



## Work-at-Home Agreement

### **Purpose of Agreement:**

The purpose of this agreement is to ensure a shared understanding of the terms of the Work-at-Home Program (“the Program”) with Five Star Call Centers (FSCC). Your employment remains at will and subject to the policies in the Five Star Call Centers Employee Handbook.

### **General Expectations:**

If you are offered the opportunity to participate in the Program, you will perform your duties and responsibilities from your Home Office, which is defined as an area and equipment within your home you have designated to perform your FSCC work. You agree to abide by any future modifications or changes to the Program or policies governing remote work-at-home.

You are expected to perform the duties of your position contained in your job description, abide by your stated work schedule, meet the performance standards set by the FSCC, and follow FSCC’s policies and procedures. Your work will be measured and monitored in terms of performance, quality, attendance and any other metrics assessed within your position responsibilities. In addition, FSCC will perform call monitoring via call recordings, live monitoring, and screen capture. FSCC retains the right to coach or discipline you, including revoking remote work-at-home privileges, for failure to meet or comply with any of the above.

### ***Determination of Eligibility for Consideration for the Work-at-Home Program***

Decisions regarding extending the Program privilege to associates are based on the business needs of the company, the performance and attendance of the associate, the availability of adequate internet connection speeds at the home office location, and other considerations. Decisions to extend the Program privileges are at the sole discretion of FSCC’s management. In general, in order to be eligible for consideration of the Program, the associate must meet the following requirements and/or get Director approval:



- Current employees must be in good standing with the company and not be on corrective action to qualify to work from home.
- Have an appropriate home office space
- Have access to a high-speed internet connection of at least 50Mbps download/10Mbps upload
- Work and maintain a minimum of 30 hours per week
  - Exceptions for part-time, of a minimum of 20 hours per week, based on client and business needs

**In the case of a crisis/pandemic, one or more of the requirements may be bypassed until the crisis/pandemic has subsided.**

Questions regarding associates' personal living situation may be asked as part of the process to determine eligibility for this program. The sole purpose of asking these questions is to aid FSCC in assuring the security and integrity of our business information, the personal information of our customers, clients' information, and to ensure continued professionalism.

### ***Home Office***

While working in a Home Office, it is expected that employees comply with all FSCC Policies and Procedures as outlined in the Employee Handbook; such as but not limited to, the Security Policy, the Code of Conduct and Ethics, and any other applicable policies, procedures, and/or practices. The exception to this expectation is the Five Star Call Centers Dress Code.

Your Home Office will be an appropriate work environment. It is expected to be a designated workspace free from disruptive noise and distraction. FSCC will not be responsible for costs associated with the initial setup of your Home Office such as remodeling, furniture, or lighting, nor for repairs or modifications to your home office space. Employees will be offered guidance for setting up their Home Office with the appropriate work equipment designed for safe, comfortable work. The designated workspace will be inspected and approved by management before the work-at-home assignment begins. Photographs of the work environment will be requested before approval into the program.

As a remote worker that supports financial and/or customer personally identifiable information we will have a clean desk policy in place. Workstations must be in an area free of interruptions. Monitors must be positioned to ensure screen privacy. No cameras and/or video/audio recording devices are allowed in the work area other than a webcam for approved work-related meetings. Cell phones should not be out during the workday except if needed for authentication purposes when logging in at the start of your shift. Workstations



must be clean of customer or company-sensitive information. You may be audited during compliance checks throughout the year.

While working remotely for FSCC it is the employee's responsibility for maintaining expenses to support a stable work environment such as rent, utilities, internet, etc. so there is no disruption in service to the employment.

Appropriate childcare will need to be arranged for children under 4 years old to participate in the Program. The program will allow children in the home during work hours provided they are not disruptive to the working environment. Children should never be heard by customers over the phone, nor should pets, or other domestic noises. If extraneous noises are detected on call recordings or reported by clients, the Work-at-Home privilege may be revoked or appropriate childcare will be required, regardless of the associate's other performance, in order to maintain the integrity of call quality expected by our clients.

### ***Security***

You are expected to utilize system security procedures including password protection and powering down the computer when not in use. FSCC retains the right to visit your Home Office anytime during your normal working hours, with or without prior notice, for the purpose of ensuring policy compliance. Your participation in the Program does not give you any privacy or confidentiality rights to the property assigned to you. Five Star Call Centers reserves the right to screen, audit, monitor, and/or investigate any FSCC Property assigned to you for your Home Office and other Company information systems, with or without notice. You should have no expectation of privacy regarding your use of FSCC property. FSCC property is reserved for only company-authorized use as set forth in company policies and procedures.

- It is essential to note that all PCI and information security policies must be adhered to while working from your Home Office.
- Non-employee guests or co-residents are not permitted in the Home Office during the employee's working hours, and under no circumstances are permitted to access company used equipment for any purpose.
- You are not permitted to access company used equipment while not logged in and working.
- You may not keep paper, notepads, or other items to write on at your Home Office desk.
  - Any documentation including printed materials and/or handwritten notes will be shred or filed securely until the next inoffice visit where they will be shredded per company policy.
- Your passwords to access company used equipment may never be shared with another person, whether employed by FSCC or not. There is no

circumstance in which it is appropriate to give your passwords to another employee, including your manager or members of the IT team.

- Employees may not use or store a camera, cell phone, laptop, or other electronic device in the Home Office while FSCC systems are operational or during their scheduled work hours, unless the web camera was provided by FSCC in order to facilitate remote training and is only used during remote training.

Failure to comply with any of the above requirements will result in appropriate corrective action per FSCC policies, up to and including termination.

### ***Equipment and Supplies***

There are two options for equipment: Bring Your Own Device (BYOD) and Company Owned Equipment (COE). BYOD is limited based on compatibility of technology and client needs. Some clients may allow BYOD only in the case of a technical failure of COE that prevents the employee from being able to work until new COE has arrived.

If assigned COE you will be supplied with the necessary computer, associated accessories, software, headset, phone, web camera and appropriate instructions for installation. You may reach out to your manager, or the IT department as needed for assistance.

If approved to use BYOD you will need to supply all items with minimum specifications required.

No employee using their personal device should expect any privacy except that which is governed by law. FSCC has the right, at any time, to monitor and preserve any communications that use the FSCC's networks in any way, including data, voice mail, telephone logs, Internet use and network traffic, to determine proper use.

### **Hardware/Software Requirements for BYOD:**

- Processor:
  - Intel® Core™ i5-8250U Series or greater
  - AMD Ryzen 2000 Series or greater
- Memory: 8GB
- Windows 11 or MacOS
- Screen Resolution: 1280x768 or higher, **dual monitors required.**

- USB headsets may be required
  - Example: [https://www.amazon.com/Logitech-Headset-H390-Noise-Cancelling/dp/B000UXZQ42/ref=sr\\_1\\_4?crd=1MP41ENZ9XVLF&keywords=usb+headset&qid=1655466389&sprefix=usb+headset%2Caps%2C111&sr=8-4](https://www.amazon.com/Logitech-Headset-H390-Noise-Cancelling/dp/B000UXZQ42/ref=sr_1_4?crd=1MP41ENZ9XVLF&keywords=usb+headset&qid=1655466389&sprefix=usb+headset%2Caps%2C111&sr=8-4)
- No Chromebooks, netbooks, or any type of tablet
- Up-to-date antivirus software must be installed on the platform and a recent scan completed. (Will be checked prior to allowing login to system)
  - Windows Defender WILL work, no additional software needs to be installed.
- Firewall must be enabled (Will be checked prior to allowing login to system)

#### **Network Requirements for Both COE and BYOD:**

- Agent workstations must be hardwired to their modem or router.
  - Long cables (20'+) are allowed to enable hardwiring from a separate room
- Agent workstations may NOT be wired into Wi-Fi extenders.
- Internet/network speeds must meet a minimum of 50mbps symmetrical speed.
- Internet/network latency to the next interactive data center must be under a ping of 100ms for the round trip.
- Insufficient bandwidth on a wired connection will result in loss of call quality and connection issues to clients and in-house tools.

Employees may store company-related information only in this area. Employees may not use cloud-based apps or backups that allows company-related data to be transferred to unsecure parties.

Due to security issues, BYODs may not be synchronized with other devices in employees' homes. Making any modifications to the device hardware or software beyond authorized and routine installation updates is prohibited unless approved by IT. Employees may not use unsecure internet sites.

No employee using their personal device should expect any privacy except that which is governed by law. FSCC has the right, at any time, to monitor and preserve any communications that use the FSCC's networks in any way, including data, voice mail, telephone logs, Internet use and network traffic, to determine proper use.

Management reserves the right to review or retain personal and company-related data on personal devices or to release the data to government agencies or third parties during an investigation or litigation. Management may review the activity and analyze use patterns and may choose to publicize this data to ensure that FSCC's resources in these areas are being used according to this policy.

Furthermore, no employee may knowingly disable any network software or system identified as a monitoring tool.

Device application tools will be used to collect device data information such as:

- The Device data items: root/jailbreak status, OS version, OS known vulnerabilities, device IMEI, IP address, location
- Network data items: address resolution tables, routing tables, nearby networks, network SSID, external IP, gateway MAC
- Application data items: application ID, application version, hash, malware detection, libraries used, permissions, privacy risk, security risk, location in device file system, network connections

The company will not supply general office supplies needed to perform your duties nor reimburse for any office supplies purchased.

The COE is solely the property of FSCC and while BYOD is your personal property, both options are to be used exclusively for work functions.

- Under no circumstances should you allow, directly or through carelessness or negligence, any other person use of these devices.
- You shall never use COE or property, or BYOD, for any purpose other than work, during scheduled work hours.
- You are prohibited from connecting any non-company equipment to COE or BYOD or utilizing personal equipment or supplies in the performance of your work duties.
- The Program participants will comply with, and always follow, proper procedures for connecting to the FSCC network (remote access) from their COE or BYOD.
- You are responsible for a separate phone line or cell phone for both personal use and communication with the company during system failure.
- FSCC will not pay for internet or any other utilities, including but not limited to, electricity, heat, or water charges.

The Program participants are expected to immediately notify the IT Department and their manager regarding any problems with the equipment. In the case of equipment problems, you are expected to troubleshoot remotely with a member of the IT Department. You should not service or replace the equipment unless specifically approved to do so. If faulty equipment is identified, for COE you will



be expected to mail or bring the equipment in to the office and if possible, work from a FSCC office location until replacement equipment is available, for BYOD you will be responsible for replacement and will not be scheduled or paid until you are able to work again. If you are in a Remote location, and are using COE, only a keyboard or mouse can be replaced by you and reimbursed up to \$10. If you choose to spend more than what is allotted, FSCC will not reimburse you over the stated amount. In some situations, FSCC may choose to pay for items online for instore pickup to avoid reimbursement. All situations will need to be approved.

In the event your participation in the Program and/or your employment relationship with FSCC ends, all COE must be returned within 5 working days or you will be held responsible for the replacement cost of any equipment not returned. In addition, associates must repay FSCC for the replacement cost of equipment damaged through willful destruction, negligence, vandalism, misuse, theft, or other abuse of company equipment. FSCC will withhold the employees last paycheck to ensure returned equipment is not damaged. Once returned equipment has been tested and is in good working condition the employee will receive their last paycheck. Equipment assigned for this Work-at-Home Agreement, and value of said equipment is as follows:

Equipment	Value	Asset #, if applicable
Phone	\$75.00	
Keyboard	\$35.00	
Thin Client w/monitor	\$350.00	
Headset	\$50.00	
Second Monitor	\$100.00	
Mouse	\$15.00	
Web camera	\$30.00	
Other (Describe)		

### **Safety**

The Program participants are responsible for promptly notifying the employer of any work-related injuries in accordance with company worker's compensation procedures. The employee is liable for any injuries sustained by visitors to their Home Office.

The Program participants are expected to maintain or obtain homeowners or renters' insurance that would cover the equipment issued to them by the company, in case of loss. Participants should also discuss with their insurance



agent any additional coverage that may be needed for working from home and maintaining a home office that will be occasionally visited by company staff.

Insurance costs are solely the responsibility of the participant. Proof of insurance is required for participation in the program within 30 days.

***Hours Worked***

The Program participants will be required to record all hours worked via Paystubz. Hours worked in excess of those specified per day and per work week, in accordance with state and federal requirements will require the advance approval of their supervisor.

***Exempt/Salary Employees***

Only employees that fall into this status, may also use a cellphone/smartphone to access an approved list of employment applications and may also be assigned a company owned laptop for business use.

***Acknowledgement***

I am aware that I am subject to taxation on my income in accordance with, and appropriate for, the state I am working in.

I agree to the provisions in the Work-at-Home Program and will work to maintain the same or higher level of performance as is expected from employees in my position who work 100% at the office.

I further understand that Five Star Call Centers reserves the right to change, modify, or delete any of its work rules and policies at any time.

Employee Name:

Date:

Employee Signature: