**TEMPLATE: Message to Individual Employee about Specific Work Role***Audience: Internal Only – Specific to each Employee*

*Please modify this sample communication below to suit the needs of each employee. Fields indicated in <<Brackets>> can be configured as Merge Fields if you wish to automatically populate information from a data source (including the fields in our Excel template).*

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Dear **«Employee»**:

Nextrio takes seriously our obligations to protect the health and safety of our employees and our clients. The following guidelines help us establish expectations for two basic scenarios:

* It becomes necessary for an individual employee to remain home for an extended period of time, but they are healthy and able to work remotely (not personally ill and not responsible for the direct care of others.)
* It becomes necessary for Nextrio to close the physical office building to employees, and the majority of the workforce is healthy and able to work remotely (not personally ill and not responsible for the direct care of others.)

In both of these cases, Nextrio would like to continue a level of business operations appropriate for the circumstances of our clients and community. Your leadership team has outlined departmental functions and established essential, discretionary and non-essential work tasks. Our objective is to balance the choices between availability and safety, that best allow us to fulfill our contractual obligations for our customers – particularly those in critical roles like healthcare. We reserve the right to change or limit roles as deemed necessary given the best information we have at that time.

The following guidelines will take effect only after official communication from the Managing Partner and/or your direct supervisor. Please note that the details below are customized to each employee and confirms information specific relative to your department and role at Nextrio.

The time to practice a change in process or procedure is before a critical situation, so we encourage you to take a “test drive” to make sure you have what you need available. Your direct supervisor and the internal IT team want to help ensure the following setup will work for you!

**REMOTE WORK SETUP for «Employee»:**

|  |
| --- |
| 1. **Primary Equipment:**
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| **«Company\_Laptop\_Yes»** | You **have** been assigned a company laptop. This will be your primary method of connecting to COMPANY resources and applications. All company-provided equipment must remain in compliance with security precautions, including having a monitoring and management agents installed and enrolled, at all times.  |
| **«Company\_Laptop\_No»** | You **have not** currently been assigned a company laptop. Arrangements must be made to provide you with an alternate desktop or laptop solution. Please speak with your direct supervisor immediately. |
| 1. **Secondary Equipment:**
 |
| **«Home\_PC\_Yes»** | You told us you **do** have a Windows 10 PC owned by you personally and available to use in case your primary equipment is unavailable or if you simply prefer the convenience of your existing equipment. For security compliance reasons, if your personal equipment is used to conduct company business, you must agree to allow our IT Team to install and enroll it with appropriate management tools. Use of personal equipment is strictly optional and expenses will not be reimbursed. |
| **«Home\_PC\_No»** | You have told us you **do not** have Windows 10 PC owned by you personally and available to use. Your primary equipment will be your sole configuration. |
| 1. **Internet:**
 |
| **«Internet\_at\_Home\_Yes»** | You have indicated that your Internet connection **is** sufficient to conduct business. COMPANY will provide a stipend for use of your home ISP to conduct business during periods of involuntary remote working only (office closure, quarantine, etc.). |
| **«Internet\_at\_Home\_No»** | You have indicated that your Internet connection **is not** sufficient to conduct business. Talk with your manager about the need for a mobile hotspot or similar temporary or portable Internet connection. |
| 1. **Cell Phone:**
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| **«Company\_Cell\_Phone\_Yes»** | You **have** been assigned a company cell phone or are being reimbursed for use of your personal cell phone to conduct business. This will become your primary phone and you should plan to keep it charged during business hours.  |
| **«Company\_Cell\_Phone\_No»** | You **have not** been assigned a company cell phone and are not being reimbursed for use of your personal cell phone to conduct business. Talk with your manager about the need for a temporary phone solution. |
| 1. **Accessing Applications:**
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|  | To perform your essential job duties, you must access company data, files, and applications, via the following preferred methods:* Files – Sharepoint or OneDrive
* Email – Outlook web
* Line of Business Application – Terminal Server
* Accounting Software – Terminal Server
 |
|  | You have been assigned to Terminal Server: **«Target\_Terminal\_Server»** |
| 1. **Collaboration Tools**
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|  | You will work with colleagues and customers via a variety of collaboration tools, including: * Teams, Slack or other Instant Messaging services
* Video conferences, online meetings and webinars (Zoom, GoToMeeting, GoToWebinar)
* Presence/Availability services (In/Out Board, Teams, etc.)
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**Keep Your Manager and the IT Team on Speed-Dial:**

Please notify the IT helpdesk if your home office configuration changes or you have problems connecting to company resources. In addition, please go the extra mile to communicate with your team and our customers, so everyone knows what to expect! Note that changing business conditions can alter this plan and during periods of volatility, we cannot guarantee work schedules will always stay consistent.