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Reliable Green

Compendium for SMEs



Module 8: ICT Literacy for Online Management & Safety

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In this module, you will learn...



By the end of this module, you will:

- ✓ Appraise current policies and practices related to online management for remote working employees.
- ✓ Review existing practices related to data protection for employees using company equipment remotely.
- ✓ Establish rules and policies related to online privacy, data protection, and online safety for employees working from home.
- ✓ Demonstrate a positive attitude related to the right to disconnect for employees who are working remotely.



Introduction



Image source:
<https://www.entrepreneur.com/en-ae/leadership/why-remote-work-makes-teams-and-leaders-better/351142>



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Companies should make sure their remote work agreements are managed equitably and in a way that minimises legal risk for the firm and the employees **because remote work is here to stay.**

A **remote work policy** is a **set of guidelines** for both the company and its employees to follow when working from afar. A remote work policy has a dual function:

- First, it **shields companies and workers from any legal trouble** that could come from employees working from home.
- Second, it **levels the playing field** so that all employees know where they are with regards to the "how" of remote work within the firm.



- Policy brief and purpose statement
- Remote work agreement
- Conditions of employment
- Eligibility criteria (who can work remotely, on which occasions and for how long)
- Applicable conditions of employment (remote employee rights and responsibilities, benefits and penalties)
- Team communication rules
- Working hours
- Required work equipment
- Data security
- Productivity guidelines, etc.



Benefits of a Remote Working Policy



Image source: <https://purehumanresources.co.uk/employee-benefits/>

- ✓ It is a great motivator for staff to keep working hard even when they're not under close supervision.
- ✓ Employees are more likely to feel comfortable putting their trust in their employers if they know what they may expect from working remotely.
- ✓ If you have workers working from home, it's important to have a policy in place to make sure they have the resources they need to do their jobs securely and efficiently.
- ✓ In addition, it facilitates the preservation of team wellness by lessening the danger of burnout and ill health as a result of unhealthy work patterns.



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How to assure the data protection?

<https://gdpr.eu/working-remotely-data-security/>

- **Identify** - The level of cybersecurity risk to your systems, assets, data, and capabilities can be evaluated after you become familiar with your surroundings.
- **Protect** - To lessen the severity of any potential cyber disaster, you should create and put into place adequate preventative measures. Access to both digital and physical assets must be managed, and training and development opportunities must be made available to staff.



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How to assure the data protection?

<https://gdpr.eu/working-remotely-data-security/>

- **Detect** - Rapid incident detection is essential when dealing with cybercrime. To ensure smooth operations at all times, you need a system capable of constant monitoring for signs of anomalous behaviour or other potential dangers.
- **Respond** - Organisations need to be prepared to mitigate the damage caused by cyberattacks. Because of this, you should have a response strategy. After a cyber event has been resolved, the response strategy should be revised to reflect the lessons learned.
- **Recover** - Finally, you need a strategy for reestablishing any functions or services that were interrupted by cyberattacks.



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Cybersecurity

Insider threats must be avoided first. Leaders may achieve that by communicating clearly and safely and notifying employees of potential hazards. Prevent endpoint data loss and monitor initiatives. Phishing scams and other fraud should be considered with insider threats. Thus, you must train remote workers to avoid scams.

Productivity

Businesses need their staff to be more productive, inventive, and successful than ever during economic instability. Luckily, staff monitoring and project management tools can help you keep your remote workforce productive. Simple project boards allow staff to track deadlines and get updates. Advanced software can track employees' keystrokes, app use, and messaging frequency.

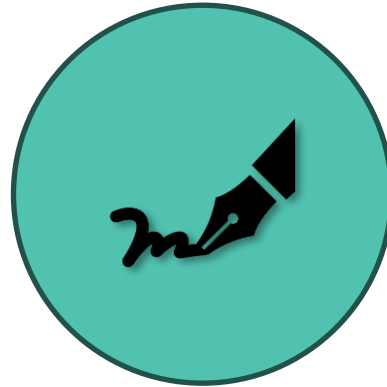
Vitality

Monitor productivity and develop targets to reduce staff stress. Communicate your expectations and ensure your remote staff have the resources to meet them. Finally, a leader sets the tone for the team. Even if there is uncertainty and tension, you must be positive and confident when planning your business's future.

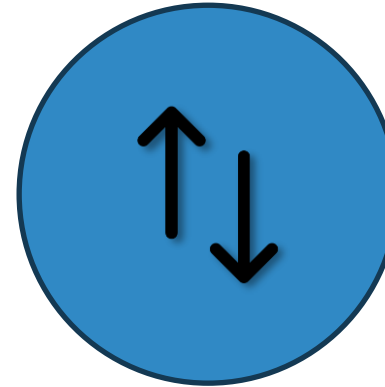




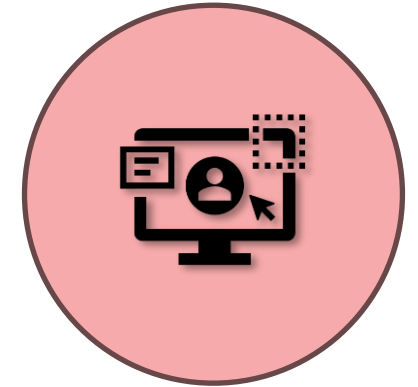
Require employees to notify managers where they plan on working from another state, province or country.



Require individual remote work agreements with each employee working remotely



Have a transparent rule on eligibility for remote work



Assure the necessary technical support for privacy and safety

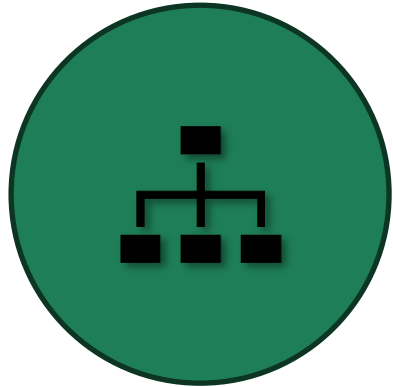
Further reading: <https://www.forbes.com/sites/darreonnadavis/2023/09/12/will-hurricane-lee-make-landfall-heres-what-to-know-about-storms-path-and-possible-east-coast-impact/?sh=61550776216d>



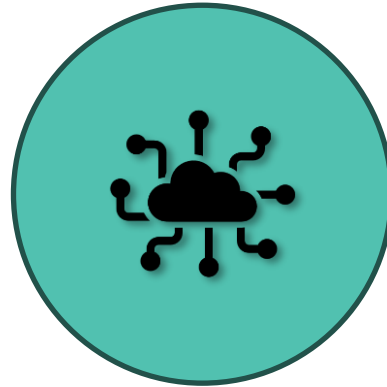
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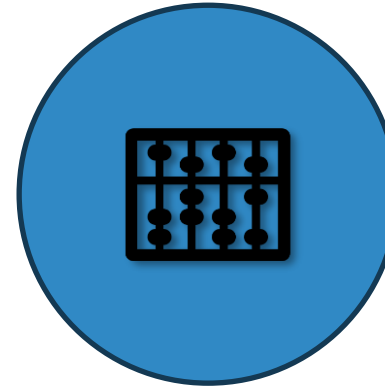




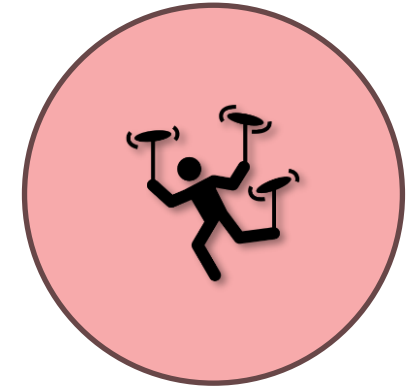
*Micromanage
remote employees*



*Neglect
cybersecurity and
personal data risks*



*Ignore the balance
between personal
and professional
life*



*Overload the work
amount and level
by assumption of
better productivity
from home*

Further reading: <https://www.forbes.com/sites/darreonnadavis/2023/09/12/will-hurricane-lee-make-landfall-heres-what-to-know-about-storms-path-and-possible-east-coast-impact/?sh=61550776216d>



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1. Since remote work is here to stay, companies should handle their agreements fairly and to minimise legal risk for the firm and employees.
2. A company should elaborate a complex and structured remote working policy in order to assure compliance, transparency, productivity and safety.
3. In remote working systems, data protection is vital.
4. Three essentials in remote working are: cybersecurity, productivity and vitality.
5. A proper remote working management will keep the team closer and will assure its safety, motivation and productivity.





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