

SECURITY, PRIVACY, HEALTH & SAFETY

For staff working from home



MINISTRY OF
JUSTICE
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HOME ENVIRONMENT

- The Ministry provides essential work equipment
- Work area needs to be private from others in the house
- Space is only place to complete Ministry work
- Only authorised visitors to enter the work area
- The Ministry's responsibility does not extend to rest of the household



PRIVACY

- All PC hard drives are encrypted
- Files cannot be saved to local hard drive
- All documents are printed at a Ministry site – not at home agent site
- No paper notes or hard copy records to be created
- Any notes must be electronic and saved to shared drive or relevant system



SECURITY

- **Equipment is only to be used by the home agent**
- **Safety and security of employees takes precedence over security of Ministry information/assets**
- **Employees are not to put selves at risk to protect Ministry information/assets**
- **Ministry encourages safe social media engagement**
- **Ask employees to consider moving personal information to unpublished electoral role and telephone directory.**



SECURITY OF OUR NETWORK

- Home Agents are exactly like an Agent of the Contact Centre
- Use the same Contact Centre applications on the same technology platform
- Their home is a Ministry location, the use of SIP trunks and endpoint encryption makes the home office as secure as any Ministry location in terms of data



HEALTH & SAFETY

- Take 'micro pauses'
- Get up and move around once an hour
- Stretch regularly
- Report any work related discomfort to manager immediately
- Staff conduct monthly safety checks
- Staff working from home have Health & Safety reps



WORKING EFFECTIVELY FROM HOME

- Approach days working from home like normal workdays
- Avoid potential household distractions
- Keep in contact
- Keep work area pleasant



OUTAGE & EMERGENCY PLANNING

- Staff to contact manager as soon as possible to discuss options if outage occurs
- Staff need formalised emergency plan
- Ministry's 'Working From Home Guide' has planning and survival tips/links for staff



THANK YOU



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