

This Policy is best suited for the following:

- Telecommuting is temporary or long term. If long term: on a part time basis. Telecommuting will be determined on a by position basis (criteria listed)  
Furniture and/or equipment may be supplied by employee or employer. Supplies by employer

### **317 Temporary Telecommuting**

AMR is committed to creating a work environment where the needs of its clients, employees, and AMR are balanced. Therefore, AMR tries to be flexible in its approach to work styles and location. Temporary Telecommuting arrangements (aka – work at home days) may be made on an “as needed” basis or set up as a regular temporary schedule.

Depending on the nature of the position and the existence of a measurable work product, an occasional work at home day can be helpful (employee is sick, he/she has a sick child, the employee is trying to focus on the completion of a project that requires concentration, etc.) and can be granted with the prior approval of the employee’s manager. All employees working from home for any amount of time must gain pre-approval from the manager.

When employees desire to work at home, AMR requires that they do so in the same manner that is in keeping with a work style of accessibility, communication, and productivity.

In rare circumstances, it may be beneficial for an employee to work at home on a more regular basis. If such a work-at-home arrangement appears appropriate, a proposal that includes an explanation of the circumstances that make it beneficial and the timeframe for the request must be presented to the manager and the Director of HR for approval.

All temporary telecommuting requests will be evaluated on a case by case basis and decisions will be based on whether the employee can provide service to the clients (internal and external) without adverse impact, that the employee’s work can be adequately supervised, that the employee’s productivity and performance can be effectively measured, and that the request doesn’t create a hardship for other team members.

Typically, temporary telecommuting is defined as any arrangement that is intended to be temporary in nature, no more than 60 days. Exceptions to this policy may be granted with prior approval from the President.

Any questions regarding this policy should be directed to Human Resources.

### **318 Telecommuting (Long-Term)**

AMR is committed to creating a work environment where the needs of its clients, employees, and AMR are balanced. Therefore, AMR tries to be flexible in its approach to work styles and location. In order to accommodate the needs of our

employees, AMR may permit employees in certain specific job positions to telecommute and work at home, so long as telecommuting does not impact the employee's productivity or adversely affect the efficient operation of the organization.

Telecommuting is a flexible work arrangement that allows an employee to work at home or at another satellite location (which is linked, usually electronically, to a central office) during all or some portion of a workweek. Telecommuting should not be confused with occasional business use of technology for remote access to the AMR network from home or while travelling. Telecommuting is a formal arrangement for work to be performed from home or other alternative work location on a regularly scheduled basis.

Some positions within the organization, by their very nature, do not lend themselves to telecommuting. For example, positions that require supervision of other employees usually cannot be performed off-site since it is an integral part of those positions for the managers to be available to answer questions and coach employees in their growth and development. AMR will determine whether a specific job may be performed effectively off site and whether an individual is effective working without supervision in a remote location.

#### Requirements:

AMR will consider telecommuting as an alternative work arrangement on a case by case basis, under the circumstances described below:

- The position must be appropriate for a telecommuting arrangement
- The proposed telecommuting will not adversely affect the organization, departmental assignments/projects, client relations or other work units;
- The employee(s) who will perform the job:
  - Must have a primary residence more than 120 miles from AMR's office location;
  - Must have a minimum of two years' work experience;
  - Must have been employed by AMR for at least twelve consecutive months;
  - Must have exhibited above-average performance, in accordance with AMR's performance evaluation program;
  - Must have maintained a good and consistent work record and work habits (for example, no excessive or unexcused absences, no corrective action(s) taken) during the previous 12 months;

- There must be adequate and suitable work available for the employee(s) to perform at home with limited face-to-face supervision.

#### Telecommuting Arrangement Requirements:

If an employee enters into a Telecommuting arrangement the following procedures shall be followed for each job position:

- Each telecommuting arrangement must be documented by a written Telecommuting Agreement signed by the employee, the employee's manager, HR Director and the President.
- Each telecommuting arrangement will be on a trial basis for the first three months, and may be discontinued during that time by either the telecommuting employee or AMR upon written notice to the other; or
- Each telecommuting arrangement may be discontinued at any time after the trial period by AMR upon written notice to the telecommuting employee.
- AMR will determine the appropriate equipment needs (including hardware, software, phone and data lines, facsimile equipment and software, photocopies, and other equipment for each telecommuting arrangement, on a job-by-job basis. Equipment supplied by AMR, if any, will be maintained by AMR. Equipment supplied by the employee shall be maintained by the employee. AMR accepts no responsibility for damage or repairs to employee, employee's home or employee-provided equipment. AMR reserves the right to make determinations as to appropriate equipment requirements, subject to change at any time. Equipment supplied by AMR shall be used solely for AMR business purposes and only by the employee.
- Consistent with AMR's expectations of information asset security for employees working at the office, telecommuting employees will be expected to ensure the protection of proprietary company and customer information accessible from their home office. Steps include, but are not limited to, use of locked file cabinets, regular password maintenance, and any other steps appropriate for the job and the environment.
- The employee will establish an appropriate work environment within his/her home for work purposes. AMR will not be responsible for costs associated with initial setup of the employee's home office such as remodeling, furniture or lighting, nor for repairs or modifications to the home office space. Employees will be offered appropriate assistance in setting up a work station designed for safe, comfortable work.
- Injuries sustained by the employee while at his/her remote work location and in conjunction with the regular work duties are normally covered by the Company's workers' compensation policy. Telecommuting employees are responsible for notifying the employer of such injuries in accordance with

company worker's compensation procedures. The employee is liable for any injuries sustained by visitors to the employee's work site.

- AMR will supply the employee with appropriate office supplies (pens, paper, etc.) for successful completion of job responsibilities. AMR will also reimburse the employee for all other approved business-related expenses such as shipping costs, etc., that are reasonably incurred in accordance with job responsibilities.
- The employee schedule may be for specified days of the week or days of the month based on AMR's business needs. Most AMR employees will be required to work at the AMR office on a regular basis in addition to the work performed from home. For most AMR positions it is necessary to have a regular face-to-face communication with co-workers, managers and other business associates.
- The employee and manager will agree on how often the employee is obligated to be present in AMR's office, the work schedule the employee will customarily maintain, and the manner and frequency of communication. The employee agrees to be accessible by phone or email within a reasonable time period during the agreed upon work schedule.
- The employee must still maintain the standard AMR core working hours and must receive prior approval for a flex or condensed work week schedule according to AMR policies.
- An appropriate level of communication between the telecommuter and manager will be agreed to as part of the discussion process and will be more formal during the trial period. After conclusion of the trial period, the manager and telecommuter will communicate at a level consistent with employees working at the office or in a manner and frequency that seems appropriate for the job and the individuals involved.
- Telecommuting is NOT designed to be a replacement for appropriate child care. Although an individual employee's schedule may be modified to accommodate child care needs, the focus of the arrangement must remain on job performance and meeting business demands. During working hours the employee should maintain a professional work environment without the distractions of children, pets, television, personal home chores, etc.

### **Requesting a Telecommuting Arrangement:**

An employee interested in telecommuting should submit a Telecommuting Arrangement request to the Employee's Manager for review by the employee's Manager, the Director of HR and the President for approval. The Telecommuting Arrangement request should include the following:

- Reason for Telecommuting request
- City, State and Time Zone for potential remote location
- Requested Schedule for the Workweek in the new location

- Any additional details that the employee deems may be of importance in evaluating the request

If the President approves, the Director of HR will draft a Telecommuting Agreement that permits the employee to telecommute. The Agreement must be signed by the employee, the employee's manager, Director of HR and the President.

No telecommuting request is guaranteed under this policy and the President, at his discretion, may make exceptions to this policy as deemed necessary.