**BANK OF SOMEWHERE**

**REMOTE WORK POLICY**

**PURPOSE**

This remote work policy outlines our guidelines for employees who work from a location other than our offices. We want to ensure that both employees and the bank will benefit from these arrangements.

**OVERVIEW**

This policy provides guidance to assist **BANK OF SOMEWHERE** personnel in performing their respective duties and responsibilities to ensure the availability of critical financial services of the bank.

Remote working is a permanent or temporary agreement between employees and managers to work from a non-office location for more than **# of** days

Working from home for a maximum of **# of** days or working from home certain days a week on a recurring basis are situations covered by this work from home policy.

**EFFECTIVE DATE**

All employees of **BANK OF SOMEWHERE** must comply with the terms of this policy immediately. Managers, employees and technical personnel must modify system configurations and procedures, if necessary, to comply with the terms of this policy within **TIME PERIOD**.

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## POLICY ELEMENTS

Employees work from home or telecommute when they complete their work at a place located outside of the bank’s premises. Employees may work from home:

* Full-time
* On certain days (dividing their schedule between on-site and remote)
* Everyday

Work from home arrangements can be occasional, temporary, or permanent. Reasons that could demand telecommuting include but are not limited to:

* Parenting
* Weather
* Emergencies
* Medical reasons
* Work-life balance
* Commute challenges

Other reasons for working from home will be dependent on employees and management judgement.

## REMOTE WORKING AGREEMENT

Employees may work remotely on a permanent or temporary basis.

Permanent remote work employees should indicate their primary working address in a remote working agreement. This contract should also outline the responsibilities of the remote employee.

Office-based employees may also work remotely for a maximum of **TIME FRAME** per year. Eligible employees are those who have been employed by the institution for at least **TIME FRAME.** Employees who need special considerations for remote work may seek approval from **MANAGER/HR.**

Office-based employees may also be offered permanent remote work when circumstances or situations arise. Employees who request remote work must seek approval from **MANAGER/HR.**

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## HOW TO DETERMINE WHETHER AN EMPOYEE CAN WORK FROM HOME

## Both employees and managers should consider these elements before asking/approving work from home:

## Is the employee eligible by nature of their job?

## Are there any [cybersecurity](https://resources.workable.com/cyber-security-policy) and data privacy concerns?

## Will collaboration with the employee’s team become difficult?

## Do employees have the necessary equipment or software installed at home?

## What are the conditions of employees’ home or alternative place of work (noise, [internet connection](https://resources.workable.com/work-from-home-company-policy) etc.)

## REQUESTING WORK FROM HOME PROCESS

## When employees plan to work from home, this procedure must be followed:

## Employees file a request through EMAIL or MANAGER/HR at least TIME FRAME in advance.

## MANAGER/HR must approve the request considering all elements we mentioned above.

## If the work from home arrangement spans for more than TIME FRAME, MANAGER/HR and team members should meet to discuss details and set specific goals, schedules and deadlines.

## Employees who need to work from home for unforeseen reasons (e.g. illness or temporary difficult commute) should file their request as soon as possible, so managers can consider and approve it.

## PROTOCOLS AND COMMUNCATION STANDARDS

Remote work facilitates a large amount of trust in **BANK OF SOMEWHERE**’s employees. As such, we’ve found it necessary to communicate expectations to ensure everyone is on the same page.

*Daycare:* If you have children at home who depend on you for care, you must have adequate childcare for them. Our policies are not intended to allow for you to be watching your child(ren) while simultaneously working.

*Schedule:* A general schedule must be communicated to and agreed to by **MANAGER/HR**. Deviations from that schedule should be communicated to **MANAGER/HR**.

*Availability:* Remote workers must be logged into the **PLATFORM/CORE** each day to ensure you’re easily accessible and can participate easily with your team members.

*Coworking spaces:* Employees are welcome to work from a coworking space or coffee shop, provided you can produce the same level of productivity as in your home office.

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## COMPLIANCE WITH POLICIES

## Remote employees must follow our bank’s policies like their office-based colleagues. Examples of policies that all employees should abide by are:

## Attendance

## Social media.

## Confidentiality.

## Data protection.

## Employee Code of Conduct.

## Anti-discrimination/Equal opportunity.

## Dress code when meeting with customers or partners.

## EQUIPMENT

## The BANK OF SOMEWERE WILL/WILL NOT provide our remote employees with equipment that is essential to their job duties, like laptops, headsets and cell phones (when applicable). The bank WILL/WILL NOT install VPN and bank-required software when employees receive their equipment. The bank WILL/WILL NOT provide secondary equipment (e.g. printers and screens).

Equipment that is provided is bank property. Employees must keep it safe and avoid any misuse. Specifically, employees must:

* Keep their equipment password protected.
* Store equipment in a safe and clean space when not in use.
* Follow all data encryption, protection standards and settings.
* Refrain from downloading suspicious, unauthorized or illegal software.

**MANAGER/HR** will discuss insurance needs with employees. **Employees may have to take up homeowner’s insurance to cover the cost of bank equipment.** **MANAGER/HR** may reimburse a portion of the coverage when applicable.

Remote Staff Reminders:

1. Phishing Scams: Be aware of phishing scams targeting remote workers with sensational or emotional messages. Without your co-workers around, you need to be extra vigilant of both email and phone scams. Report any suspicious messages to IT Administrator;
2. Be extra careful of fake news and malicious websites taking advantage of newsworthy events, such as the COVID-19 pandemic;
3. If using a personal device for business, make sure you are using a strong password and it is unique;
4. Don’t fall for “credential phishing” attacks. Scammers will try and trick you to hand over your username and passwords. Best is to not ever click on links asking you to update details. Rather bookmark  the sites you frequently visit;
5. Work computers should be left on, or at least in sleep mode, so that patches can be applied and the anti-virus software kept up to date. Personal devices should be running a current operating system that has been patched and is receiving security updates. Also ensure you have a paid-for subscription for anti-virus that is also current and up to date; and
6. Secure your home Wi-Fi Network. There are 2 basic must-dos to set this up securely. Change your default router password. If you’re still using “admin/admin,” “admin/password” or something similar to log into your router itself, make sure to change the password to a more unique strong password.

## STAFF TRAINING

The following **BANK OF SOMEWHERE** personnel are responsible for staff training and preparing a remote employee training package. The training should include policy, procedure, and compliance. The afore mentioned policies and procedures should be included in the training package.

**TIME ZONE DIFFERENCE**

Sometimes, managers, and their team members are in a different time zone. When employees need to work from home for unforeseen reasons, they may not be able to get their request approved in time. In this case, they may stay to work from home and notify the **MANAGER/HR**. We advise employees to check in with **MANAGER/HR** as soon as their manager clocks in.

**COMPENSATION AND BENEFITS**

Usually, work from home arrangements don’t affect employees’ employment terms. If working from home has any effect on compensation and benefits, then **MANAGER/HR** is responsible to create a new contract.