Europ Assistance USA Teleworking Program
Who We Are

- Europ Assistance USA is part of a global assistance organization of 40 always-open multilingual assistance centers providing services to more than half of the Fortune 100
- Headquartered in Bethesda, MD
- 190 employees with 130 in Operations
- Call centers always open and ready (24 hours/day, 7 days/week)
- US response team dispatched immediately to anywhere in the world during global crisis
- Medical travel assistance
- ID theft resolution
- Beneficiary assistance
The EA Telework Program

- The challenge was to implement a teleworking option for a 24h operations non-exempt center with the identified challenges of:
  - Access to systems
  - Time reporting
  - Productivity
  - Supervision
  - Teamwork
  - Productivity

- The project was initiated to foster employee engagement by providing a solution for:
  - Flexible Schedule
  - Support for Work/Life Balance
  - Reduce on commuting costs
  - Minimize shared work stations

- Additional outcomes achieved are:
  - Business Continuity Plan
  - Growth at a reduced cost
  - Recruiting Practices
  - Customer service
  - Employee engagement
The EA USA Teleworker Pilot Program

- Created a Pilot Teleworker Program Policy in partnership with Montgomery Commuter Solutions
  - Based on best practices and facilitation through consultant
  - Pilot with 8 non exempt employees and has expanded to 15
  - Program will continue to grow at 3-5 employees per month
  - Participants complete training program that includes:
    - **Teleworker Policy**: which listed the purpose for the Pilot program and the Teleworker selection criteria
    - **Teleworker Agreement**: which provided the terms and conditions, i.e. TW period, time and responsibilities, signed by both the teleworker and their Supervisor/Manager
    - **IT Requirements**: provided list of technology requirements as well as information on IT Support, etc.
    - **Safety Checklist**: designed to assess the Teleworkers work site
  - Quality and Productivity reporting is being established
What Employees Say

- Savings on commuting time and expenses
- Savings on dry cleaning
- Ability to start work earlier and end work later
- Improved morale
- Improved recruitment/retention
- More time with family
- Increased productivity
- Reduced stress
- More sleep
- Home is much more quiet than the office
- Business continuity