

Work Hours

If my internet service is down or out, will I still get paid?

If your internet service is not functioning, discuss options with your supervisor.

Do I need to have daycare for my children or can I keep them at home and still work remotely?

Remote work is not a substitute for daycare or family care. Remote work does allow you to have more flexibility with your hours, which may allow you to be closer to your children if you need to interrupt your day to visit them or take them to appointments. If you choose to have children in the home during your work hours, you need to make arrangements for a caregiver in the home for the family member(s) so that you can work uninterrupted during your assigned work hours.

Do I still need to request FMLA if I work remotely?

Remote Work Arrangements are not intended to be used in place of sick leave, family and medical leave, or any other type of leave. With prior approval, Remote Work Arrangements may be used as a partial or full return to work following maternity leave, illness or injury.

Remote Work does not allow you to be the primary caregiver for a family member during your assigned work hours. The flexibility of Remote Work may allow you to interrupt your work day to attend to some needs such as doctor appointments with your family member.

Can a remote worker be required to come into a WPS office for training?

Training requirements are determined by the department's needs. Training may be in person, in an office location, or may be distance training over the internet. If you are an hourly employee and required to come into the office, you will be given some advance notice. Hourly employees will be compensated for their travel time in accordance with applicable federal and state law.

Who is covered by the remote worker program?

The WPS Health Solutions Remote Worker Policy defines a "remote worker" as a WPS Health Solutions employee who uses telecommunications and computer technologies to work from home or another location other than a WPS Health Solutions office on a regularly scheduled basis.

Who runs the remote work program?

The program is coordinated by Human Resources with guidance from the Executive Office.

Who should I contact with questions about the program?

For general questions, including interest in participating, please start by speaking with your direct supervisor. If you have additional questions, please reach out to your Human Resource Business Partner (HRBP).

Equipment and Technology

What equipment does WPS provide?

For full-time remote workers, the usual equipment includes a thin client, two monitors, a keyboard, a mouse, and a surge suppressor. A thin client is a terminal specifically configured to connect via Citrix. Some remote workers may have a non-domain laptop with a second monitor instead of the thin client if mobility is required.

For remote workers with a WPS-provided phone, a Voice-over-IP (VOIP) router and Unify phone are also provided.

What are the internet requirements required for working remotely?

The remote workers are responsible for maintaining and paying for their own internet access with sufficient speed and reliability for their position. Typically, WPS recommends:

- A minimum of 6Mbps downstream. Speed tests can be completed online to verify actual performance via sites such as [speedtest.net](https://www.speedtest.net). (NOTE: A 10Mbps downstream connection with at least 1Mbps upstream and latency under 140ms is required if using a WPS VOIP phone.)
- A wired (ethernet) connection to the network. (NOTE: This is required for a VOIP phone)
- An Internet Service Provider (ISP) with a stable connection, low latency, and no data caps. Typically, cable, DSL, or fiber plans are more likely to work. Remote workers may elect to use a cellular or other provider assuming their performance is not impacted, and they pay for any and all data charges that may be incurred. Satellite providers typically have high latency and are not supported by WPS.
- WPS strongly recommends a direct ethernet (wired) connection and **does not support** wireless services, whether Wi-Fi within a home or a satellite/cellular ISP. The use of repeaters, extenders, or powerline adapters for ethernet is not supported.

Can my family members use internet when I am working from home?

In general, it is recommended that no one else in the home or at the remote work location is using your internet during your work hours. Playing online video games, streaming music or video can significantly lower the internet speed you need to do your work.

Does a remote worker have the ability to print documents at home?

Print capability at the remote location is disabled in the Citrix environment for most remote workers. Print capability is not routinely granted. If print capability is necessary, permission from the Information Security team along with a specific printer and shredder are required.

I am unable to print in citrix, how can I print my paystub or my W-2?

Remote Workers must access UKG Pro from their personal computer to print their paystub or W-2 form. This is done by going to UKG Core and logging in with your employee ID and LAN password. This will enable you to access any of your information in UKG Pro from any computer that is connected to a printer.

What type of technical support will be available to remote workers?

The remote worker will contact the WPS Health Solutions Help Desk for assistance with WPS system issues. For example, if the remote worker can access the internet but cannot get to desktop or files once logged into WPS Desktop, the remote worker would call the WPS Help Desk.

The remote worker is responsible to resolve any issues with a home internet connection with their internet service provider. For example, if the remote worker cannot get to the Citrix login page, then the worker must contact their internet provider to resolve the issue.

Location and Workspace

Can a remote worker work from any state?

Bargaining Unit employees may work remotely from within the state of Wisconsin.

Non-Bargaining employees may be eligible for remote work in the following states: Arizona, Colorado, Connecticut, Florida, Georgia, Illinois, Indiana, Iowa, Michigan, Minnesota, Missouri, Nebraska, North Dakota, Nevada—salaried only positions, New Jersey, North Carolina, Ohio, South Carolina, South Dakota, Texas, Virginia, Wisconsin.

Can I work while I travel?

If you are planning to work while you travel, it is important to be aware of and follow the Travel-Based Remote Access Policy. The policy can be found on the Corporate Policies page of WPS Connect. **Please note:** This policy does not apply to travel within the continental U.S. as long as employees have discussed the travel arrangements with their supervisor or HR.

WPS personnel must submit an International Travel Request via the WPS Service Portal at least two weeks prior to travel if they intend to work remotely while traveling and will be traveling to Hawaii or a U.S.-controlled territory or outside of the United States.

Travel-based remote access requests will be evaluated for risk and may be denied based on the risk assessment.

What if I want to work from an unlisted state?

For **Bargaining Unit** staff, no state outside of Wisconsin can be approved according to the Labor Agreement.

For **Non-Bargaining** staff, careful consideration went into the decision to approve the current list of states. This includes a review of the tax, payroll, and general legal issues associated with each potential new state and how the cost aligns with WPS strategy. The following states were specifically considered and not approved: Alabama, Idaho, Kansas, Kentucky, Louisiana, Maryland, New Mexico, Tennessee, and Utah.

If you would like a new state to be considered, please discuss the rationale with your supervisor who will determine if there is a sufficient case to approach the executive for your area. Executives may deny the request or ask for additional information prior to requesting approval. This is not a simple process so please realize that the process will take some time and until formally approved, you cannot relocate to an unlisted state.

When do I need to report a new work location?

All changes of location greater than 30 days require an updated agreement in ServiceNow. Review the Change of Remote Work Location guidelines for more details on temporary or incidental remote work.

What needs to happen if a remote worker needs to move to a new location?

The remote worker must first get approval from department management to work remotely from the new location. The employee should then submit a request using the IS Service Portal. Indicate in the form that it is for a location change, the new address and the effective date.

Continued employment with WPS after a change in location is only guaranteed upon approval of the new location in ServiceNow. If a non-bargaining remote worker requests to move to a state not listed above, the request must get approval from a team of WPS executives.

Remote worker should also update their address information in UKG Pro.

Can more than one remote worker work from the same home?

If both remote workers are on the lease or own the home, they may work in the same home. Each remote worker must have their own separate remote workspace.