

FAQ regarding Mobile Work from Home

– Information sheet for employees –

The following information refers to the option of mobile working from home we have been granting you since [•].

1. Do I have to be permanently available at home?

Nobody can be permanently available, not even at their office desk. We trust you and know that you organise your work during normal office hours to the best possible extent and comply with the agreed working time. Please send a short email to your team as soon as you start work, finish it or take a break so that you will only be disturbed in your private time in an emergency.

2. What happens if I have less work than in the office?

We assume that we cannot work as efficiently as usual in the current situation. This is a matter of course. Besides, there will be a period after coronavirus which will presumably be very challenging for all of us because backlogs will probably have to be cleared. We experience these phases of under- or overload also during the normal course of business so in this special situation the same applies:

If you have trust-based working hours, please adjust them to operational needs.

If you are required to record your working time, please reduce overtime when there is less work and even debit your time account with negative hours, if necessary, by agreeing with your team that you will start working later, finish earlier or take longer breaks.

Please also take leave if capacities cannot be fully utilised. None of us knows how long this situation will last and to what extent it will be possible to satisfy all leave requests at the same time after the end of coronavirus.

3. What working hours apply at home, how can I record them?

The German Working Hours Act (Arbeitszeitgesetz) applies at home as well as in the office. Therefore, please make sure you take sufficient periods of rest: even at home you are not allowed to work continuously for more than six hours. After six hours at the latest you must take a break of 30 minutes. In addition, you must observe the maximum limit of 10 hours working time per day.

If you are subject to time recording, please record your working hours and breaks on your own (e.g. in an Excel sheet) so we can enter them into our systems later.

If you have trust-based working hours, please record the daily working time exceeding eight hours if this cannot be avoided.

4. Am I insured against accidents at home?

If you work at home for business purposes, you are insured in the same manner as if you worked in the office. Private activities are not covered by accident insurance.

5. What if working from home does not work for you personally?

If you realise that mobile work from home is not working for you (e.g. because looking after your children requires too much attention), you may currently come back to the office if this can be arranged. As long as no other instructions have been given, mobile work from home is an offer we grant you, which you may, but do not have to accept.

If you cannot come back to the office for personal reasons and if you need more freedom than normal working hours allow, you may take one of the following steps:

- If you are subject to time recording, you can reduce overtime or debit your time account with negative hours. If you have trust-based working hours, you determine them yourself anyway, in coordination with your team and taking into consideration operational needs, so that mobile work from home does not result in any changes to this system.
- If these options do not satisfy your needs, you can take leave after consultation and in agreement with your team.
- You can also convert your bonus into paid time off.

Should all of these options not be sufficient, please contact [•]. We will then mutually try to find individual solutions, e.g. fixed-term part-time work or unpaid leave.

6. What do I do if the technical system does not work properly?

In this case, please contact [•] immediately. For details concerning mobile work please click here.

7. What do I have to consider with respect to data protection at home?

Please bear in mind that you have to observe the same data protection and confidentiality obligations at home as in the office. In concrete terms, this especially means the following:

- Please make sure that your screensaver is running and that nobody can read on the screen when you leave your workplace.
- Also ensure that nobody can look over your shoulder while you are working.
- Nobody must listen when you are on a business call. Therefore, please close the door to your working room and do not make any phone calls near an open window.

8. How long may/must I work from home?

Unfortunately, we are unable to provide a specific date until which you may work from home because the current situation can change very quickly. The option applies until you are requested to come back to the office. Except in case of an emergency, we will notify you in advance so that you have at least one working day to get things organised. If this is not sufficient, we can extend your return by reducing overtime, debiting your time account with negative hours, granting paid or unpaid leave or converting your bonus to paid time off. In this case, please contact [•]. We will then seek convenient solutions jointly with you.

9. What do I do if I get sick?

If you become unable to work owing to sickness, please contact [•] as usual immediately and submit a certificate of incapacity for work.

If there is a suspicion that you had personal contact with a person who has been diagnosed with SARS-CoV-2, the German public health department recommends the following procedure (<https://www.bundesgesundheitsministerium.de/coronavirus.html>):

- Regardless of symptoms, you should contact the responsible public health office, contact a doctor or call 116117 immediately and stay at home.
- The coronavirus infection is characterised by flu-like symptoms such as a dry cough, fever, rhinitis and fatigue. In addition, the following symptoms have been reported: breathing problems, sore throat, headaches and aching limbs, nausea, diarrhoea and chills.

For patients with mild diseases of the upper respiratory tract, your doctor can issue a certificate of incapacity for work up to a maximum of seven days after consultation by telephone. You do not need to visit any doctors' practices in this case. According to the German Federal Ministry of Health, this agreement has been in effect since 9 March 2020 and will initially be valid for four weeks.

If you have tested positive for the coronavirus, please also contact [•] immediately and inform us. The same applies if a person living with you falls ill or has tested positive.

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