

# **Remote Work Program**

## **F.A.Q.'s (Frequently Asked Questions)**

### **If I complete a Remote Work Application, am I automatically approved?**

Not automatically, no. Your Manager/Supervisor and HR will help determine if remote work is a viable and mutually beneficial option for you, your position, your department, and Flyers.

### **Once I submit my Remote Work Application to my Manager/Supervisor, how long will the process take to approve or deny?**

It will take about 2 - 4 weeks on average to go through the process, as described in the Remote Work Program.

### **If my request to work remotely is denied can I re-apply?**

Yes, you may re-apply to work remotely as early as 6 months after your request is denied, or if your circumstances or position duties change significantly.

### **Is there a deadline to apply?**

No, you may apply at any time, as long as you meet the requirements.

### **Will there be a company laptop assigned for me to work from home?**

Flyers Energy will provide you with a laptop to work remotely, if it is approved by your Manager/Supervisor. Your Remote Work Agreement may begin when the equipment has been provided, or when your Manager/Supervisor deems suitable.

### **If my Remote Work Agreement has an "End Date" and my approved time to work remotely has expired, do I have to wait 6 months to re-apply?**

No, once your approved time has expired you may re-apply to work remotely as long as you still qualify and are in good standing to do so. An Application does not guarantee approval.

### **Can non-exempt (hourly) team members apply to work remotely?**

Yes, as long as you meet the minimum requirements to work remotely, both non exempt and exempt team members can apply to work remotely.

### **Will I be able to clock in/out and take lunch breaks while working from home?**

Yes, if you are non-exempt/hourly, you will need to clock in and out through Paylocity (beginning 7/17/20).

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### **What if my laptop crashes completely?**

Use your smartphone to place an Emergency Help Ticket. Include your direct contact phone number.

### **Besides a company laptop, what do I need at home, and what will Flyer's provide?**

You will need a safe, secure, suitable work environment, relatively free from distractions. You will need access to a reliable internet connection, and a working contact phone number.

Please refer to your Remote Work Agreement for a list of workspace requirements, and a list of equipment that will be provided to you, based on your remote work needs.

### **If I work in the office voluntarily on a day I was scheduled to work remotely, can I pick another day that week to work from home?**

Your remote work schedule will be visible to others, so people know when to expect you in the office, schedule face-to-face with you, and conduct in-office work collaboratively with you.

Cancelling an in-office day on short notice can be problematic, especially if it happens repeatedly. If you come into an office to work on a remote day, you should still expect to report to the office on your regularly scheduled days, unless otherwise approved by your Manager/Supervisor.

### **How can I determine if a TM is working from home or from the office?**

There are a couple of ways.

Each TM should update their own Google calendar to show days in the office and days working from home. Also, HR will track approved remote work schedules from the Remote Work Agreements submitted, and share on an identified platform (i.e. Paylocity, Intranet, Google Sheet, etc.) Stand by for more information.

### **How can I check my internet speeds if my connection seems slow, or if I'm not sure that my internet connection will be fast enough to work from home effectively?**

[www.speedtest.net](http://www.speedtest.net) will tell you your current upstream and downstream internet speeds. If you've got a few mg's both ways, you're definitely fine.

If you are still unsure, our IT Dept can help determine if your connection is fast enough for your position duties, as well. Please place a Technology Help Ticket on the Intranet if you have questions about the quality of your remote internet connection.