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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

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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

- X Reception and front desk
- X Laboratory technicians
- X 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](https://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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