REMOTE WORK POLICY

Objective:

To establish clear guidelines for remote work, including expectations for availability, communication, and performance, while supporting a hybrid work model.

Policy:

- ➢ Work Schedule:

  - ▪ Hybrid Model: Staff are required to work three days in the office and two days remotely each week. The specific in-office days may vary depending on team needs and project timelines. Occasionally, Saturday training sessions may be required.
  - ▪ Flexibility: While the hybrid model provides flexibility, staff may occasionally be required to attend in-office meetings or training sessions on non-scheduled office days, including Saturdays if necessary.
  - ▪ Time Management: Staff must manage their time effectively, ensuring that work hours are adhered to consistently, both in-office and remotely, to maintain a balanced workload.

- ➢ Availability:

  - ▪ Standard Hours: Staff are expected to be fully available during standard working hours (9 AM to 5 PM), even on remote workdays. This includes being responsive to emails, messages, and calls, as required by their role.
  - ▪ On-Call Availability: In some roles, staff may need to be available outside standard hours for urgent matters. This expectation will be clearly communicated based on the role's requirements.

- ➢ Communication:

  - ▪ Consistent Updates: Regular communication with supervisors and colleagues is mandatory. Staff must inform their supervisors of their availability, progress, and any potential obstacles that may impact their work.
  - ▪ Use of Communication Tools: Staff are expected to utilize designated communication platforms (e.g., email, messaging apps,) for all work-related interactions. These tools should be used effectively to maintain collaboration and information flow.
  - ▪ Meeting Etiquette: Staff should participate in virtual meetings with the same level of professionalism as in-person meetings. This includes being on time, prepared, and engaged during discussions.

- ➢ Performance and Productivity:

  - ▪ Accountability: Staff are responsible for meeting all performance standards, deliverables, and deadlines, irrespective of their work location. Expectations for remote work are identical to those for in-office work.
  - ▪ Regular Check-Ins: Supervisors will conduct regular check-ins with staff on remote workdays to review progress, address challenges, and provide guidance. These check-ins help ensure that staff remain focused and aligned with their goals.
  - ▪ Performance Metrics: Clear metrics and key performance indicators (KPIs) will be established to evaluate the productivity and effectiveness of staff working remotely. These metrics will be reviewed regularly to ensure ongoing performance.