Welcome Back!

Guidelines to support
employees returning from an
extended leave of absence

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 APAC based employees returning from an extended leave of absence greater than 90 days (which was not due to a sabbatical or personal leave).

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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 consideration and planning completed by you and your manager is a key element in helping you transition successfully.

Employee Role: It's the employee's responsibility to keep ERC and their manager informed about their estimated return date. Like the manager, the employee is expected to engage in understanding their transition plan, call out required support including discussing alternative work arrangement options if necessary. If the extended leave was due to a medical condition, ERC may request you to provide a certificate of fitness, in the form of a Workplace Accommodation Worksheet, prior to returning to work. The certificate must have a confirmation from your treating physician that you are fit to return to perform the responsibilities of the job and highlight any accommodations that Adobe needs to consider while you return to work.

Employee Resource Center (ERC) Role: ERC is responsible for communicating with managers and employees and for guiding them through the Welcome Back process. ERC will send the manager an email communication at least six weeks prior to the employee's estimated return date (based on the leave period updated by the employee on the leave tool) along with a copy of the Welcome Back Guide. 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.

Alternative work arrangements

Alternative work arrangements can make a big difference in helping with a smooth return to work. These 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 occasionally work from home, as per manager discretion. Alternative work arrangements would be available to the employee for up to 90 days or less depending on the needs of the business.

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.	None	Manager Approval
Occasional Work from Home Arrangements	Employees can work from home or from a remote location on an as-needed basis and as agreed 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 ERC must be informed at least 15 working days in advance prior to the commencement of the arrangement as this requires update to Workday and impacts pay.
	Alternative work arrangements are available for up to 90 calendar days or less.		

If there is a need for an alternative work arrangement, please ensure your manager completes the agreement submit a request to the ERC via the [Support Center](#) 15 days prior of you beginning the new work arrangement.

After an arrangement has been agreed upon, managers and employees should check in regularly to ensure continued success.

Timeline and Actions

Prior to Your Extended Leave of Absence

☐ Agree on the extended leave period

☐ Make sure you update your leave on the leave tool

☐ Keep your manager, ERC and Payroll informed in case there is any change to the estimated return date. All changes to the estimated return date will need to be approved by your manager based on Adobe's leave policy.

Prior to Your Return to Work

☐ Ensure your manager and ERC are updated with your expected return-to-work date.

☐ Expect an outreach from your manager at least three weeks 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 the *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 not working for you.

Resources

Have questions?

Resource	Description	How to contact
Questions about Welcome Back Program	For questions about the program.	Employee Resource Center (ERC)
		Mon–Fri	8:00am–5:30pm local time
		(excluding holidays)
		Phone: 6-HELP (ext. 6-4357)
		Submit a request to the ERC via the [Support Center](#) In person:
		Beijing: 9th Fl, M04
		Seoul: Tower A, 16th Fl, S21
		Singapore: #06-02 Suntec City Tower Three
		Sydney: Tower 2, 26th Fl, Fishbowl
Payroll	For questions regarding Excelity, tax forms or paychecks/deductions	*payroll@adobe.com*
Workplace	For questions regarding 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
Check-in	We recommend that every employee have a quarterly check-in conversation to discuss expectations, feedback and development.	Inside Adobe > Popular Resources > Check-in
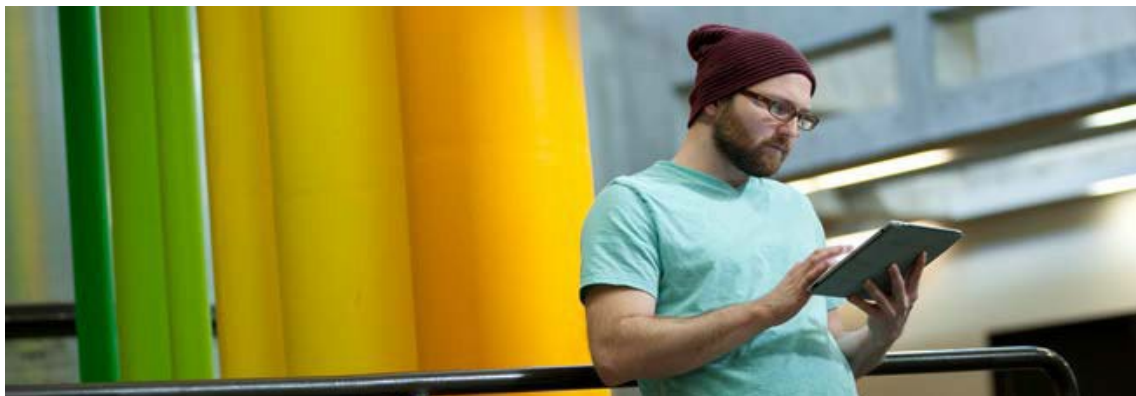
Benefit Resources

To help you with your transition, we've put together this list of important resources.

Resource	Description	How to contact
Benefits Support	For general questions regarding medical, dental and vision; Health Savings Accounts; Life insurance; adding a dependent and enrollment	AUS: *benefits.adobe.com/au* SGP: *benefits.adobe.com/sg* Rest of APAC: Inside Adobe > Resources > Health & Wellness or Call 6-HELP > Option #2 for Employee Resources
Employee Assistance Program (EAP)	Offered through Aetna, the EAP provides employees and their 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.	AUS: *benefits.com/au* SGP: *benefits.adobe.com/sg* > Perks & other benefits > Employee Assistance Program Rest of APAC: Inside Adobe > Resources > Health & Wellness
Mother's Rooms (only Australia, Korea & Singapore)	Adobe has Mother's Rooms to provide nursing mothers with a private space for pumping.	Sydney: Mothers Room, L26 Korea: Mothers Room, 19th Floor Singapore: Mothers Lounge, 6th Floor

Frequently asked questions

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

Q. 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 (>90 days). The expected outcome is that managers and employees will agree on a transition plan that can help to successfully accommodate the employee back into work.

Q. What is the policy effective date?
The Welcome Back program is effective starting September 1, 2017.

Q. What if I'm currently on extended leave or about to go on extended 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, submit a request to the ERC via the Support Center

Q. What if I just returned from extended 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, submit a request to the ERC via the Support Center

Q. Is this program company-wide?
Yes, this is a global program, although the roll-out date for each region/country may be different.

Welcome Back Program Questions

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 90 days.

Q. How long do I need to be out on an extended leave to be eligible for the program?
This program applies to employees who have been on 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. 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?
No, employees can start the alternative work arrangement at a later date after he/she returns to work. Alternative work arrangements are available up to a maximum of 90 days, and with exceptional approval, up to 120 days.

Q. What happens after 90 days?
It is up to the discretion of the manager and the Employee Experience Business Partner to extend the alternative work schedule beyond 90 days. If the arrangement includes Remote Work, 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 Remote Work.

Q. What if I have a workplace accommodation request?

If there is a workplace accommodation request, contact ERC for guidance on how to navigate the process. Fill the Alternative Work Arrangement Request Form (provided in the appendix) and submit to ERC. If the extended leave was due to a medical condition, ERC may request you to provide a certificate of fitness, in the form of a Workplace Accommodation Worksheet, prior to returning to work. The certificate must have a confirmation from your treating physician that you are fit to return to perform the responsibilities of the job and highlight any accommodations that Adobe needs to consider while you return to work.

Q. My manager is outside of APAC. Does this still apply to me?
Yes, this program still applies to you even though your manager is not based in APAC. The program is for all employees based in APAC.

Q. What's the difference between alternative work arrangements and Remote Work?
Alternative work arrangements refer to a work schedule with variable starting and ending times, within limits set by an employee and their manager. Remote Work an arrangement where the work is routinely performed at home or a customer location on a full-time basis. Full-time remote work is generally not supported, although remote work may be appropriate for customer-facing positions where proximity to customers is necessary.

Q. Is working from home part of this program?
Yes, as part of the Welcome Back program, the employee can occasionally work from home within the 90-day period. Please refer to the guide above as this may not be applicable in certain countries due to local law and work arrangements. 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.

Q. Are alternative work arrangements included in this program?
Yes, as part of the Welcome Back program, employees are able to utilise alternative work arrangements when returning to work. The alternative work arrangements that are available to employees are outlined in the table provided in this guide. If a specific arrangement is not applicable in your country, submit a request to the ERC via the Support Center and talking with your manager to discuss possible alternatives.

Q. How do I update my leave dates if I do not have access to leave tool?

Please submit a request to the ERC via the Support Center informing about the changes to your leave date. You must copy your manager on this email as ERC will need manager approval prior to changing the leave dates on the leave tool.

Q. Can my manager refuse alternative work arrangements?

Yes, all alternative work arrangements are subject to manager's approval. There may be variances across the organisation based on the overall needs of the department, the role, and the employee. There is not a "one-size-fits-all" approach and different groups have different business demands. It is up to the sole discretion of your manager to determine if an alternate work arrangement is appropriate for your unique situation. We can always reassess the situation if the role or business need changes.

Q. Can alternative work arrangements be shorter than 90 days (duration of Welcome Back Program)?

Yes, 90 days is the maximum recommended length of Welcome Back Program., Your manager will work with you to determine the appropriate duration of an alternative work arrangement based on the specific business needs and role requirements.

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 accordingly. If there is a need for an alternative work arrangement, please ensure your manager completes the agreement and submit a request to the ERC via the Support Center 15 days prior of you beginning the new work arrangement.

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. You should submit a request to the ERC via the Support Center to review/confirm eligibility.

Approval Process

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

The 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 submit a request to the ERC via the Support Center. ERC is available to assist in helping to facilitate a welcome back transition plan.

Appendix
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 90 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 (Australia, Korea & Singapore).** If you're a mother who's nursing, Mother's Rooms are available for your privacy and comfort. The Mother's Room can be found on level 26 of the Sydney office, on the 19th floor of the Korean office and on the 6th floor of the Singapore Office.

- **Adobe resources and benefits.** Visit *benefits.adobe.com/au* (for AUS), *benefits.adobe.com/sg* (for SGP) or *Inside Adobe > Resources > Health & Wellness* (rest of APAC) to check out all of Adobe's available resources and benefits, such as Adobe's Employee Assistance program. This is an opportune time to consider if you need to reinstate ESPP 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 your strengths in order to prepare yourself for your first Check-In Development conversation. Visit the Inside Adobe Check-in page for discussion guides and resources.

Back to work

Once you're back at work, 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 strategise on how best to accomplish them.

- **Reach out to your colleagues and teammates.** Invite your teammates to lunch or coffee and get caught up

- **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.

Welcome Back!

Alternative Work Arrangement Request Form

As part of the Welcome Back program, employees may be eligible for an alternative work arrangement for up to 90 days after their return. Please work with your manager to complete the below information and submit a reqeust to the ERC via the Support Center at least 15 days prior to you beginning the new arrangement.

Name:_____   **Date Submitted:**_____

Adobe Address:_____   **Adobe Phone:**_____

Title:_____   **Adobe Email:**_____

Current Status: Full-Time   **or**   Part-Time
☐   ☐

☐ Exempt (Salaried)   **or**   ☐ Non-Exempt (Hourly)

Manager Name:_____   **Requested Start Date:**_____

Type of Alternative Work Arrangement Requested:

☐ Alternative Work Schedules (Hours requested:_____a.m.–_____p.m.,

☐ _____days/week) Part-Time

Schedule (Number of hours per week:_____)

☐ Occasional Work from Home (days/week)

I understand that Adobe is not obligated to approve a request for an alternative work arrangement or transition plan, and that the decision to do so is within my manager's discretion. Alternative work arrangements are subject to ongoing review to ensure they are continuing to work for everyone, and may be suspended or terminated at any time at the sole discretion of the company based on the needs of the business or concerns with my performance. A party who intends to terminate the arrangement should give 30 days' notice where reasonably possible.

Employee Signature:_____   **Date:**_____