

Global Workplace Strategy

Frequently Asked Questions for Employees in EMEA

Updated October 19, 2020

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BSC SITE ACCESS AND EMPLOYEE WORK MODES

1) How does BSC site access vary during normal circumstances and during a crisis/pandemic?

Office’s access status determines employee ability to work on-site:

- Open Access: Employees work according to work modes with normal access to their office
- Limited Access: During crisis, office access is limited to specific employee tiers.

2) What is tiering?

Tiering is a temporary (crisis/pandemic-driven) criteria that may override work modes:

- Protect the health and safety of our employees during a crisis;
- Meet customer and patient needs and ensure business continuity

Employee Tiers:

- Tier 1: day to day role requires employee to be on site
- Tier 2: need access to the office to perform part of their role during week
- Tier 3: can perform 100% of role remotely

3) Will all facilities work according to the same access status?

No. Site access status may vary based on the circumstances or conditions near a BSC site. A local crisis (such as a natural disaster, or a rise in virus cases) can change the access status of

an individual site. Local site leaders will communicate changes in site access to employees. At the moment, in EMEA we are adopting a staggered approach that aims to protect our employees, customers and communities as much as possible. Office access depends on the level of risk the country/area/city in which the BSC hub/office is located. Please refer to local leaders' communications for guidance at country level.

4) What is an employee work mode?

The recent Workplace Survey helped us to evaluate changes in employee work preferences since the global pandemic began. Now, we're beginning to incorporate learnings into future plans with the Global Workplace Strategy, including the new employee work modes.

Work Modes are intended to convey information about where employees do their work during normal circumstances (Open Access):

- Assigning work modes helps us plan our office layouts
- Work modes may change based on business priorities and individual needs

Work modes will include:

- Onsite
- Hybrid or
- Remote (includes field teams).

[Read more](#) about site access, tiering and employee work modes.

5) How do I know what my work mode is?

Within the coming months, we will begin assessing with managers and employees our learnings, our tools as well as our workplace policy and processes to support these work modes complying with local legal frameworks. As you might expect, the locations where some employees are working over the next several months during COVID-19 "Limited Access" will likely be different than their "Open Access" work modes, so please be flexible as we phase into these new work modes and prepare to meet our future vision for the workplace.

AVAILABLE PROVISIONAL HOME OFFICE EQUIPMENT

Many employees who can productively perform their jobs at home are continuing to work remotely. To help support a more sustainable, ergonomic working environment, with prior manager approval, we will be providing employees with the option to request provisional home office equipment (HOE).

1) Who is eligible to order provisional home office equipment?

Office-based employees who are part of floor plan and currently working remotely full-time for the short-term are eligible to place an order. Field-based employees are not covered by this

exception process, however, field-based employees with an EH&S requirement can escalate via their manager through the standard local process.

2) What provisional equipment is available?

We will be providing employees detailed above with the ability to request following provisional home office IT equipment (“standard list”):

- Keyboard
- Mouse
- Display monitor
- Headset
- External webcam
- Docking station

In order to request these IT items the completion of our EH&S Training & Self-assessment will be mandatory.

Note: Items that are requested are all the property of Boston Scientific and may need to be returned in the future (e.g. when Open Access status applies, if the employee leaves the company). If employees want to keep their items, they should not submit a request.

3) Is a chair included on the home office equipment list?

Yes, you can place a request for a chair. See question 5 below for additional guidance.

Note: A new chair will be purchased when and if existing stock is exhausted. Chairs (from office stock and new ones) will be the property of Boston Scientific and may need to be returned in the future (e.g. when open access applies, if the employee leaves the company). If employees want to keep the chair, they should not submit a request.

4) Is a desk included on the provisional home office equipment list?

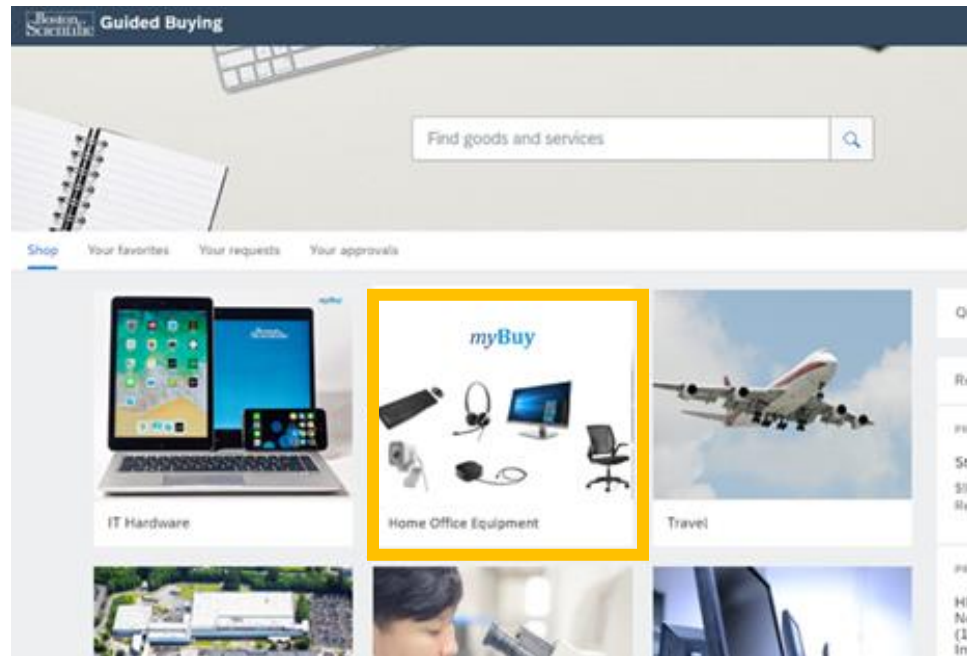
No, a desk is not included on the home office equipment list for employees at this time.

5) How do I place an order for provisional home office equipment?

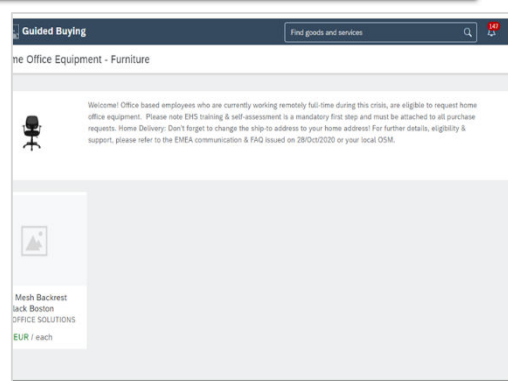
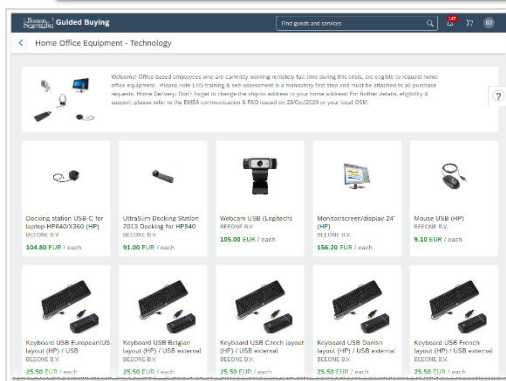
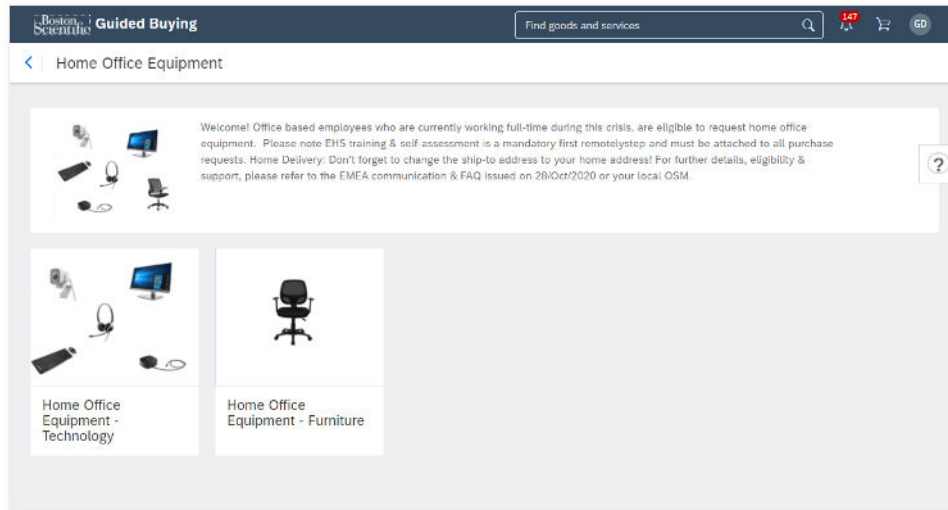
OPTION 1: I am employed in a location / country where myBuy is in use:

- a. Complete EH&S Training & Self-assessment (Mandatory). The summary self-assessment will help you review whether your current work from home arrangements are adequate.
- b. Click/Go to <https://s1.ariba.com/gb/?realm=BostonScientific> (preferred option, no VPN required) or type <http://mybuy> in a web browser (VPN connection required).

- c. Click on the Home Office Equipment tile:



- d. Place your order:
- Headset, mouse, keyboard and webcam.** - You will be able to purchase a new item from myBuy.
 - Monitor, docking station.** - Your request will be reviewed: if a monitor and/or docking station are available in the existing stock in our offices, you will be provided with them. A new item will be purchased when and if existing stock is exhausted.
 - Chair.** - Your request and EH&S assessment will be reviewed: if a chair is available in the existing stock in our offices, you will be provided with it. A new chair will be purchased when and if existing stock is exhausted.



- e. In case you have purchased any standard items already during Limited Access status (1st March 2020 – 27 October 2020), such as headset, mouse, keyboard and webcam, they can be reimbursed via Concur. See paragraph below “Payment and reimbursement for provisional equipment”. For more information contact your local OSM.

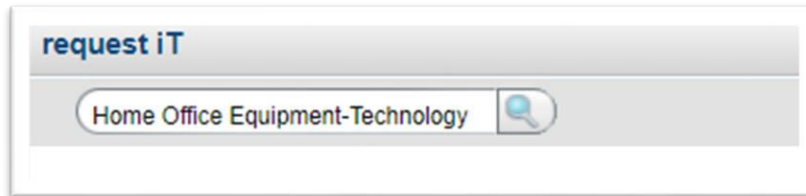
OPTION 2: I am employed in a location / country where myBuy is NOT in use (which include South Africa, Turkey, Greece, Russia, UAE, Lebanon and Legacy-BTG locations)

- a. Complete EH&S Training & Self-assessment (Mandatory). The summary self-assessment will help you review whether your current work from home arrangements are adequate.
- b. Liaise with your manager and HR business partner
- c. Submit your completed EH&S self-assessment to your local OSM.

OPTION 3: I am employed in Ireland

- a. Complete EH&S Training & Self-assessment (Mandatory). The summary self-assessment will help you review whether your current work from home arrangements are adequate.

- b. Go to <http://requestit> in a web browser (VPN connection required)



- c. Search for and choose the appropriate form:
- Home Office Equipment – Technology** (Use this form for IT equipment)
 - Home Office Equipment – Furniture** (Use this form for a chair)
- d. Answer the required questions or fill in the required fields
- e. Select the desired accessory/accessories
- f. Submit the form.
- g. Once the request has been approved by your manager, equipment will be shipped directly to the address indicated on the form.

For more detailed information, see the [RequestIT Job Aid](#).

6) When can I start submitting a request for provisional home office equipment?

myBuy and RequestIT HOE dedicated processes are live starting from 28th October 2020 in EMEA. From the same date, you can start submitting your request also in those countries where they are not in use.

7) For how long can I keep the provisional home office equipment?

While we are in Limited Access status and tiering criteria overrides work modes. Please expect more communications on provisional home office equipment as we plan for return to Open access status.

8) I have never used myBuy. What should I do?

You can find all available resources to train on myBuy platform below:

- myBuy training material: [myBuy Training](#)
- Specifically for requisitioners: [myBuy Requisitioner Training](#)

Should you need additional help, please contact the [myBuy Helpdesk](#)

9) What if I have additional provisional equipment requirements/needs?

Any additional equipment not listed as HOE (e.g. footrest, speaker, wireless mouse) is not included in this process and will be charged on your Cost Centre: with your manager's prior approval, please follow local processes.

10) I already have more equipment at home (from BSC site) than what is offered on the equipment list. What should I do?

Please ensure this is documented with your manager. There is no need to return the items to the office now, though you may need to return them in the future.

11) I have some of the equipment listed, but not all. What should I do?

Please only order any missing equipment you feel is required to support a healthy, safe and productive home working environment.

12) I am field-based and I have a pending request for provisional home office equipment. Will be my request accepted?

Your local OSM will reply to you, however, we can anticipate that your request will not be fulfilled as guidance from the global CWS (Connected Workplace Strategy) allows only office-based employees who are currently working remotely full-time and for the short-term during this pandemic time are eligible to order HOE. Field-based employees with an EH&S requirement should escalate via standard local process via their manager."

13) How soon should I expect my order?

Timing will vary based on product availability and where you are based on.

14) What happens if I receive damaged goods or incorrect items? Who should I contact?

In case you purchased the item directly in myBuy, work with the vendor to process a return/replacement. If you are not sure who the vendor is, contact your Local-IT/eBar or contact the [eSolution Center](#).

In case you received a damaged monitor, docking station or chair from the available stock, please contact your local OSM.

15) Can I simply take equipment from a desk in the office?

No, please do not take your or another person's equipment from the office.

RETURNING EQUIPMENT

1) I took equipment from the office. Should I bring it back and reorder using this process?

No, there is no need to return equipment from the office at this time. If you have the items that you need to support a healthy, safe and productive home working environment, you are all set.

2) What should I do if I leave the company and have BSC equipment at home?

Please call the [eSolution Center](#) to discuss what you have, what needs to be disposed of, and what should be sent back to BSC. If you are leaving the company within six months of receiving the HOE, BSC will not pay the shipping costs (see also question 1 in the next paragraph of this FAQ document).

3) How do I dispose of BSC-owned items I have at home if they are broken or no longer needed?

Contact your Local-IT/eBar for guidance on this matter.

4) What if my equipment breaks or is damaged?

Contact your Local-IT/eBar for guidance on this matter. They will advise on replacement or repair.

PAYMENT AND REIMBURSEMENT OF EQUIPMENT

We are doing our part to limit the continued spread of COVID-19, and many employees are still working remotely. As the pandemic evolves and work toward a vaccine continues, we are preparing for the near-term and future return of employees to our facilities around the globe. Once BSC EMEA offices and sites move from “Limited Access” to “Open Access,” some employees will continue to work at least part of the time at home (remote or hybrid). To help support a more sustainable, ergonomic working environment, while managing costs, the company will reimburse a set of equipment (with manager approval and as defined in the provisional home office equipment list).

1) If I have to return equipment, can I get reimbursed for any shipping charges?

Yes, please package the equipment carefully (use the original box whenever possible) and ship the goods to your local BSC office to the attention of your local-IT/eBar. However, if you leave the company within six months of receiving the HOE, you will have to pay for the shipping costs.

2) Will BSC pay for utilities, internet service or consumables?

No, unless it is already stipulated in your current contract.

3) How do I request reimbursement?

Follow local expense policies and use [Concur](#) to process the reimbursement for items included in the list of home office equipment purchased during Limited Access status (1st March 2020 – 27th October 2020).

4) I have never used Concur. What should I do?

- a. Follow your local reimbursement process.
- b. Be sure to use “Home Office Supplies” for the report name so that the company can report on the costs that are being reimbursed.
- c. Review the EMEA Concur guidelines & resources

5) I purchased home office equipment prior to this list being available. What should I do?

- Employees have until **December 1, 2020**, to submit a request for reimbursement using Concur. Expenses should have been incurred as of March 1st, 2020 until 27th October 2020.
- Be sure to use the “**Office Supplies**” expense type and ensure your report name begins with “**2020 Home Office Reimbursement**” so that the company can report on the costs that are being reimbursed. ***Only*** use this for reimbursement of standard home office equipment (keyboard/mouse, monitor, webcam, docking station, headset, chair)
- With manager approval, a reimbursement request is allowed for the basic items that are offered in the provisional home office equipment list up to the value of each of the items offered. Those items and reimbursable amounts are capped at the standard price for the item in the HOE list.
 - Use [Concur](#) to process the reimbursement
 - Review Concur job aid [here](#).

Note: Items that are reimbursed become the property of Boston Scientific and may need to be returned in the future (e.g. when open access applies, if the employee leaves the company). If employees want to keep their items, they should not submit a request for reimbursement.