**Sample: Remote Work Policy**

NOTE: This is a sample remote work policy – make sure to customize it for your firm. As always, be sure to check with an expert in employment law in your state before implementing a remote work policy.

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**Policy Background and Context**

The purpose of this policy is to define accepted practices, responsibilities and procedures for employees whom [COMPANY NAME] authorizes to work at home or in a designated alternative work site. This policy defines the commitment requirement and provides guidance for:

* Terms of participation and eligibility for remote working
* Accountability and evaluation
* Use of and responsibility for remote work equipment and resources
* Establishing and maintaining a suitable workspace
* Security and confidentiality
* Technical support processes

Remote work refers to jobs that are performed away from [COMPANY NAME]’s traditional corporate office(s) in a remote location on a full-time, part-time or occasional basis.

Remote workers are expected to meet all the responsibilities, perform all the duties and comply with all the policies that apply to any workers in similar roles, regardless of the location.

Employees can work remotely when they:

* Meet all eligibility requirements
* Hold jobs that are suitable to be performed away from a corporate office
* Maintain adequate performance levels
* Have the written approval of their managers
* Are instructed, per company procedures

Remote work applies to [COMPANY NAME] employees who have a formal agreement to work at home or at a designated alternative workspace for one day or more per week. It does not apply to employees who work off-premises for a temporary, limited duration of time and do not require a formal agreement.

**Terms of Remote Work Participation**

* Remote work is a privilege and not a right, unless specifically required in the job description or in the terms of employment.
* Remote work will not change salary, benefits, compensation, paid time off or other benefits.
* Remote work will not alter requirements to comply with employee duties and responsibilities or comply with company policy.
* Hourly and Salary Non-Exempt workers must track their remote work time in the same way as they do office time.
* Remote work creates no additional overtime requirements, and unauthorized remote work overtime will not be compensated unless expressly authorized by the remote worker’s manager.

**Eligibility for Remote Working**

* The remote worker must have a satisfactory performance rating and not be subject to any disciplinary actions or performance improvement programs unless [COMPANY NAME], based on circumstances that may arise, requires everyone to work from home.
* The remote worker’s job must not require physical presence at an office location.
* Individual has the sufficient experience and skills level to take control of when and how he/she gets the work done without the need of a manager nearby directing and monitoring.
* The job can be adequately performed at the remote worker’s designated location.
* Work output or outcome is measurable.

The remote worker must maintain an agreed-upon level of performance. If performance declines, remote working privileges may be rescinded.

Reasons to deny eligibility may include:

* Working with classified documents.
* Working in a high-security area or department.
* Working in a department with rigorous discovery and compliance requirements.
* Temporary or probationary employee status.
* Job (such as receptionist or frontline client service representative) requiring full-time physical presence at an office location.

**Accountability and Evaluation**

**Work Requirements**

* Amount of time spent remote working may vary according to the requirements of the employee’s job, specific project requirements, managerial discretion, public health circumstances and the remote work agreement. Time required in the office may be further determined by communications with clients, co-workers and scheduled events.
* Terms of participation in the remote work program may be changed or revoked based on the remote worker’s ongoing performance ratings and/or change in job requirements.

**Availability and Communications Requirements**

The remote worker must:

* Conduct themselves with a level of professionalism commensurate with the work they are performing.
* Provide status updates in the format and at the level of frequency agreed with the manager.
* Be available to customers and co-workers by telephone, email and any other agreed-upon communications mode within the hours agreed on with his or her manager — unless the remote worker is already scheduled for other activities.
* Respond to phone, voicemail and other forms of communication within the time window agreed with his or her manager.
* Attend all scheduled team or customer meetings by phone, video conference or in person, as required.

**Performance Measurement**

* Performance must be judged by results, not by the process used to achieve the work.
* Performance goals will be set jointly by the remote worker and his or her manager in compliance with HR policies.
* Performance criteria may include, but are not limited to:
  + Completed work that is on time.
  + Meets standards set for quality and quantity.

**Use of and Responsibility for Remote Work Equipment and Resources**

**Determining the Appropriate Equipment and Resources**

[COMPANY NAME] provides a standardized set of equipment for employees. Anything that falls outside of this list, the employee is responsible for procuring for their own personal use:

Supplies Provided by [COMPANY NAME]:

* All hardware necessary to conduct business:
  + Laptop
  + Monitor (dual if needed)
  + Printer
  + Phone/Phone Services
* Standard office supplies (printer paper, pens, etc.).
  + These supplies can be ordered through [COMPANY NAME] and shipped to the employee.
* Other items as approved

Supplies that are Employee’s Responsibility

* Office furniture such as desk, chair, filing cabinets, etc.
* [COMPANY NAME]’s equipment and resources may be used only for business and only by [COMPANY NAME]’s remote workers. It is the remote worker’s responsibility to ensure that all items are properly used.

**Asset Protection**

* The remote worker must take reasonable precautions to protect [COMPANY NAME]’s equipment and resources from loss, theft or damage, applying the same standards of care in the home office or alternative workspace as when regularly working at a company office.
* The remote worker is responsible for any wear and tear on personally owned equipment used for [COMPANY NAME]’s business.
* In the event of loss or theft, the remote worker must report the incident to [COMPANY NAME]’s IT department within 24 hours.

**Establishing and Maintaining a Suitable Workspace**

**User Workspace Requirements**

The remote worker must provide a suitable work environment that allows them to perform all job requirements.

* The designated work area should provide:
  + Ergonomically sound seating, lighting and writing or typing surfaces.
  + Adequate noise control to ensure clear telephone and video conference calls to colleagues and customers.
  + Adequate privacy provisions, including, where appropriate, locking doors and windows to ensure that family or house members do not have access to confidential [COMPANY NAME] materials.
  + Freedom from distractions and interruptions that might affect workplace performance.
* [COMPANY NAME]’s confidential documents or materials taken from company offices must be kept in a designated work area and handled with the same level of security as within the company office:
* If documents or materials are required to be in a locked drawer in the company office, then the same is required at the remote worker’s designated work area.
* The same level of company policies regarding disposal of sensitive printed documents applies to a remote worker’s workspace.
* The remote worker must take precautions to ensure that monitor screens and/or printed materials with sensitive data (such as financial records, client personal information or financial data) are not visible to others.
* The remote worker should ensure that the physical attributes of the remote worker’s office conform to basic safety standards.

**Work-Related Injuries**

* The remote worker will be covered by workers’ compensation from [COMPANY NAME]’s insurance plan for job-related injuries that occur while remote working during standard business hours.
* The remote worker remains liable for injuries to third parties and/or members of the remote worker’s family on the remote worker’s premises.

**Security and Confidentiality**

Remote workers must ensure the same, if not a greater, level of security for all company network and data access; physical documents; and any health, customer information or otherwise sensitive information that might be displayed on a home office computer screen.

All remote workers must:

* Adhere to [COMPANY NAME]’s security and remote-access policies.
* Follow [COMPANY NAME]’s policy regarding the storage location of electronic data.
* Follow [COMPANY NAME]’s policy regarding the use of personally owned devices; for example, laptops, smartphones or tablets, to access [COMPANY NAME] networks and data.
* Ensure that remote-access communications and stored data cannot be read by unauthorized parties, including a remote worker’s family members or visitors.
* Guard against sensitive data being viewed on monitor screens — in the home office or while traveling.

**Technical Support Processes**

All support requests should be submitted to [COMPANY NAME]’s IT department.