ActivTrak

Hybrid Work Policy Template

How to Use this Template

Many organizations are considering hybrid work as a way to adapt to shifting workforce needs and expectations. When formalizing a hybrid operating model, it is important to establish clear expectations among individuals, managers and the organization to ensure the needs of all parties are met. This template serves as a starting point for the development of your company's hybrid work policy.

This is conceptual content and is meant to be modified and customized to meet your company's unique needs. It is important to note that hybrid work looks different for every organization. The most common types of arrangements are:

- **Policy is universal across the organization, with fixed days in-office or remote**

- **Policy is variable across the organization, with decisions made at the team level**

- **Policy is flexible across teams, with decisions made between a manager and employee**

About ActivTrak

ActivTrak is a cloud-based workforce analytics solution that collects and categorizes user activity data to provide insights that help teams improve productivity - whether working in an office, remote, or hybrid environment. The easy-to-use reports and dashboards in ActivTrak enable managers and teams to:

- **Establish hybrid work policies, assess their effectiveness, and make changes for on-going improvement.**

- **Leverage data insights to understand most used apps, total work time and most productive time periods for both in-office, remote, and hybrid employees.**

- **Assess workload balance and identify individuals who may be exhibiting signs of burnout so you can make proactive changes.**

- **Understand how time is spent across collaboration tools, multitasking and focus time to help support healthy and productive work habits.**

- **Identify usage of anomalous applications and potential data privacy risks to bolster operational compliance.**

- **Share personal productivity reports with individuals to help everyone understand and improve their own work habits.**

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Hybrid Work Policy Template

Section 1. Policy Overview

Our hybrid work policy outlines guidelines for employees who work from a combination of in-office and remote locations, either on a permanent or temporary basis. The purpose of this policy document is to clearly define expectations to ensure that both employees and [our company] will benefit from this hybrid work arrangement. Ultimately, the goal is to ensure business continuity and minimize risk so all employees are engaged, productive, and successful in any environment. This policy also applies to employees whose primary work location is already remote and outside of our offices.

Section 2. Company Policy & Eligibility

Scope:

This hybrid work policy applies to all employees, independent of location. Working in a hybrid environment can be a permanent or temporary agreement between employees and employers to work from a non-office location for more than [Insert #] consecutive days. Scenarios in this policy include: Working from a non-office location for a maximum of [insert #] weeks or working from a non-office location on certain days each week on a recurring basis.

Eligibility:

Employees are allowed to work in a hybrid arrangement if mandated by the organization, if they have an agreement with management, and if their job duties permit.

Office-based employees may work remotely for a maximum of [insert #] weeks per year. Eligible employees are those who have been employed by our company for at least [insert amount of time]. Employees who are on short term/long-term disability or are new parents may arrange longer periods of remote work with their manager and HR contact. If appropriate, office-based employees may also transition to a permanent remote working arrangement in the case of relocation. The company will assess eligibility on an individual basis.

Reasons that could require a shift from hybrid to a fully remote arrangement include but are not limited to: Emergency situations, Parenting needs, Pandemics, Medical, Emotional (work-life balance), commute, and other miscellaneous circumstances as determined by employee and manager.

Requesting Permission to Work from Home:

Employees seeking permission to work remotely on different or additional days than specified in the formal hybrid work policy should observe the following procedure:

To request an exemption or addition to the hybrid work policy, employees should file a request with their manager via email [or within X system] at least [insert #] days in advance. Their managers must approve their request by taking into consideration the items listed below:

- **Is the employee eligible by nature of their role?**

- **Are collaboration strategies in place for remote engagement and collaboration equity across the organization?**

- **Does the employee have the equipment and software they need in order to complete work remotely, taking into consideration security and data privacy issues?**

- **Can the employee meet objectives & key results while working remotely?**

- **Can the employee maintain a schedule that aligns with the needs of the business?**

If the policy exemption is permanent or spans for more than [insert #] weeks, employees and managers should have a more in-depth discussion around the details of the arrangement and set specific objectives and key results, schedules, and expectations.

Section 3: Specific Terms

To ensure successful performance and productivity in a hybrid work environment, we advise our employees to follow the guidelines set forth in this policy. Employees and managers should have frequent conversations to discuss progress against the terms and conditions outlined below. The following outlines the expectations and responsibilities of hybrid employees.

Objectives and Key Results

- [Insert the primary goals of the company, team, and role]

Key Performance Indicators

- [List what criteria will be used to measure the productivity and success of the employee. How will the manager assess performance?]

Responsiveness

- Schedule a Ways of Working discussion with your team

- What are the expected response times for the primary communication channels of the team?

Schedule

- Dedicate your full attention to job duties during the working hours of [insert hours here]

- Adhere to break and attendance schedules (e.g., company meetings, and conferences) as agreed upon with your manager.

Compliance with Policies

- Independent of location, employees will be held accountable to all company policies. Policies that all employees should abide by are found [here].

Expenses

- [List which expenses will be covered by the employer, and which will be the responsibility of the employee, including office supplies, internet service, office furniture, transportation, event registration, software accounts, etc.]

Environment

- Create a quiet and distraction-free working space

- Have an internet connection that's adequate for their job

- Leverage video/webcam collaboration tools for meetings

- Health & Safety - [List conditions that must be enforced in any off-site work location to ensure the shortand long-term safety of the worker, including ergonomic equipment, break schedule and/or headset specifications.]

Equipment & Software

- We will provide our remote employees with equipment that is essential to their job duties. Equipment provided will include [list out: laptop, monitor, keyboard, mouse, headset, cell phone, etc. if relevant]

- We will not provide secondary equipment (e.g. printers and monitors)

- We will also install a VPN and company-required software, which may include workforce analytics software or similar. We have the right to any and all information collected and stored on any company owned and issued device.

- Any equipment provided to the remote employee by the employer is company property. It is the employee's responsibility to keep company property safe and to avoid any misuse. Specifically, employees must:

  - Keep their equipment password protected, and update passwords when prompted.

  - Store equipment in a safe and clean space when not in use.

  - Follow all data encryption protection standards and settings.

  - Install security and software updates when prompted.

  - Refrain from downloading suspicious, unauthorized or illegal software

  - Refrain from visiting suspicious or unauthorized websites.

Compensation and benefits

- Work from home arrangements usually don't affect employees' employment terms. Compensation is determined by job role. If working from home has any effect on compensation and benefits, then HR must create a new employment contract.

- Remote employees will receive [insert dollar amount here] per month as allowance to cover remote work office-related expenses (e.g. electricity, internet, office supplies).

If terms outlined in the policy are not met, we retain the right to terminate the agreement.

Section 4: Resources for Remote Employees

[customize and insert links to the following]

Policies:

- Employment Agreement:

- Employee Code of Conduct:

- Social Media Policy:

- Internet Usage Policy:

- Anti-Discrimination/Equal Opportunity:

- Attendance Policy:

- Employee Proprietary Information Agreement:

- Privacy Policy:

- Employee Monitoring Policy:

- Travel & Expense Policy:

Company Directory:

Employee Handbook:

IT Help Desk request form:

Corporate Announcements/News:

For any questions or concerns regarding this policy, or any company policies, please refer to your Human Resources representative [insert contact information here].

Disclaimer: Neither the author nor ActivTrak will assume any legal liability that may arise from the use of this policy. This policy template is meant to provide general guidelines and should be used as a reference document only. It may not take into account all relevant local, state or federal laws and is not a legal document. We strongly advise consulting legal counsel or a certified consultant before implementing policies in any organization.

ActivTrak

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ActivTrak is a workforce productivity and analytics software company that helps teams understand how people work, whether in the office or remotely. Our cloud-based user activity monitoring platform collects and analyzes data and provides insights that help organizations be more productive and compliant. With more than 9,000 customers and over 450,000 users, ActivTrak's award-winning solution can be configured in minutes to provide immediate visibility and analysis.

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Customer Use Cases

- Productivity Measurement & Management

- Remote Workforce Management

- Employee Engagement & Burnout Risk

- Operational Efficiency & Compliance

- SaaS Application Management

Key Insights Uncovered

- Are teams aligned and making progress to goals?

- Are employees engaged and productive?

- Where are teams investing the most time?

- What apps are causing interruptions and distractions?

- What best practices can be learned from top performers?

- Who is showing signs of burnout risk?

- Do we have potential data privacy or operational compliance risks?

Learn more at ActivTrak.com