Flexible, Hybrid or Remote Work Handbook

The Hartford recognizes Remote and Hybrid Work as a win/win for the company and its employees. It fosters a more contemporary work environment and helps us to attract/retain talent while offering employees the opportunity to work with greater flexibility and capability. **This handbook specifically addresses 100% Remote or Partial Remote (also called Hybrid) work arrangements. Information for Other Flexible Work Arrangements can be found in this iConnect overview:**

The Hartford's Remote and Hybrid Work Handbook 4

Welcome to The Hartford's Remote and Hybrid Work Handbook 4

Overview of Remote and Hybrid Work Program 4

Remote and Hybrid Work Arrangements 4

1. Guidelines 5

Overview 5

Initiating Remote and Hybrid Work Arrangements 5

Related Policies or Considerations 5

Flexible Work Schedules 5

Performance Management and Benefits 5

Determination of Primary Work Location 5

Formalizing the Remote and Hybrid Work Arrangement 6

2. The Workplace 6

Setting up the Home Office 6

Standard Provided Equipment 6

Internet Service Requirements 6

Multiple Hartford Employees in One Home 6

Telephone Service 7

Printer 7

Hoteling Options 7

Furniture 7

General Ergonomic Guidelines 7

Other Environmental Considerations 7

Remote Office Safety Considerations 8

Flexible, Hybrid or Remote Work Handbook

0. Compliance & Information Security 8

Remote and Hybrid Worker Compliance Responsibility 8

Remote and Hybrid Work Standard 9

Other Related Information Protection Standards 9

1. Technology 9

Business Application Access 9

Equipment Ordering & Configuration 9

Returning Hartford Owned Equipment 9

Use of Collaboration Tools 10

Microsoft Teams 10

Workspace Genesys 10

Technical Support 10

2. Legal, Insurance & Taxes 10

Insurance Responsibilities 11

The Hartford's Responsibility 11

The Employee's Responsibility 11

Leased Space 11

Use of Company Name/Address at Remote and Hybrid Worksite 11

Remote and Hybrid Work Site Access 11

Business Meetings at Remote Office 12

Tax Considerations 12

Federal Tax 12

State Income Tax 12

3. Administrative Services/Other 12

Office Supplies 12

Business Mail 12

Lost or Stolen Smart badge 12
Business Travel Expenses 12
Expenses Associated with Remote Office Setup 13
Expense Overview 13
Reimbursable Expenses for Full Time Remote and Hybrid Workers 13
Non-Reimbursable Expenses 14
How to Obtain Reimbursement 14
Administrative Support 14
Updating iConnect and Workday 14
Off-boarding 14
Helpful Links 15

Hybrid or Remote Work Handbook

This ***Hybrid or Remote Work Handbook*** is your comprehensive reference manual that defines policies, guidelines and best practices associated with The Hartford's Hybrid or Remote Work arrangements.

Note: *Our Hybrid or Remote program guidelines apply whether the arrangement is employee- or business-initiated.*

The handbook is organized into six aspects of the Hybrid or Remote Work program, followed by best practices for practical application by a Hybrid or Remote Work individual, teams with Hybrid or Remote Work members, and managers of Hybrid or Remote Workers.

These guidelines should be adhered to by all Hybrid or Remote Workers, even those who occasionally work remotely.

The major components of The Hartford's Remote and Hybrid Work program are:

Guidelines	Technology
Workplace	Legal, Insurance & Tax
Compliance & Information Security	Administrative Services/Other

Hybrid or Remote Work Arrangements

Hybrid or Remote Work focuses specifically on the options pertaining to work location and can be at the initiation of management, or at the employee's initiation with the manager's final approval. These arrangements may be temporary or on-going, depending on business needs and/or the employee's need for greater flexibility and work-life balance.

Hybrid or Remote Work Handbook

1. Guidelines

Overview

It is The Hartford's practice to support the changing needs of its business units and to support the flexible work needs of employees when possible. The Hybrid or Remote guidelines focus on the various options that allow employees to meet their personal and professional goals. The arrangements can be initiated by management or by the employee with the manager's support.

Regardless of work location, all employees remain subject to, and are expected to comply with, all of The Hartford's various policies and procedures, including but not limited to the Code of Ethics and Business Conduct and the Electronic Communications Policy concerning information protection.

Performance Management and Benefits

The Hartford's performance management process applies to all employees regardless of their work schedules and locations. Managers will continue to specify objectives and deliverables, measurement standards, and time frames for performing their position responsibilities. The employee will continue to receive normally occurring salary reviews and performance evaluations.

Working at an alternative work location such as the employee's personal residence does not affect an employee's benefits. The employee will continue to receive the same benefits (e.g., Paid Time Off (PTO), medical & dental insurance options) as working in a traditional office.

Determination of Primary Work Location

Full-time (100%) Remote employees' primary work location will be their assigned office or reporting location.

Hybrid employees' primary work location will be based on where they regularly work most of their time. If an employee regularly works from a location **60% or more** of his/her standard work week, that location, whether traditional or nontraditional (i.e., personal residence), will be declared the "primary work location" for tax purposes for that employee. For example, if an employee has a standard work week of 40 hours and routinely works 24 hours a week from his/her personal residence, the personal residence will be declared the employee's primary work location.

The following Primary work location changes require prior approval by the employee's manager: 1) Change to another HIG office; 2) Change from HIG office to personal residence (moving to remote or partial Remote and Hybrid Work arrangement), 3) Change in personal residence involves relocation to a different state; 4) Change in personal residence involves movement out of assigned territory.

Formalizing the Hybrid or Remote Work Arrangement

A request for a Flexible, Hybrid or Remote Work arrangement must be submitted in Workday and approved by the employee's manager prior to starting a Hybrid or Remote Work arrangement. This applies to both employee-initiated and business-initiated Hybrid or Remote Work arrangements. Participation in the Hybrid or Remote Work programs is a privilege granted at manager's discretion. A program re-certification may be required on an annual basis to continue to participate in the Remote and Hybrid Work program. The request and approval in the Workday system is the acknowledgment of the employee of the expectations The Hartford has of its Hybrid or Remote employees as documented in this Hybrid or Remote Work Handbook.

2. The Workplace

The establishment of the remote office, opportunities for temporary office options when visiting a traditional office, and the ongoing procurement of office supplies for the remote office are discussed below.

Setting up the Home Office

The Hybrid or Remote Worker's home office setup significantly affects a Remote and Hybrid Worker's success. Comfort, safety, and efficiency will all be affected by how the home office is arranged. Furniture, technology, equipment, and supplies for RWP set-up will be provided only as required by the job and approved by the business manager. The home office space should provide direct, hardwire connection. This is the recommended and supported method of connection. Wireless/Wi-Fi, while convenient, may provide an inconsistent less stable connection. See Internet Service Requirements. Employees who experience performance issues (latency, slowness, disconnects, etc.) attempting to work wirelessly must connect an ethernet cable as a solution before calling for technical support. See *Important Wireless/Wi-Fi Reminder in Technical Support section.

Standard Provided Equipment

Standard Hartford provided equipment is comprised of one laptop, one dock, two monitors, one keyboard and one mouse.

Internet Service Requirements

Internet Requirements

The availability of business class internet service may vary depending on your internet carrier and other factors. Please refer to the terms of your contract with your internet carrier for further information. For information about potential reimbursement for internet service, please see Section 6 Reimbursement Expenses for Full Time Hybrid or Remote Workers and discuss with your manager.

Multiple Hartford Employees in One Home

If there are multiple employees that are working from home, the recommendation is to have 2 separate internet connections. A single, shared internet connection can and has caused system performance limitations to one or both employees due to bandwidth consumption. Employees that work from the same home with separate internet connections may be entitled to submit internet

reimbursement for each set up. If there is only one invoice, they should note two internet connections in the comments section of the expense report.

Telephone Service

Most employees should leverage Microsoft Teams for inbound and outbound calls. Contact Center/Workspace Users: Contact Center users should utilize Workspace Genesys for all inbound/outbound customer related calls, and Teams for other business requirements. Each business unit will determine the appropriate telephone service required.

Printer

Each line of business will make this decision based upon their needs. If printers are provided, the employee must follow the Information Protection guidelines concerning printing, storage, and safe disposal of documents. If printers are not provided and printing materials at home are essential to fulfill the employee's job responsibilities, the employee should speak to their manager about their needs. For more information, go to The Hartford's Managed Print Services Site and review the Printing from Home.docx.

Hoteling Options

Each business area will develop hoteling options for Hybrid or Remote employees when they visit a traditional office, including who to contact to reserve space and what the reservation criteria are (i.e., length of time able to reserve space for, how far ahead of time the space can be reserved, etc.)

Furniture

The business unit will determine the type of furniture offered and needed for each role. Each employee should discuss their setup needs with the manager. Furniture for Remote and Hybrid Work set-up will be provided only as required by the job and approved by the business manager.

General Ergonomic Guidelines

Workstation comfort affects a worker's ability to efficiently do the job. The Hartford Ergonomic Program partners with other internal departments to ensure that employees have the proper work tools, layout, and design they need for optimal performance.

In order to ensure that the home office meets ergonomic guidelines outlined by The Hartford, Remote and Hybrid Workers must review the information on iConnect in the Ergonomics Site. In addition, Remote and Hybrid Workers are required to complete the Corporate University course #GN298 (Computing in Comfort).

Other Environmental Considerations

There are additional factors that can help minimize distractions and provide a better working environment. Remote and Hybrid Workers should consider:

- **Heating/Cooling:** Consider the temperature of the workspace. A workspace in a finished basement may seem ideal in the heat of summer but may be too cool in the winter.
- **Ventilation and Lighting:** Windows facing east or north give the best light throughout the day, without too much glare or direct sunlight. In any case, be sure to position your computer monitor perpendicular (at a right angle) to any windows to avoid glare on the screen and reduce eye fatigue and strain. Also consider airflow in the workspace. A confined corner may become stuffy and prevent effective work.
- **Take care to avoid distractions:** Keep the office space away from main traffic areas of the household. Kitchen, front door, family room may be areas where distractions will hinder work. This is especially important if there are children and/or pets in the house during the day. Employees are required to have a distraction and noise free environment.

- **Office supplies.** Organize supplies so that they are both easy to reach and easy to grasp. For example, you should not have to move two piles of paper and open a box to get your hands on a pen or pencil.
- **Keep it neat**. Store supplies that you do not use every day out of sight. Piles of supplies, extra rolls of tape, and high stacks of paper look messy, no matter how neatly they are stored. Disorder can be distracting. If space permits, keep extra supplies in a closet or file cabinet. Clear all old clutter out of your home office area. If you cannot remove these things from the room, move them out of your field of vision.

Remote Office Safety Considerations

General Safety

- Secure all loose cords and ensure stairs, hallways and walkways are clear to prevent tripping.
- Close drawers after use.
- Never use chairs, especially rolling swivel chairs, as ladders for reaching overhead items.
- Practice appropriate lifting techniques taking into consideration the weight of the object, the ability to maintain a good grip, the height of the lift and the distance/path the object is to be carried. In general, center yourself over the load, bend your knees, keep the load close to your body between mid-thigh and mid-chest height, avoid twisting (turn with your feet) and, when possible, divide a heavy load into several smaller ones.
- Never carry anything that obscures your vision.
- Install a carbon monoxide detector. Follow the package directions for proper placement and use of the alarm.
- If small children, babies, or pets are in the home, childproof the office or lock the door to the workspace when not in use.
- Keep equipment away from water sources.

Fire Safety

- Do not overload electrical circuits and avoid the use of extension cords. Use a surge protector for all equipment.
- Have a multi-purpose fire extinguisher within easy access.
- Avoid keeping hot plates or coffee pots within the office area.
- Do not get distracted by doing multiple tasks that involve fire risks (i.e., cooking in the kitchen while working).
- Avoid using space heaters for warmth in your home office as the heat generated by these appliances can create fire and safety hazards and are responsible for many fires per year.
- Make sure that the office set-up does not hinder escape routes (i.e., a large cabinet in front of the windows). ▪ Ensure smoke and carbon monoxide detectors are working properly.

3. Compliance & Information Security

Hybrid or Remote Worker Compliance Responsibility

It is the responsibility of all Remote and Hybrid Workers (including partial remote) to adhere to The Hartford Code of Ethics and Business Conduct and all other relevant Hartford policies (including but not limited to, Workplace Safety, Intellectual Property, Information Protection, Travel & Expense Reimbursement, etc.).

Regardless of work location, all employees must adhere to The Hartford's Information Protection (THIP) and Data Standards and Device and Access Security Standards. No additional requirements or evidence of adherence is required of a remote vs. non-remote employee. See the iProtect site for information on all pertinent information security standards.

The standards that are most relevant for Hybrid or Remote Workers are highlighted below.

THIP policies prohibit the use of non-company owned devices for conducting company business and prohibit the storage of company protected data on non-company owned devices. Hybrid or Remote Work standard 7.9 has been created specifically for Remote and Hybrid Workers. It requires that all Remote and Hybrid Workers (including partial remote) secure their Remote and Hybrid Work environment in a manner that prevents access by family members and anyone else other than authorized company employees.

Hybrid or Remote Work Standard

Managers and employees should carefully review and ensure a clear understanding of responsibilities for adherence to this standard.

The purpose of the standard is to establish minimum requirements that:

- protect privacy, company information assets and company property, and
- support compliance with relevant laws and regulations.

It is the responsibility of employees who work remotely to meet these key requirements:

- Protect company data and property when Remote and Hybrid Working.
- Bring only business-required company data - both electronic and hard copy - when traveling on business.
- Secure company data and property in Remote and Hybrid Work environments.
- Assure all portable devices are password-protected and encrypted.
- Keep portable devices in your physical possession - or always secured -.
- When appropriate, shred documents with sensitive information. For specific details on document shredding and retention, see the records management intranet site.

Other Related Information Protection Standards

All employees, regardless of work location, are required to adhere to all The Hartford's policies and procedures. Several information protection standards are highlighted here to heighten awareness of the remote employee. Information security links all reside on iProtect.

4. Technology

Specific business initiatives and job roles will dictate how to best equip the Hybrid or Remote Worker and other members of the team who work with Remote and Hybrid Workers. Technology standards exist, will be consistently interpreted, and applied, and regularly updated. Standard configurations, based on unique job responsibilities, may require certain adjustments.

Business Application Access

Although Remote and Hybrid Work provides exempt employee's greater flexibility, access to Hartford applications is subject to the application's maintenance schedule managed by IT. Non-exempt employees should adhere to their approved work schedule, avoiding any work after their scheduled core hours. Any workflow scheduling changes are subject to your manager's approval.

Equipment Ordering & Configuration

Obtaining hardware and software will occur through the existing ordering and governance processes in myTechExpress (mTE). The configured equipment can be picked up by the Hybrid or Remote Worker at one of The Hartford traditional office locations or will be shipped if great distance.

Returning Hartford Owned Equipment

1. An autogenerated Asset Reclamation ticket is created via the offboarding request submitted in Workday. Boxes for equipment return are automatically shipped to the user's home address in Workday. No action is needed if the user can wait 10-15 business days to receive boxes in the mail.

2. Please submit a "PC Equipment Pickup Services" request in myTechExpress (mTE) to return excess or broken equipment or if the former employee needs boxes before their last day.
3. If the user is near an office that has Tech Express, they can also drop off equipment at the local Tech Express. Tech Express technicians will collect unused/returned devices.

Use of Collaboration Tools

Collaborative software is software designed to help people who engage in a common task achieve their goals. Collaborative software is the basis for computer-supported cooperative work. Software systems such as e-mail, calendaring, text chat, etc. belong in this category.

Microsoft Teams

Microsoft Teams is The Hartford's enterprise collaboration hub. Microsoft Teams is a workspace for real-time collaboration and communication, meetings, file, phone calls, app sharing, and even the occasional emoji. A group of people from various locations can view the same information at the same time. This can be used to share a presentation, share files, or to collaboratively develop a document. Use this link to learn more about Microsoft Teams usage at the Hartford Collaboration Express Support / training page HERE

Employees should use an enterprise-grade Microsoft Teams certified Headset found HERE via the Catalog link and Webcam which can be purchased and charged back to an employee's area via myBuy.

Workspace Genesys

Contact Center Workspace Genesys users have access to training documentation and videos in support of usage and instructions for self-service support for use prior to contacting the Service Desk. Use this link to access the Telephony site.

Technical Support

If you are in need of technical support for an issue you are having please use Virtual Agent Atom - or contact the Service Desk directly at 1-855-893-4357

Complex Hybrid or Remote Work problems will be forwarded onto the remote services team, who specialize in servicing Remote and Hybrid Workers. The remote services team is available Monday thru Friday from 7 a.m.-7p.m. EST.

*Important Wireless/Wi-Fi Reminder- Wireless/Wi-Fi is not the recommended or supported method of network connection for Hybrid or Remote Work. Employees who experience any connection or system performance issues while attempting to work wirelessly must connect an ethernet cable directly to their ISP modem to determine if hardwiring makes an improvement. If performance improves, the employee(s) should remain hard wired as their method of connection. Please be sure to try connecting directly to your home modem with an ethernet cable before calling the service desk. If an employee does hardwire and no improvement in system performance is realized, then they should call for technical support.

When necessary, problem escalation can occur within the service desk. Whenever possible the Remote and Hybrid Worker should bring the equipment into a local field office to use the services of local system administrators or a replacement machine can be shipped to the Remote and Hybrid Workers location within reasonable time (when critical, can be accomplished within 48 hours).

5. Legal, Insurance & Taxes

The remote employee is responsible to ensure a safe work environment at the Hybrid or Remote Work location. Regardless of work location, The Hartford seeks to minimize job related injuries.

Hybrid or Remote Work Handbook

Insurance Responsibilities

The Hartford's Responsibility:

All company-supplied equipment is covered against direct physical damage under The Hartford's property insurance program. That being said, The Hartford expects employees to take appropriate steps to ensure the safety of this equipment.

Since the Hybrid or Remote and Hybrid Work site is an extension of the company office, The Hartford's liability for job-related accidents and injuries will continue to exist during working hours in the Hybrid or Remote Work location, as governed by state law. Any injury to an employee, regardless of work location, which may be subject to workers' compensation must be reported as soon as possible by the employee to his/her manager and followed up in writing within one business day of its occurrence. The employee may also be asked to complete other forms and provide additional information, as necessary.

The Employee's Responsibility:

Maintain a reasonably safe and secure work area to protect against injury in the workplace.

Always lock doors and windows at the work location and in the car when transporting work materials and equipment. Employees should stay inside the locked building during work hours. For safety, use extreme caution when leaving premises where ice and/or snow are not cleared. To the extent feasible, guests, family members or other residents of the work location should not be present at the work location during business hours.

Any equipment or furniture the employee supplies should be covered against loss or other damage under the employee's homeowner's or other insurance program, including tenant's insurance, if applicable.

Employee homeowner's or other insurance coverage must provide for adequate bodily injury and property damage liability. Additionally, it is recommended that the employee add an "Office on Premise" endorsement to his/her homeowner's or renter's insurance. The Office on Premise endorsement removes the business property coverage limit and extends the coverage up to the full personal property coverage amount. The Remote and Hybrid Work employee should consult his/her insurance agent for more details about the Office on Premise endorsement, to understand any changes to the insurance premium, specific coverage amounts, etc.

Leased Space

If the employee works at home in a rented living space, it is the employee's responsibility to ensure the lease does not include any limitations or restrictions on working at home. If necessary, the employee may be asked to gain concurrence of his/her landlord about work-at-home arrangements before entering the Remote and Hybrid Work arrangement.

Use of Company Name/Address at Hybrid or Remote Worksite

Under no circumstances should The Hartford be listed as a business at the employee Remote and Hybrid Work site.

Hybrid or Remote Work Site Access

Remote and Hybrid Workers will provide access to the Remote and Hybrid Work site and to company equipment during normal business hours with 24 hours advance notice from employer and/or other authorized representatives, vendors, or suppliers of The Hartford for the purpose of:

- Equipment maintenance,
- Computer hardware or software problem identification and resolution,
- Claim investigation
- Safety inspection
- Ergonomic inspection/consultation

In addition, the company reserves the right to inspect the Hybrid or Remote Work site following any related insurance claim to determine the exact circumstances and cause of the loss. Until this inspection has occurred, the employee should not make any changes to the site of the accident other than what is necessary to prevent future damage to persons or property. Urgent needs may require nonstandard business hour access (e.g., nights and/or weekends). Special incidents or other investigations (e.g., HR or legal) may require on-site inspection without previous notice.

Business Meetings at Remote Office

Business meetings in person should never be conducted at the Hybrid or Remote Work site. Any meetings with managers, co-workers, clients, or other business guests should be conducted at the traditional office or some other public location.

Tax Considerations

Tax situations vary based on many factors including where work is performed. Consult your personal tax advisor to discuss specifics to ensure understanding of tax liability.

Federal Tax

Hybrid ore Remote Workers may qualify for certain tax deductions related to a home office. Please refer to IRS Publication 587, Business Use of Your Home: http://www.irs.gov/pub/irs-pdf/p587.pdf

State Income Tax

State income tax must be collected for the state(s) in which an employee performs work. See the State Tax Implication of Remote Work Arrangements page for more details.

6. Administrative Services/Other

Office Supplies

The same standard office supplies available to onsite employees will be available to Hybrid or Remote Work employees (e.g., pens, paper, stapler/staples, file folders, etc.). Print toner cartridges, if applicable, will also be provided.

Whenever possible, all supplies should be obtained when visiting the traditional office. In addition, RWP Supplies may be ordered using myBuy on iConnect. Please collaborate with your manager and or administrative assistance for help in ordering in the event travel to an office is not permissible. All normal expense governance and approval processes apply.

Business Mail

Each business unit will determine how business mail will reach the Remote and Hybrid Worker. This might be done through directly mailing to the employee's home, using a local P.O. Box, or holding mail at a local Hartford office. Remote and Hybrid Workers are encouraged to utilize Efax to receive incoming documents. If a Hybrid or Remote Worker needs to receive mail on a consistent basis they should collaborate with their manager. As a reminder, the employee should not use their home address as their work address.

Lost or Stolen Smart badge

Call the CTO Service Desk at 1-855-893-4357.

Business Travel Expenses

Business travel expenses, requested by the manager or business area, will be reimbursed using the expense reimbursement system. Employees are responsible for complying with the Travel & Expense Policies and Procedures. The Hartford is not obligated to reimburse employees for expenses that are not in compliance with the policy. Requirements and restrictions within the expense reimbursement

system apply to both onsite and Remote and Hybrid Work employees, including the requirement that travel must be approved in advance of incurring the expense.

If an employee moves from a traditional office location to a remote location mileage is not reimbursed for travel to what was previously an employee's primary work location. Mileage may be reimbursable for other business travel according to the Hartford's Travel & Expense Policies

Expenses Associated with Remote Office Setup

Each business area will determine what expenses associated with establishing and maintaining a remote office space will be paid or reimbursed by The Hartford. Approval must be obtained prior to purchase.

Expense Overview

The sections below give an overview of the expenses that are or are not reimbursable by The Hartford with prior written manager approval. To be reimbursed, an employee must obtain management approval, complete an online expense report through the eTravel & Expense System and fax required receipts.

It is important that expenses and reimbursement are clearly understood by both the employee and the manager prior to entering into a Remote and Hybrid Work agreement.

Reimbursable Expenses for Full Time Remote and Hybrid Workers

1. Full Time Hybrid or Remote Workers can submit their allowable expenses through the eTravel & Expense System.
2. All telephone calls should be made through the IP Hardphone, MS Teams or Genesys phone which works with your internet connection so there should not be any phone expenses incurred by individuals.
3. Certified enterprise-grade Microsoft Teams certified Headsets and WebCams may be purchased through myBuy SUPPLIER Costs are charged back to an employee's cost code.
4. The purchase of normal computer supplies (printer paper, ink cartridges or toner, diskettes, etc.) will be through myBuy.

   Employees can also obtain supplies when the employee visits a traditional office. For more information, see Remote and Hybrid Work Expense Reimbursement information.

5. Monthly internet fees are considered a shared expense and may be reimbursable. Each line of business or functional area will determine the reimbursement policy and apply it consistently for all employees in that area. Employees must be considered 100% remote to qualify for the reimbursement.
   - Except for some states*, monthly internet fees are considered a shared expense
   - At the discretion of the employee's specific line of business or functional area, employees at Tiers 9 – 12 who are considered 100% remote may qualify for reimbursement.
   - The current rate for Internet reimbursement is capped at $55 per month, excluding taxes and fees *.
   - For reimbursement information related to furniture, supplies, internet, or phone service, please consult with your manager.

   ***For remote-based employees working in California, Illinois, Iowa, District of Columbia, North Dakota, South Dakota, Montana, and New Hampshire who require access to the internet to perform their jobs, regardless of tier level, there is no cap or limit on reimbursement for internet expenses.** This only applies to employees working in the above-listed states who do not physically report to an office location and who work 100% remotely under an approved job modification or Flexible Work Arrangement (regardless of whether the arrangement is initiated by the company or the employee).

Hybrid or Remote Work Handbook

Non-Reimbursable Expenses

1. Monthly maintenance charges of your Internet line and/or equipment will not be reimbursed.
2. Out-of-pocket expenses for supplies that can be obtained on days worked in a traditional office will not be reimbursed.
3. Expenses associated with the maintenance and/or upgrades to an employee's own personal computer will not be reimbursed.
4. Headsets and Webcams purchased outside of the myBuy platform will not be reimbursed.
5. Household utilities, including utility expenses for heating, electricity and air conditioning or any other personal expenses, will not be reimbursed.
6. Safety items that are considered standard/necessary for the household (i.e., carbon monoxide detectors, smoke detectors, fire extinguishers, etc.) will not be reimbursed.

How to Obtain Reimbursement

Keep and itemize receipts associated with the remote office setup and/or maintenance and submit an expense reimbursement request monthly through the eTravel & Expense System. Corporate policy requires submission for reimbursement to occur within 30 days of bill date. Note that prior to incurring these expenses your manager must agree to reimburse them.

If your monthly bill is "bundled" then you should pro-rate the total monthly expense based on the number of services in the bill. For example, one-third of the bill may be reimbursed if it bundles three services, such as Internet, cable, and phone. Or you may receive reimbursement for one-fifth of the bill, if your provider bundled five services, such as, Internet, cable, and three cell phones.

Each line of business will determine and provide furniture, technology, equipment and or supplies for RWP set-up as required by the job. Reimbursement for Remote and Hybrid Worker program expenses is at the discretion of the line of business.

Administrative Support

Administrative support (e.g., hoteling reservations, mail forwarding, and assistance with expense reimbursements submissions) will be provided by the Remote and Hybrid Worker's manager or administrative support staff.

Updating iConnect and Workday

Remote Workers should update their location in iConnect (click on Update My Profile)

- Building = Site most closely associated with Remote and Hybrid Worker
- Floor = leave blank
- Cube = leave blank
- Mail Drop = Efax or department mail code* or "RWP- Contact for address" and as necessary, provide appropriate address for mailing.

* Each line of business or functional area will outline guidelines for mail drop locations. Many remote users utilize Print2Fax for mailing purposes. Employees are strongly encouraged to NOT enter their home address as their physical location.

Employees must request a Flexible Work Arrangement/Hybrid or Remote Work in the Workday system and their managers must approve the arrangement.

Off-boarding

At the conclusion of the Remote or Hybrid Work arrangement, the manager will need to ensure that the Remote or Hybrid Worker returns major equipment provided to them. Returned equipment might include laptop, monitor, docking station, keyboard, mouse, printer, router, phone, and shredder. If terminating employment with The Hartford, the Remote or Hybrid Worker would need to return the employee badge and any other property of The Hartford. The company reserves the right to collect office furniture it has provided under this program, such as desks, chairs, and filing cabinets. Decisions on whether these items may be retained by the employee will be made on a case-by-case basis.

There are three ways to return IT equipment:

1. An autogenerated Asset Reclamation ticket is created via the offboarding request submitted in Workday. Boxes for equipment return are automatically shipped to the users' home address in Workday. No action is needed if the user can wait 10-15 business days to receive boxes in the mail.
2. Only if boxes are required prior to termination, submit a "PC Equipment Pickup Services" request in myTechExpress.
3. If the former user is near an office that has Tech Express, they can also drop off equipment at the local Tech Express. Tech Express technicians will collect unused/returned devices

If a former employee is nonresponsive the manager should seek assistance from 1-877-HR.AT.Work. Manager should ensure that any sensitive documents are either shipped back to The Hartford office or shredded upon conclusion of the Remote or Hybrid Work arrangement.

Helpful Links

A list of useful information links is provided below. The links are organized by Remote and Hybrid Work Program Component.

Component	Useful Info
HR	HR F/RWA Program
Ergonomics	Hartford's Ergonomic Program
Compliance	Ethics & Compliance Tab
Information Security	iProtect
Technology	myTechExpress
Collaboration Resources	Collaboration Tools
Administrative Services/Other	myBuy
Company Travel	Travel & Expense Policy

Nothing contained in this *Flexible Work* Arrangements: Hybrid and Remote Work Handbook constitutes a promise or guarantee of employment for any specified period. Employment relationships at The Hartford have been and remain terminable at will, which means that The Hartford and the employee are both free to terminate the employment relationship at any time, for any lawful reason.

This *Flexible Work Arrangements: Hybrid or Remote Work Handbook* is not a contract of employment. The Hartford reserves the right to change the terms and conditions of the Hybrid or Remote Work Program or discontinue it completely at its sole discretion and at any time, without prior notice or consent. Similarly, The Hartford reserves the right to modify, amend or delete any or all the provisions of this handbook, or to add additional provisions and requirements, at its sole discretion, at any time, and without prior notice or consent.