

## Defining Guidelines for Working Remotely

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Over the past few weeks, the company has been implementing a number of changes to keep employees and their families healthy and safe during the current public health emergency. For example, FirstEnergy has enhanced our typical workplace flexibility guidelines and reinforced that those employees who can work from home should be working from home, when possible. But with more employees working from home on a regular basis, the dynamics of the workplace and individual work teams have changed considerably. We recognize these are challenging times and individuals are feeling a range of emotions.

Below are guidelines that provide a framework for employees and leaders to operate successfully in a remote work environment.

### **Employee Expectations**

*Employees are expected to:*

- Produce results equivalent to those expected when reporting to company work locations. Whether an employee works at their normal reporting location or an alternate location such as at home, they must make every effort to meet or exceed standards.
- Be available virtually and participate in meetings just as they would when reporting to a work location. This includes regular work activities, such as when working on a project, attending a meeting virtually with vendors, training or other virtual meetings. Keeping calendars up to date will help facilitate scheduling and encourage necessary collaboration.
- Maintain confidentiality and security of company information.
- Find ways to regularly connect with coworkers virtually.
- Talk to your supervisor regularly, especially when you may be feeling overwhelmed or challenged by work and/or other personal circumstances.

## **Leader Expectations**

*Leaders are expected to:*

- Ensure important communications, work updates, etc. are communicated to team members in a timely manner.
- Have regular virtual discussions with employees, including at least one team meeting per week with teams working remotely. This is intended to be a discussion to understand challenges, concerns and keep employees connected.
- Individually touch base with employees every few days to stay connected and continue regular check-in conversations.
- Be available to employees – for work-related items, but also as a sounding board to connect socially and check on the well-being of employees.
- Continue to recognize and show appreciation to employees for their contributions.

## **Topics for Employees and Leaders to Discuss**

- The accessibility of an employee during company business hours and appropriate methods of communications – such as personal land-based phone, personal or company cell phone, email, or Microsoft Teams – should be agreed upon by the employee and supervisor. Company cell phones continue to be provided based on business requirements only.
- Check in on work priorities and progress – treat this remote work time just as you would when working from a company work location.
- Virtual development opportunities for employees
- Determine which virtual technology options are best for each team and/or individual employees to communicate and collaborate.

## **Additional Suggestions for Establishing a Remote Work Environment**

- Create a dedicated workspace at home where employees can focus with minimal distractions.
- Ensure the workspace is free from any hazards.
- Leverage the [Working Remotely SharePoint site](#) for helpful instructions, updates and FAQs.
- Establish a routine for the workday and follow it as much as possible.