

CL_No. 1: Checklist for Future Teleworkers

Set-up of the domestic workplace				
1	Is a separate workroom suitable for telework available?	<input type="checkbox"/> Yes	<input type="checkbox"/> No ⇒ check whether another room with sufficient space and not frequented by fellow residents during working hours is available. ⇒ consider refraining from telework	<input type="checkbox"/> not known ⇒ minimum criteria (check legal requirements, recommendations) ⇒ carry out trial sessions
2	Is there a suitable fixed electricity supply in the workroom?	<input type="checkbox"/> Yes	<input type="checkbox"/> No ⇒ install (consider consulting a competent person)	<input type="checkbox"/> not known ⇒ check (consider consulting a competent person)
3	Is a telephone point or an ISDN connection available in the workroom?	<input type="checkbox"/> Yes	<input type="checkbox"/> No ⇒ apply for an ISDN-connection ⇒ install a NTBA in the workroom (by competent person) ⇒ notify landlord if the building structure is affected	<input type="checkbox"/> not known ⇒ check
4	Is suitable office furniture available (chair, desk, shelving, cabinet) that complies with the legal requirements (Health & Safety law)?	<input type="checkbox"/> Yes	<input type="checkbox"/> No ⇒ arrange provision	<input type="checkbox"/> not known ⇒ check legal requirements ⇒ if available contact ergonomics advisor ⇒ obtain information (eg of employers' associations) ⇒ carry out a workplace analysis
5	Is the workplace set out ergonomically (seating position, desk height, monitor position, monitor quality, sufficient lighting, shades to avoid direct sunlight)?	<input type="checkbox"/> Yes	<input type="checkbox"/> No ⇒ use other workstation equipment ⇒ consider a different room layout	<input type="checkbox"/> not known ⇒ obtain information (eg of employers' associations)
6	Is lockable filing storage available (drawers, cabinets)?	<input type="checkbox"/> Yes	<input type="checkbox"/> No ⇒ obtain office furniture from employer or self	<input type="checkbox"/> not known ⇒ check
7	Is the workstation equipment (furniture, PC, monitor) suited to the size of the workroom?	<input type="checkbox"/> Yes	<input type="checkbox"/> No ⇒ consider changing equipment (eg flat screen monitor instead of CRT monitor)	<input type="checkbox"/> not known ⇒ prepare a room plan ⇒ determine space requirements of the workstation equipment

8	Is the equipment technology at the teleworkplace compatible with that at the central workplace?	<input type="checkbox"/> Yes	<input type="checkbox"/> No ⇒ use compatible equipment components and software as far as possible	<input type="checkbox"/> not known ⇒ carry out an assessment of technology requirements
9	Can equipment that is generally shared in the office (fax, printer, copier, shredder) be done without?	<input type="checkbox"/> Yes	<input type="checkbox"/> No ⇒ arrange provision ⇒ check alternative solutions (eg printing output at head office on instruction sent from teleworkplace PC)	<input type="checkbox"/> not known ⇒ carry out an assessment of technology requirements
10	Is all necessary equipment (incl office supplies) available at the teleworkplace?	<input type="checkbox"/> Yes	<input type="checkbox"/> No ⇒ prepare a list ⇒ arrange provision	<input type="checkbox"/> not known ⇒ carry out a workplace assessment
11	Is there a reception area for official visitors?	<input type="checkbox"/> Yes	<input type="checkbox"/> No ⇒ consider designating a room (living room or dining room) ⇒ receive official visitors in the main office, adapt telework model accordingly	<input type="checkbox"/> not known ⇒ check ⇒ ask supervisor what the requirements are
12	Is the teleworkplace sufficiently protected against unauthorised access?	<input type="checkbox"/> Yes	<input type="checkbox"/> No ⇒ install measures to prevent unauthorised access ⇒ install burglar alarm ⇒ inform members of the household	<input type="checkbox"/> not known ⇒ obtain information from the employer ⇒ obtain information from insurance companies
13	Do members of the household agree in principle to allow representatives of the employer and of state supervisory authorities access to the residence?	<input type="checkbox"/> Yes	<input type="checkbox"/> No ⇒ refrain from telework	<input type="checkbox"/> not known ⇒ discuss topic (Note: retraction of right of access is possible at any time)
Mobile Workplace				
14	Is the mobile equipment (in particular a notebook) suitable for the task?	<input type="checkbox"/> Yes	<input type="checkbox"/> No ⇒ check equipment components and consider revising	<input type="checkbox"/> not known ⇒ carry out a technology assessment
15	Is mobile equipment (notebook, mobile phone) available for use at any time?	<input type="checkbox"/> Yes	<input type="checkbox"/> No ⇒ in the case of pooled equipment, determine responsibility for care of equipment early on	<input type="checkbox"/> not known ⇒ check

16	Is the mobile phone network accessible at the usual workplaces?	<input type="checkbox"/> No <input type="checkbox"/> Yes	<input type="checkbox"/> No ⇒ when selecting the mobile phone network consider geographical coverage ⇒ test frequent workplaces for transmission dead spots? ⇒ test availability on frequently used railway lines	
17	Can work continue even during loss of online access?	<input type="checkbox"/> No <input type="checkbox"/> Yes	<input type="checkbox"/> No ⇒ plan offline-work, particularly when travelling by train ⇒ make important applications also available on hard disk	<input type="checkbox"/> not known ⇒ carry out a technology assessment ⇒ base selection of equipment on the results
18	Can work continue in the event of equipment battery failure?	<input type="checkbox"/> No <input type="checkbox"/> Yes	<input type="checkbox"/> No ⇒ always take replacement batteries when travelling ⇒ prior to embarking on a train journey reserve a seat near an electrical socket	<input type="checkbox"/> not known ⇒ check whether replacement batteries are available
19	Is contactability during journeys at individual discretion?	<input type="checkbox"/> No <input type="checkbox"/> Yes	<input type="checkbox"/> No ⇒ method of contact ⇒ ensure E-mail access ⇒ set up communication filters (eg activate mailbox function)) ⇒ consider handing out mobile phone number only selectively	<input type="checkbox"/> not known ⇒ work through scenarios: when am I accessible, where and for whom?
Time management and self organisation				
20	Will working time be free from distraction?	<input type="checkbox"/> No <input type="checkbox"/> Yes	<input type="checkbox"/> No ⇒ Arrange the workplace and environment in such a way that the working atmosphere is distraction-free.	<input type="checkbox"/> not known ⇒ carry out trial sessions ⇒ work through scenarios (What would the effect on my work be if ...?)
21	Does a “working atmosphere” also exist at the teleworkplace?	<input type="checkbox"/> No <input type="checkbox"/> Yes	<input type="checkbox"/> No ⇒ consider also wearing office clothes at home as it gives a stronger feeling of working	
22	Are the most productive times of the day used for professional activities?	<input type="checkbox"/> No <input type="checkbox"/> Yes	<input type="checkbox"/> No ⇒ find the optimal working hours subject to own creativity phases, private interests and family framework ⇒ note work related ideas even outside working hours	<input type="checkbox"/> not known ⇒ try out various working hours

23	Do you succeed in starting work early in the morning without any problems?	<input type="checkbox"/> Yes	<input type="checkbox"/> No ⇒ keep to regular working hours ⇒ consider also wearing office clothing at home ⇒ get training in time management, communication or personal development	<input type="checkbox"/> not known ⇒ build up experience over several weeks ⇒ react early to signs that discipline is decreasing
24	Do you finish work and “switch off” in the evenings without any problems?	<input type="checkbox"/> Yes	<input type="checkbox"/> No ⇒ keep to regular working hours ⇒ establish regular times when no work is done ⇒ set up a daily work plan and adhere to it	<input type="checkbox"/> not known ⇒ build up experience over several weeks ⇒ react early to signs that discipline is decreasing
25	Is sufficient time available for longer stretches of undisturbed work?	<input type="checkbox"/> Yes	<input type="checkbox"/> No ⇒ make telephone calls together to allow time for undisturbed work in one stretch	<input type="checkbox"/> not known ⇒ build up experience over several weeks
26	Does the work on the computer alternate sufficiently often with other activities involving moving about the room?	<input type="checkbox"/> Yes	<input type="checkbox"/> No ⇒ allow for regular and sufficient breaks in particular when working on the computer	<input type="checkbox"/> not known ⇒ on selected days note all activities with timings (work diary) ⇒ analyse the results with respect to duration of work phases
27	Do you succeed in organising the working day and in distributing working hours between the individual tasks without any problems?	<input type="checkbox"/> Yes	<input type="checkbox"/> No ⇒ each day prepare a "to do"-list ⇒ consider use of organiser-software (eg MS Outlook) ⇒ carefully note down times needed for the various tasks	<input type="checkbox"/> not known ⇒ on selected days note all activities with timings (work diary) ⇒ analyse the result with respect to opportunities for optimisation
Dealing with changing workplaces				
28	Were personal tasks assessed with regard to which activities were best suited to being carried out at the teleworkplace?	<input type="checkbox"/> Yes	<input type="checkbox"/> No ⇒ plan the working week in such a way that activities are allocated to the various workplaces.	<input type="checkbox"/> not known ⇒ carry out a workplace needs analysis
29	Has consideration been given to those activities staff need management to be present (eg lack of signatory authority)?	<input type="checkbox"/> Yes	<input type="checkbox"/> No ⇒ consider and agree with employees	
30	Are there sufficient	<input type="checkbox"/>	<input type="checkbox"/> No	<input type="checkbox"/> not known

	opportunities for team discussion?	Yes	⇒ bundle face to face discussions and meetings on office days ⇒ wherever possible replace ad-hoc meetings with planned or arranged meetings	⇒ work through scenarios before commencing telework (what meetings would I have missed last week had I been teleworking already?)
31	Is it known which activities are carried out at home and which in the office?	<input type="checkbox"/> No <input type="checkbox"/> Yes	<input type="checkbox"/> No ⇒ prepare a to-do list for teleworkplace and office workplace	
32	Were the times of the day that contact could be made over the phone agreed with the team?	<input type="checkbox"/> No <input type="checkbox"/> Yes	<input type="checkbox"/> No ⇒ determine contact times in general or short-term, in order to avoid obstacles to communication ⇒ agree conditions where contact is desirable even outside normal working hours	
33	Are all documents needed for work available at the respective workplace at all times?	<input type="checkbox"/> No <input type="checkbox"/> Yes	<input type="checkbox"/> No ⇒ consider ahead which documents, lists, handbooks etc are needed at which workplace ⇒ obtain duplicates or second copies of frequently needed documents	<input type="checkbox"/> not known ⇒ carry out a workplace analysis
34	Have arrangements been made for transferring documents (records) between the teleworkplace and the main office?	<input type="checkbox"/> No <input type="checkbox"/> Yes	<input type="checkbox"/> No ⇒ arrange document transfer system (own transport, postal service, courier)	<input type="checkbox"/> not known ⇒ carry out a workplace analysis
35	Can all working documents get to where they are needed even in exceptional circumstances (eg own illness)?	<input type="checkbox"/> No <input type="checkbox"/> Yes	<input type="checkbox"/> No ⇒ make provisions (eg for a return transport of documents in case of illness)	<input type="checkbox"/> not known ⇒ carry out a workplace analysis
36	Are mechanisms for recording working hours at the teleworkplace agreed?	<input type="checkbox"/> No <input type="checkbox"/> Yes	<input type="checkbox"/> No ⇒ make arrangements for non-management employees ⇒ self-recording or automatic crediting of contractually agreed working hours is recommended	
37	Has it been agreed with the team how results of meetings which cannot be attended must be passed on?	<input type="checkbox"/> No <input type="checkbox"/> Yes	<input type="checkbox"/> No ⇒ make arrangements ⇒ determine responsibility	
38	Can work continue even when telecommunication links to the main office are lost??	<input type="checkbox"/> No <input type="checkbox"/> Yes	<input type="checkbox"/> No ⇒ identify activities which can be carried out at the teleworkplace when the connection is lost ⇒ ensure that, if necessary, spontaneous return to the	<input type="checkbox"/> not known ⇒ work through scenarios

			office workplace is possible	
39	Has a course of action been agreed in the case of illness on a teleworking day?	<input type="checkbox"/> Yes	<input type="checkbox"/> No ⇒ make arrangements (eg sickness notification procedures, return of working documents)	
Evaluation of efficiency, lobbying and further education				
40	Is there contact with other teleworkers in the organisation?	<input type="checkbox"/> Yes	<input type="checkbox"/> No ⇒ initiate exchange of experiences with other teleworkers ⇒ organise meetings ⇒ formulate common interests and pass them on to project leaders as requirements	
41	Is it certain that telework will not impair career opportunities?	<input type="checkbox"/> Yes	<input type="checkbox"/> No ⇒ open discussion with supervisors ⇒ consider refraining temporarily or permanently from telework ⇒ communicate actively, show willingness to take on work ⇒ emphasise own achievements in the team to overcome “invisibility” of professional achievement	<input type="checkbox"/> not known ⇒ open discussion with supervisors
42	Is the supervisor at any time informed about what work is produced for the organisation at the teleworkplace?	<input type="checkbox"/> Yes	<input type="checkbox"/> No ⇒ actively emphasise achievements ⇒ clarify that telework is not (only) chosen for personal reasons but (also) to increase work efficiency	<input type="checkbox"/> not known ⇒ open discussion with supervisors
43	Is it certain that continuing further education is also available at the teleworkplace ?	<input type="checkbox"/> Yes	<input type="checkbox"/> No ⇒ ensure access to literature (eg circulating magazines) ⇒ make internet access available ⇒ check novel training and further education offers (telelearning, CD-ROM) ⇒ consider adapting telework model (more frequent office working days)	<input type="checkbox"/> not known ⇒ check information sources

44	Are contact persons available who can assist with well-founded knowledge in case of application problems (eg operation of software)?	<input type="checkbox"/> Yes	<input type="checkbox"/> No ⇒ designate staff to function as contact persons for the basic applications	
Domestic environment				
45	Has the future work situation been discussed with the family/household members?	<input type="checkbox"/> Yes	<input type="checkbox"/> No ⇒ work towards persuading the family in favour of telework ⇒ discuss effects on everyday life	
46	Do all members of the household agree with the installation of the teleworkplace?	<input type="checkbox"/> Yes	<input type="checkbox"/> No ⇒ discuss objections ⇒ consider measures to avoid inconveniencing cohabitants	<input type="checkbox"/> not known ⇒ discuss the topic openly with all members of the household
47	Can it be guaranteed that family or household members will not disturb during working hours?	<input type="checkbox"/> Yes	<input type="checkbox"/> No ⇒ make arrangements with the family to allow undisturbed working ⇒ establish basic rules regarding the circumstances in which interruptions are allowed	<input type="checkbox"/> not known ⇒ make arrangements with the family to allow undisturbed working
48	Can it be guaranteed that telephone callers will not be distracted by noise disturbance from the domestic environment?	<input type="checkbox"/> Yes	<input type="checkbox"/> No ⇒ determine rules for behaviour ⇒ consider improving noise insulation or choose a different room	<input type="checkbox"/> not known ⇒ carry out tests whether household noise can be perceived on the phone
49	Have childcare arrangements been made for the working hours at the teleworkplace?	<input type="checkbox"/> Yes	<input type="checkbox"/> No ⇒ consider employing a childminder for the working hours ⇒ also make arrangements for exceptional situations (eg school closures, illness)	<input type="checkbox"/> not known ⇒ discuss topic with members of the household ⇒ workthrough scenarios
50	Are other disturbances during working hours also prevented?	<input type="checkbox"/> Yes	<input type="checkbox"/> No ⇒ keep to a tight daily schedule ⇒ reduce disturbances during working hours to a minimum ⇒ accept disturbances that take up little time (eg receiving mail)	<input type="checkbox"/> not known ⇒ work through scenarios
51	Do neighbours and acquaintances understand and accept the new work	<input type="checkbox"/> Yes	<input type="checkbox"/> No ⇒ inform neighbours and acquaintances about the	<input type="checkbox"/> not known ⇒ communicate proactively

	situation?		new work form in order to avoid gossip and misunderstandings (unemployed, absenteeism)	
Work environment				
52	Do you lead staff effectively even without direct contact?	<input type="checkbox"/> Yes	<input type="checkbox"/> No ⇒ do not judge the behaviour of staff but the work result	<input type="checkbox"/> not known ⇒ utilise experiences from times while away on business
53	Do staff know which objectives they should achieve, how to achieve them and against what criteria they are being measured?	<input type="checkbox"/> Yes	<input type="checkbox"/> No ⇒ agree on objectives together with staff (what, by what time and what quality) and document	<input type="checkbox"/> not known ⇒ find out in individual talks
54	Can mechanisms for staff evaluation also be used for telework?	<input type="checkbox"/> Yes	<input type="checkbox"/> No ⇒ consider modification of evaluation mechanisms ⇒ increase use of office working days to communication with staff	<input type="checkbox"/> not known ⇒ gain experiences over several weeks
55	Is the relationship with staff based on trust?	<input type="checkbox"/> Yes	<input type="checkbox"/> No ⇒ take team building measures ⇒ seek conversation in an informal setting, also outside working hours	
56	Do you feel that you are still regarded as a full colleague or supervisor and involved in the decision making process accordingly?	<input type="checkbox"/> Yes	<input type="checkbox"/> No ⇒ seek constant contact ⇒ communicate actively ⇒ increase use of telephone and E-Mail	
57	Are all working partners contactable via E-mail and do they reply promptly?	<input type="checkbox"/> Yes	<input type="checkbox"/> No ⇒ if necessary press staff and colleagues to use the internal mail system more intensively ⇒ consider using other media	<input type="checkbox"/> not known ⇒ carry out test (how long individuals take to react to an E-mail?)
58	Is there sufficient personal communication between staff as well as colleagues and supervisors?	<input type="checkbox"/> Yes	<input type="checkbox"/> No ⇒ make more appointments for meetings ⇒ steer informal communication into more formal channels ⇒ seek contact in an informal setting, also outside working hours	<input type="checkbox"/> not known ⇒ carry out an analysis of communication relationships (as part of the workplace analysis)
59	Are meetings target oriented	<input type="checkbox"/>	<input type="checkbox"/> No	<input type="checkbox"/> not known

	and do they assist the intensive exchange of ideas in the team?	Yes	⇒ try to organise meetings more effectively by setting an agenda and (better) preparation ⇒ at the same time create a relaxed setting to also allow informal communication during a planned meeting	⇒ self-critical discussion with the team about weaknesses and optimisation potential
60	Are staff and colleagues aware that you can be contacted at home at any time should any questions or problems arise?	<input type="checkbox"/> No Yes	<input type="checkbox"/> No ⇒ communicate actively, as there are generally great inhibitions toward contacting a supervisor at home ⇒ clarify that telework does not mean you want less contact with staff ⇒ set up a call forwarding connection	<input type="checkbox"/> not known ⇒ discuss with the team
61	Are staff able to work in their area of responsibility without having to contact their supervisor all the time?	<input type="checkbox"/> No Yes	<input type="checkbox"/> No ⇒ delegate responsibility	<input type="checkbox"/> not known ⇒ discuss with the team ⇒ use experience from own absence (holidays, illness, business travel)
62	Are there unambiguous arrangements for those tasks which cannot be carried out at the teleworkplace (eg visitor reception)?	<input type="checkbox"/> No Yes	<input type="checkbox"/> No ⇒ designate individuals and allocate tasks	<input type="checkbox"/> not known ⇒ discuss with the team
63	Have arrangements been made for a designated contact person if particular assistance is required (eg access to only centrally available documents)?	<input type="checkbox"/> No Yes	<input type="checkbox"/> No ⇒ designate individuals and allocate tasks	<input type="checkbox"/> not known ⇒ discuss with the team
64	Can envy and resentment amongst colleagues be avoided?	<input type="checkbox"/> No Yes	<input type="checkbox"/> No ⇒ encourage more transparency ⇒ discuss problems, annoyances and fears in department-wide meetings and look for possible solutions	<input type="checkbox"/> not known ⇒ discuss with the team
65	Are clients and other work partners comfortable with the knowledge that work is done from home?	<input type="checkbox"/> No Yes	<input type="checkbox"/> No ⇒ inform clients, suppliers, cooperation partners etc regarding the introduction of telework	<input type="checkbox"/> not known ⇒ gain experience over several weeks

			⇒ pass on telephone number of the home office or have it printed on business card	
Other (own level of knowledge and other activities)				
66	Are all relevant financial and legal aspects resolved with the employer?	<input type="checkbox"/> Yes	<input type="checkbox"/> No ⇒ finalise individual agreements ⇒ consider pressing the workers' council for finalisation of a workforce agreement	<input type="checkbox"/> not known ⇒ consider checking business agreement ⇒ register need for clarification with project leader and personnel department
67	Is it certain that setting up the teleworkplace will not lead to under-insurance of the home contents?	<input type="checkbox"/> Yes	<input type="checkbox"/> No ⇒ exclude equipment supplied by the organisation from the private home contents insurance	
68	Can technical support be arranged quickly at the teleworkplace?	<input type="checkbox"/> Yes	<input type="checkbox"/> No ⇒ designate one contact person in the data processing department ⇒ determine performance specification for response and fault repair	
69	Are the fiscal effects of telework known and have their consequences been taken into consideration?	<input type="checkbox"/> Yes	<input type="checkbox"/> No ⇒ seek advice from tax consultant ⇒ check support for using own house and possibility of tax deduction for the work room ⇒ consider adapting organisation of telework in order to benefit from tax advantages	