

Teleworking, or telecommuting, is the concept of working from a location other than a Granicus office.

Successful telework has many benefits to the individual and to Granicus. Commute time is saved, work can be completed with fewer distractions, and complex lives can be balanced with the demands of the job. The benefits of telework must be measured against the profound benefits of working together with your colleagues where mentoring, informal collaborations, professional development, and efficient teaming happen more easily. In addition, there are profound and demonstrable challenges to communicating remotely when work gets challenging and tough tradeoffs must be made. Granicus and employees must weigh these many pros and cons of telework in making decisions about who can telework and how often.

Each manager has the discretion to offer telework in a manner that promotes productivity and professional development for an individual, the role and the team. These guidelines are not meant to establish consistency across teams but instead are intended to provide clarity on eligibility and expectations with regards to telework options.

Eligibility:

Employees are eligible for this benefit based on the suitability of their jobs, the demonstrated ability to be successful teleworkers and the manager's preference for managing remote employees.

The occasional telework requests should be infrequent and done on an ad-hoc basis. The request should be discussed with manager at least 24 hours in advance of the time the employee wants to telework, whenever possible. Managers have the discretion to approve/deny a request in a manner that is conducive to productivity. If an employee is teleworking more than 5 days in a row, and/or there are more than 5 days requested in a 4-week window then the arrangement must be reviewed by the HR team.

For more regular telework arrangements, Granicus' general approach is that those employees that are within a reasonable commuting distance come to the office on a consistent basis with any exceptions being approved by the employee's manager in advance. If an employee is outside a reasonable commuting distance, they have the option to explore with their manager a more regular telework arrangement. If they agree that it is mutually beneficial, there is a request form that needs to be completed and turned in to the HR team.

There are some employees that work remote 100% of the time. This document is not necessarily meant to address their situation however the expectations outlined are consistent.

Expectations:

Hours

Any employee that has approval to telework is expected to work a minimum of 8 hours per day and 40 hours per week. This includes only time that is 100% focused on work. It does not include time spent at lunch, handling household responsibilities, or at personal appointments. Regular availability and a commitment to a full and focused day are key elements of successful teleworking so your colleagues should be aware of your schedule including any gaps where you will not be fully available.

Availability

If the request is granted, it is generally expected that the employee will be available and responsive during core business hours. Core hours could be impacted by employee, role and/or current project and should be discussed with manager. The goal is that a telework schedule should be consistent and predictable.

Being available means, but is not limited to the following:

1. Responding to direct IMs in a timely fashion
2. Showing the fact that employee is online (i.e., not away)
3. Monitoring emails and answering important ones in a timely fashion
4. Actively participating in meetings via WebEx or by calling-in - Being available via phone
5. Having regular and consistent output
6. Communicating clearly when, due to any reason, the employee feels underutilized and available for additional assignments

If employee teleworks, the expectations regarding availability, communication, productivity and work space are the same as if they were in a Granicus office location.

Communication

Effective communication is vital. Be clear and concise. Share everything. Communicate often.

Results

Employees should also put additional focus on outlining expectations, identifying clear deliverables, reviewing priorities and outcomes with their manager so as to maximize the nature of this working arrangement. The employee bears the primary responsibility for communicating available capacity and for identifying and proposing resolution to work or communications bottlenecks/ hurdles.

Work Space

It is the employee's responsibility to ensure that the work environment be free from distractions (children or others in need of care, etc.) and that employee has identified a separate, suitable work area in their home, so they can focus on work without distractions. Any time spent as the primary caregiver does not constitute work time.

Access and Equipment

It is the employee's responsibility to have internet and phone access that would be necessary for them to work effectively outside of the office. Employees are required to use VPN access to access internal resources when working outside of the office.

Disclaimer

Granicus wants to be flexible as situations warrant; however, the company has the right to refuse teleworking to any employee and may terminate any previously approved arrangement for any reason at any time as teleworking is not a universal employee benefit.