

THE NEW NORMAL:  
INTRODUCING  
**FortressAS**  
**HOME**

**BENEFIT  
IN KIND  
EXEMPT**





# INTRODUCING FORTRESSAS HOME

The FortressAS Home Service provides a single end-to-end solution delivering the assessment, improvement/supply and reporting needs that enable Compliance, HR, Facilities and IT to support home workers, thereby reducing risk to staff and to their companies.

*It delivers on a single SLA that a COO can refer to and report against.*







## WHAT HAPPENED TO THE OFFICE?

***As COVID-19 hit, workers rose to the challenge for company and Country. However, as the months roll by and this has the potential to be the New Normal the cracks are starting to show.***

There are many benefits to employees and companies alike with working from home. With home workers now being trusted and companies seeing improvements in productivity and profitability as a result of this new model, many are asking how to take advantage of this as a new standard operating procedure.

However, after the initial commitment to working despite poor conditions, some staff are already complaining of physical and mental health impacts. Working 40 hours a week from the kitchen table, a sofa or even a bed is not sustainable.

So, with the expectation that few workers will make the return to the office in 2020, and with the benefits of making it a permanent feature we must look more closely at home working conditions to reduce the risk to our employees and our companies.





***According to forecasts from the Government, the BCI, the CIPD, and our “Planning the return to work” Market Report, many employees will be continuing to work from home through the balance of 2020 and beyond.***

Ensuring a standardised approach to the technology and environment of home workers has a number of key benefits, such as:

- Greater employee satisfaction, mental health and general well-being
- Improved employee productivity = better business performance
- Improved chances of attracting top talent
- Reduced litigation
- Reduced reputational damage
- Improved operational resilience
- Significantly reduced Total Office Costs







# FACING UP TO THE CHALLENGES

***Embracing Home Working can be highly beneficial to Employers and Employees, however to ensure they are able to provide the best possible support, whilst complying with the law and keeping their company data safe and secure, it is important Employers understand the potential challenges associated with home working.***

In addition to the need to meet Duty of Care and Health and Safety regulations, Employers also need to consider the mental and physical health of their home workers.

According to the "Homeworker Wellbeing Survey", carried out by the Institute for Employment Studies on April 7th 2020, after just 2 weeks of lockdown the following increased Physical Health problems were reported:

- 58% of respondents had aches/pains in neck
- 56% had aches/pains in shoulder
- 55% had aches/pains in back
- 55% had headaches/migraines
- 37% had leg cramps
- 33% had chest pains
- 60% had fatigue
- 60% were not active & vigorous

Based on the evidence that inadequate home-working conditions can cause employees harm, it is clear that the risk of significant liabilities, deteriorating employee morale and bad publicity are building.



As an employer, you have the same health and safety responsibilities for home workers as for any other workers.

- Health and Safety Executive





## OVERCOMING THE CHALLENGES

*In order to provide a safe and effective home working environment it is important to first identify any problems that need fixing and then to put in place viable and compliant options to overcome them.*

To this end, organisations should be undertaking the following:

1. Build standards – agree the health and safety, GDPR and IT security standards that should be met by staff, even when working from home.
2. Assess vs standards – assess every staff member against the agreed standards and provide training to educate failing staff.
3. Fix gaps – ensure that the home working environment meets the Health and Safety and other standards to allow continued work, and regulatory compliance.
4. Maintain and support – full support for environmental and technology including resilience/disaster recovery, maintenance and office access.
5. Your internal IT, Risk and Facilities team are most likely not in a position to undertake this massive piece of work.





# THE HOME SERVICE PROCESS

## *This is where the FortressAS Home Service can help:*

**Standards** – agree corporate standards, health and safety, technology and security.

**Assess** – educate and survey employees against agreed standards.

**Report and budget** – report on assessment, explain gaps, agree next steps with budget and process.

**Fill gaps** – supply and fit regulated upgrades e.g. keyboards, mouse, desk, chair etc. Employees may “top up”.

**Support and services** – ongoing tech support, maintenance, disaster recovery, office access for meetings/training.

**Compliance with regulation** – ensuring that you meet all regulatory compliance when it comes to your employee’s working from home.

Standardised, compliant and resilient, the FortressAS Home working environment aims to reduce risk and improve productivity.



## PHASE 1 *Standards*



## PHASE 2 *Assessment*



## PHASE 3 *Improvement*



## PHASE 4 *Service*







# A SLIDING SCALE OF SERVICES

**Home allowance** – option for employee to take on the service, so home work kit and environment is not company liability.



## *Existing Home Office Improvement*

Agreed Corporate Contribution

## *Full Garden Pod Office*

Employee Top Up (Cash or Payment Plan)







# THE FINANCIAL BENEFIT

***In our recent survey of UK Companies, 62% said they would definitely downsize offices while one-half said they will cancel plans to rent more space.***

There are now 80% more homeworkers than before the pandemic hit and 60% of those staff are not expected to return to the office before 2021.

According to the "Lambert Smith Hampton's Total Office Cost (TOC) Survey 2019" office workstations for staff are costly:

- London West End Offices = £19,000 per workstation per annum
- City of London Offices = £13,000 per workstation per annum
- UK Average = £8,000 per workstation per annum

Based on the City workstation costs and the feedback that the expected office downsize will be 40%, the savings City firms will be £5,200 per employee, every year. Reallocating a proportion of this saving will offset the potential risks of increasing home working.

**At FortressAS Home, we can help to reduce the risk to your business while you gain all the benefits of home working.**



## IN SUMMARY

- Few will return to their offices in 2020.
- 40 or more hours a week at a dining table, sofa or bed is not sustainable
- The physical and mental health issues will be building – and will backfire if not addressed
- Duty of care, health and safety, security and data control standards must still be met.
- Standardised technical and environmental set up, without taking on the liability

Compliance with standards means:

- Improved productivity
- Greater employee satisfaction/ mental health
- Improved resilience
- Improved real estate ROI
- Reduced liability/litigation and PR problems

### ***Implementing a considered Home Working strategy has many benefits:***

- Office spaces can be reduced which will free up capital to fuel other investments
- Greater employee satisfaction, mental health and general well-being
- Improved employee productivity = better business performance
- Improved chances of attracting top talent
- Reduced litigation
- Reduced reputational damage
- Improved operational resilience
- Significantly reduced Total Office Costs

The FortressAS Home Service helps you take advantage of these benefits while reducing the risks to your employees and to your company.

Assess, Improve and Maintain.





## READY TO FIND OUT MORE ABOUT HOW FORTRESSAS CAN HELP YOU HARNESS THE VALUE OF YOUR REMOTE WORKFORCE?

Contact us to book a consultation with one of our remote workforce experts.



## ABOUT FortressAS AVAILABILITY SERVICES

Fortress Availability Services Limited (FortressAS), CIR Specialist Provider of the Year 2019, was formed specifically to answer the Cyber and Operational Risk and Resilience needs of modern businesses.

FortressAS delivers value through its innovative and flexible security, resiliency and recovery services and supports many banks, asset managers and insurers.

Customer satisfaction is the driving force behind the FortressAS team's work, and our winning entry to CIR Specialist Provider of the Year 2019 was as a result of Customer commendations.

## CONTACT US

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