



Welcome Back!

Guidelines to support employees returning from an extended leave of absence



We are so happy to welcome you back!

We are so happy to welcome you back! We designed the Welcome Back program for employees like you, who are returning to work after an extended leave. It's our goal to provide you with all the assistance you need for a seamless transition back to work.

Learning a new way to balance work and life 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.

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Introduction to the Welcome Back Program

The Welcome Back program provides you and your manager with tools, resources and flexibility to assist with facilitating a seamless transition back to work after an extended leave. This document is intended to help guide you through the Welcome Back program, explain benefits that are available, provide tips for a smooth return, and help you and your manager discuss expectations and flexible work options to find the right schedule that works for you.

This program is available to U.S.-based employees returning from an extended leave of absence (>3 calendar months/90 days, not including sabbatical or personal leave time) and will last for up to 120 days, depending on your role and the needs of the business. This program is intended to coordinate with Adobe's Flexible Work model.



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's return to Adobe is largely due to the consideration and planning completed by their manager and team.

Employee Role: It's the employee's responsibility to keep Lincoln Financial Group and their manager informed about their estimated return date. Like the manager, the employee is expected to engage with their manager to build a transition plan, and to discuss schedule options.

Employee Resource Center (ERC) Role: ERC is a support resource available to guide managers and employees through the Welcome Back process and to provide assistance or answer questions if needed.

Lincoln Financial Group Role: Lincoln Financial Group 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.

Timeline and actions

Prior to Return

- Ensure your manager and Lincoln are updated with your expected return-to-work date.
- Touch base with your manager prior to your estimated return date. During this time, confirm your return date or provide your estimated return date, if still uncertain.
- If your doctor recommends accommodations upon your return, work with the ERC and your manager prior to your return to make sure the accommodations can be supported.
- Familiarize yourself with the information about *flexibility* and *tips for a smooth return* in this document.
- Check out Adobe benefits such as Bright Horizons for back-up care or Spring Health Employee Assistance Program for work/life resources. (See list of *helpful benefits* below.)
- 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 and reviewing the *Adobe Capabilities*. Visit *Inside Adobe* > *Career & Development* > *Career Growth* > *Check-in* for more information.

First 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 *tips for a smooth return*.
- Attend a Check-in conversation with your manager and review transition plan together.

Within the first month back from leave

- Schedule 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**.

Tips for a smooth return

Discuss your return with your manager

Touch base with your manager 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, you might be overwhelmed by the prospect of fulltime 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. Consider the impact to your pay and benefits with a reduced schedule.
- **Think about what will work best for you and your team when you're planning your schedule.** Are there certain days of the week or certain periods of time (ex: quarter-end) when you should plan to work in the office? Are there any concerns to be aware of if you want to work an adjusted schedule? (*See Flexibility section.*)
- **Accommodations.** If you have special healthcare needs, such as a wheelchair, special equipment, or a doctor-recommended reduced schedule, work with the ERC and your manager to discuss how the company can accommodate those needs.

Prepare yourself

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

- **Mother's Rooms.** If you're nursing or pumping, Mother's Rooms are available at Adobe's offices for your privacy and comfort. You can find a list of Mother's Rooms as well as the procedure to follow to access them by going to [Inside Adobe > Office Tab > Workspace > Your Workspace](#) tab.
- **Adobe resources and benefits.** Visit benefits.adobe.com to check out all of Adobe's available resources and benefits, such as Bright Horizons for back-up childcare and Adobe's Employee Assistance Program (EAP). 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.
- **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 > Career & Development > Career Growth > Check-in](#) page for discussion guides and resources.

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 or plan to meet virtually and get caught up. Acknowledge the impact your leave may have had on your teammates and share how much you appreciate them. 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.

Flexibility

Adobe believes that the future of work is flexible and hybrid, enabled by a digital-first mindset. We also acknowledge the importance and reality of managing work and life for all employees, and we understand that this is especially critical as you return to work after a long absence.

Going forward, a hybrid schedule will be the default work arrangement for most Adobe employees, providing flexibility to work from the office and from home. For more information, visit [Inside Adobe](#) > Search: **Future of Work**.

Participants in the Welcome Back Program have the additional option of choosing an Adjusted Work Schedule for up to 120 days after returning to work.

Other options you may consider as you return to work are Remote Work and a Part-Time Schedule.

Please make sure to work with your manager on a schedule that's aligned with your needs and the needs of the team. After an arrangement has been made, managers and employees should check in regularly to ensure continued success.

Flexible schedule options:

Arrangement	Definition	Impact to pay/benefits	Eligibility/Approval
Flexible Work (Default)	A flexible worker is someone who comes to an Adobe office approximately 2-3 days per week and works from home on the other days.	None	None
Remote Work	A remote worker is an employee who never or rarely comes to an Adobe office. Their work location is their home, and they are not assigned to an Adobe office. visit Inside Adobe > Search: <i>Future of Work</i> for Remote Work Policy guidelines, eligibility requirements, and how to request a remote work arrangement.	Possible	VP approval required; other eligibility requirements must be met
Adjusted Work Schedule	A work schedule with variable starting and ending times, within limits set by the employee and manager. Employees still work the same number of scheduled hours as they would under a traditional arrangement. Talk to your manager and agree on a schedule.	None	Manager approval required
Part-time Schedule	A work schedule where an employee works fewer than the standard work hours in your location. Talk to your manager and submit a case to the ERC to request a part-time schedule.	Yes, both; see the current U.S. Benefit Eligibility Chart (PDF)	Manager, Next-Level Manager and Financial Controller approval required

All flexible options are subject to review and adjustment based on local laws and business needs.
If you require ADA accommodations, [submit a case](#) to the ERC for guidance on how to navigate the process.

Resources

Important resources to help aid in your transition back to work. Learn more about these resources on benefits.adobe.com.

Resource	Description	How to contact
Questions about the 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"> Web: Submit a Case Visit benefits.adobe.com > Time off
Workplace Accommodations	To address any doctor-prescribed accommodations being requested such as special equipment, partial work schedule, etc.	Employee Resource Center (ERC) Mon–Fri 7:00am–5:00pm PT (excluding holidays) <ul style="list-style-type: none"> Web: Submit a Case
Benefits Support	For general questions regarding medical, dental and vision; your Health Savings Account (HSA); Life and AD&D insurance; adding a dependent and enrollment.	<ul style="list-style-type: none"> Send a secure message Call: 855-898-4218
Payroll	For questions regarding UKG, tax forms, paychecks, or deductions.	Email specific questions or issues to payroll@adobe.com . Please expect 24 hours for a response.
Lincoln Financial Group	For questions regarding an existing claim or leave, or eligibility/pay issues while on leave of absence and upon return.	<ul style="list-style-type: none"> Call: 888-873-5476 Email: adobeadmin@lfg.com
Workplace	For questions regarding updating desk location and workstation/desk issues.	<ul style="list-style-type: none"> Call: Ext. 6-HELP, Facilities option Submit a work request Web: Inside Adobe > Office tab
Ergonomics	Complete a self-paced virtual ergonomic assessment, powered by ergoIQ, and find additional ergonomic resources and support.	<ul style="list-style-type: none"> Web: Inside Adobe > Search: Ergonomics
IT questions	For questions regarding, password, VPN, SSO, software or hardware issues, and updates to work phone, address, etc.	<ul style="list-style-type: none"> Web: Live Chat/Submit a Case Email: sdesk@adobe.com Call: Ext. 6-HELP, IT Service Desk option (408) 536-4357 or (800) 866-8006, ext.6-4357
Employee Network Groups	Employee Networks are comprised of groups of employees who share a common purpose, interest, or background and act as a resource for personal and professional development.	<ul style="list-style-type: none"> Web: Inside Adobe > Search: Employee Networks
Check-in	In place of written reviews, we recommend that every employee have a quarterly Check-in conversation to set expectations and discuss individual objectives and how to achieve them using the Adobe Capabilities .	<ul style="list-style-type: none"> Web: Inside Adobe > Career Development > Career Growth > Check-in

Updated August 2021

Additional benefits to support your return

To help you with your transition, we've put together this list of helpful benefits resources that might interest you. Details on these programs and more can be found on benefits.adobe.com.

Resource	Description
Bright Horizons	Back-up care & other family support through Bright Horizons includes access to Adobe-subsidized back-up child and adult/elder care, plus a comprehensive database of nannies, pet care, house cleaners and more. Visit benefits.adobe.com , search: Family Support
Employee Assistance Program	Offered through Spring Health, the employee assistance program (EAP) provides you, your spouse and your dependents with easy access to confidential, short-term counseling services and additional work-life resources. You're eligible to use up to 10 free sessions each calendar year—in person or through teleconference. Free Lifecycle Kits are available to help you welcome a new baby, prepare your child for college and manage caregiving responsibilities. Visit benefits.adobe.com , search: EAP
Headspace	The Headspace app gives you access to short, guided meditation sessions—via phone or browser—that help you manage your stress, sleep better, find your focus, boost your creativity and achieve more balance in your life. You can also invite a family or household member to join for free. Visit benefits.adobe.com , search: Emotional Wellbeing
LifeDojo	LifeDojo is a wellbeing app that allows you to design your own behavior-change program with the support of a personal health coach and interesting articles and videos at your fingertips. Choose from a variety of habits relating to fitness, healthy eating, reducing stress or building resilience. You can also invite a family or household member to join for free. Visit benefits.adobe.com , search: Thrive Global
Maternity Support	Resources for pregnancy and beyond through your Aetna or Kaiser health plan. Visit benefits.adobe.com , search: Women's health
Milk Stork	A breast milk delivery service for moms traveling on Adobe business, providing no-fuss, refrigerated, express shipping or easy toting of breast milk home to your baby. Visit benefits.adobe.com , search: Family Support

Updated August 2021



Frequently asked questions

Welcome Back Program Overview

- *What 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 adjusted work schedule 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 a flexible schedule and an adjusted schedule?*
- *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 adjusted schedule?*
- *If I have additional questions, who can I contact?*

Q. What 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 adjusted schedule for up to 120 days. This program will coordinate with Adobe's Flexible Worker program.

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 3 calendar months/90 days (not including sabbatical or personal leave time).

Q. How does the process work?

Prior to the employee's estimated return date, a reminder will be sent out to the manager through Workday with the process and next steps. The ERC is available to assist managers and employees if there are any questions about the program.

Q. Do I need to begin an adjusted work schedule immediately upon return from leave?

No. Employees have up to 120 days after they return to work to take advantage of an adjusted work schedule.

Q. What happens after 120 days?

It is up to the discretion of the manager and the needs of the business to extend the adjusted schedule beyond 120 days.

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. Note that each region has its own Welcome Back program.

Q. What's the difference between a flexible schedule and an adjusted schedule?

A worker on a flexible schedule is someone who comes to an Adobe office approximately 2-3 days per week. An adjusted schedule refers to a work schedule with variable starting and ending times, within limits set by an employee and their manager. It is possible to have both a flexible and an adjusted schedule at the same time.

Q. Is working from home part of this program?

Flexibility is already the default work arrangement for most Adobe employees, allowing for greater flexibility to work from the office and from home. Therefore, working from home is not specifically included in the Welcome Back program, but an adjusted schedule is available to program participants for 120 after they return to work. See the [Flexible Schedule options](#) above and talk to your manager to determine what will work best for you and the business.

Pay/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 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. (See [Flexible Schedule options](#).) Contact the Adobe Benefits Support Team at 855-898-4218 or [send a secure message](#) to review/confirm eligibility or download the current [U.S. Benefit Eligibility Chart \(PDF\)](#) for more information.

Approval Process

Q. Who needs to approve the Welcome Back adjusted schedule?

Your manager is responsible for discussing all flexible schedule options with you and approving adjusted schedules as appropriate. Other alternative work arrangements (remote work, part-time schedules) require additional approval as noted in the [Flexible Schedule options](#) chart.

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

You may contact your manager or [submit a case](#) to the ERC.

