

## **PREPARING EMPLOYEES FOR “RE-ENTRY”**

### **SAMPLE DRAFT - FREQUENTLY ASKED QUESTIONS AND ANSWERS**

#### **1. When will we return to the offices for working?**

We will follow the pace of easing of restrictions as determined by national, state/province and local jurisdictions. When restrictions lapse, we will communicate how our employees will respond. We may return to work in our offices at the same time, or later than when restrictions lapse, depending upon our internal assessment of the situation at that time. Some regions may follow a different return-to-office working approach than others, depending on local circumstances.

#### **2. What if I don't feel safe returning to working in a space that may expose me to COVID19, when it is allowed? Can we work at home more regularly since we've all learned how to do it?**

Working from home decisions will be a matter for you and your manager to determine. A guiding principle is that, by virtue of working from home, are you able to accomplish the expectations of your role? Does your absence from the office either impede others' ability to do their work, or does it put undue burden on others because you are not physically present?

The health and safety of our employees is of utmost importance, of course. We believe that, working together openly and collaboratively, we will be able to address each employee's situation in the context of these principles, when the time comes.

#### **3. If I elect to travel either during the current pandemic or some future place that turns out to be a region of contagion, how will the company view my return to an office environment?**

You will not be required to travel to a known region of infection or other type of unreasonable danger, as part of your job responsibilities, just to be clear.

If you decide to travel for holiday or other personal reasons to a place that is experiencing something similar to the current pandemic, or other outbreak, upon return you will be required to observe the restrictions that may be in place at that time. For COVID19, that includes quarantine for 14 days.

If you are quarantined upon return, due to any type of exposure to a pathogen of public health concern, the first option is that you would return to work remotely. If that is not possible, you will be able to apply your paid time off benefits, even if you are not personally ill.

We will also follow any laws or regulations that may be in place in your local area.

**4. I spent personal funds on things for my home office setup during the remote working mandate. How do I get reimbursed?**

Personal expenses related to work tools and supplies that you purchased during the remote working period should have been discussed with your manager up front, and reimbursed if approved.

But if you did not do that, you can discuss the items purchased with your manager. Upon approval, those expenses will be reimbursed. It is expected that the tools and supplies you may have purchased were uniquely necessary for the long period of working from home.

**5. My children may not be back in school, even though we are allowed to resume normal working conditions. May I work from home if that is the case?**

We will support you working from home during this case. Work closely with your manager to ensure that the arrangements are matched to business needs.

**6. When restrictions are removed for travel, being in groups, etc., will we be required to resume our previous travel frequency?**

We will make decisions about business travel carefully and according to local conditions. It is expected that our resumption of business travel will be gradual and well thought-out. We will take into account both the situation in the departing location as well as the arrival location. We will also coordinate closely with our customers and suppliers, who may have their own practices which we will need to adapt to.

**7. How will we ensure that our return to working in our offices will be safe?**

We will continue to practice preventive health measures, such as frequent cleaning, use of antibacterial and antiviral cleaning agents frequently, provision of hand sanitizers throughout the offices, practicing distancing and keeping our group gatherings to a smaller size. We will continue this practice until it is advised that we are able to resume more customary practices.

**8. Now that we've proven working from home can be effective and productive, can we continue to do so as a normal way of working?**

We have certainly found that we can continue to operate with our employees working from home. It is not ideal for all business needs, however. As the world resumes business activities that have been on hold during the necessary restrictions during the pandemic, we will need to be in the same place physically for a variety of business purposes. However, as our skills and abilities have now improved for at-home work, it is expected that this will become a more accepted manner of working, for some period of a person's schedule.

(See the answer to question number 2 for the way this will be evaluated.)