

## A GENERAL, NON-EXHAUSTIVE CHECKLIST TO ASSESS RISKS WHILE TELEWORKING

This checklist should be used as a means of development support, not simply as a 'tick-the-box' exercise. The checklist below, which consists of a part for the teleworker (part A and B) and a part for the employer (part C and D), is based on positive statements (describing the situation to be reached) that invite reflection and action if necessary. If "YES", no further actions are required. If "NO", reflection and action are required. In this case, you are referred to the preventive measure section (part B for the teleworker, or part D for the employer). Actions can include optimisation of the workplace that the teleworker can do himself or can include a meeting between teleworker and supervisor to discuss and find a solution together. The preventive measures are presented as 'good practice' examples and are therefore not necessarily mandatory or relevant to all workplaces. The relevance will depend on the specificities of each workplace (and outcomes of risk assessments).

Preferably, there is an agreement about telework. The agreement is transparent and provides clear provisions / information on:

- Frequency of working from home and days / hours to be worked.
- Accessibility: periods that the teleworker is available and reachable, via which channels.
- Arrangements for the reimbursement of costs of (ergonomic) equipment.
- Expected output and results.
- Technical support for the use of ICT and software programs.
- ...

Part A and B: for the teleworker

Part C and D: for the employer

**Part A consists of a checklist (i.e. positive statements to be reached) that the teleworker can use to evaluate occupational risks at the home-based workplace.**

Part A	General working environment – for the TELEWORKER	
<b>1</b>	<b>Workplace environment</b>	
	Statements (the situations to be reached)	Yes No
1.1	The space (room) is large enough to set up the workstation comfortably and ergonomically.	Yes No
1.2	The working space is properly cleaned and maintained.	Yes No
1.3	The air quality in the room is good (sufficient levels of ventilation, humidity, odor, drafts, fresh air, etc.).	Yes No
1.4	The temperature in the room is comfortable.	Yes No
1.5	The lighting (i.e. daylight, including additional artificial light if necessary) at the workplace is sufficient to perform tasks efficiently and accurately.	Yes No
1.6	The room has a window with an outside view.	Yes No
1.7	There are blinds at the window (light protection).	Yes No

Part A	General working environment – for the TELEWORKER		
1.8	There is no annoying noise that disturbs concentration and attention during your work activities.	Yes	No
1.9	The electrical wiring, plugs and sockets are safe (not damaged) and in good working order.	Yes	No
1.10	There is a smoke alarm in the building.	Yes	No
1.11	There is no danger of slips, trips or falls because of electric cables and obstructed walking spaces.	Yes	No
1.12	Your WiFi station is at least 3m from your workstation.	Yes	No
<b>2</b>	<b>Chair, sitting posture and desk</b>		
	Statements (the situations to be reached)	Yes	No
2.1	You have an ergonomic office chair that is in good condition and stable (i.e. seat height, seat depth and support in the low back are adjustable, seat and back can move and the movement mechanism is adjustable).	Yes	No
2.2	The chair covering is slip-resistant, reduces pressure on the skin and feels comfortable in relation to warmth.	Yes	No
2.3	The chair supports a good sitting position (i.e. both feet support flat on the ground or footrest, hips are positioned slightly higher than the knees, the front edge of the seat does not push against the knee pit or lower legs when sitting properly against the backrest of the chair, the backrest supports well the lower back).	Yes	No
2.4	The chair is dynamic and has a movement mechanism: the backrest is unlocked and smoothly follows your movements.	Yes	No
2.5	The forearms are well supported by the table and/or armrests in a horizontal position (90° angle to the upper arms).	Yes	No
2.6	The table height is at the same height as the elbows (from a good sitting position).	Yes	No
2.7	The table is large enough to set up the monitor, keyboard and mouse correctly and, if necessary, to perform tasks other than computer work.	Yes	No
2.8	There is enough leg space under the work surface so that when sitting, the legs don't collide with or get stuck behind anything (e.g. cables, boxes, etc.) and ensure the mobility of the legs.	Yes	No

3	Hardware (screen, keyboard, mouse) and set-up		
	Statements (the situations to be reached)	Yes	No
3.1	The screen is large enough (at least 19 inch) and have good quality according to the applications you need to use (i.e. no shiny screens and, the contrast and brightness are adjustable).	Yes	No

<b>3</b>	<b>Hardware (screen, keyboard, mouse) and set-up</b>	
3.2	You have sufficient screens according to the tasks you need to perform (e.g. simultaneous use of Microsoft Teams, Outlook, Word, Excel, etc.).	
3.3	When using only one screen: the screen is positioned right in front of you, so you don't have to turn the head and/or neck to see it.	
3.4	When using two screens (e.g. laptop and fixed screen or two fixed screens): both screens are positioned so that from an upright posture you can see on both screens with minimal head movement.	
3.5	The screen(s) is (are) positioned approximately at arm's length from the eyes.	
3.6	The top edge of the screen(s) is (are) at eye level and slightly tilted toward you.	
3.7	There is no inconvenient reflection or light on the screen?	
3.8	In your horizontal field of view (i.e. next to and above your screen), you do not look directly into bright light such as daylight, a lamp, etc.	
3.9	From the sitting position at the desk, you can look at a distance of 2m.	
3.10	You use an external keyboard.	
3.11	The keyboard is in good condition and works properly (i.e. the keys are easy to read, smooth to touch, etc.).	
3.12	The keyboard is positioned right in front of the screen.	
3.13	You use an external (separate) mouse.	
3.14	The size and shape of the mouse fit well in the hand.	
3.15	The mouse is located next to the keyboard, so you avoid stretching to use it.	
<b>4</b>	<b>Accessories</b>	
	Statements (the situations to be reached)	Yes No
4.1	You have a laptop stand available when working on a laptop or use a detachable screen.	
4.2	When working with a tablet, you use a tablet holder (possibly supplemented with an external keyboard).	
4.3	You have a document holder when typing up notes or text from paper documents.	
4.4	You use a footrest when the feet are not fully supported on the floor (e.g. when the height of the desk is higher than elbow height).	
4.5	You have a headset available if needed (e.g. during meetings, when there is a lot of background noise, during a phone call).	

<b>5 Internet, software and support (helpdesk)</b>			
	Statements (the situations to be reached)	Yes	No
5.1	You have a good internet connection at home.		
5.2	The software is suitable to perform your tasks efficiently.		
5.3	Technical support is provided in case of problems with the computer software.		
<b>6 Work organisation</b>			
	Statements (situations to be reached)	Yes	No
6.1	Your tasks, responsibilities and expectations are clearly defined.		
6.2	Your employer, supervisor and colleagues respect the agreed working hours.		
6.3	You can organise your work in such a way that you can take regular breaks.		
<b>7 Psychosocial factors</b>			
	Statements (situations to be reached)	Yes	No
7.1	There is a good balance between working at home and working in the office and, you stick to working regular office hours and don't work weekends.		
7.2	You can manage to separate your professional and private life.		
7.3	Your workload is mostly acceptable.		
7.4	You do not feel isolated.		
7.5	You have sufficient balance between formal and informal contact moments with your colleagues and supervisor.		
7.6	You feel valued by your supervisor and colleagues.		
7.7	You can ask your colleagues and/or supervisor for help when needed.		
7.8	Attention is paid to breaks during long-duration online meetings or online training sessions.		

<b>8 Healthy lifestyle</b>			
	Statements (situations to be reached)	Yes	No
8.1	You rarely sit for more than 30 minutes at a time (e.g. by using a timer to tell you when to take a micro-break).		
8.2	You spend a maximum of 8 hours sitting during a day (this refers to sitting while working, in private time, in the car....).		
8.3	You alternate between postures (e.g. by sitting, standing, walking, etc.).		

8		Healthy lifestyle	
8.4	You do some exercises during a short break (e.g. forward/backward rotation of the shoulders).		
8.5	You exercise enough to obtain and maintain a healthy physical lifestyle.		
8.6	You generally have a good quality of sleep? You have a rested feeling when you wake up in the morning.		
8.7	You generally take care of your body by eating healthy, drinking daily 1.5l water, relaxing, not smoking, not drinking too much alcohol, etc. You are aware that this is important to feel good, have more energy and prevent illness.		
9		Information, training and support	
	Statements (situations to be reached)	Yes	No
9.1	You received adequate information or attend training about the security risks regarding working at home.		
9.2	You received adequate information or attend training about the ergonomic design of the workplace with regard working at home.		
9.3	You received adequate information or attend training about the psychosocial factors with regard working from home.		
9.4	You received adequate information or attend training about a healthy lifestyle with regard working at home.		
9.5	You received adequate information or attend training about the software programs with regard working at home (e.g. how to work with Microsoft Teams).		
9.6	You can get individual advice from an occupational physician and/or ergonomist for physical complaints during work.		
9.7	You can contact an occupational physician and/or a psychologist at work (or there is a system) to report symptoms of burnout, conflicts with colleagues or supervisors, being bullied, being sexually harassed, etc.		

**Part B consists of examples of preventive measures, corresponding to the statements in part A, that can be taken by the teleworker to prevent or reduce risks.**

These preventive measures are presented as 'good practice' examples and are therefore not necessarily mandatory or relevant to all workplaces. The relevance will depend on the specificities of each workplace (and outcomes of risk assessments).

Part B	Examples of preventive measures - for the TELEWORKER
1	Workplace environment
1.1	The space (room) is large enough to set up the workstation comfortably and ergonomically.

<p>A sufficiently large workspace is recommended to ensure freedom of movement, privacy and concentration. For an ideal work space, you can take following guideline into account. Complying with the European standard, 7 m<sup>2</sup> of individual workspace per person is recommended), including 4m<sup>2</sup> basic workstation + 1m<sup>2</sup> work surface with external screen + 1m<sup>2</sup> reading and writing surface + 1m<sup>2</sup> upright cabinet.</p>	
1.2	The working space is properly cleaned and maintained.
<p>Make sure you keep the workspace clean, orderly and hygienic. Empty the garbage bin every day.</p>	
1.3	The air quality in the room is good (sufficient levels of ventilation, humidity, odor, drafts, fresh air, etc.).
<p>Open windows and doors regularly, e.g. before starting the teleworking day or when taking a break.</p> <p>Brighten up the home office with flowers and plants, as they improve air quality, concentration, creativity and productivity and, help to reduce noise and stress levels. For instance, palms are good for purifying the air. Other options are:</p> <ul style="list-style-type: none"> <li>• Chrysalid carpus: a popular indoor palm that brings large amounts of moisture into the air and removes toxins from the atmosphere;</li> <li>• Rhapsis: an indoor palm that can grow 2m high and is easy to maintain. It is very resistant to insects and improves air quality;</li> <li>• Chamaedorea: an easy to take care of palm that brings a lot of moisture into the atmosphere.</li> </ul>	
1.4	The temperature in the room is comfortable.
<p>The optimum temperature for computer work is between 22°C and 24,5°C depending on the season. Adjust clothing to the temperature of the workplace. Dress in such a way that easily put on or take off a layer if it is too hot or too cold.</p> <p>Printers emit a significant amount of heat in an already dry environment. Turn the printer off when it is not in use. Preferably, place the printer in a separate room.</p>	
1.5	The lighting (i.e. daylight, including additional artificial light if necessary) at the workplace is sufficient to perform tasks efficiently and accurately.
<p>Adequate lighting (preferable a minimum of 500 lux) is also important at the home office.</p> <ul style="list-style-type: none"> <li>• Avoid extreme light contrasts (e.g. working in a dark room while staring at the screen, the screen surrounded by dark and/or heavy colored walls).</li> <li>• Prevent glare from sunlight or bright lighting on the screen. Therefore, position the table across the window (do not sit with the face or back to the window) and use blinds if necessary.</li> </ul>	
1.6	The room has a window with an outside view.
<p>The presence of daylight at the workplace has many advantages.</p> <ul style="list-style-type: none"> <li>• Daylight prevents the feeling of being isolated.</li> <li>• It is important to stare into the distance regularly and to maintain connection with nature and the outside world.</li> <li>• It creates a perception of the environment (light color, brightness, direction...) and provides a sense of orientation (climate and seasonal changes, day and night fluctuations). As it is said: "windows serve light into a building and also let people out-escape from the work".</li> </ul>	

1.7	There are blinds at the window (light protection).
Use blinds for optimal light and heat protection, that ensure a pleasant working environment in both summer and winter. Besides that, it is important that the blinds are sufficiently transparent so that the outside view is maintained.	
1.8	There is no annoying noise that disturbs concentration and attention during your work activities.
It is appropriate to work in a separate, quiet room to minimise interference from music, television, housemates, etc. Make good arrangements with housemates, especially when concentration tasks need to be performed. In addition, a noise reducing headset may be helpful to attenuate annoying background noise.	
1.9	The electrical wiring, plugs and sockets are safe (not damaged) and in good working order.
1.10	There is a smoke alarm in the building.
1.11	There is no danger of slips, trips or falls because of electric cables and obstructed walking spaces.
<p>It is important to create and maintain a safe working environment.</p> <ul style="list-style-type: none"> <li>• Maintain your home workspace clean, organised and obstacle-free so there is <b>a clear path to an exit</b> in case of an emergency. Remove any trip hazards such as torn carpet, broken tiles, or other possible causes of a fall incident.</li> <li>• Connect your electronic devices to a surge protector to <b>save your equipment from damage</b> due to possible power surges. Connect the surge protector directly to an electrical outlet (not to an extension cord or other surge protector). If possible, place power boards on their side to prevent dust or other material from falling into the connection, which can cause fires.</li> <li>• <b>Check and replace all damaged and fraying electrical cords</b> on electrical equipment, including computers and laptops. Ensure that phone lines, cables, electrical cords, and other trip hazards are organised and cleaned up. If pets are in the house, ensure that electrical cords are kept out of reach. Devices that are charging (e.g. smartphone, tablet, ...) should be unplugged as soon as they are fully charged. Otherwise, the device may overheat and spark a fire.</li> <li>• Make sure your home is equipped with <b>a working smoke detector and a fire extinguisher</b>. In addition, <b>an exit plan</b> is needed in case of an emergency such as a fire.</li> </ul>	
1.12	Your Wi-Fi station is at least 3m away from your workstation.
<p><b>Be careful with radiation.</b> Here are six tips to limit radiation in the home office:</p> <ol style="list-style-type: none"> <li>1. Place the Wi-Fi station at least 3m from fixed workstations. Preferably, install it in the corridor rather than in a work or living space. Be careful with Wi-Fi routers placed close to a wall, in a corner or under the desk. Radiation will be reflected by these walls and this can locally increase the radiation.</li> <li>2. Do not place the Wi-Fi stations too close to each other, as they will reinforce each other. Do not place them in the corner of a room either, as they will reflect the radiation even more strongly.</li> <li>3. Always keep the exposure time in mind. A Wi-Fi station will cause less damage in a corridor than at a permanent home workplace.</li> <li>4. Limit the number of electrical devices on your desk to the absolute minimum and pay attention to the cables. Lay them in a cable duct and avoid contact with the desk.</li> <li>5. Do not work with the laptop on your thighs.</li> <li>6. Limit talking on the phone with the smartphone close to the ear.</li> </ol>	

2	Chair, sitting posture and desk
2.1	You have an ergonomic office chair that is in good condition and stable (i.e seat height, seat depth and support in the low back are adjustable, seat and back can move and the movement mechanism is adjustable).
<p>The office chair is preferably adjustable in height, back rest, seat depth, arm rests and dynamic tilt (to create movement) (corresponding to standard EN 1335). For a neutral sitting posture, make sure that the chair is correctly adjustable.</p> <p>If the chair is non-adjustable:</p> <ul style="list-style-type: none"> <li>• adapt the seat height so that the hips are slightly higher than the knees and the thighs are sloped slightly downwards. If the seat is too low, use a cushion (or two). That helps to maintain a comfortable body posture (with the back natural aligned).</li> <li>• ensure that the feet are in good contact with the floor. If this is not the case, take a stable object and place it under the feet to improve contact with the floor.</li> <li>• use an additional support (e.g. thin cushion) behind the lower back, when the lower back is not well-supported.</li> </ul>	
2.2	The chair covering is slip-resistant, reduces pressure on the skin and feels comfortable in relation to warmth.
<p>Avoid a leather, semi-leather or plastic chair cover as they offer little resistance. Otherwise, you can easily slide forward on your seat, resulting in an uncomfortable body posture.</p>	
2.3	The chair supports a good sitting position (i.e. both feet support flat on the ground or footrest, hips are positioned slightly higher than the knees, the front edge of the seat does not push against the knee pit or lower legs when sitting properly against the backrest of the chair, the backrest supports well the lower back).
<p>See for tips 2.1</p>	
2.4	The chair is dynamic and has a movement mechanism: the back rest is unlocked and smoothly follows your movements.
<p>The chair should preferably have a dynamic seating system that follows your movements while working. Leave it unlocked, so you can move backward and forward. If possible, adjust the resistance of the back support according to your body weight.</p>	
2.5	The forearms are well supported by the table and/or armrests in a horizontal position (90° angle to the upper arms).
2.6	The table height is at the same height as the elbows (from a good sitting position).
<p>A good arm support is recommended while working. That means that the elbows are supported at elbow height with relaxed (i.e. not raised) shoulders.</p> <ul style="list-style-type: none"> <li>• Raise the desk when the height is lower than elbow height (if needed, e.g. by using blocks, etc.).</li> <li>• Before doing that, make sure of a correct body posture while sitting (or standing).</li> </ul>	
2.7	The table/desk is large enough to set up the monitor, keyboard and mouse correctly and, if necessary, to perform tasks other than computer work.
2.8	There is enough leg space under the work surface so that when sitting, the legs don't collide with or get stuck behind anything (e.g. cables, boxes, etc.) and ensure the mobility of the legs.

Make sure that the desk is large enough (preferably complying with standard EN 527) and there is sufficient legroom. Try to consider at least a depth of 80cm and a thickness less than 5cm.

If the height of the desk is adjustable, adapt the height to elbow height (note that the shoulders are relaxed). Before doing that, make sure of a correct body posture while sitting (see office chair).

If the desk height is non-adjustable:

- The desk is too high: raise the sitting height of the chair (e.g. by using cushions in case of a non-adjustable chair) so that the elbows are at the same height as the desk.
- The desk is too low: raise the desk height (e.g. by using blocks) so that the elbows are at the same height as the desk. But keep it stable and safe.

Create an orderly desk. Remove unnecessary objects. A desk cluttered with documents and office materials prevents working in an ergonomic manner.

3	<b>Hardware (screen, keyboard, mouse) and set up Thomas</b>
3.1	The screen is large enough (at least 19 inch) and have good quality according to the applications you need to use i.e. no shiny screens and, the contrast and brightness are adjustable.
	<ul style="list-style-type: none"> <li>• Preferably, use an external screen (at least 19 inch). However, 22 or 24 inch is the standard. A larger screen means a higher resolution (and hence, sharper details).</li> <li>• For characters to be easily read, a 'dot pitch' (i.e. pixel size) of at least 0.28mm is needed. So, eye fatigue can be prevented.</li> <li>• Use the 20-20-20 rule (i.e. look every 20 minutes for at least 20 seconds at a distance of at least 20 feet).</li> <li>• Increase readability by using full width of screen, non-colors (e.g. dark font on light background) and sufficiently large font size and line spacing.</li> <li>• Options to adjust the character size on the screen are: e.g. the zoom function in Word or Excel, ctrl + to enlarge the text on a website, ctrl in combination with the scroll function of the mouse to enlarge a presented file during online meetings (e.g. via Skype, Teams).</li> </ul>
3.2	You have sufficient screens according to the tasks you need to perform (e.g. simultaneous use of Microsoft Teams, Outlook, Word, Excel, etc.).
3.3	When using only one screen, the screen is positioned right in front of you, so you don't have to turn your head and/or neck to see it.
3.4	When using two screens (e.g. laptop and fixed screen or two fixed screens): both screens are positioned so that from an upright posture you can see on both screens with minimal head movement.
3.5	The screen(s) is (are) positioned approximately at arm's length from the eyes.
3.6	The top edge of the screen(s) is (are) at eye level and slightly tilted toward you.
	<p>The nature of your tasks determines which type and how many screens are suitable.</p> <ul style="list-style-type: none"> <li>• Preferably, use external screen(s) (i.e. large enough, at least 19inch).</li> <li>• Two screens are recommended when you use multiple applications simultaneously or need to do copy-paste tasks regularly.</li> <li>• Place the screen(s) directly in front of you. When using two screens, place them in a V-shape (by using both screens equally) or the primary screen directly in front and the secondary screen on one side of you (by using one screen more than the other).</li> </ul>

3	<b>Hardware (screen, keyboard, mouse) and set up Thomas</b>
	<ul style="list-style-type: none"> <li>• Position the top edge of the screen(s) at the correct height (i.e. at eye level or just below). Therefore, use a laptop stand or, if not available, a box or a stack of books to the exact height. Note: for wearers of reading glasses, a lower setting is often appropriate.</li> <li>• Place the screen(s) at an arm's length from the eyes.</li> <li>• If you wear bifocal or multifocal glasses, make sure that the screen is positioned so that you can read from an upward, neutral position. Avoid tilting the head backwards or forwards while reading on the screen.</li> </ul>
3.7	There is no inconvenient reflection or light on the screen.
3.8	In your horizontal field of view (i.e. next to and above your screen), you do not look directly into bright light such as daylight, a lamp, etc.
	<ul style="list-style-type: none"> <li>• Position the screen perpendicular to the window. The light fall in sideways and do not reflect on your screen.</li> <li>• It is recommended to position the desk/screen at a distance of 2m from the window. If not possible, provide and use sun blinds.</li> </ul>
3.9	From the sitting position at the desk, you can look at a distance of 2m.
	<ul style="list-style-type: none"> <li>• Ensure there is sufficient depth perception in the room. It is more tiring for the eyes to look at a screen or wall at a short distance for a long time (e.g. if the monitor is right up against the wall).</li> <li>• Position the desk and screen so that you can see at least 2m (6ft) away from the workstation or look outside.</li> </ul>
3.10	You use an external keyboard.
3.11	The keyboard is in good condition and works properly (i.e. the keys are easy to read, smooth to touch, etc.).
3.12	The keyboard is positioned right in front of the screen.
3.13	You use an external (separate) mouse.
3.14	The size and shape of the mouse fit well in the hand and the mouse is in good condition and works properly.
3.15	The mouse is located next to the keyboard, so you avoid stretching to use it.
	<p>While working on the laptop, it is recommended to use an external keyboard and mouse.</p> <ul style="list-style-type: none"> <li>• Preferably use a flat keyboard (or fold in the keyboard feet).</li> <li>• Position the keyboard directly in front of the correctly positioned screen (see tips above), approximately 10-15cm from the edge of the desk.</li> <li>• Place the mouse as close as possible to the keyboard.</li> <li>• Make sure that the arm is well supported by the desk (or armrest) while typing on the keyboard / using the mouse.</li> <li>• Avoid resting the hand on the mouse while not using it.</li> <li>• Reduce mouse clicks by using keyboard short cuts where possible.</li> </ul> <p>A vertical or roller mouse could be appropriate for employees suffering from MSDs at the neck, shoulder, elbow or wrist.</p>

<b>4</b>	<b>Accessories</b>
4.1	You have a laptop stand available when working on a laptop or use a detachable screen.
Use a laptop stand if you work with a laptop for more than two hours a day. So, you can position the laptop screen at the correct (i.e. at eye level or just below) and avoid straining your neck and shoulder muscles.	
4.2	When working with a tablet, you use a tablet holder (possibly supplemented with an external keyboard).
Avoid strain on the muscles of the neck and shoulders by using a tablet stand when watching video clips and reading documents for long periods of time (>30 minutes). Use also an external keyboard when you have to answer and send e-mails for more than 30 minutes.	
<ul style="list-style-type: none"> <li>• Place the tablet directly in front of you.</li> <li>• If the tablet holder is adjustable in height, place it sufficiently high so that a strong bend in the neck region is avoided.</li> <li>• Place the tablet horizontally (= landscape orientation).</li> <li>• If you plan to work on a tablet for more than two hours, connect the tablet to an external computer (screen, keyboard and mouse).</li> </ul>	
4.3	You have a document holder when typing up notes or text from paper documents.
Use a document stand when typing up notes or text from paper documents. It helps to maintain a neutral posture at the neck and back.	
<ul style="list-style-type: none"> <li>• Position the document stand behind the (external) keyboard and beneath the monitor, directly between the monitor and keyboard.</li> <li>• Arrange it at a slight angle (approximately 45°) so that the documents are clearly legible.</li> <li>• In case of touch typing, place the document stand at the same height and distance as the monitor (so the eyes do not have to focus each time and the neck remain in a comfortable position).</li> </ul>	
4.4	You use a footrest when the feet are not fully supported on the floor (e.g. when the height of the desk is higher than elbow height).
Use a footrest when the feet are not fully supported on the floor and the desk height is not adjustable. Take into account the following recommendations (according to the DIN 4556 standard)	
<ul style="list-style-type: none"> <li>• Depth: &gt; 35 cm</li> <li>• Width: &gt; 45 cm</li> <li>• Height: 5 - 11 cm (from the front to the ground)</li> <li>• Inclination: fixed angle between 5 - 15° (or easily adjustable and fixable)</li> <li>• Anti-slip</li> </ul>	
4.5	You have a headset available if needed (e.g. during meetings, when there is a lot of background noise, during a phone call).
A noise reducing headset may be helpful to attenuate annoying background noise.	
<ul style="list-style-type: none"> <li>• Opt for a wireless headset. So, you can easily stand up and walk during meetings and virtual conversations.</li> <li>• For intensive use, it is convenient that the headset has some additional functions, e.g. for accepting calls, adjusting the volume, putting calls on hold, muting yourself, etc.</li> </ul>	

<b>4</b>	<b>Accessories</b>
	<ul style="list-style-type: none"> <li>• Make sure that the headset is adjustable in length and width.</li> <li>• In addition, headsets with active noise cancellation (that create an anti-noise to neutralise monotonous background noise) or passive noise cancellation (that block all sound with over-ear hoods or in-ear plugs) help shield you from disturbing background noise.</li> </ul>

<b>5</b>	<b>Internet, software and support (helpdesk)</b>
5.1	You have a good internet connection at home.
5.2	The software is suitable to perform your tasks efficiently.
5.3	Technical support is provided in case of problems with the computer software.
Contact your ICT service desk or employer to find a solution.	

<b>6</b>	<b>Work organization</b>
6.1	Your tasks, responsibilities and expectations are clearly defined.
6.2	Your employer, supervisor and colleagues respect the agreed working hours.
6.3	You can organize your work in such a way that you can take regular breaks.
	<ul style="list-style-type: none"> <li>• Make sure that your responsibilities and expectations are clearly defined. Clear agreements on working hours and the organisation of your work have a positive impact on your productivity and mental health.</li> <li>• Be transparent and engage with colleagues and your supervisor.</li> </ul>

<b>7</b>	<b>Psychosocial factors</b>
7.1	There is a good balance between working at home and working at the office.
	<ul style="list-style-type: none"> <li>• Try to find a good balance between working in the office and at home.</li> <li>• Make agreements with your manager in accordance with your tasks and needs. For instance, tasks that require concentration can be carried out at a quiet home office, the office might be the best place for connecting and meetings with colleagues and a creative brainstorming.</li> </ul>
7.2	You can manage to separate your professional and private life.
<p>When working from home, the boundaries between work and home become more blurred. Some practical tips to improve work-life balance:</p> <ul style="list-style-type: none"> <li>• Provide a separate home-office where you can work without being disturbed.</li> <li>• Respect 'normal' office working hours.</li> <li>• Take care of a good routine: get up, get dressed and start at the same way and time as you would for a 'normal' workday. End the workday, for example by taking a walk.</li> <li>• Schedule the workday (including lunch and short breaks).</li> </ul>	

<b>7</b>	<b>Psychosocial factors</b>
	<ul style="list-style-type: none"> <li>Do some small household and garden tasks as break. It helps to alternate the prolonged sitting and the mental effort.</li> <li>Make plans for the after-work hours. If you have to be somewhere at the end of the workday, it is more likely that you log off and stop working.</li> </ul>
7.3	Your workload is mostly acceptable.
	<ul style="list-style-type: none"> <li>Do not ignore the high pace of work. In case of (persistent) high workload, make an appointment to talk about with your supervisor.</li> <li>Take enough breaks during the day in order to break up periods of intense work, and do not skip lunch break. Go off-line!</li> <li>Do you sometimes forget to take a break? Consider the Pomodoro technique. That is a time management method that prescribes working in blocks of 25 minutes, with 5 minutes break between the blocks.</li> <li>Focus on one task and avoid distraction by working in a quiet room, put on a headphone and close mailbox. Inform colleagues that you are not "available" for a while.</li> </ul>
7.4	You do not feel isolated.
7.5	You have sufficient balance between formal and informal contact moments with your colleagues and supervisor.
	<ul style="list-style-type: none"> <li>Stay connected with colleagues and supervisor by scheduling regular phone calls or virtual meetings. This helps to keep them informed of what you're working on and maintain positive relationships.</li> <li>Keep the 'watercooler' conversations going by scheduling regular social video chats. It is important to maintain opportunities for social interaction that you would ordinarily have in the workplace and check in on each other.</li> <li>Reserve the first part of the meeting for a check-in, to discuss how everyone is doing and talk about non-work-related issues. Take virtual coffee breaks with colleagues.</li> <li>Team meetings are best alternated with one-on-one talks with colleagues and supervisor.</li> <li>Try to find a good balance between working at home and in the office (where it is easier to connect and engage with colleagues).</li> </ul>
7.6	You feel valued by your supervisor and colleagues.
7.7	You can ask your colleagues and/or supervisor for help when needed.
	<ul style="list-style-type: none"> <li>Tell your colleagues when you like them to help you. Otherwise, express your appreciation and in turn help colleagues when necessary.</li> <li>If the work is not going smoothly, do not wait too long to ask for help. Usually, people like it when their advice is sought, and they get recognition that way.</li> <li>Try to bring the situation up for discussion and do not shrink from initiating a meeting with your colleagues or manager. If you don't say anything, then no changes can be made.</li> <li>Help and support: if you have any concerns or need support, speak with your supervisor.</li> </ul>
7.8	Attention is paid to breaks during long-duration online meetings or online training sessions.
	<ul style="list-style-type: none"> <li>Appoint a timekeeper who keeps an eye on the agenda and allows you to take a short break every hour.</li> <li>A playful slide in a long PowerPoint presentation can be a signal to stretch or do an exercise.</li> </ul>

<b>7</b>	<b>Psychosocial factors</b>
	<ul style="list-style-type: none"> <li>Consider alternatives: an online meeting is not always necessary. Telephone meetings, where you can stand up and walk around, may be a healthier alternative from time to time. Or a walking meeting with a colleague who lives nearby.</li> </ul>

<b>8</b>	<b>Healthy lifestyle</b>
8.1	You rarely sit for more than 30 minutes at a time, e.g. by using a timer to tell you when to take a micro-break.
8.2	You spend a maximum of 8 hours sitting during a day (this refers to sitting while working, in private time, in the car....).
8.3	You alternate between postures (e.g. by sitting, standing, walking, etc.).

Try to move more and reduce sedentary behavior during your (tele)workday. Here are some tips:

- Alternate between tasks and change posture at least every hour by standing up, taking a (coffee) break, going to the toilet, etc.
- Regularly stand up during online meetings or walk during phone calls.
- Alternate between sitting (no more than one hour) and standing (no more than 30 minutes) work. Ideally, use a sit-stand desk. If not available, position the laptop on a platform on the table or a cabinet (that is positioned at elbow height).
- Use the stairs regularly. For instance, go to the toilet on a different floor from the home desk.
- Fill a glass with water instead of a bottle or place the printer away from your workplace.
- Create movement while sitting, e.g. by activating the dynamic seat of the office chair or stretch and lean back from time to time.

8.4	You do some exercises during a short break (e.g. forward/backward rotation of shoulders).
8.5	You exercise enough to obtain and maintain a healthy physical lifestyle.

Regularly do some quick exercises, mini-walks or short workouts to improve blood circulation and release muscle tension.

In addition, be physically active for at least 30 minutes a day at a moderate intensity, e.g. brisk walking, cycling at a speed of at least 15 km/h, garden work, etc.. It is not necessary to be physically active for 30 consecutive minutes. The total active time can be split into periods of exercise lasting at least 10 minutes each.

8.6	You generally have a good quality of sleep? You have a rested feeling when you wake up in the morning.
8.7	You generally take care of your body by eating healthy, drinking daily 1.5l water, relaxing, not smoking, not drinking too much alcohol, etc. You are aware that this is important to feel good, have more energy and prevent illness.

Preparation for a good night's sleep starts yet in the morning (by opening your eyes).

- Maintain a healthy lifestyle throughout the day, e.g. keep up a regular diet, limit alcohol consumption, drink enough water, exercise regularly, do not smoke.
- Avoid heavy meals and intensive sport activities (late) in the evening.

<b>8</b>	<b>Healthy lifestyle</b>
	<ul style="list-style-type: none"> <li>• Avoid exposure to (blue) light from smart phones, laptops and other devices in the evening (at least one hour before going to bed).</li> <li>• Incorporate a sleeping routine to wind down your day.</li> <li>• Maintain a balanced sleep and wake rhythm. During the weekend, you can a little longer in bed, but no more than one hour.</li> </ul>

<b>9</b>	<b>Information, training and support</b>
9.1	You received adequate information or attend training about the security risks regarding working at home.
9.2	You received adequate information or attend training about the ergonomic design of the workplace with regard working at home.
9.3	You received adequate information or attend training about the psychosocial factors with regard working from home.
9.4	You received adequate information or attend training about a healthy lifestyle with regard working at home.
9.5	You received adequate information or attend training about the software programs with regard working at home (e.g. how to work with Microsoft Teams).
9.6	You can get individual advice from an occupational medicine and/or ergonomist for physical complaints during work.
9.7	You can contact an occupational medicine and/or a psychologist at work (or there is a system) to report symptoms of burnout, conflicts with colleagues or supervisors, being bullied, being sexually harassed, etc.
Talk to your supervisor if you need information, training or (expert) advice on a specific topic.	

**Part C consists of a checklist (i.e. positive statements to be reached) that can be used by the employer.**

Part C	Telework in the organisation - <b>for the EMPLOYER</b>		
	Statements (situations to be reached)	Yes	No
1.	There is a clear vision and policy approach to telework.		
2.	There is a written agreement with employees who telework on a structural basis.		
3.	The organisation focuses on connecting relational leadership with attention to appreciation and focus on results (based on trust).		
4.	Telework is included in the company's compulsory risk assessment. Self-assessments (checklists) are made available to teleworkers so that they can assess telework in all its aspects. The information collected is incorporated (anonymously) into the company's risk assessment.		

Part C	Telework in the organisation - <b>for the EMPLOYER</b>		
5.	The employer / OSH expert may visit the home with the worker's permission. If permission is not granted, risk assessment could be carried out on the basis of the information collected from the teleworker, in accordance with the operating instructions of prevention.		
6.	The organisation provides information and/or training for teleworkers on <ul style="list-style-type: none"> <li>• security risks</li> <li>• ergonomic design of the workplace</li> <li>• psychosocial factors</li> <li>• a healthy lifestyle</li> <li>• The use of ICT and software programs</li> </ul>		
7.	Teleworkers can contact an occupational medicine and/or a psychologist at work (or there is a system) to report symptoms of burnout, conflicts with colleagues or supervisors, being bullied, being sexually harassed, etc.		

**Part D consists of examples of good practices, corresponding to the statements in part C, that can be taken by the employer.**

Part D	Examples of good practices - <b>for the EMPLOYER</b>
1.	There is a clear vision and policy approach to telework.
	It is important to develop a common vision of telework within the organisation. A 'vision' clarifies the objectives, reasons and values of a telework policy. A clear vision forms the basis for developing a telework policy and an agreement framework. Involve managers, employees and trade union representatives in drawing up the telework policy. The core idea of teleworking is autonomy and trust, which must be evident in the policy that is drawn up.
2.	There is a written agreement with employees who telework on a structural basis.
	If you want to introduce structural teleworking in your organisation, you need to arrange a written agreement with the employee. This specifically concerns an appendix to the employment contract including agreements on frequency of telework, telework location, time that the employee must be available, equipment and possible reimbursement of costs by the employer, etc.
3.	The organisation focuses on connecting relational leadership with attention to appreciation and focus on results (based on trust).
	A good balance between telework and connecting with colleagues in the office is important. Keeping employees resilient during hybrid working requires a relational leadership style form an appreciative attitude and with focus on results (not based on the number of hours worked). Working together on a basis of trust is the key. How to organise teamwork and work on team development with changing teams deserves separate attention. Provide the necessary training and support for your line managers and supervisors.
4.	Telework is included in the company's compulsory RA. Self-assessments (checklists) are made available to teleworkers so that they can assess telework in all its aspects. The information collected is incorporated (anonymously) into the company's risk assessment.

<p>Include telework in the company's compulsory RA. Provide a multidisciplinary self-assessment tool that the teleworker can use to evaluate his home workplace. Then include the collected, anonymous information in the organisation's risk assessment.</p>	
5.	<p>The employer / OSH expert may visit the home with the worker's permission. If permission is not granted, RA could be carried out on the basis of the information collected from the teleworker, in accordance with the operating instructions of prevention.</p>
<p>It is the employer's responsibility to carry out a risk assessment, even when employees working from home. If the teleworker does not consent to a home visit, determine another way to collect the information. For instance, provide a self-assessment tool so that the teleworker can evaluate his home workplace himself. Then include the information (anonymously) in the company's risk assessment.</p>	
6.	<p>The organisation provides information and/or training for teleworkers on</p> <ul style="list-style-type: none"> <li>• security risks</li> <li>• ergonomic design of the workplace</li> <li>• psychosocial factors</li> <li>• a healthy lifestyle</li> </ul> <p>The use of ICT and software programs</p>
<p>It is important to invest in technical assistance and training on security risks, optimal use of the dynamic workstation, how to stay vital and healthy throughout the working day, healthy (de)connecting and proper use of ICT and software programs to your teleworkers.</p>	
7.	<p>Teleworkers can contact an occupational medicine and/or a psychologist at work (or there is a system) to report symptoms of burnout, conflicts with colleagues or supervisors, being bullied, being sexually harassed, etc.</p>
<p>Ensure that teleworkers have access to a system where they can report physical and/or psychosocial hazards or symptoms, and if needed, can arrange a consult with an occupational physician and/or psychologist.</p>	