

Designated Telecommuters (Post COVID-19 Work from Home) Frequently Asked Questions for Teammates

1. How will the company determine which teammates will be designated as telecommuters?

- a. Managers have been asked to review their functional areas to determine which positions can work remotely full-time based on business needs. Managers may also consider additional factors such as performance, technology needs, and onboarding in determining telecommuting arrangements, as well as broader team dynamics and channel needs.

2. Is someone designated as a telecommuter required to keep that arrangement consistently and are there restrictions on how frequently telecommuters can come into the office?

- a. Teammates designated as full-time telecommuters should be prepared to work remotely full-time. There will be requirements to travel to the office for specific events such as face-to-face team meetings, performance reviews, carrier meetings, office events, etc. While the frequency will vary by business needs, managers should do their best to schedule these in-office meetings in advance to allow for proper notice/planning. Telecommuters should be flexible in their ability to come into the office during their standard work hours as business needs dictate.

3. Who determines when telecommuters need to come into the office?

- a. In general, managers should determine when telecommuters need to be in the office. Teammates who identify a business need to come in for additional business reasons should communicate with their manager in advance so that managers are aware, can confirm business needs, and help coordinate as needed.

4. What space will be available and what processes will be required for telecommuters to come into the office?

- a. Initially, our existing telecommuters' workspaces will continue to exist. Over time, workspaces won't be specifically designated to any individual telecommuting teammates. We will transition to workspaces better designed to accommodate this new work style, such as 'hoteling' and conferencing space. Each office will eventually require telecommuting teammates to reserve space in advance, and we will ensure that there are clear communications, details, and instructions provided for each office when this becomes applicable.

5. What office equipment is available to telecommuters?

- a. Many teammates have already established a fully productive work set up at home with a laptop, additional monitor, headset, and a call loop phone, if necessary, for their job. Once we can access our offices again, teammates should work with managers and IT to address any equipment gaps. As a reminder, any equipment removed from your office needs to be tracked by your manager and IT. Office headsets can be brought home if not already retrieved. Requests for printers will be considered on a case-by-case basis depending on function and need. Teammates needing additional equipment should contact their manager.

6. Will the company cover expenses related to creating a functional home office space?

- a. Telecommuters' expenses such as desk, chair, phone, internet, etc. are the responsibility of the teammate. In general, any expenses related to work from home would be offset by the reduction in commuting related expenses. Other expenses primarily used for essential business purposes should be reviewed and approved by the manager before the expense report is submitted.

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- 7. If telecommuting teammates have medical needs requiring certain equipment (such as a standup desk accessory), how will that be handled?**
- Telecommuting teammates who require a standup desk accessory or other items based on medical necessity should plan to provide reasonable accommodation paperwork available through Human Resources. This process is the same for both telecommuting teammates and Crump office teammates.
- 8. Will telecommuters have access to order supplies like pens, notebooks, envelopes, etc. they may need to support their work from home?**
- Yes, those working from home should have access to the same types of supplies they would normally use in the office. Teammates may now order selected products via the Truist procurement catalogs with no minimum order and no shipping charges. Managers will review and approve requests, in same manner as today's expense approval process. The following link (copy and paste once logged into InSite) provides guidance on how to place an order for delivery to your home. Telecommuters should use folders and envelopes to help comply with the company's clean desk policy.
http://insite.bbt.net.com/enterprise_spend_management/templates/esm-qrgs.html
Look for the COVID 19 WFH Office Supplies [Quick Reference Guide](#).
- 9. When will teammates be permitted to retrieve office items that they could use at home (an extra computer monitor, docking station, mouse, mouse pads, speakers, etc.) or other personal items that are in the office?**
- Based on Truist, CDC and local government guidance, we expect that in the near future, managers will be able to work out plans to retrieve personal items and get additional business items to support all teammates working from home, taking care to:
 - Inventory all company property leaving the office
 - Minimize the risk of exposure by limiting the number of people coming in and arranging for safe distribution to teammates.
- We will communicate specifics in the coming months. Please ensure that you do not access an office until our plans are confirmed and communicated.
- 10. As a telecommuter, will I have the ability to print some items in the office and coordinate picking them up at the office.**
- Telecommuters have full access to print in the office just like any other teammate. Telecommuters can print/pick up printed items during routine office visits. If office time will be limited due to COVID-19, we may need to develop some guidance around when/how printing items can be accessed. Requests for personal printers will be considered on a case-by-case basis depending on function and need. Telecommuters need to ensure the protection of all company related documentation and the proper destruction of all printed materials in a manner consistent with Truist policies. Printed materials can be securely brought into an office and placed in a shred bin for proper destruction.
- 11. How should teammates handle costs for cell phone use (aside from those who are provided business phones for home use to support call loops)?**
- Newly-designated telecommuters will not be provided an allowance or reimbursement for phone or internet service. Teammates who incur additional phone expenses for business use should connect with their manager to discuss an expense report for the excess charges.

12. How would designated telecommuters' days be structured?

- a. Telecommuters' workdays should not be dramatically different than their in-office workdays. Start/end times, lunch breaks, and vacation schedules should all be coordinated as it is done today, leading to a collaborative, cooperative, and flexible work environment that enables empowered and satisfied teammates and Crump to achieve our service level agreements and business goals. Teammates should work with their managers to address any adjustments.

13. How will telecommuters be able to spend time interacting with carrier partners, senior leadership teammates and others?

- a. As various events and activities are scheduled in offices and communicated by leaders, telecommuters who are local to that office will be expected to participate as in the past. These types of meetings and events are important to continue building our culture and to ensure all teammates feel a sense of connection to the company and their teammates. For teammates who are not local to the office, we will do our best to allow for participation by phone or Webex, as we do today.

14. How will the effectiveness of telecommuters be managed?

- a. Similar to today, our performance management program, including productivity requirements, metrics-tracking via several processes and managers staying close with all of their direct reports, will guide the assessment of teammates' effectiveness and performance.

15. What if a designated telecommuter or their manager doesn't find the arrangement productive or if a designated telecommuter expresses a preference to work in the office?

- a. Options for designated telecommuters to work in an office will depend on the office location, performance, and business needs. The telecommuting arrangement can be reversed by managers at any time based on teammate productivity and performance and the overall business need. Teammates wanting to change their telecommuting status should connect with their manager to confirm the availability of office space. Managers should evaluate requests individually and consider teammates' individual situations when making these decisions, as there may be extenuating circumstances to address.

16. What Flexible Work Arrangements (FWA) are available to those teammates who are not designated as telecommuters, but have already been working remotely during the pandemic?

- a. As we have learned during this experience, our teammates have demonstrated professionalism and a strong affinity to adapt to this work from home environment. In reviewing roles and functions, however, we believe that certain areas have stronger productivity with the majority of their time in the office, yet we understand the need for a certain amount of FWA. Managers will be responsible to work with teammates to find the right balance of time spent in and out of the office. Please refer to our [Flexible Work Arrangements Policy](#) for guidance.