MEMORANDUM

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| TO: | ALL STAFF |
| FROM: | [Your Name/Department] |
| DATE: | [Current Date] |
| SUBJECT: | Work from home policy |

\*\*MEMORANDUM\*\*  
  
\*\*TO:\*\* ALL STAFF  
\*\*FROM:\*\* [Insert Sender's Name/Title, e.g., Human Resources Department]  
\*\*DATE:\*\* [Insert Date]  
\*\*SUBJECT:\*\* Implementation of the Work From Home (WFH) Policy  
  
This memorandum outlines the official Work From Home (WFH) policy for all employees of [Company Name], effective immediately. The aim of this policy is to provide flexibility in how and where work is performed, while maintaining high standards of productivity, communication, professionalism, and data security. This replaces any previous informal arrangements and guidance regarding remote work.  
  
This new policy establishes clear guidelines for eligibility, scheduling, expectations, and responsibilities for all team members and supervisors concerned with employees working remotely from home or any approved alternative location. Consistent and effective execution of this program depends on everyone adhering to these established terms.  
  
## Purpose and Scope  
The introduction of this WFH policy is driven by several key objectives:  
1. To provide greater flexibility, supporting employee well-being and work-life balance.  
2. To attract and retain top talent by offering more adaptable working arrangements.  
3. To support business continuity and productivity, aligned with industry best practices.  
4. To enhance our company culture through open communication and trust.  
  
The policy governs the arrangement where an employee performs a portion of their assigned duties from a location outside the primary corporate office, primarily their own home. It does not apply to field work or operational duties conducted away from a fixed office location, unless explicitly reclassified by management according to these principles.  
  
## Eligibility for Work From Home  
All regular, non-exempt, and exempt-status employees are initially eligible to participate in the WFH program, subject to specific qualifications, job function suitability, and mutual agreement between the employee and their direct supervisor. Participation may be approved on a permanent, long-term temporary, or occasional/reduced basis as determined by both parties, considering operational needs and team dynamics.  
  
Eligibility determination will primarily consider:  
  
\* Job function suitability: Roles whose core responsibilities can be effectively carried out remotely, leveraging appropriate technology. Examples include administrative, analytical, creative, customer service, IT support, finance, and other positions determined to be conducive to remote work. Certain roles involving primary client interaction, core security functions, or hands-on operational tasks may have limited or no eligibility under this policy initially. Management will assess individual suitability and needs on a case-by-case basis.  
\* Performance record: Employees must maintain satisfactory performance levels and adhere to all company policies before applying for or participating in the WFH program.  
\* Team Impact: Assured positive impact on departmental and team productivity and collaboration.  
  
## WFH Scheduling and Request Process  
1. \*\*Arrangement:\*\* WFH schedules are established through a collaborative and consistent process between the employee and their direct supervisor. This typically involves initiating the request well in advance (e.g., [Specify timeframe, e.g., for the current quarter or period]).  
2. \*\*Duration:\*\* Employees applying for WFH are expected to commit to a minimum rolling period of [Specify duration, e.g., six months] to ensure stability and demonstrate sustained ability and productivity before potentially adjusting the terms of the arrangement.  
3. \*\*Frequency/Pattern:\*\* The frequency and pattern of WFH days (e.g., three days per year, one day per week, two days per month) are determined through negotiation between the employee and supervisor, considering departmental needs and the employee's position description.  
4. \*\*Approval:\*\* All WFH arrangements require formal written approval from the employee's direct supervisor, in consultation with HR [Confirm if HR's approval is required beyond supervisor's, or if it's solely the supervisor's responsibility based on their assessment of the above points]. Requests may require advance notice, subject to agreement between the employee and supervisor.  
5. \*\*Notifications:\*\* Once an arrangement is formally approved, it must be clearly communicated. Managers are responsible for ensuring team members aware of approved WFH schedules to facilitate seamless planning and communication, particularly regarding team availability and collaboration needs. Changes to approved schedules may necessitate prior discussion and potential briefings for relevant team members or project stakeholders.  
  
## Required Equipment and Workspace  
Effective remote work requires a functional and professional environment. To support this, employees wishing to participate in the WFH program are expected to:  
\* \*\*Use Company-Approved Devices:\*\* Employees will continue to use company-issued laptop computers, provided they are company-activated/managed Microsoft licenses [Adjust if specific device requirements differ]. Specific software needs (e.g., video conferencing tools, project management platforms) will be determined by IT and approved through standard procurement processes for both home and office use.  
\* \*\*Secure and Professional Workspace:\*\* Establish and maintain a quiet, dedicated, and professional workspace at home suitable for uninterrupted work focused solely on job responsibilities, away from family children primarily during work hours.  
\* \*\*Basic Office Supplies:\*\* Ensure possession of standard office supplies often used in the office environment (printer, copier access, basic stationary). IT support will likely be extended for essential hardware/software issues encountered at home, mirroring office support.  
\* \*\*Technology:\*\* Provide necessary technology (modem, router, telephone) to support calls (including mobile phone for landline replacement, if authorized). The office network environment and access privileges may differ from the home environment, and IT will advise on acceptable use.  
  
## Communication and Availability Requirements  
All employees working remotely must uphold a standard of communication and availability comparable to those working on-site, ensuring minimal disruption to business operations and team collaboration. The required standard is generally [Specify level, e.g., available via email, instant message, phone, or Teams/LD platform during standard business hours (9:00 AM to 5:00 PM, [Company Time Zone]), unless otherwise explicitly agreed under agreed-upon exceptions for specific roles or situations].  
  
Specific communication requirements relevant to the home environment include:  
\* \*\*Prompt Responsiveness:\*\* Respond to essential work communications (emails for checking, calls) in a timely manner. While specific response time targets are not mandated, employees are expected to manage competing priorities to ensure critical work and inquiries are addressed reasonably during core work hours.  
\* \*\*Formal Communication:\*\* Maintain a level of formality and professionalism expected from internal company communication (email, instant messages, platform chats, meetings).  
\* \*\*Meeting Attendance:\*\* Attendance in departmental/team meetings is required unless specifically endorsed otherwise (e.g., for off-site events), as dictated by company culture and operational needs.  
\* \*\*Synchronous Collaboration:\*\* Participate fully and effectively in any required video or audio conference calls/meetings using company-approved software and functioning microphones/cameras. Ensure sufficient bandwidth for these connections where required.  
  
## Workload, Productivity, and Performance  
The WFH arrangement is not a right but a privilege aiming to support work, not replace dedication or exceed expectations. Employees are expected to maintain, or if applicable, adapt to changes in, their standard workloads effectively from their remote location. Productivity metrics or expectations may be adjusted, but the core deliverables and performance targets outlined in the employee's position description and formal agreements remain unchanged and measurable.  
  
## Unacceptable Work From Home Activities/Exclusions  
To maintain focus and ensure the integrity of the work environment and prevent misuse, the following activities generally will not be considered acceptable while telecommuting, unless explicitly permitted and supervised by a supervisor on-site or under specific, mutually agreed-upon terms (rare and restricted scope):  
\* Activities that inherently require a physical presence in the workplace (e.g., directly assisting other employees at their workstations, observing work processes, standing physical requirements, quality assurance physical checks).  
\* Interaction with third-party or customer service interactions requiring physical presence.  
\* Conducting interviews or core personnel functions.  
\* Significant modifications to work processes or IT systems (unless approved).  
\* Behaviour that compromises professional conduct (e.g., excessive social media use).  
  
## Reporting and Management Procedures  
1. \*\*Employee Responsibility:\*\* It is the individual employee's responsibility to:  
 \* Understand and comply with this policy and any associated guidelines or agreements.  
 \* Log in for all approved meetings through the appropriate platforms (e.g., Teams, LD). [Ensure the link is active elsewhere if necessary.]  
 \* Immediately report any performance issues, technical difficulties impacting work functionality (beyond basic troubleshooting), or requests for role modifications to their direct supervisor.  
 \* Utilize company-issued technology and maintain the confidentiality of company data.  
 \* Ensure their activities during work hours are focused solely on company business.  
 \* Maintain professional standards in attire and communication.  
2. \*\*Supervisor Responsibility:\*\* Managers and supervisors are responsible for:  
 \* Reviewing and assessing eligibility appeals, supporting employees seeking to work from home according to their function and needs.  
 \* Unilaterally approving or denying WFH arrangements.  
 \* Ensuring a consistent process exists within their department.  
 \* Monitoring team performance and project milestones effectively regardless of location.  
 \* Holding regular, effective one-on-one meetings with WFH employees, providing adequate feedback and support as in office.  
 \* Ensuring WFH employees are integrated appropriately regarding team activities, project communication, and collaborative tasks.  
 \* Addressing any issues related to performance, work quality, or regularity promptly and appropriately.  
 \* Considering the well-being of team members and facilitating work-life balance.  
3. \*\*IT Support:\*\* Information Technology (IT) department will facilitate the technical setup (Device activation/Microsoft licenses), provide support, and ensure secure access for remote workers. Employees experiencing persistent technical difficulties should contact [Specify IT Support Contact Method, e.g., via email helpdesk@[companydomain] or use the ServiceNow portal].  
  
## Security Protocols and Data Handling  
This policy inherently includes the expectation that all employees participating in the WFH program are fully responsible for adhering to the company's Information Security and Data Privacy policies. Enhanced awareness is crucial when working outside the controlled office environment. Specific considerations include:  
\* \*\*Device Security:\*\* Use only authorized and company-approved devices, secure the laptop/computer securely to prevent theft, and never leave it unattended without logging off. Install/remove only software approved by IT.  
\* \*\*Workspace Security:\*\* Ensure confidential data (physical documents, screens) is secured and not visible to unauthorized individuals during work hours or beyond.  
\* \*\*Internet Connection:\*\* Use a secure home internet connection (e.g., avoid public WiFi for sensitive work). Ensure home routers are password-protected.  
\* \*\*Password Policy:\*\* Maintain strict adherence to company password standards. Never share login credentials. Log off virtual private networks (VPNs) or remote access when away from the immediate vicinity of the home workspace, unless daily/ongoing access is integral and necessary.  
\* \*\*Phishing Awareness:\*\* Remain vigilant against phishing attempts. Report any suspicious activity, including emails or attempts to bypass security protocols.  
  
## Expense Reimbursement (Optional: Include if applicable)  
[Check if your company offers direct expense reimbursement for WFH setup or ongoing costs.] Generally, employees are responsible for their own home office setup and associated costs (Internet service, utilities, workspace setup). However, [Do these apply? e.g., if applicable, reference specific plan/FAQ].  
  
## Absence and Reporting Absence Due to Illness/Leave  
Standard company policies regarding sick leave, personal days, and vacation apply to all employees, regardless of work location. Employees working remotely on sick leave or other approved leave should continue to inform their manager according to company procedures and may need to advise general unavailability during their approved WFH schedule if experiencing symptoms. Confirm the process for reporting absences due to common illness (e.g., COVID-like symptoms) separately [If required].  
  
## Overnight Stay Prohibition  
As a foundational element of this policy and fundamentally counter to ensuring a healthy work-life balance, \*\*overnight WFH stays within the company premises are currently allowed only for short, needs-based, and documented exceptions (if determined by the President or Managing Director) and even then, subject to formal approval and specific requirements. Otherwise, overnight stays are prohibited under this basic policy for the initial phase or if a manager cannot approve it for operational necessity. Work and personal time must remain distinct.\*\*  
  
## Review and Updates  
This policy will be reviewed periodically, typically on an annual basis or upon significant change, by management and/or the Human Resources department. These reviews may consider changes in business strategy, technological capabilities, employee feedback, and findings from the program's initial implementation. Feedback from employees regarding the effectiveness and fairness of the WFH policy, procedures, and tools is welcome and can be directed to [Mention feedback email or process, e.g., HR department via email: HR.Feedback@[companydomain]]. Managers are encouraged to seek input from their teams and share actions taken in reasonable summary to them if changes result.  
  
We understand that implementing a new policy requires clear communication and adjustment. We believe this Work From Home policy will be a valuable resource for our employees and the company as a whole. We encourage you to familiarize yourself with the details outlined above.  
  
This memo is initial notice of this policy. Details regarding scheduling and formal applications/walk-throughs/tech arrangements within departments will follow in subsequent communications from your managers/HR. Those communications typically occur beginning [Specify date or timeframe, e.g., next week, next month].  
  
Should you have any immediate questions regarding this policy or its application to your role, please do not hesitate to contact your direct supervisor, [Manager Name], or contact our Human Resources department at [HR Contact Information - e.g., TSR HR Service Centre at X8200 or HRStaff@[companydomain]].  
  
We look forward to offering the flexibility and benefits this policy brings, while maintaining the professionalism, productivity, and collaborative spirit that define [Company Name].  
  
\*\*Sincerely,\*\* (Hypothetical signature block below)  
[Name]  
[Title]  
Human Resources Department  
[Company Name]