# **<<COMPANY>>** Work From Home Policy

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## Definitions

**Remote work**, **working remotely, telework,** or **work-from-home** is defined as any work arrangement that allows employees to work outside of their primary worksite at an alternate location at least one day a week, pursuant to an approved remote work agreement.

**Personal device** or **employee-provided device** is defined as any employee-owned device that is used for performing activities related to the employee’s role in the company.

## Purpose

The purpose of this policy is to define the expectations and responsibilities of applicable parties throughout the span of a remote work arrangement. **<<COMPANY>>** (hereafter referred to as “the company” or “company”) provides remote work arrangements to employees in an effort to support a healthy workplace, improve work-life balance, maximize the effective use of office space, and support business continuity on an as-needed basis.

## Remote Work Request & Approval Process

Meeting the criteria stated in this policy does not guarantee approval to work remotely. The approval of each remote work situation shall be made on a case-by-case basis at the discretion of management. The company reserves the right to approve or deny any remote work request at the discretion of the company and its representatives.

**How to request a remote work arrangement:**

1. The employee requests a remote work arrangement through their immediate supervisor or manager
2. The employee agrees to the work from home policy and submits it to their immediate supervisor or manager for approval
3. The employee’s request is then submitted to a human resources representative from the company for final approval

### Eligibility

The terms and conditions of employment, provisions of relevant collective agreements, as well as the application of existing company policies and related legislation will continue to apply when employees work remotely. Under typical operating circumstances the participation in the remote work program is voluntary.

**Employees shall only be permitted to work remotely under the following conditions:**

* The nature of the work to be performed at the remote location is operationally feasible
* The overall quality and quantity of work performed remains within company standards throughout the remote work arrangement
* The employee acknowledges that the remote work arrangement may be terminated at any time at the discretion of the company
* The employee agrees to adhere to all existing and future policies provided by the company throughout the duration of their remote work arrangement
* The employee acknowledges that failure to follow the company’s existing and future policies, rules and procedures may result in termination of the remote work arrangement and/or disciplinary action

Under unique circumstances (medical requirements, pandemics, inclement weather, etc) exceptions to these eligibility requirements may be made at the discretion of the employer.

## Work Expectations

### Personal Use

Unless otherwise agreed to, employees are expected to use company-provided supplies, equipment and electronic networks exclusively for the purposes of carrying out the employee’s work-related duties.

### Technical Support

**Support Requests.** Remote employees are responsible for submitting technical support requests as soon as technical faults become apparent. Requests for support can be made through **<<SUPPORT REQUEST PROCESS>>.**

**Personal Devices.** Employees that wish touse a personal device for work purposes must receive written approval from a supervisor or manager and adhere to any relevant company policies surrounding the use of personal devices. The company will make every reasonable effort to provide business related technical support for approved personal devices, however, employees are ultimately responsible for the insurance, maintenance, and repair of personal equipment unless otherwise agreed to by the company.

**Business Continuity.** In the event that technical failures adversely impact the remote employee’s ability to perform their duties they may be required to perform work at a pre-approved working site such as the employer’s office or a designated co-working space. This determination will be made at the discretion of the employer.

### Employee Monitoring

Employees that use equipment provided by the company may be subject to workplace monitoring and surveillance. This may include but is not limited to software that tracks internet activity, application usage, the employee’s interactions with files, and time spent performing work-related tasks.

In the case of employees that have been approved to use employee-provided devices, their activity may be monitored when their personal devices are connected to the company intranet via a virtual private network (VPN).

### Hours of Work & Availability

Unless arranged otherwise the employee is expected to maintain regularly scheduled work hours agreed upon by the employee and their supervisor. Employees that work remotely must be available during scheduled work hours by phone, e-mail and/or other specified methods of communication with their supervisor, co-workers, and any others with whom job-related communication is necessary.

**Returning to the Office.** There may be instances that the employee's physical presence is deemed essential. For this reason employees that work remotely must be prepared to return to the office with a minimum of 24 hours’ notice at the discretion of the company.

**Communication.** Employees that work remotely will be expected to be available during normal working hours via company-approved communication tools. This may include, but is not limited to, instant messaging, email, and telephone services. All client meetings are to be conducted on a client or company site. Any exceptions require permission from a supervisor or manager.

### Working Space

Employees that work remotely are expected to maintain a working space that meets the following minimum requirements:

* An internet connection with a minimum speed to support the employee’s essential job functions, as determined by the company
* A private internet connection with a unique password that is only used by known users (e.g. the employee’s family members)
* Equipment to support video conferencing including a webcam, headphones, and some form of audio input device
* A private workspace that is free from onlookers, including family members and other individuals that may share the living space

At the discretion of the company some or all of these elements may be provided by the company or otherwise subsidized via a remote working stipend.

### Data Security & Confidentiality

Remote employees are expected to adhere to the same level of security and confidentiality as expected at other worksites used for the operation of the company. Remote employees agree to abide by all relevant security and confidentiality requirements outlined in other current company policies.

**Data security & confidentiality guidelines:**

* Confidential and sensitive data should not be saved on the local computer
* Restricted or confidential material shall not be accessed through an employee-owned device unless approved in advance by a supervisor or manager
* The remote employee is responsible to ensure that non-employees do not access company data in any form (printed, electronic, etc.)

## Compensation and Benefits

The conditions of employment for employees that work remotely shall remain the same as for non-remote employees; wages, benefits and leave accrual will remain unchanged unless there is a change in employment status or scheduled hours that impact benefit eligibility.

**Time Tracking.** Non-exempt employees that are compensated on an hourly basis must adhere to the company’s time tracking policies. Requests to work overtime require the explicit approval of the employee’s manager.

**Stipends.** Employees that work remotely may be provided with a stipend to assist with costs associated with working remotely. The amount provided and the expenses covered are at the discretion of the company and any relevant legislation.

## Acknowledgment

I have read, fully understand, and accept the terms and conditions described in this document. I understand that by signing this document I am acknowledging that I agree with all the expectations, duties, obligations, and responsibilities discussed in the document.

Employee Name Employee Signature

Supervisor Name Supervisor Signature

HR Contact Name HR Contact Signature

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