speaking telephone is available to order via [Order Gateway](#).
- IT equipment and peripherals should be ordered via [Order Gateway](#)
- If you are a Mobile Office Worker who regularly works from home (on average more than 1 full day per week) you will need to download [BT Secure Internet Access \(SIA\)](#) so that you have access to the BT Network. Failure to complete the download will result in you not being able to access the BT Network.
- Business Use Calling Features Package consisting of call waiting, call diversion and 3-way calling. Call Minder is also available to order.

You are not entitled to claim any additional utility costs (fuel subsidy).

Any requirement to attend your nominal office base for team meetings, 1:1's etc would be self funding. Any requirement to attend meetings, training courses etc away from your nominal base will continue to be re-imbursed in line with BT's Business Travel and Expenses Policy.

### **Moving house**

#### **I am a Home Based Worker and now wish to move home to another location. Do I need agreement from BT to do this?**

Yes. As a Home Based Worker you are, under the terms of the policy, required to advise BT of any intention to move home and get advance authorisation to continue to be a Home Based Worker, as this may have operational or cost implications including any additional travel costs which you would have to fund. If you move home without the agreement of the company this will be a breach of the conditions and will result in the removal of your Home Based Worker status.

#### **I am currently registered as a Home Based Worker in the UK but own a property overseas. Can I work from home from that property?**

No. If you are employed by BT Plc you can only work in the UK. Anyone working on a long term basis overseas is either on an International Assignment or is employed by the entity for that country. Failure to adhere to this could result in severe tax penalties for both BT and the individual, together with disciplinary action.

#### **As a Home Based Worker will I continue to have access to my trade union representatives?**

Yes, access to your union will continue to be made available through the normal channels i.e. telephone, post, etc. In addition, where the union have e-mail facilities this can also be used, in line with the principles of the facilities agreement. Information regarding Home Based Workers will be provided to the BT Unions on a timely basis.

### **Home Based working and taxation (UK ONLY)**

#### **Are there any tax implications arising from the payment of Additional Home Based Working Expenses?**

No

#### **Are there any special tax requirements which need to be fulfilled?**



Yes. All Home Based Workers should at all times maintain a diary of their working time so that, if required, they can satisfy the HMRC that they are Home Based Workers as defined in the Policy Statement. This diary can also act as the tool for recording working time and ensuring your Line Manager is kept informed. The HMRC may require at any time to see records for the previous 3 months. The diary should cover:

- Working at home.
- Travelling.
- Working at a BT building.
- Working outside BT buildings (e.g. at customer's premises).

### **Are there Capital Gains Tax implications?**

Yes - in the rare event of a Home Based Worker deciding to use a room wholly for work purposes, the Capital Gains Tax (CGT) exemption for the principal private residence may be jeopardised when the property is eventually sold - but then only on a proportional basis. (For example - assuming a person living in a seven-room house with one room set aside for work. If the person makes a profit on the sale of the house, the HMRC may argue that one-seventh of the profit is chargeable to Capital Gains Tax). Further information can be obtained from the HMRC Website by clicking here

<http://www.hmrc.gov.uk/home.htm>

### **If a room is used exclusively for business use, can I claim a deduction against income?**

Yes. Where a room is used exclusively for business, the Home Based Worker may claim a deduction against income for such reasonable proportion of rent (but not mortgage interest), council tax (but not water rates), lighting, heating, etc., as the room bears to the residence as a whole. The HMRC should be consulted for further information.

However people cannot claim tax relief from the HMRC on Additional Home Expenditure (utility costs) which has been reimbursed, tax free, by BT. Further information can be obtained from the HMRC Website. <http://www.hmrc.gov.uk/home.htm>

### **Other issues**

#### **Does BT's policy on Personal Use of BT-owned Equipment apply to Home Based Workers?**

Yes. BT's policy on Personal Use of BT-owned Equipment applies to all employees regardless of work mode. Please see the BT Security Policy on Personnel Security -

<http://security.intra.bt.com/kzscripts/default.asp?cid=4> Also see BT's Conduct Standards on Use of BT Facilities

[http://humanresources.intra.bt.com/index/conduct/cstandards/10910/cstandards\\_cstandards\\_uobfacilities.htm](http://humanresources.intra.bt.com/index/conduct/cstandards/10910/cstandards_cstandards_uobfacilities.htm) and Private Use of BT Equipment

[http://humanresources.intra.bt.com/index/conduct/cstandards/10910/cstandards\\_cstandards\\_puobequipment.htm](http://humanresources.intra.bt.com/index/conduct/cstandards/10910/cstandards_cstandards_puobequipment.htm)

#### **What about health & safety requirements?**

The Company will be required to ensure that your home, and any equipment used, meets prescribed health & safety requirements. Line managers, in consultation with BT Safety Unit, will give detailed guidance as appropriate. Details of your and BT's responsibilities can be found at:

<http://humanresources.intra.bt.com/s4gresponsibilities>

#### **I have access to BT information stored on my PC at home. What are the security implications of having this information stored at home?**

Details of BT's security policy relating to information storage and also general security regarding home based workers is available on the BT Security Policy website, under the heading Home Working. This website can be found by clicking here <http://security.intra.bt.com>

### **Mobile Worker Payments( UK only)**

#### **What are Mobile Worker Payments?**

In the UK, certain roles which require travel from site to site on a regular basis may be eligible to participate in a scheme called Mobile Worker Payments. If you are eligible and agree to the terms and conditions of the scheme then, in return for giving up some of your gross pay that is subject to tax and NI contributions, you will receive a tax and NI contribution free Mobile Worker Payment for each qualifying day. This results in an overall increase to your take home pay. Due to Revenue and Customs requirements in the UK, there are strict criteria for eligibility to this scheme which are different from the criteria to be regarded under our Homeworking policy.