Remote and Hybrid Work Policy

Replace each [Placeholder] and choose the options that match your organization. If you employ people in several states or countries, check expense reimbursement, tax and pay rules for each location. The approval form at the end is completed once per employee and updated when the arrangement changes.

1. PURPOSE AND SCOPE

This policy explains how [Company Name] employees may work from a location other than a company site, either fully remote or on a hybrid schedule. It applies to all employees approved for a remote or hybrid arrangement. Occasional work from home for a few hours, such as waiting for a delivery, is handled by your manager and is not covered by this policy. Remote work is a business arrangement, not an entitlement, unless it is a condition of the job as advertised or an approved accommodation.

2. DEFINITIONS

Fully remote: the employee's regular work location is their approved home or other remote location, and they come to a company site only for specific events.

Hybrid: the employee works at a company site on set days ([number] days per week / [days]) and remotely on the others.

On-site: the employee works at a company site every scheduled day.

3. ELIGIBILITY AND APPROVAL

Each role is designated as on-site, hybrid or remote-eligible by [HR and the department head], based on the work itself. Within eligible roles, employees normally must have completed [number] days of employment and training, have no active performance improvement plan or final written warning, and have a suitable workspace that meets section 8.

Requests are made using the Remote Work Arrangement Form below and approved by the employee's manager and HR. Requests for remote work as a reasonable accommodation for a disability or pregnancy-related condition are handled under our [Reasonable Accommodation Policy], not this section.

4. WORK LOCATION

Employees must work from their approved location in [the United States / the states listed in the approved form]. Working from a different state or country, even temporarily, can create tax, payroll, licensing and legal obligations for the company and must be approved in advance by HR. Working from another country for more than [number] days in a 12-month period is not permitted without written approval from HR and [Legal / Finance]. Employees must tell HR before moving their home address.

5. SCHEDULE, AVAILABILITY AND COMMUNICATION

Remote employees keep the same working hours as their on-site role unless their manager approves a different schedule in writing. During working hours employees must be reachable by [phone, chat and email], respond to messages within [time], attend scheduled meetings with camera on when requested, and keep their status and calendar up to date. Hybrid employees must be on site on their assigned days; changes need manager approval.

Remote work is not a substitute for dependent care. Employees should have care arrangements that allow them to work their scheduled hours without regular interruption.

6. TIMEKEEPING AND OVERTIME FOR NON-EXEMPT EMPLOYEES

Non-exempt (hourly) employees must record all time worked accurately using [timekeeping system], including start and end times and unpaid meal breaks, and must take meal and rest breaks as required by law and company policy. Work outside scheduled hours, including reading or answering messages, requires prior manager approval, but all time worked will be paid. Managers may not ask employees to work off the clock. For work-at-home agents, time spent logging in to required systems before the shift is considered working time.

7. EQUIPMENT, SUPPLIES AND EXPENSES

[Company Name] will provide: [laptop, monitor(s), headset, keyboard, mouse, phone, other]. Company equipment remains company property, must be used mainly for work, must be kept secure, and must be returned within [number] days of the end of employment or the remote arrangement.

Employees are responsible for providing a reliable internet connection of at least [__] Mbps download and [__] Mbps upload, and a quiet, private workspace. The company will reimburse [a monthly stipend of $[amount] / approved actual expenses] for internet, phone and necessary supplies, and will reimburse any other necessary business expenses as required by applicable state law. Submit expenses through [system] within [number] days.

8. WORKSPACE AND SAFETY

Employees must maintain a designated workspace that is safe, free of hazards and suitable for confidential work, with a door or screen where calls involve customer or personal data. Report any work-related injury that occurs during working hours in the remote workspace to [your manager / HR] within 24 hours, in the same way as an injury at a company site. The company may ask employees to complete a home office self-assessment checklist.

9. INFORMATION SECURITY AND CONFIDENTIALITY

Employees must follow our [Acceptable Use and Information Security Policies] at all times. In particular:

- Use only company-approved devices and software for company data, and connect through [VPN / secure access tool].
- Do not use public Wi-Fi for work without the VPN, and never on unsecured networks for customer data.
- Lock your screen when away from your device and do not let household members use company equipment.
- Do not print, photograph or store confidential information on personal devices.
- Report lost or stolen equipment, or suspected security incidents, to [IT contact] immediately.

Company systems may be monitored as permitted by law and described in our [Acceptable Use Policy].

10. PERFORMANCE

Remote employees are held to the same performance standards, goals and conduct rules as on-site employees. Managers will set clear expectations and measure results, and will hold regular one-on-ones. Remote work status will not affect eligibility for training, promotion or pay increases.

11. CHANGING OR ENDING THE ARRANGEMENT

[Company Name] may change or end a remote or hybrid arrangement based on business needs, performance or conduct, with at least [number] days' notice where possible. Employees may request to return to on-site work with [number] days' notice, subject to space availability. Changes to an arrangement provided as an accommodation will follow the interactive process.

REMOTE WORK ARRANGEMENT FORM

Employee name

Job title / department

Arrangement requested

☐ Fully remote ☐ Hybrid

If hybrid: on-site days

Remote work address (city and state)

Working hours and time zone

Equipment issued (with asset numbers)

Internet speed confirmed (download / upload Mbps)

Start date of arrangement

Review date

☐ I have read and agree to follow the Remote and Hybrid Work Policy.

Employee signature | Date

Manager signature | Date

HR signature

Date