

Remote Working and Working From Home Policy

HR Policy | Global

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Replace all references to “the Company” with your organisation’s name.

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1. Purpose

This Policy sets out the basis on which the Company supports remote working and working from home, the process for requesting, approving, varying and withdrawing arrangements, and the obligations that apply to employees and Managers when work is performed away from Company premises.

The Company is a regulated financial institution. Flexible and hybrid working supports the attraction and retention of talent, diversity and inclusion, and business continuity. It must, however, be implemented in a way that preserves the Company's obligations relating to workplace health and safety, information security, data protection, operational resilience and conduct, and that maintains service quality for customers.

This Policy gives effect to the Company's duty of care to its workers wherever work is performed, consistent with applicable employment and workplace health and safety law in the Company's operating jurisdiction(s) and with the principles of ILO Conventions Nos. 155 and 177. Its information security requirements are anchored to ISO/IEC 27001:2022 and the NIST Cybersecurity Framework 2.0.

This Policy is owned by the Chief People Officer and approved by the Chief Executive Officer. Except where applicable law confers rights or imposes obligations, this Policy is not contractual and may be varied or withdrawn by the Company following consultation where required.

2. Scope

This Policy applies to all employees of the Company and its subsidiaries, whether permanent, fixed-term or part-time, and to contractors, secondees and contingent workers to the extent stated in their engagement terms. It applies to all forms of remote working, including regular hybrid patterns, ad hoc working from home, and temporary remote work from another domestic or overseas location.

This Policy covers: eligibility and role suitability; the handling of Flexible Working Requests; Working From Home Agreements and minimum office attendance; health and safety in the Home Workplace; information security, data protection and customer data handling; the right to disconnect; equipment and expenses; Cross-Border Remote Work; performance management; and review and withdrawal of arrangements.

This Policy does not cover: field-based or customer-site work performed as an inherent part of a role; business travel; or detailed information security controls, which are set out in the Information Technology Security Policy and in the Company's acceptable use policy for technology assets (a separate document the Company must produce and maintain, owned by the Chief Information Security Officer). Leave entitlements are governed by the Company's leave policy, which is likewise a separate document the Company must produce and maintain. Where a collective agreement, works council agreement or employment contract

provides a more beneficial entitlement, that instrument prevails to the extent of any inconsistency.

2.1 Jurisdictional application

This Policy states international best practice for the governance of remote working. The Company must map the requirements of this Policy to the employment, workplace health and safety, data protection, tax and immigration law of each jurisdiction in which it operates or in which its employees work, and must document that mapping. Where the law of a jurisdiction imposes a stricter or additional requirement, local law prevails and must be complied with.

3. Definitions

Term	Definition
Remote Working	The performance of work at any location other than the Company's premises, including working from home, from another Company site, or from an approved location in another domestic or overseas jurisdiction.
Working From Home	A form of remote working in which the employee performs work from their principal place of residence under an approved Working From Home Agreement.
Hybrid Working	A recurring pattern in which an employee splits their working week between the Company's premises and an approved remote location.
Working From Home Agreement	The written agreement between the Company and an employee, in the form approved by People and Culture, that records the terms of an ongoing remote working arrangement.
Flexible Working Request	A formal written request by an employee for a change in working arrangements, including a request to work from home, made under this Policy or under a statutory flexible-working regime applicable in the Company's operating jurisdiction(s).
Legitimate Business Grounds	Documented grounds on which the Company may refuse a Flexible Working Request, including excessive cost, inability to reorganise work among existing staff, operational impracticality, regulatory or supervisory constraints attaching to the role, or a demonstrable adverse effect on service quality, security or performance.
Right to Disconnect	The standard adopted by the Company,

	and conferred by statute in some jurisdictions, under which an employee may decline to monitor, read or respond to work-related contact outside their agreed working hours unless the refusal is unreasonable in the circumstances.
Home Workplace	The specific area within an employee's residence designated in their Working From Home Agreement as the location where work is performed.
Approved Device	A Company-issued or Company-managed device that is enrolled in the Company's endpoint management platform and complies with the Information Technology Security Policy.
Sensitive Work	Work involving customer personal data, confidential Company information, payment or transaction processing, or access to production systems.
Reportable Incident	A work-related death, serious injury or illness, or dangerous occurrence that must be notified to a workplace health and safety authority under applicable law in the jurisdiction where the work is performed.
Senior Accountable Person	An individual registered or designated under the senior manager accountability regime applicable in the Company's jurisdiction(s), whose regulatory accountabilities are unaffected by work location.
Cross-Border Remote Work	Remote working performed in a country, or in a sub-national jurisdiction with materially different employment, tax or registration requirements, other than that of the employee's employing office.
Manager	The employee's direct people leader with authority to approve, vary or withdraw remote working arrangements under this Policy.

4. Regulatory Framework

The key legislation, regulations and standards relevant to this document include (as amended from time to time):

Instrument / Standard	Relevance
ILO Convention No. 155 (Occupational Safety and Health, 1981) and Convention	Establish the employer's duty of care for worker health and safety wherever work is

No. 187 (Promotional Framework, 2006)	performed, including at home.
ILO Convention No. 177 (Home Work, 1996) and ILO guidance on teleworking	International reference for equal treatment, safety and conditions of persons performing work from home.
ISO 45001:2018 Occupational Health and Safety Management Systems	Framework for identifying, assessing and controlling health and safety risks in remote and home workplaces.
ISO 45003:2021 Psychological Health and Safety at Work	Guidance on managing psychosocial risks, including isolation and blurred work-life boundaries, that are heightened in remote work.
ISO/IEC 27001:2022 and ISO/IEC 27002:2022	Information security management system requirements and controls, including control 6.7 (remote working) and 8.1 (user endpoint devices), that govern work performed outside Company premises.
NIST Cybersecurity Framework 2.0	Reference framework for securing remote access, endpoints and data across the Identify, Protect, Detect, Respond and Recover functions.
OECD Privacy Guidelines and the EU General Data Protection Regulation (as a reference model)	Principles for the collection, use, security and cross-border transfer of personal data handled by employees working remotely.
BCBS Principles for Operational Resilience (2021) and Principles for the Sound Management of Operational Risk	Remote working arrangements must not compromise the Company's ability to deliver critical operations through disruption.
ISO 22301:2019 Business Continuity Management Systems	Remote working capability is both a continuity strategy and a dependency to be tested in the Company's continuity arrangements.
Applicable employment, workplace health and safety, tax, immigration and data protection law in the Company's operating jurisdiction(s)	Local law governs statutory flexible-working rights, working time, work injury compensation, incident notification, surveillance, expense reimbursement and cross-border working; where stricter than this Policy, local law prevails.

5. Policy Statement and Principles

The Company supports hybrid and remote working where the role is suitable, performance and customer outcomes are maintained, and legal and regulatory obligations can be met. The following principles govern all arrangements under this Policy:

- Remote working is an arrangement, not an entitlement, except where a right arises under applicable law, a collective agreement or another binding instrument.

End of preview

This is a preview extract. The complete document continues beyond the pages shown here.

The full document is supplied as a single, fully editable Microsoft Word (.docx) file immediately after purchase — including every remaining section, the definitions, the regulatory framework references and all appendices and templates.

Bracketed prompts such as [30 days] mark the points where your own thresholds, committee names and local regulatory references are inserted.

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