



OHIO STATE BAR ASSOCIATION

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To: OSBA Staff
From: Mary Amos Augsburger, OSBA CEO
RE: Coronavirus Disease and OSBA Impact
Date: March, 2020

As you are all aware, the World Health Organization (WHO) has declared the coronavirus outbreak to be a pandemic. In light of this, federal and state officials have provided guidance to businesses and to the public on how to help prevent the spread of this illness. One way that this is accomplished is for individuals to limit social exposure to others, and the Governor has encouraged for businesses to implement remote working, where feasible.

The OSBA is, first and foremost, concerned for the well-being of its employees and members. To that end, after careful consideration, OSBA is implementing alternative work arrangements for the foreseeable future. Our goal is to make any change as seamless as possible, particularly for our members and our team. Please carefully review this memo and direct any questions to our Director of Human Resources or General Counsel. Please also watch for announcements about any training or guidance to be provided on how to access OSBA /OSBF systems remotely, how to use remote phone conferencing, and other solutions.

As part of preparation for allowing more remote work, we have assessed each departments' needs, responsibilities, and capabilities. Designated employees whose work can be performed remotely are being asked to work from home, using various technology tools to do so. Please note that people's jobs may be modified somewhat to accommodate these circumstances. We realize that working from home may not be a perfect substitute for our normal operations, but these are extraordinary times and we will leverage available tools to come up with next-best solutions. Managers will meet with each department this afternoon to discuss who will be working from home and who will work at OSBA during this time (and this too is subject to change).

Work Time Requirements

It is expected that employees will continue to work an 8-hour day and maintain the same work schedule when working remotely. This means that employees need to be accessible to both internal and external stakeholders during these hours. Employees are expected to maintain the same level of accessibility and connectivity that they would have in the office, including by phone and email.

1. PTO - Employees should notify managers any time that they are unable to work during the scheduled day and should either account for such through PTO or work with managers to account for such through a flex schedule. Employees should reference the PTO policy for other specific guidelines.
2. Paylocity - Time keeping entry requirements will continue through Paylocity. Employees are expected to access the Paylocity timekeeping system through web browser or the downloaded application. It is recommended that employees input their time daily.
3. Children - Governor DeWine has ordered that all schools be closed for a period of three weeks, beginning March 17th. This means that children will likely be at home during the workday. However, teleworking is not a substitute for dependent care. Please continue your



normal childcare arrangements to the extent possible. In the event that employees are not able to make other childcare arrangements, employees should do their best to meet deadlines and complete work duties and should notify managers if they are unable to so.

Payroll processing is done electronically, and you will receive compensation according to our regular schedule.

If closures by our members or partners cause the volume of work to decrease, we will reassess how to modify work schedules. Similarly, if work productivity is not meeting your manager's expectations, whether it is based on number of calls or contacts, work output, meeting deadlines, or other criteria, we will revisit this remote work arrangement.

Work Expectations

It is expected that the operations of the OSBA continue uninterrupted. This means that all deadlines and work duties will continue unless modified by the employee's manager. It is essential that managers and employees maintain open and continuous communication so that expectations are clear and requirements are met. The following is a recommended communication plan:

1. Expectation Setting – managers should set expectations and deadlines in writing.
2. Regular Touch Base – managers and employees should touch base regularly to discuss progress on expectations/deadlines. Each manager should determine whether these regular touch bases should be via phone, text, email or skype. Employees should notify managers of any resource roadblocks or other hurdles that prevent achieving expectations/meeting deadlines. If an employee has not heard from his/her manager, the employee should reach out to the manager directly.
3. Downtime – in the event that employees fulfill deadlines/expectations or where external circumstances prevent the completion of duties, employees should notify managers for additional/updated assignments.
4. Addressing Missed Deadlines – in the event that deadlines are missed or fulfillment of expectations is unmet, managers should alert the chief of the department and, where applicable, Human Resources.

Illness

The health of its employees is of utmost importance to the OSBA. It is essential that employees exercise self-care or care of others where they or dependents become ill. This means that employees should take the time to rest and recover.

Where an employee is ill or is required to care for a dependent, the employee should immediately notify their manager and Human Resources to plan PTO and address work assignments.

Employees must report to Human Resources if they or a family member has been exposed to a contagious illness or has become unwell. Human Resources will work with any impacted employee and manager to address well-being of the employee, as well as any additional work concerns.



Mail and Phones

For now, mail will be delivered to OSBA and distributed to the Chiefs/Directors for each department. Chiefs/directors will sort by designee and scan/email mail to the recipient, if immediate attention is required. Please check your email regularly to make sure you are timely responding to incoming mail.

For checks and payments received by the OSBA, we will continue to follow the internal controls we've implemented.

For phones, please see the attached overview of how we expect each employee to stay connected so that operations are seamless. With the new phone system, we have a lot of capability to stay connected through either installing our new desktop phones at your homes or through laptops.

Please note that we will not provide any personal cell number to third parties or members. Please timely respond to work-related calls and voicemails, during business hours.

Equipment and Access

The attached overview also includes information on how OSBA equipment is being assigned. As we continue to migrate to assigning laptops for all employees' use (as their day-to-day computers), some employees may be asked to continue using their personal devices as they have opted to do so as they've worked remotely under our AWA guidelines. We will continue to review this on a case-by-case basis and will determine the appropriate equipment needed to perform your work remotely. That includes hardware, software, modems, phone, data lines and other office equipment. If you have a request, please let your manager know as soon as possible.

If you are using your personal devices, please keep a log of how often these are being used. We will implement a reimbursement policy to help offset the costs of your personal technology used to perform OSBA tasks. Those employees who don't have a secure private Wi-Fi connection for use with a desktop or laptop may be provided with a hotspot that serves this function. Any hotspot device should be used only to access the OSBA network for work purposes.

Equipment supplied by OSBA is to be used primarily for business purposes. A loaner laptop may be provided to you. Upon termination of this temporary arrangement, all OSBA owned or leased property that was provided to you must be returned to OSBA. You will remain personally responsible for the full payment of any phone or Wi-Fi plans after this arrangement is concluded.

If you are provided with OSBA-owned or leased equipment, it is your responsibility to make sure it is maintained in good working order for the duration of this arrangement. If you have difficulty accessing the network or operating any equipment remotely, please promptly contact Manifest (our remote IT management service provider). If other tech support is needed, please do not try to "fix" OSBA equipment unless authorized to do so.



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Please do not upload any personal software or apps to devices provided by OSBA, as this can invite viruses or disrupt operational speed.

If you need specific office supplies that were not sent home with you, please contact our Director of IT before making any purchases. You may be provided with supplies or may be directed to purchase them and to remit your receipt for reimbursement.

The Importance of Confidentiality

It is critical that information that leaves our building, either in the form of paper files or electronically transmitted data, be kept confidential. This includes not only information that we treat as confidential but that our members or business partners view as proprietary or a trade secret. Your work from home should be conducted in a space where others will not have access to this information.

Safety/Work Environment

In order to facilitate working from home efficiently and effectively, employees should dedicate specific workspace in the home that is free from distraction and noise (to the extent that is feasible).

In addition, employees are expected to maintain their home workspace in a safe manner, free from safety hazards. These include but are not limited to:

- Avoid tripping hazards, such as extension cords
- Avoid unsafe electrical connections to laptops or work-provided devices
- Make sure your work area has proper ventilation and heating
- Do not consume food or liquids near work-provided devices or files
- Be smart about any business meetings being scheduled. If you have any semblance of illness, consider if meetings can be conducted using technology, e.g. FaceTime or other means that assure social distancing, in lieu of in-person meetings.
- Do not take cell phone calls while driving during work time

Please also remember to take precautions to stay healthy, including handwashing and use of antibacterial products.

If you need to access the building, please make a request and advance arrangements through our building manager. Not all requests will be granted.

Any injuries sustained while working remotely should be promptly reported to the Director of Human Resources. We do not recommend you meet with OSBA members or partners at your home; in any case; OSBA is not responsible for any injuries sustained by visitors at your home or home worksite.

Other Considerations

As much as possible, please treat your work-from-home time like work. If you are meeting with members or partners, or conducting video meetings with them, please dress and act as you would if you were reporting to work and conduct those meetings or calls during business hours. It is important that calls to co-workers, members, and partners be promptly returned, that normal staff meetings continue on, even virtually, and that we maintain as seamless an operation as possible.



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Give Feedback/Express Concerns

Thank you for your patience and flexibility during this time. Please monitor your e-mail for additional announcements and share any thoughts or concerns you may have. Feedback is a gift, and it makes us better, so we want to hear from you. Reporting concerns to your managers and HR gives us a chance to address your concerns. If you simply talk amongst yourselves, issues may not be timely addressed or resolved. Together, we will get through this.