

WEST LIMERICK INDEPENDENT LIVING CLG

Emergency Remote Working Policy

Policy Reference	WLILP51
Category	Operational Policies — Health & Safety, Continuity of Care
Version	2.1 (Senior Service Coordinator role confirmed as not applicable)
Status	APPROVED — by the Board of Directors on 9 October 2026
Supersedes	WLILP51 - Emergency Remote Working Policy (drafted April 2020, signed by the Manager 03.04.2025); WLILP51 - Emergency Remote Working Policy - DRAFT v2.0
Policy Owner	Board of Directors, West Limerick Independent Living CLG
Applies To	All employees of West Limerick Independent Living CLG ("WLIL")
Related Policies	WLILP7A - Data Protection Policy; WLILP7B - Data Breach Response Policy; WLILP25 - Crisis Management Policy and Response Procedure; WLILP29 - Information Systems and Cloud Access Control Policy
Review Cycle	Annually, and activated in full whenever an emergency under WLILP25 requires remote working

1. Scope

This policy sets out how remote working is managed across WLIL when activated in response to a qualifying emergency, as defined in WLILP25 - Crisis Management Policy and Response Procedure (for example a public health emergency, severe weather, or another event that makes attending WLIL's offices or service users' homes unsafe or impractical). The purpose is to ensure service users continue to receive the highest level of service, while prioritising the health, safety, and wellbeing of employees.

2. Legislative and Regulatory Framework

- Safety, Health and Welfare at Work Act 2005 — an employer's duty of care extends to an employee working remotely
- Data Protection Act 2018 and GDPR — see WLILP7A - Data Protection Policy
- WLILP25 - Crisis Management Policy and Response Procedure — this policy operates as that policy's detailed remote-working response measure

3. Policy

- Remote working will be facilitated for all employees where an emergency under WLILP25 makes it necessary and practical
- For those who must access WLIL's offices, or cannot work remotely, social distancing or other infection prevention measures will be active where relevant, in line with WLILP38 - Infection Prevention and Control Policy

- Where employees cannot work from home all of the time, rotas to attend the office will be arranged between employees and the General Manager
- Technology to support remote working (for example conference calling and video conferencing) is to be used where possible
- Guidance and implementation of measures will be taken from the information provided by the government, the HSE, and other relevant authorities for the specific emergency in question
- Regular updates will be emailed to all employees, who are asked to follow the instructions within them

4. Procedure

Work Planning

- The General Manager and employee will discuss job responsibilities and devise a weekly or daily work plan, as appropriate to the role

Location

- Employees will inform their Manager where they are working from each day or week, as appropriate

Equipment

- WLIL-owned and, where necessary, personal laptops may be used for remote working, in line with WLILP29 - Information Systems and Cloud Access Control Policy
- Employees are responsible for the safety and security of all information and files. No work should be undertaken on an open public Wi-Fi network, and no sensitive information should be discussed or shared in a public setting

Reporting

- Employees are to communicate their progress regularly, as agreed with their Manager

Communication

- Employees will maintain open and frequent communication with their Manager and colleagues, including regular interaction by phone, email, and video calling, so that everyone is aware of what is being delivered

Availability

- Employees must be available to colleagues or clients between 9.30am and 5.30pm, unless alternative or flexible working hours have been approved in advance by the General Manager, taking into account individual caring responsibilities

Productivity

- Employees will have their productivity measured in a manner agreed with the General Manager

Flexibility

- WLIL will offer as much flexibility as possible during an activated emergency, including flexible working times and working from home. Employees should continue to book Time Off in Lieu and Annual Leave with their Manager as usual. WLIL acknowledges some employees may need extended annual leave or additional unpaid leave for caring responsibilities during an emergency, and will allow as much flexibility as possible and practical in responding to individual circumstances

5. Health and Safety

An employee working from home has a responsibility to take reasonable care of themselves and others who may be affected by their work. Employees must:

- Cooperate with WLIL and follow its instructions
- Protect themselves and others from harm during their work, including taking care of any equipment provided and reporting defects immediately
- Report any injury to WLIL immediately
- Follow procedures put in place by WLIL

6. Safe Work Space

Employees should identify a suitable space within their home for home working, considering:

- Suitable light, heat, and ventilation
- A tidy work space
- A floor that is clean, dry, and free from slip, trip, and fall hazards
- Suitably located power sockets, to avoid trailing cables and overloading sockets, and internet access

Agree with the General Manager what equipment is needed to work temporarily from home. For guidance on good positioning at a home workstation, see the Health and Safety Authority's BeSmart resource:

https://www.besmart.ie/fs/doc/handout_cutout_for_web.pdf

7. Regular Communication

A good system of communication while working from home helps ensure safety, health, and welfare are not compromised, and helps prevent isolation. Outside pre-arranged contacts, employees should also contact their Manager if:

- They have an accident arising from their work activity
- Equipment provided by WLIL is not working properly or requires maintenance
- They have a specific query or concern relating to safety, health, or welfare

8. Data Protection When Working Remotely

Devices

- Take extra care that devices (USBs, phones, laptops, tablets) are not lost or misplaced
- Ensure devices have necessary operating system and software/antivirus updates
- Use devices in a location where the screen cannot easily be viewed by others, particularly when working with sensitive personal data
- Lock a device if it must be left unattended, and ensure devices are turned off, locked, or stored carefully when not in use
- Use effective access controls (multi-factor authentication and strong passwords) and encryption where available, in line with WLILP29 - Information Systems and Cloud Access Control Policy

If a device is lost or stolen, contact the General Manager immediately, and take steps to remotely wipe the device where possible. A lost or stolen device that may have contained personal data is a potential personal

data breach and must also be assessed under WLILP7B - Data Breach Response Policy, not only reported as an equipment loss.

Emails

- Use work email accounts, not personal ones, for work-related emails involving personal data
- Before sending an email involving personal data, particularly large amounts or sensitive personal data, confirm it is going to the correct recipient

Cloud and Network Access

- Use WLIL's trusted networks or cloud services where possible, complying with WLILP29 - Information Systems and Cloud Access Control Policy for login and data sharing
- Where working without cloud or network access, ensure any locally stored data is adequately backed up in a secure manner

9. Review

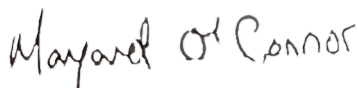
This policy will be reviewed annually by the Board, and activated in full whenever an emergency under WLILP25 requires remote working.

This policy reflects the Safety, Health and Welfare at Work Act 2005 and GDPR, checked as accurate as of drafting. It is not a substitute for legal advice.

Approval

Approved by the Board of West Limerick Independent Living CLG on 9 October 2026.

Signed on behalf of the Board, on its instruction, by the General Manager:



Margaret O'Brien O'Connor, General Manager

Date signed:

