

<b>CORPORATE POLICIES and PROCEDURES MANUAL</b>	<b>SECTION: 3.21</b> <b>SECTION TITLE: Human Resources</b> <b>SUBJECT: Work From Home</b>
<b>Authorized by: Richard Deacon President &amp; Chief Executive Officer</b>	<b>Signature: Original Signed by Richard Deacon</b>
<b>Effective date: March 24, 2022</b>	<b>Revised:</b>

## **STATEMENT OF COMMITMENT**

The Work From Home Program creates a more flexible workplace for WCB Manitoba (the WCB) by providing eligible employees the option to participate in a hybrid work program.

With the WCB's commitment and ability to deliver excellent service remaining front and centre, the Work From Home Program allows for some time spent working in the office and some time spent working at home. In establishing this Program, the WCB aims to create a sustainable and effective working environment that maintains or enhances client service, ensures a safe work environment, reflects employee preferences, leverages systems and technologies, while consistently meeting standards for productivity, confidentiality, and privacy.

The WCB recognizes the multiple benefits of a Work From Home Program including:

- Enhanced productivity
- Improved work-life balance
- Improved absenteeism
- Increased employee job satisfaction and engagement
- Increased trust between employees and leaders
- Innovation in technology
- Reduced road congestion and lowered vehicle emissions

This Policy outlines how the WCB will approve and administer hybrid work opportunities through the Work From Home Program. It will also outline expectations for the use of shared workspaces onsite.

## **PURPOSE**

The purpose of this policy is to establish and support the application of consistent and clear standards regarding eligibility for the Work From Home Program, to outline consistent work practices/standards, and to ensure employees provide a level of service equal to or better than that provided while at an onsite work location.

## **POLICY**

### **I. Definitions**

**“Work from home”** (or **“Hybrid work”**): is an arrangement, determined and approved by the employee’s director & vice-president, under which an employee spends some time working from their home.

**“Offsite workspace”**: refers to a location which a manager has approved for work from home. Employees are expected to work from their primary residence in Manitoba only, as their approved offsite workspace. All safety, privacy and IT requirements must be met in the offsite workspace.

### **II. Eligibility**

This policy applies to all permanent, full time WCB employees. Employees who are part time or in a job share arrangement are not eligible to work from home.

The WCB will consider employee requests for work from home for up to 3 days per week. Due to service and operational requirements as well as the nature of the work performed by the employee, work from home may not be implemented for all positions. There may also be greater flexibility to facilitate work from home in some departments, units, and/or positions. As a result, it is recognized that there will be variation across the organization in the application of this Policy.

Employee eligibility will be determined by the director and ultimately approved by the vice president, in consultation with Human Resources, and will be based on the following criteria:

- a) Work from home will not negatively impact service, productivity or the ability of the individual employee, the employee’s co-workers or team to perform their duties.
- b) The employee’s work can reasonably be done offsite without negatively impacting operations.
- c) The employee must have satisfactory performance and attendance. If the employee is on a performance improvement or attendance management plan, eligibility for work from home may be modified, paused or removed.
- d) The employee must not have been subject to discipline within the last 12 months. If the employee is in a disciplinary process, eligibility will be determined on a case by case basis.
- e) The employee must have a safe, private, and productive workspace that is away from other regular household duties in order to maintain confidentiality.
- f) The employee’s offsite workspace must fully and consistently meet the safety requirements outlined in this Policy.
- g) The employee’s offsite workspace must fully and consistently meet the IT requirements outlined in this Policy.

- h) Probationary employees and employees in trial periods are not eligible to participate in work from home.
- i) If the employee transfers to a new position and/or new department, the employee's existing work from home arrangements do not carry forward to the new position and/or new department. The employee will need to submit a new Work From Home Request to be evaluated based upon the new position and/or department's operational requirements.
- j) The employee must sign and comply with the requirements outlined in the Acknowledgement of Work From Home Requirements form (Appendix A).

### **III. Approval**

All work from home arrangements must be determined and approved by the employee's director and vice-president, in consultation with Human Resources. Approval may change at the discretion of the director based on service/operational requirements or employee performance or failure to adhere to the policy. These decisions will be based on clear rationale and fairly and consistently applied.

### **IV. Acknowledgement of Work From Home Requirements**

The Acknowledgement of the Work From Home Requirements form (Appendix A) must be completed and signed by employees who have received approval from their director to engage in work from home. A new Acknowledgement must be signed when there is a significant change in the employee's work from home arrangement, including when an employee changes roles or changes their home office location, such as a move to a new residence.

### **V. Standards and Expectations of Work From Home**

The following standards and expectations apply to all employees who are approved to work from an offsite workspace:

- a) Employees are trusted to do the work assigned to them, regardless of whether they work in the office or at their offsite workspace.
- b) Managers are trusted to provide oversight of the work of their teams.
- c) The WCB supports the need for collaboration in our work, including through in person face to face interaction and/or using approved, secure technology and tools.
- d) Participating in the Work From Home Program cannot result in a negative impact to operations or client service and requires flexibility from everyone to ensure operations and service are maintained or enhanced.
- e) Maintaining effective connections with colleagues and external stakeholders is foundational to the success of the Work From Home Program. As such, employees are

expected to be visible on camera when participating in virtual meetings that use a video conferencing platform. Virtual meetings will be conducted using a platform approved by the WCB.

- f) Work from home requires continued professionalism, including the appearance of the work location visible on camera. To the extent that they may be visible to others, employees are expected to wear professional attire in keeping with the existing dress code, and represent the WCB in a professional manner that aligns with the organization's values, regardless of work location.
- g) Every role in the organization will continue to have a designated location at WCB offices in Winnipeg, Thompson or Brandon. Onsite work will be conducted at the designated location.
- h) There will be core hours during which all work from home employees must be readily available. The core hours will be set by the WCB and appropriately documented.
- i) Operational areas may designate days where no work from home is available within the area and all employees would be in the office to allow for team meetings, in-person collaboration and team events. Additionally, in-person attendance at team meetings, team events, training and ad hoc requirements to provide onsite service, or other workplace events will be necessary as they arise. These instances may be in addition to the scheduled onsite time under the Work From Home Program.
- j) Directors may temporarily suspend work from home arrangements due to project work, delivery of training classes, temporary coverage requirements (vacation, staff illness, etc) and other operational requirements not otherwise anticipated.
- k) Managers will provide reasonable notice when requiring in-office attendance in addition to an employee's scheduled onsite time. In most cases, employees can expect to be notified no later than the business day before their attendance is required, although notice may be shorter depending on the circumstances.
- l) Employees are expected to come to the office, in person, when required by their manager due to unforeseen operational needs. Employees are expected to have travel arrangements and other plans in place as required so that they can come to the office on short notice when required.
- m) If remote access becomes unavailable for any reason and employees are not able to perform the majority of their duties at home, employees are expected to come to the office as soon as is practicable.
- n) When required to attend the WCB offices, employees are responsible for any related travel and parking costs.
- o) Regardless of where they reside within Manitoba, employees must be able to meet onsite requirements, including any additional unplanned and shorter notice in-office requirements.

- p) The blend of working in office and working from home must be operationally feasible ensuring that operations and client service needs are always maintained. The amount of time (and/or when) an employee may be required to work in the office or from their offsite workspace under the Work From Home Program may change based on operational and/or service needs, or employee performance. Employees are expected to be flexible and responsive in adjusting their work location as required.
- q) Employees are expected to be responsive and accessible to colleagues, their manager, and external stakeholders at all times during working hours regardless of work location. To assist with this, where able to do so, employees are expected to maintain their availability status on the WCB's instant messaging tool.
- r) For reasons of privacy and confidentiality, files, records and documents should remain onsite in WCB's offices to the extent that it is reasonably practicable. Where a particular task reasonably requires WCB files to be present at the offsite workspace, employees must adhere to the confidentiality requirements outlined in WCB policy and the *Keep it Private - Working from Home* learning module. Printing and scanning cannot be done in the offsite workspace without express approval by the Manager on an exception basis.
- s) Work from home and providing focused family care at the same time (e.g. child, elder or other family care) is not permissible under this Policy. Employees are required to make necessary care arrangements so that caretaking obligations will not interfere with their work. If an employee is required to provide focused care, they will be required to use leave available through the Collective Agreement or organizational policy (e.g. vacation, banked time, etc). Employees are expected to have family care arrangements in place so that they can come to the office on short notice when required.
- t) All organizational policies and procedures, as well as the Collective Agreement apply to employees regardless of work location.
- u) Employees are responsible for all costs associated with setting up and maintaining their offsite workspace. Employees are responsible for supplying their own technology equipment and other physical equipment for their in-home office. The work from home arrangement shall be considered cost neutral and not result in additional costs to the WCB.
- v) An employee may be removed from the Work From Home Program if they violate this Policy.
- w) Individual work from home arrangements will be reviewed regularly and are subject to change or discontinuation at any time if the organization requires an employee to return to the office or if the arrangement is determined to no longer be feasible. These decisions will be based on clear rationale and fairly and consistently applied.
- x) Employees wishing to cease their work from home arrangement must discuss doing so with their manager prior to ending their participation and reporting onsite on a full time basis.

y) Where disputes arise under this policy concerning employees covered by the Collective Agreement these matters are subject to grievance but not arbitration.

## **VI. Health, Safety and Wellness Requirements**

It is recognized that there is a shared responsibility for health, safety and wellness and that the internal responsibility system continues to apply in a work from home arrangement. Employees are responsible for taking proactive measures and precautions to protect their own health and safety and that of other persons when working from home by following the WCB's safe work practices, standards, policies and procedures.

In order to be approved for work from home, employees must complete an inspection checklist that confirms the following are in place and working properly:

- A work desk ergonomically suited to the employee
- A chair in good working order that allows the employee's legs and spine to sit in a neutral position at 90 degrees (legs and hips) in an upright position
- A minimum of one (1) smoke detector in good working order
- A working hand-held household fire extinguisher
- A minimum of one (1) carbon monoxide detector in good working order

Once their Work From Home arrangement has been approved, employees must adhere to the following safety requirements:

- a) Complete the Ergonomic Self Assessment.
- b) Continue to assess potential hazards at their home office.
- c) Follow all safety policies and procedures.
- d) Report hazards, workplace accidents, or injuries as per Section 6.1(a) of the WCB Workplace Safety and Health Manual.
- e) Complete all required safety training in order to conduct work safely.
- f) Ensure that no in-person meetings are conducted at home, with the exception of approved team-building events.
- g) For personal safety reasons, manage all communications with external contacts through a WCB email account and/or WCB phone lines to minimize risk of employees' personal contact information being shared. Under no circumstances should an employee provide their personal contact information to external clients.
- h) Complete a bi-annual office inspection checklist and participate in any safety audits as required.
- i) Report any physical discomfort early to avoid injury and follow all applicable office ergonomics policies.

**VII. IT and Equipment Requirements**

Employees approved for a work from home arrangement will be required to have the following IT equipment and technology:

Computer Operating System	Current supported version of Microsoft Windows or Mac OS. Computer must be configured to allow automatic application of critical security patches from the vendor.
Computer Hardware	<ul style="list-style-type: none"> <li>• Desktop computer with a minimum 22” monitor, with keyboard and mice. <b>Or</b></li> <li>• Laptop with minimum external 22" monitor, external keyboard, and external mouse.</li> </ul>
Internet Browser	Current supported version of browser from Microsoft Windows, Mac OS, or Google
Internet Connection	100Mbps download, 10Mbps upload
Collaboration	Webcam with microphone and headset
Multi-factor Authentication	Current iOS or Android mobile phone to support remote access security application
Anti-Malware	Current supported anti-malware (anti-virus) program from recognized vendor
Home Phone	Either a land line or a cell phone with the ability of making and receiving the same number and/or type of calls as when in the office. Phone cannot be shared by other household members during the remote work. Staff will need to call forward their WCB number to the home phone when working remotely.

The above list may change as technology and/or operational needs evolve.

**VIII. Shared Office Space**

Following implementation of this Policy, traditional workstations may not be maintained. The WCB will provide a suitable work area and employees may be required to share space through a hoteling model.

At the beginning of each workday, as a proactive health and safety measure, employees using shared office space must adjust their workspace in accordance with the WCB’s’ office ergonomics policies. At the end of each workday, employees must ensure that the workspace is returned to a neutral setting and cleared of all work and personal belongings.



## **IX. Accommodation**

Work from home under this Policy is not a substitution for accommodation of employees who are temporarily or permanently unable to perform their regular duties as a result of injury or illness. Such accommodations will be dealt with in accordance with applicable policies, including Policy 3.11 Disability Management.

## **X. Costs**

Employees are responsible for all costs associated with setting up and maintaining their offsite workspace, unless otherwise specified in this Policy.

Employees can access a reasonable amount of office supplies (e.g. stationary, pens, notebooks etc.) from the WCB offices for the purposes of work from home.

Expenses incurred travelling to and from the employee's offsite workspace and the WCB offices are the sole responsibility of the employee. Travel time to and from the employee's offsite workspace and the WCB offices is not included in the employee's required in-office time.

## **XI. Other Hybrid or Remote Work Situations**

This Policy does not address occasions where the WCB may require any or all employees to perform remote work arrangements to ensure the health and safety of the public, the employee, or other employees or to facilitate an organizational project or initiative. Work from home arrangements may be implemented as a matter of safety in response to an emergency situation or in other circumstances that the organization finds appropriate. In these circumstances, some or all of this Policy may not be applied.

## **XII. Insurance**

Employees engaged in work from home are encouraged to advise the provider of their 'homeowners' or 'renters' insurance of their hybrid work arrangement.

## **XIII. Income Tax**

As income tax treatment for home offices may be different for each employee based on their individual circumstances, employees are advised to consult directly with the Canada Revenue Agency or seek other financial advice when compiling personal tax returns.

## **XIV. Review**

This policy will be reviewed and revised as necessary no more than 24 months after its effective date.

**History:**

1. Work from Home Policy issued on March 24, 2022.

**Appendix A**  
**Acknowledgement of Work From Home Requirements**

**A. Employee Information**

Employee Name: Click or tap here to enter text.

Position: Click or tap here to enter text.

Manager: Click or tap here to enter text.

Office Location: Click or tap here to enter text.

**B. Work From Home Arrangement**

“**Work from home**” (or “**Hybrid Work**”): is an arrangement, determined and approved by the employee’s director and vice-president, under which an employee spends some time working from their home. The total time spent working from the home workspace must not exceed 3 days per week.

“**Offsite workspace**”: refers to a location which the director and vice-president has approved for work from home. Employees are expected to work from their primary residence in Manitoba only, as their approved offsite workspace.

This Acknowledgement of Work From Home Requirements confirms that I have read and understood the WCB Work from Home Policy and outlines the terms of work from home that have been developed with, and approved by WCB leadership.

**General Features:**

- a) After review and discussion with my manager, I meet all eligibility requirements for a work from home arrangement as outlined in Policy # TBD Work From Home Policy.
- b) I understand that I am responsible for all costs associated with setting up and maintaining my home office.
- c) My work from home arrangement is voluntary, and is subject to change by leadership for operational or service requirements, performance concerns, violation of the standards and expectations relating to work from home and/or violation of the Work From Home Policy.
- d) I understand that I am expected to work from my primary residence in Manitoba only. I will be working remotely from the following location for a portion of my work time, effective Click or tap here to enter text. (insert date).

Street Address: Click or tap here to enter text.

City, Postal Code: Click or tap here to enter text.

- e) In the event there is a significant change in my work from home arrangement, including a change of home office location or my position, I will be required to complete and sign an updated Acknowledgement, which must be approved by my director.
- f) I have assessed my home office and accurately completed the offsite workspace inspection checklist in Section C.
- g) The terms of my employment remain the same and I understand and acknowledge that all organizational policies and procedures, as well as the Collective Agreement apply to me, regardless of my work location.

**Anticipated Schedule:**

As discussed with and approved by my director, my anticipated work from home schedule is as follows and represents \_\_\_\_\_ days per week:

Enter Description Here.

Enter Description Here.

I understand and acknowledge that there may be occasions where I may be required to work onsite more frequently than my work from home schedule or may be required to change the days scheduled to be onsite due to in-person attendance at team meetings, team events, training and ad hoc requirements to provide onsite service, project work, training classes, coverage requirements or other operational requirements not otherwise anticipated. It is expected that I will be readily available to accommodate these changes as required by my manager.

If remote access is for any reason unavailable and I am not able to perform the majority of my duties from home, I will report to the WCB offices as soon as is practicable.

**Standards and Expectations of Work From Home:**

I understand and acknowledge that by participating in a work from home arrangement, I will follow the Standards and Expectations of Work From Home stated in Policy #TBD Work From Home Policy.

**Health, Safety and Wellness Requirements:**

I understand and acknowledge that by participating in a Work From Home arrangement, I will follow the Safety Requirements stated in Policy #TBD Work From Home Policy.

**IT Equipment:**

I understand and acknowledge that I will be responsible for supplying the IT equipment listed in Policy #TBD Work From Home Policy. I also understand and acknowledge that the IT equipment may change as technology and/or operational needs evolve.

I am responsible for ensuring that others do not access or use WCB technology and systems. I also understand and agree to immediately report to my manager any theft, problems, damage, or any other issue that adversely impacts my ability to work from home.

**Privacy & Confidentiality:**

I will take all steps required to secure and protect the property, documents and information to which I have access in the course of work from home. I will endeavor to perform my work with attention to privacy of information and maintaining a secure private working environment at my offsite workspace. I will also promptly report any circumstances, incidents or privacy breaches which may compromise the confidentiality of any property, documents or information in connection with my employment to my manager and the WCB Privacy Breach Team at [privacybreach@wcb.mb.ca](mailto:privacybreach@wcb.mb.ca)

**Costs:**

I understand and acknowledge that the costs of setting up and maintaining my offsite workspace are my sole responsibility. I also understand and acknowledge that any expenses related to travel to and from my offsite workspace and the WCB offices are my sole responsibility and that travel time between my offsite workspace and the WCB offices is not included as part of my required in-office time.

**C. Offsite Workspace Inspection Checklist**

I have set up a workstation and reviewed it in order to truthfully answer the questions below. I have provided a picture of my workstation of my home office in conjunction with this Acknowledgment.

Description	Yes	No
<b>Safety and Security</b>		
My offsite workspace has a work desk ergonomically suited to me	<input type="checkbox"/>	<input type="checkbox"/>
My offsite workspace has a chair in good working order that allows my legs and spine to sit in a neutral position at 90 degrees (legs and hips) in an upright position	<input type="checkbox"/>	<input type="checkbox"/>
The offsite workspace is away from noise, distractions and is devoted to my work needs during working hours	<input type="checkbox"/>	<input type="checkbox"/>
The floor is clear and free from hazards	<input type="checkbox"/>	<input type="checkbox"/>
The temperature, ventilation and lighting is adequate	<input type="checkbox"/>	<input type="checkbox"/>
My offsite workspace has a working carbon monoxide detector	<input type="checkbox"/>	<input type="checkbox"/>
<b>Fire Safety</b>		
My offsite workspace has a working smoke detector	<input type="checkbox"/>	<input type="checkbox"/>
My offsite workspace has a working fire extinguisher	<input type="checkbox"/>	<input type="checkbox"/>
The hallways and doorways are unobstructed	<input type="checkbox"/>	<input type="checkbox"/>

The area is kept free of garbage, clutter and flammable liquids	<input type="checkbox"/>	<input type="checkbox"/>
<b>Electrical Safety</b>		
My offsite workspace has a sufficient number of electrical outlets available, so that no electrical outlet is overloaded	<input type="checkbox"/>	<input type="checkbox"/>
Electrical and surrounding cables are safely stowed	<input type="checkbox"/>	<input type="checkbox"/>
Electrical plugs, cords and outlets are visually in good condition	<input type="checkbox"/>	<input type="checkbox"/>

So long as I am engaged in work from home, I will provide an updated Offsite Workspace Inspection Checklist upon request.

#### **D. Acknowledgement of Policy Review**

By signing this Acknowledgement, I am indicating that I have received, reviewed, and understood the requirements, expectations, and standards relating to work from home arrangements as outlined in Policy #TBD Work From Home Policy.

#### **E. Review**

Work from home arrangements will be reviewed regularly and are subject to change or discontinuation at any time if the organization requires a return to the office or if the arrangement is determined to no longer be feasible.

#### **F. Employee-Initiated End of Arrangement**

Should I wish to discontinue my work from home arrangement, I will discuss with my manager prior to ending my participation and beginning to work at the WCB office on a full time basis.

Click or tap here to enter text.

Date

Click or tap here to enter text.

Employee

Reviewed and Approved on \_\_\_\_\_, 20\_\_\_\_ .

Click or tap here to enter text.

Date

Click or tap here to enter text.

Manager/Title