

Remote work guidelines

1. Based on the latest government recommendations from various countries, we ask that employees from all CAE sites worldwide who can work from home to do so effective immediately until further notice.
2. CAE's intent is to have only essential resources on-site. Your leaders will provide guidance shortly regarding what is considered essential – further instructions will come from them.
3. As a preventive measure for employees who will be asked to work on-site, we will implement protocols to split teams in sub-groups to minimize contacts. We may also ask some teams to alternate work schedules (shift or rotation). Your management will inform you of those measures as soon as they are established.
4. Regular touch points are recommended with the direct supervisor. If you cannot work remotely on a specific day, you need to inform your direct supervisor. If you cannot work remotely at all, you need to inform your direct supervisor as soon as possible.
5. You must be accessible at all times during your working hours.
6. The work schedule must be respected and the total number of hours worked per week remains unchanged. If you foresee the need to work overtime, you will need the approval of your direct supervisor in advance.
7. Please ensure you have all required equipment to work remotely (CAE laptop, charger, headphone set as a minimum. If you need a VPN, request it via the IT portal). You need to ensure you have a secure internet connection.
8. We encourage employees who work remotely to work from home and not from a public place in order to reduce exposure to unnecessary risks.

9. Work-related meetings should be carried out as much as possible via Microsoft Teams, Skype, WebEx or phone.
10. Refer to the [revised teleworking policy](#) and follow the guidelines. If you do not find answers to all your questions in the policy, follow up with your direct supervisor.
11. The guidelines are applicable to all work that can be done remotely. All work needs to be done within the regulatory framework.

IT guidelines

(Best IT practices when working from home)

We ask that you follow these guidelines carefully in order to make sure that our corporate network is used in an optimal way.

1. Make sure to always follow [CAE's IT policy](#), [cybersecurity guidelines](#) and [Export Control guidelines](#).
2. Help us optimize our CAE IT network's usage by:
 - **Avoiding video or audio streaming** if it is not used in a business context (for example: Youtube, Netflix, etc.)
 - **Limiting your VPN usage during the day**, especially if it is not required. This preserves bandwidth for maximum usage.

Did you know?

You don't need to be connected to VPN for most of your work activities.

For example: if you have to connect through VPN to access a file on a server, retrieve this file and disconnect your VPN connection right after. Then, reconnect yourself to upload your updated file on the server after your work is completed.

Remember: there are over 50 applications available via My Apps that do not require a VPN connection. For more info, [click here](#).

3. **Maximize** the use of **collaboration tools** (Skype, Microsoft Teams*).

Click here for more info on how to use these tools:

- [Skype](#)
- [Teams](#)

Remember: you don't need VPN to access those tools.

*For employees allowed to work with Microsoft Teams.

4. Please try to use the online portal when requesting IT assistance:

- The majority of IT requests should be done via this [portal](#).
- Please follow these instructions if you need an [account password reset](#) or a [VPN PIN reset](#).
- If you need IT support, contact your local IT team or the global IT service desk at +1-514-341-2000 (ext. 2555).

More details will be provided in the coming days for each region/site.

Original publication date: March 13, 2020

Updated: March 31, 2020