



This Policy Notice has been compiled to ensure all workers fully understand and are able to comply with the Company's onsite and working from home requirements. No Employee or Contingent Worker Trainee has the right to work from home. Working from home is a privilege. Every Employee and Contingent Worker Trainee has the right to have his or her application considered. A decision will be based on an assessment of each person's work activities, productivity, current and prior performance, skills, competencies, health, safety, and data and hardware security.

Definitions

- **Contingent Worker Trainee:** A person hired to learn and acquire the knowledge, skills, and abilities through education and training to perform a job role in situ with an employer. This person is often referred to as an intern, extern, trainee, freelancer, independent contractor, consultant, or other outsourced and non-permanent or temporary worker. He or she may work on site, remotely, or both.
- **Deliverables:** Finished work products completed while performing the tasks associated with a specific job role through assignments and projects given by the employer.
- **Documentation:** Any material that provides official information or evidence or that serves as a record, which may include receipts, invoices, financial statements, bills, etc.
- **Employee:** a person hired to perform work for an employer. The employment relationship may be at-will or under contract. He or she may work on site, remotely, or both.
- **Manager:** A person who oversees the management and operation of a Group and its employees or contingent workforce, management of programs, projects, and/or Contingent Worker Trainees within a Division or Business Entity. This is an Interactive Role with responsibilities of interfacing and interacting with multiple other roles internal and external to the Division and/or Business Entity for which he or she may be employed.
- **Onsite Work:** Work performed at a specific business site location (i.e. Stockton Office, Sacramento Office, Folsom Office).
- **Offsite Work:** Work performed away from a specific business site location.
- **Oracles of Truth Academy (OTA Org):** A non-profit center and community services organization launched under the auspice of SF Org with the mission to deliver zero debt education and whole person care services.

- Shinshuri Foundation (SF Org): The primary profit center (PPC) setup to operate with a dual purpose known as a social purpose corporation. It owns multiple for-profit businesses and launched OTA Org as a non-profit to deliver zero debt education and whole person care services
- Working from Home (WFH): Work performed from where a person resides temporarily or permanently.

Policy Terms

Employees and Contingent Worker Trainees are expected to comply with this Policy Notice whether they work from home (remotely) or Work Onsite or Offsite. Employees and Contingent Worker Trainees are required to maintain adherence to this Policy Notice and each of the following:

- WFH Guidelines
- Security and Data Protection
- Legal Compliance and Training
- Policy Violation Examples

It is essential to follow all guidelines and clauses contained herein. Anyone who violates this Policy Notice shall lose the privilege to work from home and will only be allowed to work at the closest Onsite work location nearest to his or her home. Those who do not live in a secure living environment (e.g. transitional living programs, community living, homeless, or an unstable or volatile living circumstances) must communicate this information with his or her direct manager. No employee will be permitted to work from home in an unsecure living environment.

CAUTION: Any Employee or Contingent Worker Trainee that fails to communicate that his or her living situation is unsecure at the time he or she elects to sign an **Asset Liability Use Agreement** will lose the privilege to work from home and this can be deemed grounds for immediate termination.

Attendance

Showing up for work is the same for Employees and Contingent Works who work from home. Employees and Contingent Worker Trainees must show up and start their work schedule on time. Showing up means that you are online by your scheduled time. The general rule for onsite work is that Employees and Contingent Worker Trainees are allowed three (3) unexcused absences before disciplinary action is taken, including immediate termination. Employees and Contingent Worker Trainees receive only one **no call** and **no show** while working from home.

Punctuality

Being punctual is vital. Punctuality is determined by **Work Hours Scheduled** and **Deliverable Due Dates**.

- **Work Hours Scheduled:** Employees and Contingent Worker Trainees must arrive on time to start work. Any deviation from this expectation can result in a disciplinary action. Should any Employee and Contingent Worker Trainee need to make a change in his or her work schedule, he or she must submit a Work Scheduler Change Request Form at least two (2) weeks in advanced of the dates requested. Dates requested must not conflict with any Deliverable Due Dates.
- **Lunch and Breaks:** California Law requires every employer to provide time for employees to take a break and/or lunch. Employees and Contingent Worker Trainees who work part-time are allowed thirty (30) minutes for break and/or lunch. Full-time employees and Contingent Worker Trainees are allowed sixty (60) minutes for break and/or lunch. This Policy Notice is well within the requirements stipulated under California Labor Code section 512. Lunch and breaks are unpaid. Employees and Contingent Worker Trainees must account for all breaks and lunch breaks taken in a workday by subtracting the time from taken before completing the Monthly Work Scheduler and Time Tracker (Timesheet). Anyone found abusing this Policy Notice shall have his or her privilege revoked.
- **Deliverable Due Dates:** Deadlines are meant to be kept. OTA Org and SF Org delivers services cheaper, better, and faster than any other commercial brand in the market. Employees and Contingent Worker Trainees may not allow a project or a task to fall past it's due date. Should this occur it will be grounds for disciplinary action. In the event you are unable to complete a task you signed up for or were assigned, you must communicate this to your Direct Manager immediately.

Exemplary Leadership (X-Factors)

Employees and Contingent Worker Trainees are expected to demonstrate exemplary leadership qualities in their job roles. These qualities are known as X-Factors and include the following categories:

Project Leadership	Personal Leadership
<ul style="list-style-type: none"> • Accountability • Authority • Resources • Responsibility 	<ul style="list-style-type: none"> • Accountability • Attendance • Coaching and Mentoring • Compassion • Confidentiality • Conflicts of Interest • Conflict Resolution • Constructive Criticism • Decision Making • Disciplinary Control • Fairness/Impartiality • Interpersonal Performance Improvement • Intrapersonal Performance Improvement

	<ul style="list-style-type: none"> • Judgement • Professional Development • Punctuality • Responsiveness (Agility) • Reliability • Respectfulness
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These X-Factors are used to evaluate performance during, probation, mid-year, annual, and special performance evaluation periods in addition job responsibilities, training, and job readiness.

WFH Guidelines

While working off-site or from home the follow is required:

- Maintain a consistent and open channel of communication and be responsive to other employees during your scheduled work hours. Do not leave others wondering where you are or what you are doing during work hours. You must always be attentive and communicative during your scheduled work hours.
- Maintain an active presence throughout your work shift in MS Teams. You must always appear online. *Note: Use the status icons in MS Teams to communicate your current work activities (e.g. when away on break or lunch switch your status to Away or Be Right Back (yellow). Switch back to Available (green) when you return from break or lunch).*
- Show up for scheduled meetings timely and presentable (i.e. sitting upright in front of the computer, not supine on a bed, sofa, or floor, secure a private and quiet place during scheduled meetings with minimum interruptions. Treat all virtual meetings like professional in person meetings. Failure to do so shall result in revocation of your work from home privileges and may lead to termination.
- Employee is expected to complete assigned tasks and projects timely. Failure to appear active (appear offline) during your scheduled time will be deemed an unexcused absent.
- Adhere to the work schedule you set. If you need to make any changes you are required to complete and submit a change request and allow for a minimum of 2-weeks to review. Submit all change requests to timekeeper@oraclesoftruth.org.
- Protect and manage all equipment issued under your name.
- Comply with HIPAA and FERPA federal laws and regulations. Employees and Contingent Worker Trainees must complete HIPAA and FERPA training within 1-week from starting and executing this Work from Home Policy.

- Walkthrough the SecureData Remote Management setup and use procedures before signing your WFH Asset Liability Use Agreement.
- Sync Shinshuri Cloud (owncloud) periodically throughout the workday using the Owncloud desktop application. Complete the following:
 1. Sync once at the start of each workday.
 2. Sync once before taking a break or lunch.
 3. Sync once before shutting down your computer.
 4. Verify that the sync transmitted as intended before shutting down your computer for the day by asking another employee, supervisor, office manager, or director to check the last file you worked on to confirm the date and time stamp of the last sync in the specific folder where the file is located.*

***Note:** An asterisk denotes the step must be executed before logging off the network and shutting down your computer.*

- Complete a **Daily Work Activity Log (DWAL)** once per day to show your work activity for each day you are scheduled to work and submit a signed copy (wet signature only) of the activity log to the dailywork@oraclesoftruth.org email box at least once every two weeks or once per month. ***Note:** All hours on each DWAL must match the hours submitted with your timesheets each month. Failure to submit accurate DWALs with your accurate timesheets will result in delayed pay disbursements. No electronic signatures will be accepted for DWALs or timesheets.*
- It is your responsibility to use good professional judgment while working from home. Employees and Contingent Worker Trainees will be admonished once for violation of this policy. Secondary violations shall lead to immediate disciplinary action. ***Note:** There is no valid excuse for violating this work from home policy except in the case of an emergency. The managing Supervisor, Manager, or Director has discretion in determining whether any issue or explanation proffered for the violation shall be deemed excusable. Repeated offenses after a violation has been deemed excusable due to an emergency shall be subject to reconsideration of an Employee's or Contingent Worker Trainee's privilege to work from home. This is necessary to mitigate any possible abuse of the policy by any one person claiming emergency situations/issues to obtain an authorized excuse for the violation.*

Required Documentation

It is every Employee's and Contingent Worker Trainee's responsibility to manage his or her time, complete require work activities, track daily work activities and submit a weekly status update report to show progress toward completing his or her work assignments, projects, and deliverables. The following documentation must be completed and submitted as shown below:

- **Daily Work Activity Log (one each day worked)**

- Work Scheduler Change Request Form (**two weeks in advance of requested change**)
- Monthly Work Scheduler (**once per month by the 1st day**)
- Time Tracker (**at least once per month**)
- Secure Data Incident Report (**one per incident**)

Anyone that does not complete these required documents, as expected when needed, will be issued a verbal warning for a first-time offense. A second offense, he or she shall receive a formal written Coaching Log, A third offense, he or she shall lose the privilege to work from home and/or may be subject to termination.

CAUTION: Anyone that has lost the right to work from home during a state of emergency or disaster situation, will not be allowed to work at any physical site location unless approved or risk being furloughed or laid-off without pay.

Performance Requirements

While working from home or performing Work Onsite or Offsite, you are required to maintain a consistent and productive work schedule, perform the functions of your job role as expected if you were onsite in the office. Employees and Contingent Worker Trainees must document their work activities daily.

If you fail to document your daily work activities to show that you produced work or provided services during the work shift. Any hours unaccounted for will be unpaid. Any hours that appear to be spurious shall be reviewed and investigated. Anyone found documenting and reporting inaccurate work activities shall be subject to disciplinary action including termination.

It is imperative that Employees and Contingent Worker Trainees adhere to the Attendance and Punctuality sections, and this Performance section of this Policy Notice.

Security and Data Protection

When accessing the company's laptop from home it is especially important to respect and protect our data. No one other than the employee assign to the laptop should be accessing the laptop for any reason. The work schedule you set is what you shall follow. Communicate with your Direct Manager should any changes need to happen.

All Employees and Contingent Worker Trainees who agree to take company property (equipment) to work from home shall have a secure drive that protects company, client, and member data. Every Employee and Contingent Worker Trainee must immediately report any incident due to lost, theft, or damage no more than 2-hours after it occurred to prevent data and information stored on the secure data drive before the data or information falls in to the hands of someone who does not have a right to access and view the data or information.

Report any incident directly to your Office Manager or direct Supervisor, Manager, or Director. A detailed **SecureData Incident Report** must be generated at the time of notification and a responsible action to prevent further data loss or theft must be executed immediately.

Equipment

The following equipment shall be issued to each Employee or Contingent Worker Trainee that is approved to work from home:

- Laptop Computer
- Secure Hard Drive
- Headset
- Mouse

Security Deposit

A security deposit of **\$300** is required to protect the equipment in the event of loss, theft, or damage of company equipment. Each employee must sign the WFH Asset Liability Use agreement before he or she may take company property from the premises. There may be consequences to loss, damage, or theft of company property. Should something happened, an internal investigation must be held to assess the loss, and your privilege shall be suspended until the investigation is completed and a decision made regarding the issue.

Employees and Contingent Worker Trainees are responsible for all costs due to loss or theft. The Security deposit shall not be refunded, and any remaining costs must be paid by the Employee or Contingent Worker Trainee to replace stolen or lost equipment. The company and its Employee or Contingent Worker Trainee shall share the cost to replace and restore any equipment due to damages sustained. The Security Deposit shall be used to cover costs. Employees and Contingent Worker Trainees shall forfeit a portion, or all the deposited amount should any damages occur to company equipment.

Asset Liability

Employees and Contingent Worker Trainees are required to sign an Asset Liability Use agreement in order to work from home. Any Employee or Contingent Worker Trainee who does not sign an agreement will not be eligible to work from home.

Legal Compliance and Training

Federal laws apply even when working from home. Violation of Federal laws carry a hefty fine and possible imprisonment for each offense per person and entity. This is a zero-tolerance policy and violators will be subject to immediate termination. This Policy Notice covers applicable laws that is an area required for Employees and Contingent Worker Trainees, which includes Health Insurance Portability and Accountability Act (HIPAA) and Family Educational Records Protection Act (FERPA).

All Employees and Contingent Worker Trainees must watch designated HIPAA and FERPA Compliance videos, complete the knowledge exam, and take an attestation to obtain certification

that he or she has completed required compliance training. The following are required training videos that must be completed.

HIPPA YouTube Videos (32:45 mins)

- HIPPA Training: What is Required for HIPAA Compliance
- HIPAA Training: The HIPAA Privacy Rule
- HIPAA Training: HIPAA and Business Associates
- What You Need to Know About HIPAA, HIPAA Violations, and HIPAA Law
- HIPAA Training Video
- Member Attestation

To access this training go to **My Account | Library | HIPAA Compliance**

FERPA YouTube Videos (24:45 mins)

- Student Privacy 101: For Parents and Students
- Protecting Student Privacy While Using Online Education Services
- Email and Student Privacy
- School Volunteers and FERP
- The ABC's of Student Directory Information
- What Parents Need to Know About Their Student's Data
- Developing a Privacy Program for Your District – Optional
- Member Attestation

CAUTION: *HIPAA and FERPA Compliance training must be completed within 7-10 business days after signing the WFH Asset Liability Agreement.*

Policy Violation Examples

Blatant disregard of this Policy Notice is grounds for immediate termination. It is imperative that Employees and Contingent Worker Trainees adhere to this policy. Below are some examples of possible policy violations:

- *Non-responsive/Delayed Communication:* You receive an Instant Message in MS Teams at 10:00am from a fellow employee, manager, or supervisor and you respond back after 5-minutes. In this instance, you are not communicating responsibly during scheduled work hours. It can be presumed that you are not working and/or preoccupied doing something other than work. Failure to communicate responsively during workhours in a reasonable amount of time (i.e. less than 2-minutes) is grounds for disciplinary action.
- *Changing Work Scheduler without Pre-approval:* You publish your monthly work schedule for the month by the first of the month. You then change your work schedule without submitting a Work Schedule Change Request Form sometime after it was

formally published is not allowed. Every Employee and Contingent Worker Trainee must obtain approval first before he or she may change his or her Monthly Work Schedule.

- *Sending SMS Text to Change Work Schedule:* You send a SMS text to your manager, supervisor, or director stating that you will be more than 15-minutes late for work. This action is a policy violation and subject to disciplinary action.
- *Changing Work Schedule on Short Notice:* You send a SMS Text to your manager, supervisor, or director stating that you will not be appear for work, when you were scheduled to work is an unexcused absence. Employees and Contingent Worker Trainees are allowed only one (1) unexcused absence in a rolling 12-month period. Beware!
- *Appearing Offline During Scheduled Work Hours:* Employees and Contingent Worker Trainees must appear active and online during their scheduled work shift. Anyone caught offline during his or her scheduled work shift shall have their work from home privilege revoked immediately.
- *Daily Work Activity Log Abuse:* You fail to document and submit a daily work activity log to the required email box. You falsify the work activity you completed on a given workday. You do not perform work activity commensurate with scheduled work hours. Each of the above actions or failures to act are policy violations subject to disciplinary action.
- *Work Schedule Adjustments:* You fail to make the necessary adjustments to the work schedule after you received an approved request to change your work scheduled or after an emergency change request was authorized.
- *Performance Improvement:* You fail to demonstrate or meet performance expectations. You fail to complete project or work assignments on time or deliver services to clients and members timely. You fail to report a delay in completing work assignments, projects, or services timely. You fail to follow established policies, processes, and procedures.

CAUTION: This is not an exhaustive list of policy violations it is a sample of common and immediately recognizable ones. Again, it is every Employee's and Contingent Worker Trainee's responsibility to use good judgment while working from home. Every person is held accountable to his or her actions or inactions for violating or abusing this policy.