

# COVID-19 Telework Policy

## Working from Home

During the current pandemic, companies are encouraging their teams to work remotely. COVID-19 and the coronavirus that caused it will continue to place limitations on travel and restrictions on companies. To ensure the safety and wellbeing of our workers and clients, we are encouraging telework. Even though you may not be in a physical office, it's important to remember that you're still on the clock and representing <<Company Name>> to clients and colleagues. Culture plays an instrumental role in defining our company, so we want to make sure that you are staying engaged and connected to your team members.

## Telework Policies

### Time Worked

Telecommuting employees who are not exempt from the overtime requirements of the Fair Labor Standards Act will be required to accurately record all hours worked using the company's approved time-keeping system. Hours worked in excess of those scheduled per day and per workweek require the advance approval of your supervisor. Failure to comply with this requirement may result in disciplinary action.

### Check In

Despite working remotely, you are still required to communicate regularly with your direct supervisors and managers:

- Notify your immediate supervisor when beginning your work day or shift.
- Notify your immediate supervisor when you leave and return from your meal break, or when you sign off for extended periods of time (e.g., run an errand, meet with a client or coworker, pick up supplies or orders, etc.).
- Notify your immediate supervisor when ending your work day or shift.

- Scheduled meetings must still be honored and attended using the teleconferencing or video conferencing systems provided to you.

## Security

Consistent with the organization's expectations of information security for employees working at the office, telecommuting employees will be expected to ensure the protection of proprietary company and customer information accessible from their home office. Steps include the use of locked file cabinets and desks, regular password maintenance, and any other measures appropriate for the job and the environment.

## Safety

Employees are expected to maintain their home workspace in a safe manner, free from safety hazards. The company will provide each telecommuter with a safety checklist that must be completed at least twice per year. Injuries sustained by the employee in a home office location and in conjunction with his or her regular work duties are normally covered by the company's workers' compensation policy. Telecommuting employees are responsible for notifying the employer of such injuries as soon as practicable. The employee is liable for any injuries sustained by visitors to his or her home worksite. Telecommuting is not designed to be a replacement for appropriate child care. Although an individual employee's schedule may be modified to accommodate child care needs, the focus of the arrangement must remain on job performance and meeting business demands. Prospective telecommuters are encouraged to discuss expectations of telecommuting with family members prior to entering a trial period.

## Telework Conduct & Best Practices

### Professional Conduct

- Demonstrate a commitment to integrity, professionalism, and upholding the company brand at all times.
- Strive to be a role model for ethical behavior.
- Promote positive attitudes and outlooks.

- Always work to foster healthy dialog and open communications.
- Listen to others and respond thoughtfully.
- Escalate concerns, issues, or needs when assistance is needed. We are here to support you.
- Remember, you are at work. Interacting with internal teams and clients may often occur over video conferencing. Always ensure that your dress, demeanor, and environment reflect a positive image of you and the company.

## Your Home Office

- Designate a dedicated area to serve as your office space. This will optimize your work and encourage efficient performance.
- Choose a quiet and distraction-free space.
- Set up a desk and a comfortable chair.
- Have essential office supplies nearby.
- Ensure that you have proper lighting.
- Make sure family members understand that you are “at the office” working, even though you are home

## Equipment

- Laptop or desktop computer using the company’s approved operating systems (e.g., Windows or Apple), software, or digital platforms.
- Reliable and consistent WiFi and Internet access.
- Desk, headphones, and access to communication software required by the company (e.g., Skype, HipChat, etc.)
- Appropriate attire (e.g., business professional, business casual, company shirts or uniforms, etc.)

## Working Hours

- Your working hours are often determined by the regions and clients you support. For example, if you are servicing clients in different states, you will be working during the applicable U.S. time zones.

- Always remain in contact with your manager and team during assigned working hours.
- Always contact your manager to gain approval for vacation time, holidays, medical or family leaves, and planned absences.
- For unplanned absences, contact your manager as early as possible to allow for backup scheduling.
- If you anticipate being away from your office longer than scheduled breaks allow, contact your manager immediately to inform him or her.

### Live Communications

When working in a virtual environment, maintaining personal ties and integrating with the team culture is essential. Much of your direct communication will take place through video messaging and conference platforms.

- Always dress appropriately, as you would when meeting colleagues in a brick-and-mortar office.
- Always keep your video feed active. We want to see you and talk to you – as though we were all together in the same space.
- Because calls can be spontaneous, with little or no notice, it's important to wear business attire and be in professional surroundings during all working hours.

### Company Property

- All employees should treat company issued property, whether tangible or intangible, with respect and care.
- Intangible property includes intellectual properties, copyrighted materials, and company trade secrets. Never disclose, share, or offer confidential information to parties outside the company or internal parties without authorization.
- For physical equipment you may be issued, never mistreat the property, use it frivolously, or operate it for personal purposes.