

INTERIM WORK FROM HOME GUIDELINES

In the event a colleague needs to work from home office outside of the standard telecommuting policy, the following guidelines will apply.

WORK HOURS

Colleagues should maintain same work hours as when in office. Time off/ away from your desk (including PTO, FMLA, and flex time) should be requested through the standard procedures and be approved by your leader.

QUALITY OF WORK

- Turnaround times, responsiveness and meeting attendance (virtually) should remain the same as when in the office.
- The colleague will be expected to maintain the established productivity and quality standards.
- Expectations include that a safe, quiet, business-like, environment will be maintained and that the colleague will continue to exude a professional demeanor. This will include a room that is designated with a professional work environment free of hazards or unusual background sounds or noises.

PRIVACY

Confidentiality of client information is of utmost importance and the colleague is expected to take the necessary steps to protect it at all times. Any breach of client confidentiality will result in the appropriate disciplinary action.

- The colleague is expected to protect the client information by signing off their computer when it is not in use.
- Any printed company material and information with client information is maintained in a manner to protect its confidentiality (out of view in a closed file, folder, bag or briefcase) and, when no longer needed in print form, it should be destroyed by use of a paper shredder.
- Refer to company Information Security Policy and Acceptable Use Policy for specific information.

EQUIPMENT

- All company equipment is for the express purpose of performing your work duties. Any other use of this equipment is not permitted.
- The colleague will be responsible for their own phone and internet connection.

UNIQUE NEEDS OR CONCERNS

If a colleague has unique needs or situations that prevent them from being able to perform their role from home in an effective or safe way, they should contact their leader or HR to discuss.