

REMOTE WORK FREQUENTLY ASKED QUESTIONS

Q1: How will sickness be handled post COVID?

A1: If you are sick, you should stay home and use your sick time. Everyone receives five (5) sick days per year and these sick days roll over year to year and accumulate. If you are truly sick, take the time off and recover.

If you are sick but feel well enough to work, you should stay home and work remotely until your symptoms clear.

If you suspect you may have COVID, we recommend you get tested. Based on the test result, we will follow the appropriate protocol.

Bottom line, we do not want to spread COVID, colds, flu, etc. throughout the offices. If you are sick, use good judgement and stay home. Also, please report all illness to your department director.

Q2: How exactly will we be working from home with our own PC's versus remoting into a CPU at the office?

A2: When working remotely, you will use CrushFTP for access to the I, J and F drives, via team.ids-troy.com and team.ids-michigan.com.

Revit will be accessed with BIM360 via the cloud web servers. Your home internet speed can impact the use of REVIT.

Email will be accessed through Office/Exchange 365 via the cloud server.

You will not utilize remote desktop or VPN when working remotely.

Those individuals that have a dedicated workstation in the office, will have the ability to use VPN, but this should be limited to the use of specialized software not accessible via the cloud servers.

Q3: If I choose the hybrid option, is it possible to get an IDS laptop instead of buying my own?

A3: The hybrid option was presented with the worst case scenario that you may have to purchase a home workstation to work remotely.

Since March 2020, all new computer purchases have been laptops. Our policy moving forward is that all new computer purchases will be laptops.

We are currently in year one of a five year plan to refresh/replace all current computer workstations. Many of our workstations are greater than 5 years old and will struggle with supporting updated software in the future.

This year (year one) we are purchasing 26 laptops to replace existing desktop computers. This will make 26 laptops available for staff. Additionally, the 26 existing desktops being replaced will also be available for deployment at remote workplaces. This makes 52 machines available to accommodate remote work.

Although this is a significant quantity of computers, it may not be enough to accommodate everyone who wants to work remotely. Some staff may still need to use their existing home computer or purchase a new machine in order to take advantage of the hybrid option.

In order to determine the shortage, we have been asking everyone to determine their work schedule, traditional or hybrid, and let us know if you have a capable computer at home already.

If you have not informed us of your work schedule preference yet, please let me know if you plan to work the traditional or hybrid schedule.

Also, please let me know if you have a capable computer at home already. We are trying to minimize or eliminate the need for anyone to purchase a home computer; we need everyone's feedback in order to make that determination.

Q4: Bluebeam has become a critical part of how we work especially with remote work. If required to have our own PC will proper licenses be given to those computers?

A4: Additional Bluebeam licenses will be purchased to accommodate all remote workstations.

Q5: Will IDS software be loaded onto personal computers?

A5: Yes, the appropriate software will be loaded onto remote machines whether personal or company owned.

Q6: If this is truly an experiment and not a prescribed approach, will staff/teams have autonomy to be agile and suggest improvements to the process without a need for a formal approval from the Board?

A6: We are providing the hybrid schedule option as an enhancement to our workplace practices while still meeting our client expectations. It is anticipated that the current policy will need to be adjusted and updated as we move forward to determine the best approach. We always welcome and appreciate everyone's feedback and suggestions. If you have suggestions, please contact Mike Nowicki and Chuck Lewis with your input. If we need to make minor to moderate revisions, those revisions can be made relatively quickly and everyone will be updated. If our policy requires a major update, the Board of Managers will be involved in the decision, as they are with all significant company policies.

Q7: Does a day out in the field or at owner meetings count as a day "in" the office or "remote"?

A7: Field work and meetings at client facilities count as "in" the office days.

Q8: Will there be biweekly/monthly surveys to help hear all voices of how things are going?

A8: We ask you to contact Mike and Chuck with any suggestions or enhancements.

Q9: How does hoteling work for remote staff?

A9: The hoteling concept was envisioned to allow staff working a hybrid schedule to check out an office desk for a two week time period. The checkout process will take place via an on-line program similar to the process to reserve a conference room.

It was envisioned that hoteling would be required because we do not have enough seats to provide all staff with an assigned seat.

Per our current headcount, we currently have adequate seats in both offices to accommodate seat assignments for everyone. We will be suspending the hoteling concept for now.

Everyone will be assigned a seat in the offices. Your seat assignment may change from your previous seat. I will be working with department directors in the next few weeks to determine the seating chart.

Please keep in mind that as we add staff the hoteling concept will be reinstituted and staff using the hybrid schedule may be required to hotel within the offices.

Q10: When I come into the office, will there be a workstation I can plug into?

A10: If you are using the traditional schedule, a desktop computer will be provided in your cubicle. If you are using the hybrid schedule with a laptop, a docking station will be provided in your cubicle. If you are using the hybrid schedule with a desktop at home, a desktop computer will be provided in your cubicle.