



Adobe



# Welcome Back!

Guidelines to support employees returning from an extended leave of absence

## Welcome Back!



Adobe offers the Welcome Back program for when you've had a major life event and need to take an extended leave. It's our goal to provide you with the assistance needed for a seamless transition back to work. I'm glad that you were able to take the time off that you needed and I am even happier to welcome you back to the team.

Finding the right work-life integration that works best for you is an important part of returning from an extended leave. Please use this guide to learn more about the Welcome Back program, the benefits and resources available and some key actions you should take to assist you through the transition.

I hope you find this information useful and please don't hesitate to reach out to your manager or the Employee Resource Center with any questions.

Thank you and welcome back!

Cindy Springsteel

VP, Global Business Partnering & ERC, Customer & Employee Experience



The Welcome Back program provides you and your manager with tools, resources and flexibility to assist with facilitating a seamless transition back to work. This document is intended to help guide you through the Welcome Back program and benefits that are available.

To assist during a major life event when you need to take an extended leave, the Welcome Back program provides clear steps and resources to help you and your manager discuss expectations and options available to find the work/life integration that works for you. The goal is to provide you with the assistance needed for a seamless transition back to work.

This program is available to U.S.-based employees returning from an extended leave of absence (>three calendar months/90 days and not returning from a sabbatical or personal leave) and will last for up to 120 days, depending on your role and the needs of the business.

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## Roles and responsibilities

**Manager Role:** Managers play a critical role in supporting an employee who is returning from an extended leave of absence. The success of an employee re-acclimating to Adobe is largely due to the consideration and planning completed by their manager.

**Employee Role:** It's the employee's responsibility to keep Liberty Mutual and their manager informed about their estimated return date. Like the manager, the employee is expected to engage in understanding their transition plan, and to discuss alternative work arrangement options if necessary.

**Employee Resource Center (ERC) Role:** The Employee Resource Center (ERC) is responsible for communicating with managers and employees and for guiding them through the Welcome Back process. The ERC will send the manager an email communication three weeks prior to the employee's estimated return date along with a copy of the Welcome Back Guide. The ERC will set up a meeting with the manager to discuss the Welcome Back process and the options that are available regarding alternative work arrangements.

**Liberty Mutual Role:** Liberty Mutual is the third-party leave of absence administrator responsible for assisting with and managing the employee leave of absence period as well as obtaining return-to-work clearance from an employee's treating physician.

## Alternative work arrangements

Alternative work arrangements can make a big difference in helping with a smooth return back to work. Alternative work arrangements should be determined by the manager and the employee, depending on the particular circumstances of the business and the employee's role. For example, an employee could work a reduced schedule each day, or each week. Alternative work arrangements would be available to the employee for up to 120 days depending on the needs of the business. After an arrangement has been made, managers and employees should check in regularly to ensure continued success.

Arrangement options may include:

Type of arrangement	Definition	Impact to pay/benefits	Approval
Alternate Work Schedules	A work schedule with variable starting and ending times, within limits set by employee and manager. Employees still work the same number of scheduled hours as they would under a traditional arrangement. Example: 7am–3pm or 10am–6pm	None	Manager Approval
Occasional Work from Home Arrangements	Employees will periodically have the ability to work from home or from a remote location on an as-needed basis and aligned with their manager; not a consistent or set schedule.	None	Manager Approval
Reduced Work Schedule	A work schedule that is less than full-time.	Yes	Manager Approval
Compressed Work Week	A work schedule that condenses one or more standard workweeks into fewer, longer days. Example: 4 days x 10 hours (exempt employees only)	Possible	Manager Approval

Alternate work arrangements are available for up to 120 business days.

If there is a need for an alternative work arrangement, please ensure your manager completes the agreement and returns it to the Employee Resource Center (ERC) at [erc@adobe.com](mailto:erc@adobe.com) within a week of your beginning the new work arrangement.

# Timeline and actions

## Prior to Return

- Ensure your manager and Liberty Mutual are updated with your expected return-to-work date.
- Expect an outreach from your manager prior to your estimated return date. During this time, confirm your return date or provide your estimated return date, if still uncertain.
- Review the Employee Tip Sheet in the Appendix.
- Check out Adobe benefits such as [Bright Horizons](#) for back-up care or [Employee Assistance Program](#) for work/life resources.
- Prepare for a Check-in by making a list of expectations, feedback or Career Development related topics you'd like to discuss with your manager. Visit [Inside Adobe > Popular Resources > Check-in](#) for more information.

## 1st Day Back from Leave

- Show up at the date/time/location agreed to with your manager/team.
- Schedule 1:1 time with your colleagues and teammates to get caught up.
- Be sure you have reviewed the Employee Tip Sheet.

## Within the 1st Month Back from Leave

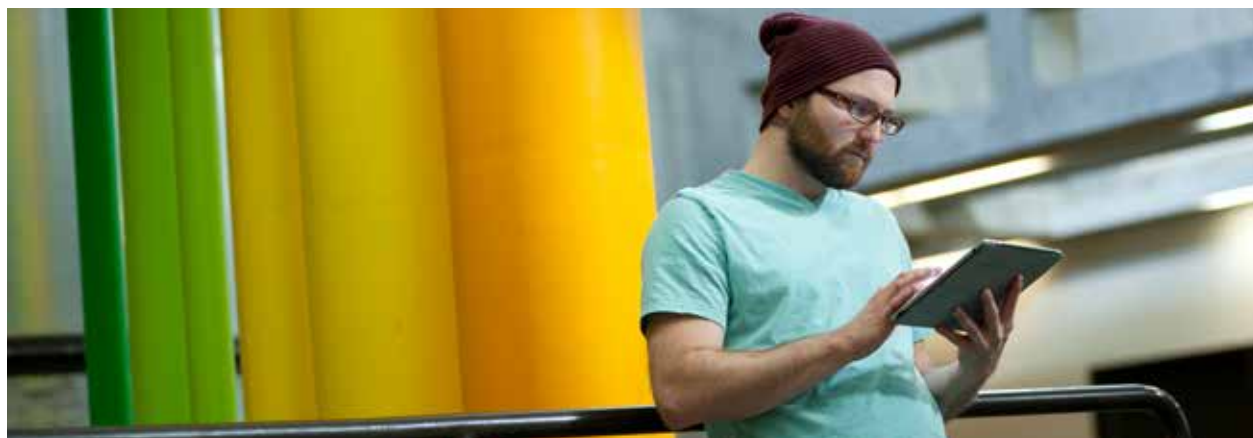
- Schedule 30-minute meetings with key stakeholders and colleagues to help you get up to speed on goals and business initiatives.
- Communicate regularly with your manager to share issues, questions and what is or is not working for you.
- Consider joining an Employee Network. Visit [Inside Adobe > Search: Employee Networks](#).



# Resources

## Have questions?

Resource	Description	How to contact
Questions about Welcome Back Program	For questions about this program and support as you transition back to work	Employee Resource Center (ERC) Mon–Fri   7:00am–5:00pm PT (excluding holidays) <ul style="list-style-type: none"> <li>• 6-HELP (ext. 6-4357)</li> <li>• 408-536-4357 or 800-866-8006</li> <li>• <a href="mailto:erc@adobe.com">erc@adobe.com</a></li> </ul> Or visit <a href="https://benefits.adobe.com">benefits.adobe.com</a> > Time away
Payroll	For questions regarding Ultipro, tax forms or paychecks/deductions	<a href="mailto:payroll@adobe.com">payroll@adobe.com</a>
Issues with Pay—Liberty Mutual	For general questions regarding an existing claim or leave, eligibility/pay while on leave of absence and upon return	Liberty Mutual by phone at 888-873-5476 or by email at <a href="mailto:adobeadmin@libertymutual.com">adobeadmin@libertymutual.com</a>
Workplace	For questions regarding updating desk location, ergonomic assessments and workstation/desk issues	Ext. 6-HELP, Facilities option iOffice Service Portal Inside Adobe > Office tab
IT Questions	For questions regarding your password, VPN, SSO, software/hardware issues, and updates to work phone, address, etc.	Inside Adobe > 6-Help tab > IT Home
Employee Network Groups	Employee Networks are dedicated to fostering an inclusive work environment for all employees within the context of Adobe's values and goals. They are comprised of groups of employees who share a common purpose, interest or background and act as a resource for personal and professional development.	Inside Adobe > Search: Employee Networks
Check-in	In place of written reviews, we recommend that every employee have a quarterly check-in conversation to discuss expectations, feedback and development.	Inside Adobe > Popular Resources > Check-in



## Benefit Resources

To help you with your transition, we've put together this list of important resources as well as Employee Resource groups in which you might be interested.

Resource	Description	How to contact
Benefits Support	For general questions regarding medical, dental and vision; your Health Savings Account; Life and AD&D insurance; adding a dependent and enrollment	Go to <a href="https://benefits.adobe.com">benefits.adobe.com</a> Email <a href="mailto:Adobe's Benefits Support Team">Adobe's Benefits Support Team</a> or call 6-HELP > Option #3 for Employee Resources > Option #2 Benefit support
Best Doctors	Get an expert second opinion on any medical diagnosis or treatment plan—at no cost to you—through Best Doctors. They can also help you find specialists and get expert answers to medical questions.	<a href="http://benefits.adobe.com/health-wellness/managing-an-illness">http://benefits.adobe.com/health-wellness/managing-an-illness</a>
Bright Horizons	Back-up care and other family support Through Bright Horizons, access: <ul style="list-style-type: none"> <li>• Up to 100 hours per year for back-up child and adult/elder care paying just a copay</li> <li>• A comprehensive database where you can find nannies, pet care, housecleaners and more on a self-pay basis</li> </ul>	<a href="http://benefits.adobe.com/perks-other-benefits/personal-family-services#BrightHorizons">http://benefits.adobe.com/perks-other-benefits/personal-family-services#BrightHorizons</a>
Employee Assistance Program	Offered through Aetna, the EAP provides you and your dependents confidential, short-term counseling services (up to six free sessions per life management issue per calendar year). You can also obtain Care Kits for new baby, child safety and adult/elder concerns at no cost. The EAP also offers financial and legal counseling.	<a href="http://benefits.adobe.com/perks-other-benefits/personal-family-services#BrightHorizons">http://benefits.adobe.com/perks-other-benefits/personal-family-services#BrightHorizons</a>
Mother's Rooms	Adobe has Mother's Rooms to provide nursing mothers with a private space for pumping.	To find a list of mother's rooms, go to Inside Adobe > Office Tab > Workspace > Your Workspace tab
Adobe AnyPerk Discounts	Gives U.S. Adobe employees exclusive preferred pricing on over 850 products, services and experiences related to travel, health and wellness, entertainment and shopping.	Go to Inside Adobe > Search: AnyPerk or visit <a href="https://benefits.adobe.com">benefits.adobe.com</a>
24-Hour Nurse Line—Aetna & Kaiser	Talk to a nurse to get your health questions answered anywhere, anytime.	Aetna: 800-556-1555 Kaiser: 866-454-8855
Teladoc—Aetna Members only	With Teladoc, Aetna members pay less out-of-pocket compared to a trip to the ER or urgent care, because Teladoc's U.S. board-certified doctors are available 24/7/365 to resolve many of your medical issues through phone or video consults.	Phone: 855-TEL-ADOC <a href="http://www.teladoc.com/Aetna">www.teladoc.com/Aetna</a>
One Medical (San Francisco and San Jose only)	Adobe provides you a free membership to quality care with world-class doctors, same-day appointments and more. Visit the website to find a location near you.	Go to <a href="https://benefits.adobe.com">benefits.adobe.com</a> for more information <a href="http://www.onemedical.com/mybenefit">www.onemedical.com/mybenefit</a> Promotion code: ADOBEOM San Francisco promotion code: ADOBESF

# Frequently asked questions

## Welcome Back Program Overview

What is the Welcome Back program?

What is the policy effective date?

What if I'm currently on leave or about to go on leave?

What if I just returned from leave?

Is this program company-wide?

How long is the Welcome Back program?

How long do I need to be out on a leave to be eligible for the program?

How does the process work?

Do I need to begin an alternative work arrangement immediately upon return from leave?

What happens after 120 days?

What if I have an ADA accommodation request?

My manager is outside of the U.S. Does this still apply to me?

What's the difference between alternative work arrangements and telecommuting?

Is working from home part of this program?

## Pay and Benefits

How does compensation work during the Welcome Back period?

Are there any impacts to my benefits?

## Approval Process

Who needs to approve the Welcome Back/alternative work arrangement?

If I have additional questions, who can I contact?

## Welcome Back Program Overview

### Q. What is the Welcome Back program?

The Welcome Back program provides employees and managers with tools and resources to assist in facilitating a seamless transition back to work for employees who have been on an extended leave (three calendar months or longer). The expected outcome is that managers and employees will agree on a transition plan that may include an alternative work arrangement for up to 120 days.

### Q. What is the policy effective date?

The Welcome Back program is effective starting February 6, 2017.

### Q. What if I'm currently on leave or about to go on leave?

If you are currently on leave or about to go on leave, please have a conversation with your manager about the Welcome Back program and options for alternative work arrangements for your return. If you have further questions, contact the ERC at [erc@adobe.com](mailto:erc@adobe.com) or ext. 6-HELP.

### Q. What if I just returned from leave?

If you've returned from leave within the past 30 calendar days, please have a conversation with your manager about the Welcome Back program and options for alternative work arrangements. If you have further questions, contact the ERC at [erc@adobe.com](mailto:erc@adobe.com) or ext. 6-HELP.

### Q. Is this program company-wide?

At this time, the Welcome Back program applies only to the U.S. In FY17, we will be evaluating each country with our extended leave program and consider expanding the program.

### Q. How long is the Welcome Back program?

The Welcome Back program is intended to help employees transition back to Adobe. As part of the Welcome Back program, employees may be eligible for an alternative work arrangement for up to 120 days.

### Q. How long do I need to be out on a leave to be eligible for the program?

This program applies to employees who have been on an extended leave for three calendar months (90 days) or longer.

### Q. How does the process work?

Prior to the employee's estimated return date, a reminder will be sent out to the manager with the process and next steps. The ERC will set up a meeting with the manager to review next steps, discuss any concerns and provide guidance. The manager will have a discussion with the employee approximately three weeks prior to the employee's expected return date to discuss the Welcome Back program and the options for an alternative work arrangement.

### Q. Do I need to begin an alternative work arrangement immediately upon return from leave?

Employees have up to 120 days after they return to work to take advantage of the alternative work arrangements.



**Q. What happens after 120 days?**

It is up to the discretion of the manager and the Employee Experience Business Partner to extend the alternative work schedule beyond 120 days. If the arrangement includes telecommuting, approval will be needed from the manager, Employee Experience Business Partner and, ultimately, the Vice President (or above) to determine if the role is eligible for telecommuting.

**Q. What if I have an ADA accommodation request?**

If there is an ADA accommodation request, contact the ERC for guidance on how to navigate the process. The ERC will start the review process by sending a Disability & Accommodations worksheet, which the employee and employee's medical provider will need to complete. Following the completion of the worksheet, the ERC will coordinate with the manager to determine if an accommodation request is approved.

**Q. My manager is outside of the U.S. Does this still apply to me?**

Yes, this program still applies to you even though your manager is not based in the U.S. The program is for all employees based in the U.S.

**Q. What's the difference between alternative work arrangements and telecommuting?**

Alternative work arrangements refer to a work schedule with variable starting and ending times, within limits set by an employee and their manager. [Telecommuting](#) is a formal arrangement set up between an employee and their manager for the employee to work from home every day.

**Q. Is working from home part of this program?**

Yes, as part of the Welcome Back Program, the employee can occasionally work from home up to 120 days. Adobe generally does not support regularly scheduled work from home days. However, Adobe understands the need for employees to occasionally work from home or from a remote location on an as-needed basis. This should be approved by the manager and not a consistent or set schedule.

## Pay and Benefits

**Q. How does compensation work during the Welcome Back period?**

There is no impact to your salary if you still work the same number of scheduled hours as you would under a traditional arrangement. If you have a part-time or less-than-full-time arrangement, your compensation will be pro-rated to reflect your schedule.

**Q. Are there any impacts to my benefits?**

There may be an impact to your benefits eligibility, which is subject to the number of hours of work performed in a work week. Please contact [adobebenefits@conduent.com](mailto:adobebenefits@conduent.com) to review/confirm eligibility.

## Approval Process

**Q. Who needs to approve the Welcome Back/alternative work arrangement?**

Your manager is responsible to discuss alternative work arrangement requests and approve as appropriate.

**Q. If I have additional questions, who can I contact?**

You may contact your manager or the Employee Resource Center at [erc@adobe.com](mailto:erc@adobe.com), extension 6-HELP, or 408-536-4357 / 800-866-8006. The ERC is available to assist in helping to facilitate a welcome back transition plan.



# Employee tip sheet

## Discuss your return with your manager.

Your manager will be setting up a meeting with you to discuss your transition back to work. Make a list of things you'd like to discuss during that meeting, such as:

- **A transition period.** If you've been away for an extended period of time, you might be intimidated by the prospect of full-time work. Or, in the event you've been sick, you might not be physically able to work full-time right away. In situations like these, discuss the possibility of a transition period in which you work part-time for a month or two. This will allow you to gradually get used to your workload, especially if your personal circumstances have changed.
- **Alternative work arrangements.** Depending on your role and the needs of the business, an alternative work arrangement may be available for up to 120 days after your return. Be prepared to discuss this with your manager and be sure to [complete the request form](#).
- **Adapted workplace.** If you have special health care needs, such as a wheelchair, discuss with your manager how the company can accommodate those needs.
- **Mother's Rooms.** If you're a mother who's nursing, Mother's Rooms are available for your privacy and comfort. You can find a list of Mother's Rooms as well as appropriate etiquette by going to [Inside Adobe > Office Tab > Workspace > Your Workspace tab](#).
- **Adobe resources and benefits.** Visit [benefits.adobe.com](https://benefits.adobe.com) to check out all of Adobe's available resources and benefits, such as Bright Horizons for back-up child care and Adobe's Employee Assistance program. This is an opportune time to consider if you need to reinstate ESPP, 401(k) contributions or any other benefit that may have been placed on hold while you were on your leave.

## Prepare yourself

Once you have all of the workplace matters sorted out, here are some additional items to think about:

- **Decide whether to communicate the reason for your leave of absence.** You're under no obligation to tell your manager or coworkers why you took time off, nor should you feel like you must disclose private medical information. Whether you plan to discuss the reason for your leave or not, it's helpful to practice your response should someone ask you about it.
- **Recap your skills and experience.** It's helpful to remind yourself of why you're so good at what you do. Write down what your skills and experience are, and how they make you the best person for your job. Visit the [Inside Adobe Check-in page](#) for discussion guides and resources.

## Back to work

Once you're back at work, you might face unforeseen challenges. Here are some tips on how to ease into the transition:

- **Set goals.** If you're overwhelmed and less focused, set goals for yourself and strategize on how best to accomplish them.
- **Reach out to your colleagues and teammates.** Invite your teammates to lunch or coffee and get caught up. Also, be sure to join your site community or an employee network group.
- **Communicate.** Keep in close communication with your manager.

Returning to work after a leave of absence can bring personal and professional challenges, but if you keep the tips above in mind, your transition back into the workplace can be a pleasant and productive experience.



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