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ACME CORPORATION  
REMOTE WORK POLICY  
2024 Edition

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Document Version: 1.5  
Effective Date: January 1, 2024  
Department: Human Resources & IT  
Policy Owner: VP of People Operations

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PAGE 1 - POLICY OVERVIEW

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1. INTRODUCTION AND PURPOSE

1.1 Purpose:

This Remote Work Policy establishes guidelines for employees who work from locations other than ACME Corporation offices. This policy aims to provide flexibility while maintaining productivity, security, and team collaboration.

1.2 Scope:

This policy applies to all full-time and part-time employees who have been approved for remote work arrangements.

1.3 Types of Remote Work:

Hybrid Remote:

- 2-3 days per week from home
- Must be in office for core collaboration days
- Most common arrangement

Full Remote:

- Work entirely from home or remote location
- Quarterly in-office requirements for team meetings
- Available for specific roles only

Temporary Remote:

- Short-term remote work due to circumstances
- Medical reasons, weather emergencies, etc.
- Manager approval on case-by-case basis

PAGE 2 - ELIGIBILITY AND APPLICATION

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2. ELIGIBILITY REQUIREMENTS

2.1 Service Requirement:

- Minimum 6 months of continuous employment
- Successful completion of probationary period
- Demonstrated strong performance

2.2 Role Suitability:

Positions eligible for remote work:

- ✓ Software developers and engineers
- ✓ Customer support representatives
- ✓ Marketing and content creators
- ✓ Finance and accounting roles
- ✓ Project managers
- ✓ Sales representatives

Positions NOT eligible:

- ✗ Facilities management
- ✗ On-site IT support

- ✗ Reception and front desk
- ✗ Laboratory technicians
- ✗ Manufacturing and warehouse roles

#### 2.3 Performance Standards:

- Current performance rating: Meets or Exceeds Expectations
- No active performance improvement plans
- Strong communication and self-management skills

### 3. APPLICATION PROCESS

#### 3.1 How to Apply:

##### Step 1: Review Eligibility

Confirm your role and tenure meet requirements

##### Step 2: Discuss with Manager

Schedule meeting to discuss remote work arrangement

Explain proposed schedule and how work will be maintained

##### Step 3: Submit Formal Request

Complete Remote Work Agreement Form

Available at: [forms.acmecorp.com/remote-work](http://forms.acmecorp.com/remote-work)

##### Step 4: IT Setup

Once approved, contact IT at [remotesetup@acmecorp.com](mailto:remotesetup@acmecorp.com)

Schedule equipment pickup and setup assistance

##### Step 5: Agreement Signed

Employee and manager sign Remote Work Agreement

HR files documentation

#### 3.2 Approval Timeline:

Requests reviewed within 5 business days

Start date minimum 2 weeks after approval

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PAGE 3 - WORK SCHEDULE AND AVAILABILITY

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### 4. WORK SCHEDULE REQUIREMENTS

#### 4.1 Core Business Hours:

All remote employees must be available during core hours:

- Monday-Friday: 10:00 AM - 3:00 PM (local time)
- Be responsive to emails, calls, and messages
- Attend scheduled meetings and video calls

#### 4.2 Flexible Hours:

Outside core hours, employees may work flexibly to complete 8-hour workday:

- Start time: Between 7:00 AM - 10:00 AM
- End time: Between 3:00 PM - 7:00 PM
- Must log hours in time tracking system

#### 4.3 In-Office Days:

Hybrid remote employees required in office:

- Tuesdays and Thursdays (designated collaboration days)
- All-hands meetings (announced monthly)
- Team building events
- Client meetings when requested

#### 4.4 Time Zone Considerations:

Employees working across time zones:

- Must work hours overlapping with team's core hours
- Minimum 4 hours of overlap required
- Exception requests reviewed by manager and HR

## 5. COMMUNICATION EXPECTATIONS

### 5.1 Response Times:

- Slack/Teams messages: Within 1 hour during core hours
- Emails: Within 4 hours during business day
- Phone calls: Answer or return within 2 hours
- Emergency calls: Immediate response required

### 5.2 Status Updates:

- Update calendar with availability
- Set status in communication tools (available, away, in meeting)
- Notify team of breaks longer than 30 minutes
- End-of-day summary on project management tools

### 5.3 Meeting Participation:

- Camera ON for all team meetings
- Professional background (virtual or physical)
- Minimize distractions and interruptions
- Arrive on time and prepared

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PAGE 4 - EQUIPMENT AND TECHNOLOGY

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## 6. COMPANY-PROVIDED EQUIPMENT

### 6.1 Standard Remote Work Setup:

Provided by ACME:

- ✓ Laptop (MacBook or Dell)
- ✓ Monitor (24-inch, if requested)
- ✓ Keyboard and mouse
- ✓ Headset with microphone
- ✓ Webcam (if laptop camera insufficient)
- ✓ Laptop docking station

### 6.2 Equipment Pickup:

- Collect from IT department
- Sign equipment acknowledgment form
- Installation support available via remote session

### 6.3 Home Office Stipend:

One-time payment: \$500

Reimbursable expenses:

- Desk and ergonomic chair
- Desk lamp
- Cable management accessories
- Monitor arm

Submit receipts to [expenses@acmecorp.com](mailto:expenses@acmecorp.com) within 90 days

### 6.4 Internet Requirements:

Minimum internet speed required:

- Download: 50 Mbps
- Upload: 10 Mbps
- Latency: <50ms

Internet Reimbursement:

\$50/month toward home internet costs

Submit monthly reimbursement via expense system

## 7. SOFTWARE AND SECURITY

### 7.1 Required Software:

All remote workers must use:

- Company VPN (always connected when working)
- Endpoint security software
- Password manager (1Password)
- Time tracking tool (Toggl)
- Video conferencing (Zoom/Teams)

#### 7.2 Security Requirements:

- ✓ Use company-issued devices only for work
- ✓ Keep software updated (auto-updates enabled)
- ✓ Strong passwords (12+ characters, unique)
- ✓ Enable two-factor authentication (2FA) on all accounts
- ✓ Lock computer when away from desk
- ✓ Never share login credentials

#### 7.3 Prohibited Actions:

- ✗ Installing unauthorized software
- ✗ Using personal devices for company work
- ✗ Sharing confidential information on unsecured networks
- ✗ Working from public WiFi without VPN
- ✗ Allowing family members to use work equipment

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PAGE 5 - WORKSPACE AND SAFETY

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### 8. HOME WORKSPACE REQUIREMENTS

#### 8.1 Dedicated Workspace:

Employees must have:

- Separate area designated for work
- Proper lighting (natural + task lighting)
- Ergonomic setup (proper desk and chair height)
- Minimal noise and distractions
- Professional video call background

#### 8.2 Ergonomic Guidelines:

- Monitor at eye level, arm's length away
- Feet flat on floor or footrest
- Elbows at 90-degree angle when typing
- Top of screen at or below eye level
- Back supported, knees at 90 degrees

Request ergonomic assessment: [wellness@acmecorp.com](mailto:wellness@acmecorp.com)

#### 8.3 Safety Requirements:

- Smoke detector in working area
- Fire extinguisher accessible
- First aid kit available
- Emergency exits unobstructed
- Electrical cords in good condition

### 9. HOUSEHOLD CONSIDERATIONS

#### 9.1 Childcare:

Remote work is NOT substitute for childcare

- Children must be supervised by another adult
- Occasional child presence acceptable for short periods
- Emergency situations understood and accommodated

#### 9.2 Pets:

- Keep pets quiet during meetings
- Mute microphone if pet makes noise
- Brief pet appearances on video acceptable

#### 9.3 Privacy:

- Ensure confidential calls cannot be overheard

- Lock office door during sensitive conversations
  - Use headphones for confidential discussions
  - Inform household members when privacy needed
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## PAGE 6 - EXPENSES AND REIMBURSEMENTS

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### 10. EXPENSE REIMBURSEMENT

#### 10.1 Monthly Reimbursements:

- Internet: \$50/month
- Mobile phone: \$40/month (if used for work)
- Electricity: \$30/month (for home office)

Submit via Expense Management System by 5th of each month

#### 10.2 Office Supplies:

Order through company portal:

- Pens, paper, notebooks
- Printer paper and ink (if approved)
- Sticky notes, folders
- Desk organizers

Ships directly to home address

#### 10.3 Software Subscriptions:

Pre-approved subscriptions reimbursed:

- Productivity tools
- Design software
- Development tools
- Project management apps

Submit request to manager for approval

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## PAGE 7 - PERFORMANCE AND PRODUCTIVITY

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### 11. PERFORMANCE MANAGEMENT

#### 11.1 Performance Measurement:

Remote workers evaluated on:

- Quality and timeliness of deliverables
- Communication and responsiveness
- Meeting participation and engagement
- Goal achievement
- Team collaboration

Remote work does NOT change performance standards

#### 11.2 Productivity Tracking:

Required tools:

- Time tracking software (log hours daily)
- Project management updates (daily standup notes)
- Weekly progress reports to manager
- Completed task tracking

#### 11.3 Regular Check-ins:

- Daily: Quick team standup (15 minutes)
- Weekly: 1-on-1 with manager (30 minutes)
- Monthly: Team meeting (in-office if hybrid)
- Quarterly: Performance review

### 12. TERMINATION OF REMOTE WORK

12.1 Company May Revoke Remote Work If:

- Performance declines
- Communication issues arise
- Business needs change
- Security violations occur
- Equipment misuse

12.2 Notice Period:

- 30 days notice for return to office
- 14 days for temporary suspension
- Immediate for security breaches

12.3 Equipment Return:

Upon termination of remote work or employment:

- Return all equipment within 5 business days
- Wipe personal data from devices (with IT support)
- Return to IT department or ship via provided label

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PAGE 8 - CONTACT INFORMATION

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REMOTE WORK SUPPORT CONTACTS

General Remote Work Questions:

Email: remotework@acmecorp.com  
Phone: 555-123-5700

Remote Work Coordinator: Jennifer Martinez (ext. 5701)

IT Support for Remote Workers:

Email: remoteIT@acmecorp.com  
Phone: 555-123-5750 (24/7 support)  
Help Desk: helpdesk.acmecorp.com

Equipment Issues:

- Hardware problems: ithelp@acmecorp.com
- Software installation: software@acmecorp.com
- VPN issues: vpn@acmecorp.com (Priority support)

Reimbursement Questions:

Email: expenses@acmecorp.com  
Phone: ext. 5650

Forms and Resources:

- Remote Work Agreement: forms.acmecorp.com/remote-work
- Equipment Request: forms.acmecorp.com/equipment
- Expense Reimbursement: expenses.acmecorp.com
- Time Tracking Portal: time.acmecorp.com

Manager Resources:

Remote Management Guide: managers.acmecorp.com/remote-guide

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END OF DOCUMENT

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