

# SOLID COVID-19 AMS – Work from Home Instructions

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## Overview

The objective of this document is to provide detail around SOLID's AMS response plan for the COVID-19 Pandemic. This document outlines how business will continue during a work from home scenario.

### Our Commitment

- SOLID expects to maintain business continuity and help our clients weather the impacts of the COVID-19 virus to the best of our abilities.
  - We will make every effort to protect our employees, our clients and our communities.
  - We will be vigilant and proactive in communication to our clients and employees as situations develop and evolve.
  - As managers we will be all in all the time and help our employees continue to excel in caring for their families while delivering great results for our clients.
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## Decision Making & Communications

As the COVID-19 situation is fluid, regular employee, client and partner facing information will be updated here: [www.solidlearningportal.com](http://www.solidlearningportal.com)

Currently we have the following actions in effect for all SOLID employees globally:

- Travel ban on all business air travel outside the US
- Enhanced preventative sanitization measures within all SOLID sites
- No access policy for visitors to SOLID facilities
- Preventative measures expected of every employee
- Guidelines on how to handle personal illness
- Client communications outlining expectations regarding SOLID's COVID-19 precautions or actions
- Links and points of contacts for employees and clients who may have questions and concerns

Additional information:

- All decisions regarding action to be taken will be made by the SOLID Executive Team and coordinated with client leadership as appropriate to ensure mutual alignment
- Data to be considered in making decisions will come from WHO and US CDC and European CDC organizations in addition to local governments and authorities where applicable
- All official communications to employees will originate from SOLID Human Resources.

- Communications will be made via the SOLID email system, the SOLID Workplace communications platform, and via text message when necessary.
- SOLID is monitoring daily international data for all physical locations
- SOLID is working closely with local government authorities for recommendations and management of both prevention and containment

*SOLID's authorized Business Continuity resources:*

[World Health Organization \(WHO\)](#)

[The Centers for Disease Control & Prevention \(CDC - United States\)](#)

[European Centre for Disease Prevention and Control \(ECDC - Europe\)](#)

## Work from Home Guidelines

In the event a mandated WFH policy goes into effect, SOLID leadership is prepared to ensure individual and team performance is managed effectively. SOLID will work with IT and Security to ensure that tool and software access is normal, and employees can continue to operate effectively in a remote environment.

Because we leverage cloud-based technology (Zoom, Outlook, Paylocity and S;drive network, etc.), our employees are equipped to make and take calls and work from their laptops with little to no interruptions. SOLID managers will be able to use these same tools and other technology to remotely communicate with and manage the team to ensure attainment of set quotas and drive results as would normally be done in the office environment.

## Recommended Team Management Methods

Action	Cadence	Duration	Participants	Objective/Agenda
AMS Huddle	Daily	60 minutes	Leadership & Executive Teams	<ul style="list-style-type: none"> <li>• Check-in and alignment</li> <li>• Review daily priorities and goals</li> <li>• Cause and Effect discussions</li> </ul>
Call/Chat/Email Shadowing	Daily	TBD	TBD	TBD
Afternoon Leadership Huddle	Daily	60 minutes	Executive Leadership team	<ul style="list-style-type: none"> <li>• Check-in and alignment</li> <li>• Review daily priorities and goals</li> </ul>

Team Meetings	Weekly	30-60 minutes	Ops and Support Teams	<ul style="list-style-type: none"> <li>• Agenda as normal</li> </ul>
One on Ones	Weekly	30-60 minutes	ALL	<ul style="list-style-type: none"> <li>• Agenda as normal</li> </ul>
Other Activities as necessary	TBD	TBD	TBD	TBD
Create a private Workplace group for your team	Always open	Permanent	All team members	<ul style="list-style-type: none"> <li>• Continuous team communication via AMS email</li> </ul>

## Employee Performance Management

We have an expectation as do our clients that we will continue to deliver on quotas, revenue, and other client expectations while in a work from home situation. Your commitment to being all in during this time is appreciated. The following measures should be taken to ensure continued team performance:

- If you don't have visibility into your team's performance, please work with your BI contact to have a solution provided
- Employees should check in and check out with managers as they take breaks and lunch.
- Appropriate communication tools that can be used:
  - Dialpad chat
  - Phone calls
  - Workplace private group
  - Other approved client communication tools, eg. Slack

## IT & Infrastructure

### *Work from Home Environment Requirements*

- Employees working remotely must have broadband internet access that allows for use of all work tools including CRM, Paylocity, Outlook, and Network access, etc.
- If an employee cannot provide this internet connection, they should work with their manager and IT to resolve their specific situation
- They must provide a quiet, comfortable workspace conducive to efficient execution of job duties.

### Equipment

Employees will be provided with the necessary IT equipment to enable a work from home environment. This includes:

- Laptop
- Keyboard
- Mouse

- Required Cables (power, network)

If other equipment is required, please speak with the Help Desk to have your need taken care of.

## Scenario: Office Closure

1. The employees will arrange a trip to the office,
2. Box up laptop, peripherals and cables (as per the checklist).
3. Manager will complete the equipment check out sheet for each employee identifying the equipment that has been taken home
4. Mobile broadband equipment will be provided if needed.
5. Boxes will be provided for all locations.
6. Employee will carry equipment home in personal vehicle or via Uber/Lyft. Important: No public mass transit should be used to transport equipment
7. Employees will connect components themselves in their home workspace
8. Employees should follow normal security procedures as if in the office
9. SOLID Tech support hotline will be made available to assist with hardware troubleshooting

## Scenario: Office Re-opening

1. Box up laptop, peripherals and cables (as per the checklist) and any additional components provided in the original box
  2. Employee will return to work with equipment via personal vehicle or Uber/Lyft. Important: No public mass transit to be used.
3. A sanitizing/deep clean should be done of all equipment upon return
4. Once sanitized the Manager will use equipment check in sheet to verify equipment was returned in good condition and working order
5. Employees may reconnect equipment or SOLID IT staff will be available to reconnect equipment

## Connectivity

The following guidelines will help ensure team members and clients have the best possible experience in a work from home scenario. The following guidelines are based on the type and speed of connection available:

- Land based high-speed internet connections
  - Utilize Outlook, S;drive network as normal.
- Wireless or cellular broadband providers:
  - All other software will be utilized through either the broadband provider or a tethered cellular network connection
- No high-speed connectivity
  - SOLID will provide a cellular hotspot that can be used during the AMS event.

Other considerations around connectivity include:

- Avoid large file synchronizations where possible
- Avoid use of other services that could consume bandwidth. This would include Youtube, Spotify, Apple Music, etc.

- If call quality problems occur, verify that HD calls are disabled in the SOLID phone tree. This will ensure that the call traverses over the cellular network.
- If you are using wireless connectivity and do not need Bluetooth, turn Bluetooth off on your Chromebox.

## Technical Support

- For Sales/Operations-related questions or issues, reach out to your direct supervisor.
- For IT related issues, see below.
  - North America - contact SOLID Solutions ([SOLIDSOLUTIONS@SOLID.com](mailto:SOLIDSOLUTIONS@SOLID.com))
  - SOLID solutions - contact team manager who will then escalate to Nicole Chowning with secondary escalation to DCG as needed
    - Help Desk resources will be made available 24 hours per day to assist with world-wide needs as required

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## If Additional Equipment is Needed

If you or a member of your team needs additional equipment for your work from home scenario. Please list it here. SOLID's IT will work to provide the needed equipment ASAP.

Equipment needed <small>(please list the device type and how many are needed that you don't already have)</small>	Number Needed
Laptops	
Keyboards	
Mouse	
Headsets	
Power Cables	
Wireless Hotspots <small>(Only list if employee has no other alternatives for internet access. Public WiFi should NOT be used)</small>	

## FAQ

- **I don't have internet access at my house, what should I do?**
  - ANSWER: Speak with your manager and/or IT to resolve your specific situation. You should NOT utilize free public WiFi hotspots as this puts you and your data at risk.
- **I don't have an office location in my house, is that ok?**
  - ANSWER: Yes. It is understood that not all homes are equipped with an office environment. You'll be expected to provide the best environment possible in your remote location.
- **Can we enable the use of personal devices?**
  - ANSWER: The use of personal devices for client and account communications is strongly discouraged and in the case of some clients, prohibited
- **In the event an office shut down is established after business hours, how will employees collect their equipment?**
  - ANSWER: Employees will return to the office the next morning to collect their required equipment. Managers may have specialized instructions for some employees.