

Tips to help you work from home

The ability to work remotely or in an alternate work location allows employees to continue serving clients without interruption. As a reminder, when working outside the office, you're responsible to secure information just as you would at work.

If your manager or line of business approves this arrangement, it's important to remember that information security policies and workspace and mobile security guidelines apply when working at alternate work locations.

Guidelines to continue working securely

- Use a trusted Wi-Fi network, such as your secured home network, and avoid public Wi-Fi networks. Use cellphone tethering or mobile Wi-Fi hotspots (Mi-Fi) rather than connecting to a public Wi-Fi.
- Be aware of your surroundings and don't allow anyone other than yourself to see or access information.
- Don't conduct bank business within the recording range of an unauthorized recording device (such as Alexa or Google Home). When taking business calls, make sure you are in a private location and know all the individuals participating in the call.
- Physically secure your devices and use Control-Alt-Delete to lock the screen to prevent access to computers, laptops and electronic devices. Never leave them unattended.
- Never send work to a personal email account; use only bank-approved tools.
- Do not use text messaging on a personal device (phone, tablet) to conduct business.
- Printing or taking home documents that contain confidential or proprietary information is strongly discouraged. Any physical documents brought home or printed at home must be secured at all times and brought back to a bank location for secure destruction. If you have a specific business need to print confidential or proprietary documents at home, advance approval by your manager is required to obtain a printer for home use.
- If you use Hosted Virtual Desktop (HVD) follow "at home" best practices to keep your personal computer(s) safe and secure, such as patching your computer or using a complex password.

Working from home will be a significant change for many of our teammates. As you navigate this change, it's important to make sure you are prioritizing your wellness, including your emotional wellness. Our Employee Assistance Program (EAP) provides counseling that can help manage the stress and broader emotional and mental impacts of events and uncertainty. EAP is available 24/7 at **866 327 2725**, and counseling is confidential.

As always, be sure you have a private place to work where you won't be distracted by other people or background noise, and take advantage of the many virtual collaboration channels such as Skype, audio conferences, web conferences and email. If you need to order additional equipment and your manager approves, visit the myTechnology portal.

Don't forget

- Forward calls from your work phone when you leave the office.
- Reset your password if it's about to expire or you need to change it.
- Make sure you run all security patches when prompted to do so.
- When working remotely, disconnect from the bank's network after hours or when not working.