

## **PURPOSE**

Telework allows full-time employees the opportunity to work from home or another suitable offsite location instead of physically working at AIA headquarters on either a scheduled or unscheduled basis. Teleworkers are limited in the number of days they may work offsite per week and maintain a workspace at AIA headquarters as opposed to remote workers who are offsite full-time and do not have a dedicated workspace at headquarters. (Please refer to the Employee Handbook for information on the AIA Remote Worker policy). While telework is an employee benefit, it may not be appropriate for every employee or applicable for every position. When managed appropriately, telework can benefit employees, departments and the AIA by improving productivity and engagement, reducing commuting time, and providing greater flexibility in work production.

This policy describes the rules and qualifications of the AIA Telework Program. Any deviations from or exceptions to this telework policy must be expressly approved by the department manager and (S)VP and the VP of HR & IT.

## **TYPES OF TELEWORK AND ELIGIBILITY**

All full-time employees in positions approved for telework, who have successfully completed their six-month Introductory Period, and are in good standing (i.e., no current performance or other disciplinary actions) are eligible to participate in the telework program.

We recognize two types of telework:

**Scheduled Telework** – Employees work from home or another suitable offsite location on a regular basis as part of their routine work schedules, not to exceed **two (2) business days per week**; and

**Unscheduled Telework** – Employees work from home or another suitable offsite location in unscheduled or irregular circumstances.

## **APPROVAL**

All employees interested in scheduled telework arrangements must complete a Request and Agreement form. Employees with approved scheduled telework arrangements must renew them annually as part of the performance management process.

Employees are approved for scheduled telework by their immediate supervisor and the team's Managing Director with consent from the department (S)VP. All agreements are maintained by HR. Scheduled telework employees without current signed agreements on file are not in compliance with this policy and may be subject to disciplinary action.

Approval of employees who participate in scheduled telework will vary across teams depending on the position requirements, employee performance, and departmental

needs. Managers should consider employee skills, capabilities, and programmatic tasks/activities when approving scheduled telework arrangements. Employees participating in scheduled telework must be ready and able to work independently while maintaining interaction with other staff as necessary. Telework must not adversely impact service to our members or customers. Other factors to consider include the employee's:

- Ability to achieve quality and quantity standards while offsite;
- Ability to communicate effectively with manager, coworkers and members;
- Professional maturity to manage time and work assignments independently; and
- Duties and responsibilities and whether they can be done effectively while teleworking on an ongoing basis.

Because it is extremely important that new employees have a positive onboarding experience and the opportunity to become acclimated to the AIA staff, culture, and systems, scheduled telework will not be available to employees still in their Introductory Period or who have less than six-months of AIA service.

Unscheduled telework is episodic in nature and does not require a signed agreement; however, unscheduled telework must be approved by the employee's manager ideally **before the telework day begins**. Unscheduled telework is ideal for employees with impending deadlines or other assignments that would benefit from working at a location other than AIA headquarters. Unscheduled telework is not to be used for dependent care or other conflicts that would otherwise prevent the employee from being able to work. In emergency circumstances, teleworking may facilitate working around family responsibilities, but may not be a permanent substitute for family care. Managers should also be mindful of requests for unscheduled telework. If an employee is asking for an unscheduled telework day each week, he/she should be directed to request a scheduled telework arrangement.

In general, changes to telework privileges may occur because of work demands, employee productivity and availability, team productivity, or increased on-site responsibilities. **Managers, Managing Directors, and the VP of HR can temporarily or permanently rescind or change an employee's scheduled telework arrangement at any time.**

### **EMPLOYMENT STATUS**

AIA will not change a teleworking employee's compensation, benefits, work status, or responsibilities because of participation in the teleworking program. The employee remains obligated to comply with all rules, policies, practices and expectations and understands that violation of such may result in rescinding scheduled teleworking and/or disciplinary action, up to and including termination. If the employee enters a telework arrangement, the teleworker may request to modify or terminate the telework arrangement at any time.

## **SCHEDULE AND HOURS**

A teleworking employee will be required to establish a consistent work schedule with their supervisor for those days in which the employee will be working from their off-site work location. This schedule requires all staff to work a 7.5-hour day that includes working between the core hours of 10:00 a.m. and 3:00 p.m. with the exception of lunch.

Team members must be able to reach a teleworker in a timely manner during work hours. AIA desk phones should be connected to the employee's AIA-issued laptop to ensure responsiveness to telephone calls. In addition, all employees who telework (scheduled or unscheduled) must modify their Outlook calendars to indicate working offsite.

AIA management may set "black out" dates for teleworking based on factors such as departmental leave schedules, workload and project demands, or other situations deemed necessary to have staff present onsite. Telework may be suspended in the instance of a job or department change or transfers. In these situations, the employee may request to resume their telework arrangement after a reasonable orientation time has passed. Managers must ensure team service coverage to members and other staff except in special or unforeseen circumstances (i.e., meetings, trainings, inclement weather emergencies, etc.). The manager may require a teleworking employee to come in to the office on their regularly scheduled teleworking day, should a work situation warrant such an action. Managers are under no obligation to designate an alternate scheduled telework day when an employee is required to come in to the office on a scheduled telework day.

Teleworking employees are expected to attend staff meetings, trainings, and any other AIA sponsored events that occur during normal business hours. Examples include department meetings, all-staff meetings, training classes and local and long-distance travel for work. When appropriate and necessary, employees may use teleconferencing options in lieu of coming in to the office for these events.

In some cases, employees may be required to telework (e.g., emergencies in the building, inclement weather, limited availability of office space, etc.). In such cases, employees will be given as much notice as possible to prepare and adjust their schedules.

If a teleworker is unable to work on a scheduled telework day, the teleworker must report the absence to his/her manager as soon as possible and must use available paid time off for that day.

## **WORK SPACE AND LOCATION**

Teleworking employees will maintain their designated office space in the building. On scheduled telework days, employees are required to designate a suitable workspace within their home or other suitable telework location. Teleworking employees will

maintain safe, hazard-free conditions in the designated workspaces, and practice the same safety habits in these spaces as they would in their workspace at AIA headquarters. The employee will be solely responsible for determining that the work location and workspace comply with any legal requirements applicable to use of such location and space for the purposes intended under this policy.

### **WORKERS COMPENSATION AND LIABILITY**

Teleworking employees are covered by workers compensation for job-related injuries that occur in the course and scope of employment. Workers compensation does not cover injuries that are not job related. In case of an injury to an AIA employee working in the offsite location, the employee will immediately report the injury to emergency or medical personnel, if needed, and to his or her manager and the Director of Benefits as soon as possible.

Except as may otherwise be stated herein, the employee remains liable for injuries to third persons and/or members of the employee's immediate family in the offsite location. A teleworking employee agrees to defend, indemnify and hold harmless AIA, its affiliates, employees, contractors and agents from and against any and all claims, demands or liability resulting from or arising in connection with an injury to persons (including death) or damage to property, caused directly or indirectly by services provided by the employee as a teleworker or by the employee's willful misconduct or negligent acts or omissions in the performance of the employee's duties and obligations as a teleworker, except where such claims, demands or liability arise solely from the gross negligence or willful misconduct of AIA.

### **TAX, FINANCIAL, AND LEGAL**

The employee is solely responsible for determining whether the teleworking arrangement has any tax, financial, or legal implications and should seek advice from a professional tax consultant and/or legal counsel for details.

This document entitled "AIA Employee Telework Policy" is not a contract of employment and may not be construed as such. The AIA Telework Policy is subject to change from time to time at the sole discretion of AIA.

The employee is responsible for any increase in utility payments, insurance and any changes in rates or coverage, or any other cost associated with preparing and maintaining the offsite work location for conducting business, due to the teleworking arrangement.

### **EQUIPMENT**

AIA will assign an AIA-owned computer to each employee which can be used for teleworking. AIA does not reimburse employees for cell phone service, internet service, etc. Office equipment such as a desk, chair, file storage, and other office furnishings is the responsibility of the employee and is not reimbursable by the AIA.

**CONFIDENTIAL INFORMATION**

The teleworker will hold in confidence all information and business documents relating to the business of AIA in the teleworker's possession in the course of employment. The employee cannot take AIA restricted access materials to the employee's offsite location without written consent of his/her manager. Upon termination of employment with AIA, the employee will deliver to the AIA headquarters all business documents, whether held in physical or electronic format, and all other office materials purchased or paid for by the AIA.

AIA RESERVES THE RIGHT TO PERIODICALLY REVIEW THIS TELEWORK POLICY AND MAKE SUCH MODIFICATIONS AS IT DEEMS NECESSARY. AIA RESERVES THE RIGHT TO REVOKE THIS POLICY AT ANY TIME.

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