

AETNA-SUPPLIER TELEWORK AGREEMENT

As a teleworker, you must review and comply with all of Aetna's telework policies.

Emergency Closing Guidelines: This telework arrangement is temporary and for use only in emergency closing situations and as defined and authorized by your management team in conjunction with approval from Aetna. During this time, you are expected to work your normal scheduled hours, even if your work office has a delayed opening, early dismissal, or is closed for the entire day due to an emergency situation. If an emergency impedes your ability to work at your telework location (e.g., regional hazard such as flood or earthquake that affects the home telework location), management has the discretion to determine how to manage the downtime.

System Availability & Downtime: You must immediately report system performance problems or downtime to your manager and the SPOC (Single Point of Contact) Help Desk by phone at country coding below + 888-905-9500.

Colombia: 01-800-911-0010
India: 000-117
Philippines: 105-11 or 105-12(Tagalog)

Attestation: As a teleworker, you must also review and attest to the following:

I will be working on the same Internet Connection that was tested during the setup process. If changes are made to my Internet Connection or router during the course of application or employment, I will be required to notify the appropriate parties in advance and retest the connection to ensure requirements are met. I must also receive approval before using a different connection to perform work.

I agree to comply with all in-office clean room policies and procedures at home, to the extent possible, including but not limited to:

- All portable devices are prohibited from entering the clean room environment. This includes, but is not limited to, mobile devices (i.e. phones, tablets, laptops, etc), printers, USB storage devices and thumb drives, and other electronic media recording devices. Exceptions to this requirement (i.e. utilizing personal laptop or cell phone for connection) are granted on limited bases with protocols in place to track and monitor the use of the portable devices
- Copy/Paste and print screen functionality is not allowed, nor is opening software (ex. Word, Notes, etc.) to take notes
- Users are not permitted to use paper, pen, pencil and printed material in the clean room
- Where connectivity is not directly through Aetna's network, all access is achieved through virtual machines or application virtualization (i.e. Citrix or VMWare)
- Token cards will be safeguarded from theft, damage, loss, or misuse

All of my equipment and information must be secure from inadvertent and/or unauthorized access or theft at all times (e.g., home is locked when no one is home and when possible, all devices are stored in locked cabinet or drawer when not in use). I will take all reasonable precautions to protect Confidential Information from theft, damage, loss, or misuse. In addition, my computer must be password maintained and shut down at the end of the work shift. For short departures from the work area during telework work hours, I must lock the workstation or shut down the computer.

I agree to allow my employer entry into my home work area at any time during my scheduled work hours for any purpose deemed necessary, including but not limited to maintenance of equipment or audit of my home work area.

My workspace is dedicated to Aetna business during working hours and is separate from, or not accessible by, others who may be present in the household; i.e., the area is free of distractions, telephone conversations cannot be overheard, and Aetna documents/computer screens cannot be viewed by others. I acknowledge and agree that potential distractions and conflicting demands have been resolved in advance of my home agent arrangement.

The company's policies applicable to all employees continue to apply to me, unless the agreement states otherwise.

I will be expected to meet all the standard performance KPMs while working from home.

I will not send or save sensitive or confidential information to a non-Aetna computer (e.g., home computer).

Once returning to the office, I will return all equipment provided for telework, including my token card.

While traveling, I will carry only those documents that are necessary for my trip and keep them in a secure location at all times, such as a locked/sealed briefcase, container or box. When it is necessary for equipment or documents to remain in my vehicle, they are stored out of view in a locked area (hidden or locked in a trunk prior to arriving at destination).

Signature: _____

Print Name: _____