



HUMAN RESOURCES POLICIES AND PROCEDURES

Initial Guidelines: October 2019 Original Date: June 2021	SUBJECT: TELEWORK POLICY
	No 24 HR Section
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CONTEXT

Our success is rooted in our people, their talent and their dedication. Our purpose of nourishing the health and wellness in our communities can only be achieved by working together, even remotely.

The purpose of this policy is to define the practices, responsibilities and processes required for METRO employees to work from home or another suitable location.

1. DEFINITIONS

Telework (also called remote work) is a flexible work option that allows employees to work from a suitable location other than their primary workplace.

METRO means Metro Inc. and any subsidiaries, any person or entity directly or indirectly Controlling, Controlled by, or under common Control with Metro Inc., where “Control” means the legal power to direct or cause the direction of the general management of the company, partnership, or other legal entity.

Day means a full working day.

2. ELIGIBILITY TO TELEWORK

Telework is a flexible work option available for employees whose role and responsibilities allow for this working arrangement.

While teleworking, employees are subject to the same performance standards and availability expectations as when they are at their primary workplace.

To determine if an employee can telework, supervisors must evaluate the following three criteria:

1. The telework compatibility of each job function (see Appendix 1 for the position matrix to help assess compatibility).
2. The company's business needs (ex.: nature of assignments, special projects that may require physical presence).
3. The employee circumstances (see Appendix 2).

To be eligible, employees must have the skills and experience required to work autonomously and meet the expectations of their role. In addition, their general performance must also meet expectations.

There are three options available:

- A. Ad hoc:** Inclement weather, household delivery or maintenance (e.g. plumber), mid-day appointment, daycare, etc.
- B. Short-term:** A few days or weeks to take care of a family member or a medical issue (e.g. sick child at home for three days, minor intervention which prevents the employee from driving for a short period of time).
- C. Planned:** Long-term ongoing teleworking arrangement, up to a maximum of three days a week calculated as an average over a 12-month basis.

Employees must discuss these options with their supervisor and obtain their approval prior to resorting to any of the available options. Furthermore, if the conditions under which telework was approved change, the situation will have to be reassessed.

For options **A** and **B**, prior written approval in the form of an email is sufficient. For option **C**, the telework agreement form (Appendix 3) must be completed and signed by the employee and their supervisor. This agreement needs to be renewed every year during the performance review period or at any other appropriate moment identified by their supervisor. It can also stop, with at least one (1) month's notice if the situation changes or at the request of the employee or their supervisor. The employee and the supervisor can agree to forgo the notice or reduce it.

Only employees engaged in Planned teleworking and who telework more than 50% of their time during a calendar year will receive the necessary tax form(s)

from METRO. The employees must download the necessary tax form(s) by clicking [[here](#)].

Office spaces are primarily reserved for employees working fulltime at the office and their use should be encouraged for meetings, collaboration and innovation. Employees choosing planned telework will no longer be guaranteed an assigned office or dedicated workspace. In such a situation, the supervisor will inform the employee as soon as possible but no less than one (1) month in advance. An employee who no longer has an assigned or dedicated office space must reserve a workstation in advance through an hotelling application when coming to the office. Meeting rooms cannot be reserved for this purpose.

Telework cannot be imposed, except in exceptional circumstances (ex.: pandemic, office temporarily unavailable, changes to this policy).

Management retains the right to modify the terms of telework options A, B and C.

Telework does not modify the employees' salary, benefits, time off, vacations and other working conditions. Likewise, their duties, obligations and responsibilities remain unchanged.

3. CONDITIONS

When teleworking:

- Employees must have a suitable location to work (as defined in section 5.2).
- Employees must follow their regular office schedule unless otherwise approved by their supervisor. Clients, colleagues and all other people must be able to reach them by phone, email and Teams (or any other means of communication) during regular work hours.
- Employees must be available to participate in all scheduled meetings. The employees' supervisor has the right to request the presence of the employee to any in-person meeting.
- Employees must obtain their supervisor's prior authorization to work overtime.
- Reimbursement of meal expenses provided under the Expense Reimbursement Policy is excluded.
- Employees are not be expected to engage in work-related communications, including emails and messages, during non-work hours unless in case of an emergency, if the circumstances justify it or if their responsibilities are such that they must answer.

- Employees must dress appropriately given the work activities planned on any given day.
- Employees must comply with all rules, policies, practices and procedures of METRO and the department in which they work.

4. TELEWORK EQUIPMENT AND RESOURCES

Only the equipment provided by METRO can be used to connect to the METRO network unless an explicit authorization has been issued by the Information Systems department. It should be noted that, unless otherwise specifically indicated in this policy, nothing in this policy can be interpreted as creating an obligation for METRO to provide, or pay for, equipment to enable employees to telework.

The employee must have an appropriate internet connection allowing them to perform their tasks efficiently.

METRO will provide, if required, the following equipment to employees who engage in Planned telework: a laptop, a monitor, a mouse, a keyboard and a headset. METRO will not cover the cost of any other equipment, supply or service associated with teleworking (ex.: internet, phoneline, long distance fees, speakers, furniture, printer, etc.). The equipment provided by METRO remains its property and must be returned to the office upon demand or when the employee ceases planned telework. No equipment will be provided to employees who telework on an ad hoc or short-term basis.

Employees will not be reimbursed for office supplies normally available at the office. Employees can take some of these supplies to their telework location if required but only in reasonable quantities and with the prior approval of their supervisor.

Upon termination of employment for any reason, including retirement, or if the planned telework agreement is terminated, the employee must return all equipment and supplies provided by METRO to their supervisor as quickly as possible and no later than five (5) calendar days from the date of termination of employment. Should the employee fail to do so, an amount equivalent to the value of the equipment and supplies as determined by METRO will be deducted from the employee's last pay.

5. HEALTH AND SAFETY

METRO is committed to creating a healthy and safe work environment for everyone. This commitment and duty also extend to METRO employees who telework. Employees are responsible for setting up an appropriate work environment within their home or other telework location which provides the same level of security as their primary workplace.

5.1 Teleworker Responsibilities

- The employee shall maintain a designated and dedicated workspace that meets occupational safety standards for office ergonomics. Please refer to the Suitable telework environment section below for more details.
- The employee shall ensure the workspace meets the safety requirements of local building and fire codes.
- The employee shall implement the precautions outlined in the Telework Workplace Safety Checklist (Appendix 4).
- The employee shall follow safe work practices and promptly report any work-related accident that occurs at the telework workplace to their supervisor and/or appropriate employer representative. The employee must understand and agree that should a work-related accident occur at the telework location, access to that location, including their home, will have to be provided to the employer's representative(s) at the time set by the employer in order to carry out the investigation.
- Employees are responsible for any telework workplace renovations investments required to have a space suitable for telework.
- Employees are responsible for maintenance of their personal equipment.
- In person meetings with customers or other third parties cannot be held at the employee's telework location, except if teleworking from another METRO office.
- The employee must maintain all appropriate insurance on their personal equipment and workspace.

5.2 Suitable telework environment

The employee's telework workspace and equipment must be adequate. A dedicated workspace should have furnishings appropriate to the nature of the work such as:

- A suitable, ergonomically adjustable chair that allows for neutral postures.
- A separate keyboard or monitor connected to the laptop to arrange for proper monitor height and keyboard position, if required.
- Proper noise control for employees to participate in phone calls and videoconferences without interference.
- A location with proper lighting and minimal distractions or disruptions that

could have a negative impact on work efficiency.

5.3 Telework Workplace Safety Checklist

- This form, which can be found in Appendix 4, needs to be completed by the teleworker to ensure health and safety requirements are met before teleworking begins.
- Once the form is complete, the employee and their supervisor need to discuss the results, outstanding concerns and take the recommended actions such as adjusting chair height or addressing other identified items.
- The employee shall update this form if any workspace setup changes are made (ex.: new chair, new telework location, etc.) and inform the supervisor to discuss any potential health and safety impacts resulting from these changes.

5.4 Workplace inspection

- Teleworkers are responsible to ensure that the workspace is always safe during work hours.
- On-site or virtual safety and suitability visits by METRO may be performed prior to the commencement of telework and then, on a regular basis, with advance notice. These visits will be to ensure that the telework space meets basic safety standards and that the designated space is suitable for the tasks to be performed by the employee.
- On-site visits, with prior notice, may also be made for the purpose of retrieving equipment and other METRO property in the event of the employee's illness, termination, or any other extraordinary circumstances.

5.5 In the event of an injury

- Employees shall immediately report any work-related accident that occurs at the telework workplace to their supervisor and/or appropriate METRO representative.
- Upon notification, the supervisor shall follow the division's accident investigation process which may include a visit of the site of the work-related accident and reporting process.
- METRO will not be responsible for any non-work-related injuries that may occur at the telework workplace.
- METRO is not responsible and assumes no liability for any injuries to family members, visitors and others in the employee's telework location nor for any damages to their property.

5.6 Workplace Violence

- Telework employees are subject to all the same policies, procedures and expected standards of conduct as all other METRO employees.

- Following the employee's completion of the Telework Workplace Safety Checklist, supervisors must ascertain whether the proposed telework workspace is a safe environment.
- If an employee reports an act of violence or threat of violence, whether work-related or not, the supervisor must notify Human Resources. A decision will be made, based on risk, whether the telework agreement should be continued.
- If you ever have an immediate fear for your safety, call the police at 911.

5.7 Working Alone

Employees are required to identify any concerns they may have regarding the fact that they may be working alone on the Telework Workplace Safety Checklist. Where deemed necessary by the employee and supervisor, a suitable contact schedule should be established, and a preferred method of communication should be identified.

5.8 Mental health

If you require additional support, you can also contact the METRO's Employee and Family Assistance Program (EFAP) at 1 844 880-9143.

5.9 Tips

- To remain efficient, employees must take breaks during work.
- Vary your position, including getting up, regularly.
- Apply the 20-20-20 rule to reduce eye fatigue: every 20 minutes, look away at a distance of 20 feet (6 metres) for 20 seconds.

6. COMMUNICATION

Communication is the key to success in telework. The employee must always be accessible during working hours. Communication and email tools must always be activated.

Supervisors and employees need to communicate regularly amongst themselves to maintain contact as well as to contribute to the team's synergy and dynamic.

7. DATA SECURITY AND CONFIDENTIALITY

When teleworking, employees must ensure that METRO networks are protected and that data, physical documents and any other confidential, sensitive or personal information is kept completely secure.

Employees teleworking must take reasonable precautions to prevent METRO's equipment and resources from being lost, stolen or damaged by securing them in the same manner as they would in METRO's office. If METRO's equipment does get lost or stolen, it must be reported immediately to their supervisor.

8. TECHNICAL SUPPORT

For help with METRO equipment or software, teleworkers can contact the **IT Help Desk**. Support does not include the personal installation required for telework (ex.: modem, internet connection, etc.).

To contact the IT Help Desk (business hours: 8:00 a.m. to 5:00 p.m.):

- 450 662-3395 or 1 877 662-3395
- aide@metro.ca

9. TRAINING AND ADDITIONAL RESOURCES

For training or additional resources, please click [here](#).

10. RESPONSIBILITY AND AUTHORITY

This policy applies to all METRO employees eligible for telework.

The responsibility for developing and updating this policy rests with the Human Resources Department. The responsibility for applying this policy rests with each Department that has employees teleworking.

11. MONITORING THE POLICY

This policy will be reviewed, and its effectiveness evaluated, every three (3) years.

APPENDIX 1

POSITION MATRIX – EXAMPLE

Criteria (Job Selection Criteria)	Position title
1 Individual vs group work :	
Requires important interactions with employees or co-workers several times a day	
Business travel time (required to work outside the office)	
2 Availability of clear parameters for evaluation:	
Position can be divided in measurable tasks, projects or objectives	
Ability to assess performance based on objectives / results	
Level of supervision required	
3 The work does not require ongoing personal contact :	
Requires specific meetings / events where face-to-face interaction is required (ex.: suppliers / candidates / third parties)	
Position can manage a team remotely	
Position can delegate tasks remotely	
4 Equipment or physical documents:	
Requires physical access to documents (ex.: mail, shared hard copy documents, etc.)	
Requires access to specific equipment that can't be brought outside the office	
Required to work with classified documents	
Requires level of data protection (confidentiality/secure data access)	

To complete the matrix, please download **matrix.xlsx** [\[here\]](#).

APPENDIX 2

Employee's Circumstances

Who should not telework even if their tasks can be performed remotely?

- Employees having a hard time meeting their deliverables.
- Employees not performing and/or subject to discipline.
- Employees who do not have sufficient experience and skill to take control of when and how work gets done without the need of a manager nearby to direct, support and monitor.
- Employees starting a new position.*
- Employees whose mental health would be improved by being in the office.
- Employees who do not want to telework.
- Employees not equipped to telework.

*As part of the integration of a new employee, the telework option chosen by the employee could be modulated (for example, the integration plan of the new employee could foresee that they will be in the office more often in the first few months in order to meet the colleagues with whom they will have to collaborate in their position).

APPENDIX 3

Telework Agreement

This document constitutes the Planned teleworking agreement between Chose one. and:

Name of the employee: _____

Date: _____

Planned telework is an ongoing teleworking arrangement whereby employees work remotely up to a maximum of three (3) days a week on average over 12 months.

Minimum presence required of _____ days (per week, per month) at the office located at _____:

Start date of telework: _____

Location where most teleworking will be carried out: _____

Equipment received, if required: Laptop Mouse Keyboard Headset Monitor

By signing this agreement, I understand and agree:

- To read, and comply with, the Telework Policy.
- That failure to comply with the Policy may result in administrative (such as cancellation of the telework agreement) or disciplinary measures up to and including dismissal.
- That METRO may reassign my dedicated office or workspace.
- That this agreement will be reviewed at my next performance review or at any other appropriate moment identified by my supervisor and that my supervisor and I will discuss and agree on whether to enter into another such agreement or not, with or without modifications.

Employee's signature

Date

Supervisor's signature

Date

Please return this form completed to your HR representative. Employee and supervisor should keep a copy.

APPENDIX 4

Telework Workplace Safety Checklist

Department	Inspected By (employee name)
Location (employee's teleworking address)	Date Inspected

Maintaining a safe workplace office is the teleworker's responsibility. The following form is designed to assess the overall safety of an alternative worksite.

The employee:

- Completes a workplace office safety inspection and this checklist.
- Submits the checklist to their supervisor for review and discussion.
- Updates the checklist if necessary.

The supervisor:

- Signs and forwards a copy of the completed checklist to Human Resources.

Human Resources:

- File a copy in the employee's personnel file.

Section 1 - Safety Checklist

General

Item	Considerations	Yes	No
1	A dedicated workspace, away from noise and other distractions, has been established.		
2	The workspace accommodates a workstation, equipment, and related material.		
3	Floors are kept clear and free from hazards (ex: obstructions, loose tiles, torn/ ripped carpets, etc.).		
4	Carpets/mats, if applicable, are secure and do not pose a trip hazard.		
5	Stair handrails are installed as per building code, in good condition and are utilized.		
6	Stairways are clear and unobstructed.		
7	Doorways, walkways, exits, outside landings are unobstructed and properly maintained (shovelled, salted, etc.).		
8	Temperature, ventilation and lighting are adequate.		
9	Phone lines and electrical cords are secured under a desk or along wall, and away from heat sources.		
10	File drawers are not top-heavy and are not left open in walkways.		

Fire Safety

Item	Considerations	Yes	No
11	There is (are) a working smoke alarm(s) in the workplace.		
12	There is a working carbon monoxide detector in the workplace.		
13	Workspace is kept free of trash, clutter, and flammable liquids.		
14	Any radiators and/or portable heaters are located away from flammable items?		
15	A telework workplace multi-use fire extinguisher, which you know how to use, is readily available?		

Electrical

Item	Considerations	Yes	No
16	Sufficient electrical outlets are accessible.		
17	Computer equipment is connected to a surge protector.		
18	All electrical plugs, cords, outlets, and panels are in good condition. No exposed/damaged wiring.		
19	Extension cords and power bars are not daisy chained and no permanent extension cord is in use.		

Computer Workstation

Item	Considerations	Yes	No
20	Chair casters (wheels) are secure and the rungs and legs of the chair are sturdy.		
21	Chair is adjustable.		
22	Your back is adequately supported by a backrest.		
23	Your feet are on the floor or adequately supported by a footrest.		
24	You have enough leg room at your desk.		
25	There is sufficient light for reading.		
26	The computer screen is free from noticeable glare.		
27	The top of the screen is at eye level.		
28	There is space to rest the arms while not keying.		

Personal safety / Workplace Violence

Item	Considerations	Yes	No
29	Do you feel safe working in your telework workplace?		
30	Are there any issues that METRO should be made aware of with regards to your personal safety while working from telework workplace?		

Emergency procedures and Other Safety/Security Measures

Item	Considerations	Yes	No
31	First aid supplies are adequate.		
32	Emergency contact numbers available.		
33	You have an evacuation plan, so you know what to do in the event of an emergency.		
34	Files and data are secure.		
35	Materials and equipment are in a secure place that can be protected from damage and misuse.		
36	You have an inventory of all equipment in the office including serial numbers.		

Section 2 - Comments

Employee's comments and actions to take

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Supervisor's comments, recommendations and requirements

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Section 3 - Agreed to by employee

I understand and agree that this form is designed to assess the overall safety of my telework workplace. I also understand and agree with the duties, responsibilities, obligations, and conditions for telework expressed in this document, and that these are in addition to my normal duties, responsibilities, and obligations as a METRO employee. I further agree that maintaining a safe telework workspace is my responsibility.

Employee signature

Print name

Date

Agreed to by Supervisor

Supervisor signature

Print name

Date

*Note: Agreements do not require a physical signature. Digital recognition of this agreement is sufficient until further notice.

Please return this completed form to your HR representative. Employee and supervisor should keep a copy.