



The top banner features the MGIC logo on the right, set against a light blue background. To the left of the logo is a colorful, stylized illustration of a town skyline with various buildings, trees, and a bridge. Below this banner is a photograph of a woman with blonde hair, wearing a grey sweater, sitting at a desk in a modern office. She is looking towards the right, where a large computer monitor is visible. The desk has a yellow mug with pens and other office supplies. The background shows a brick wall and a large window.

Managing Remote Staff Effectively

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Agenda

Getting Started

Ground Rules

Questions

Management Tips

Questions



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Fun Facts...

Telecommuting
originated in the
1970s by Jack
Nilles while
working for
Nasa

Millennials
prefer flexibility
in work
schedule over a
higher salary

9 million people
(2.9% of U.S.
Labor force)
work from home
at least half the
time - up from
1.8 million in
2005



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Let's discuss how to avoid this...





Getting Started

Identify candidate(s)

- Accountable, meets/exceeds production expectations, ability to work independently, confident, etc.
- Will all roles qualify?

Ground Rules

- Hours
- Days per week/month
- Productivity
- Probation



Ground Rules

- Work space guidelines
- Professional environment
- Annual agreement
- Mobile phone policy
- Printing/shredding – will you allow printing at all?
- Confidential data (PII Policy)



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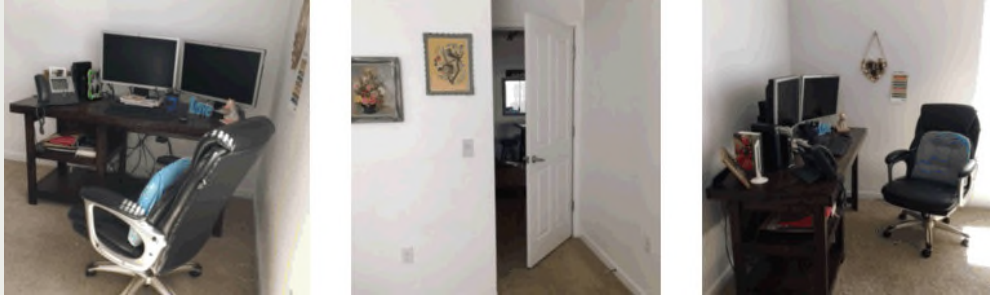
Ground Rules

- Workspace inspections – photo/in person
- Equipment
- Reliable Internet access – costs/speed/wireless
- Internet service interruptions
- Phone – cost/is a dedicated line required
- Office Supplies, furniture, toner



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Remote home office example



Questions?

SAMPLE OF “REMOTE EMPLOYEE AGREEMENT”

Disclosure:

The terms and conditions in this sample agreement are provided for reference only to illustrate common issues that may arise in remote work situations.

Some or all of the sample terms and conditions may not be applicable to all employers and employees.

The terms and conditions in this sample agreement are not intended to be complete or all-inclusive, are not intended as legal advice, and / should not be used as the basis for specific action or agreement without the advice of knowledgeable and experienced legal counsel.

At Home Co-Worker Requirements, Policies, & Security Agreement



Work Hours and Overtime

1. **Work Hours** – all work is to be performed between 8:30 am and 5:00 pm unless directed and/or approved by your manager
2. **Overtime** – is not permitted without prior approval from your manager

Work Location

3. **Work location** – must be approved by your manager and may not be changed without prior approval of Manager; if/when approved by your manager, Human Resources/Payroll must be notified
4. **Separate space** – to protect the confidentiality of customer information accessible in our systems, the work/office space must be separate from the main living area by a closed door. At home, co-worker is responsible for the cost of remodeling to get their work area compliant.
5. **Professional manner** – the work/office environment must operate as if it were a professional facility, free from any interruptions from family, pets, TV, etc.
6. **Periodic inspection** – with a minimum 24-hour notice, employer may inspect the at-home work location during normal working hours to ensure proper maintenance of company equipment and compliance with the At Home Co-Worker Requirements, Policies, & Security Agreement
7. **Secondary work location** – co-worker will ensure equipment is tested on a regular basis and have a productive work environment. This should be accomplished by working from home and performing their normal job duties 1 day per month.

Equipment and Internet Access

8. **Internet connection** – a hard wired internet connection is required; WiFi is not permitted
9. **Internet provider** – must be a high-speed Internet Service Provider (ISP) – DSL or Cable allowed; satellite is not allowed; co-worker is responsible for the cost
10. **Minimum internet speed** – 15 megabits per second (MBPS) for downloads and 3 MPBS for uploads



11. Computer Terminal – will be provided by employer and is the only equipment allowed to access loan information and documents unless directed differently by your manager; use of personal equipment is not permitted; must be connected and turned on at all times

12. Company phone – company phones require an additional hard-wired Ethernet connection; high speed cable internet access is required; phone must be connected at all times

13. Property of company – all equipment provided by company remains the property of the company; if co-worker ceases employment with company, all equipment must be returned within 5 business days in good working order, normal wear expected; co-worker is responsible for shipping the equipment back at company's expense; contact your manager for shipping and insurance instructions

14. Supplies – office furniture, supplies, toner, etc are non-reimbursable co-worker expenses

Confidential Loan Data and Documents

15. No printing – loan documents and other internal use documents may not be printed without prior approval by your manager; in the event approval is granted, documents must be kept secure while in use and shredded immediately upon completion of the task

In compliance with Worker's Compensation laws, At Home Co-Worker must report injuries and accidents that occur while working to Susie Smith, ext 555 at the home office.

Failure to comply with these requirements, policies, and security agreement detailed above may result in disciplinary action up to and including termination.

I have read and agree to the terms of this agreement.

Employee Signature

Date



Management Tips

- Manager visibility / accessibility
- Weekly/Bi-weekly check in
- Measure production – address issues swiftly
- Share productivity #'s – spark competition /accountability
- Conference call participation, interactive best practice sharing
- Corporate updates – Guest speakers from other departments
- Quarterly/Annual in-person meetings
- TEAM calendar



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Chat/Instant Message

- Monitor attendance
- TEAM group chats
- Temp Checks – evaluate workflow
- Emergencies
- Personal, birthdays, special events etc.



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Management Tips

- Mirrors in workstations
- MaGIC Monday – keep your TEAM connected!
- Collect customer KUDOS – Visual of the BIG PICTURE
- Collaboration – Virtual partners, best practice sharing, special project/focus groups, quality competitions

Questions?





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