Remote and Hybrid Working Policy

The global COVID-19 pandemic required the vast majority of the organization’s employees to very quickly commence working from home to ensure the safety of our employees and the uninterrupted operation of our business. During the pandemic, most employees have become used to the flexibility and appreciative of the opportunity to work from home. As communities and work environments continue to open up, and following consultation with its’ employees, SCM will aim to offer flexibility in regard to where - and in certain circumstances when - employees work. This policy is intended to set out expectations and practices for remote and hybrid working arrangements.

Applicability

The policy applies to all employees of the limited partnerships and corporate subsidiaries under SCM Insurance Services Inc., Opta Information Intelligence Corp and of SCM (US) Inc.

Remote and Hybrid Working Principles

1. Employee health and safety will remain a priority.
2. SCM will aim to offer flexibility and choice to employees; where and when it makes sense to do so.
3. Regular communication is critical. Leaders will continue to provide transparent, timely and open communication to their employees.
4. Leaders will actively work with employees, particularly in hybrid teams, to ensure an understanding and clarity of perceived fairness, between staff who are in-office and those working remote.
5. SCM will aim to offer the right space, tools, technology and resources to help employees to be successful in a hybrid work environment and the right tools, technology and resources to be successful in a remote work environment.

Remote Work Defined

Remote work is the concept of working from home or another location on a full- or part-time basis. Remote work is not a universal employee benefit, rather, it is an alternative method of meeting the needs of the both the company and the employee and requires advanced management approval.

Hybrid Work Defined

Hybrid working combines aspects of remote working and in-office working. In a typical hybrid workplace, some or all employees have the freedom to choose where, and in some instances when they work, dividing their time between working remotely and working from an office location. Hybrid work is not a universal employee benefit, rather, it is an alternative method of meeting the needs of the both the company and the employee and requires advanced management approval.

The Current State

The vast majority of SCM’s employees have been working remotely since mid-March 2020 and are expected to continue to do so until at least September 7, 2021, at which point community immunity is expected to have been achieved. The re-opening of SCM offices and return to our “new normal” will be dependent upon a number of factors, including but not limited to:
• Federal and local public health guidelines and directives
• Provincial and state re-opening plans and timing
• Virus resurgence
• Community immunity, for the most part due to vaccinations

Eligibility for a Remote and/or Hybrid Working Arrangement

The health and safety of our employees remains paramount. Employees should be aware that remote and hybrid work arrangements may not be applicable or appropriate for all roles, are not guaranteed to continue and SCM reserves the right to determine how work will be performed at any point in the future.

Successful remote and hybrid workers have the support of their managers. To be eligible to participate in a remote or hybrid working arrangement, the work being performed must be conducive to remote work, the individual performing the work remotely must have the skills to do so including the ability to meet the expectations of the role, and the employee’s manager must have the ability to manage remote workers. Each Business and/or Corporate Service Unit will make its own determination in this regard in the following manner:

• Employee to have a conversation with his/her immediate manager to determine if the work being performed is conducive to a remote or hybrid working arrangement. A key component of this determination will be ensuring client needs are fully met.
• If work is deemed to be eligible, the employee and manager will review and agree upon location of work, including days in office vs remote if applicable, hours of work, position responsibilities, performance/production expectations, how performance feedback and training will be received, who to contact with questions.

Approval and Duration of a Remote and/or Hybrid Working Arrangement

Approval of a remote or a hybrid working arrangement, including a significant change to an arrangement already in place, requires the approval of the employee’s direct manager and the approval of their senior leader (i.e. BUL, SVP, Chief).

Requests for remote work to be performed outside of Canada require the final approval of the CHRO as tax, IT security and benefit implications are complex and differ country to country.

Remote or hybrid working should not be considered a permanent arrangement. The organization has the right to terminate a remote or hybrid working arrangement at any time should it be deemed ineffective, unproductive, or not meeting the operational requirements of the business. Similarly, the arrangement may be discontinued at the request of the remote or hybrid worker.

Every effort will be made to provide 30 days' notice of such change to accommodate commuting, childcare and other issues that may arise from the termination of a remote or hybrid working arrangement. There may be instances, however, when notice is not possible.
Expectations While Remote or Hybrid Working

Organizational Policies and Procedures

Employees in both a remote or a hybrid working arrangement are required to abide by the Corporation’s policies, procedures and rules which may be periodically amended by the Corporation for business and/or operational purposes.

On an annual basis, employees in a remote or hybrid working arrangement will be required to attest in Workday that they have read, understand and agree to abide by SCM’s Remote and Hybrid Work Policy. Failure to do so may result in the cessation of the remote or hybrid arrangement.

Security

Consistent with the organization's expectations of information security for employees working at the office, remote and hybrid working employees are expected to ensure the protection of proprietary and confidential company and confidential customer information accessible from any work location. Steps include regular password maintenance, not sharing passwords, reduction or elimination of paper working documents and/or files where possible, not leaving your laptop or cellphone unattended in a vehicle or public setting, and any other measures appropriate for the job and the environment.

Equipment/Tools

The company may provide specific tools/equipment for the employee to perform his/her current duties. This may include computer hardware, computer software, ring central, email, connectivity to host applications, and other applicable equipment as deemed necessary.

The employee is required to protect all company equipment from theft or damage.

The use of equipment, software, data, supplies and furniture when provided by the company for use at the remote work location is limited to authorized persons and for purposes relating to company business.

Workspace

When working remotely, the employee shall designate a workspace within the remote work location for placement and installation of equipment to be used while working remotely. The employee shall maintain this workspace in a safe condition, free from hazards and other dangers to the employee and equipment.

Any company materials taken outside of the office should be kept in a safe designated work area and not be made accessible to others.

When participating in a hybrid working arrangement, depending on the office locations, the employee may be required to book a hoteling workspace prior to attending in office to ensure availability of workspace.

Office Supplies

Office supplies are defined as consumable supplies (i.e. staples, paper, pens) and require pre-approval by an employee’s manager prior to ordering. With manager approval, employees may order reasonable supplies via the current Staples process for pick up in office. Please confirm with your manager the employees on your team who are set up to order supplies.
Compensation and Work Hours

The employee’s compensation, benefits, work status and work responsibilities will not change due to participation in a remote or hybrid working arrangement.

The amount of time the employee is expected to work per day or pay period will not change as a result of participation in the remote work program.

Dependent Care

The global pandemic has required unprecedented levels of rapid change, flexibility and understanding in unique circumstances to ensure the safety of our employees, their families and communities. SCM employees continued to do a stellar job of managing work from home in spite of these challenges. As we work toward establishing our ‘new normal’, employees are requested to continue to work closely with, and to continue an open dialogue with, their managers to effectively meet the needs of both the employee and the business.

Post Covid – 19, remote or hybrid work should not be considered a substitute for dependent care. Remote and/or hybrid workers should not expect to be available during company core hours to provide dependent care.

Tax Implications

It will be the employee’s responsibility to determine any income tax implications of maintaining a home office area. The company will issue a T2200 to Canadian employees working remote regularly.

Communication

Employees must be available by phone and email during core hours. Remote and hybrid workers are required to be available to attend in-person meetings as required, unless management has provided prior approval to attend via a video call.

Communication is critical to ensure a successful remote and/or hybrid work arrangement. The manager and remote/hybrid worker will be expected to communicate at a level consistent with employees working at the office, or in a manner and frequency that is appropriate for the job and the individuals involved.

Company Cell Phones

Employees eligible to participate in the Corporation’s cell phone plan and applicable hardware will continue to do so. Employees are requested to ensure they are using Ring Central, either through their computer or phone as much as possible, Wi-Fi whenever possible and are conscientious about long distance calling and data usage to avoid cell phone data overages and potential costs to the employee.

Ad Hoc Arrangements

Temporary remote or hybrid work arrangements may be made on a case-by-case basis, focusing first on employee safety and taking into consideration the business needs of the organization. Advanced approvals, as indicated above in the section entitled Approval and Duration of a Remote and/or Hybrid Working Arrangement, are required.
Supervisor / Manager Responsibilities

- Regular, two-way communication with remote worker
- Training and performance feedback
- Ensuring employee has necessary equipment to be successful in remote work
- Regular evaluation of remote work arrangement

Exceptions

Exceptions to this policy require approval of the Chief Executive Officer, or authorized delegate.