WORKSPACE EVOLUTION

Building an Inclusive, Flexible and Connected Workplace

SoCalGas™



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OVERVIEW AND BACKGROUND

Workspace Evolution - Defined

Workspace Evolution (WE) is a multi-phased approach to innovate the way we work at SoCalGas. Along with this evolution come different guidelines and expectations around where and how work happens. At the core of Workspace Evolution is the acknowledgment that the way we work has changed and will continue to change over time. Clarity around standards and objectives will help us successfully navigate those changes. In that spirit, this Resource Guide is intended to offer a broad view of what you can expect on this journey, the contributions you can make along the way, and the support you will receive as you try out new norms.

Although we look forward to the many advantages Workspace Evolution will bring, transitions of this nature are rarely seamless. To ensure a positive experience, it is important that we partner and communicate effectively, actively listen and learn, and remain open to continuous improvement. Questions may arise without immediate answers or solutions, and there will be periods of trial and error. Yet guided by our values — Do the Right Thing, Champion People, and Shape the Future — we will settle into a new way of working that is enriching to each of us as individuals, and to the company as a whole.



Every employee is a valued member of the SoCalGas family. Together, over the months and years ahead, we will iterate, explore and ultimately reshape the way we work — leveraging new norms, tools and workspaces that promote personal wellness and flexibility while simultaneously advancing a culture of innovation, inclusiveness and high performance.

How Workspace Evolution Impacts You

For most management (non-represented) employees, Workspace Evolution will introduce a blended model that is a combination of onsite work and remote work. Time onsite will provide opportunities for collaboration, networking, and strengthening relationships. Remote work will help facilitate more focused work time with fewer distractions.



There will always be boundaries or "ground rules" that apply. However, within those boundaries, leaders are entrusted to enact blended models that best serve our business needs while offering employees a more flexible work arrangement.

For some employees, a blended model is not compatible with the functions of the role. For example, job duties

may require many employees to work in the field or onsite at a company facility. Over time, these employees will still experience some of the benefits of Workspace Evolution, including facilities and technology upgrades that will enhance their work experience.

For Represented Employees: Work conditions for represented employees are subject to bargaining. The current Collective Bargaining Agreement (CBA) includes a Master Work From Home Agreement that is applicable to several represented classifications. Terms of remote work are outlined in the Agreement based on your respective position and department. Please consult with your supervisor if you have any questions.

Our Feedback-Driven Approach to Workspace Evolution

Although remote work was originally initiated in response to the pandemic, there is now broad support to continue remote work in some capacity to allow employees the advantages of in-office time collaborating and connecting, as well as time to work more flexibly outside of a traditional office setting.

In 2020 and 2021, we obtained feedback from leaders and employees across SoCalGas on their work preferences and needs. That feedback reflected strong interest in a model that harnessed the benefits of both remote and in-office work. Here's what we heard through surveys, interviews, and focus groups:

Remote work has been more successful than expected.

- "I'm surprised by how **relatively seamless** the transition has gone."
- "The team has been **remarkably productive**. We were very nervous when we decided to work from home, but I've been hearing that people are more focused at home."
- "It has **worked well overall**, because we're **all working in that mode**."

There is interest in maintaining some degree of remote work…

- "**People want to make this longer term**."
- "I think we'll be **partially remote with a smaller real estate footprint**. I could see my own team being more decentralized."
- "It's **not about where you're sitting**, it's if you get the job done."

…but in-person time is still valued to support culture and collaboration.

- "We've used to have a lot of events where people get together outside of the work environment, which **builds the family culture**."
- "The small team we have has been together for 10+ years. We have strong relationships and trust. The challenge would be to **bring new people into the org**."
- "When you have 16 people you can't get non-verbal cues… **nothing is the same as being in the same room and harnessing that energy**."

Work Models

Historically nearly all SoCalGas employees worked onsite at a company facility or in the field. Our Workspace Evolution will introduce blended and remote models for certain roles. Throughout this Resource Guide and in dialogues around Workspace Evolution, we will refer to three different work styles: (1) office or field-based; (2) blended, and (3) remote.

- **Office or field-based employees** work onsite at a company facility or in the field due to the nature of their duties. Examples include employees who work on gas infrastructure or construction projects, employees whose duties require them to be in the field (e.g. leak survey, customer service and the like), employees whose duties require them to interact with customers in-person, and employees whose duties require them to use or manage equipment, records, or other materials that are onsite.
- **Employees who work in a blended model** work a mix of onsite and remotely each week. Employees working under the blended model will work onsite at least three times per week under usual circumstances. Time in the office is intended to facilitate inclusion, collaboration, communication, development, and access to people and resources – all in alignment with SoCalGas' mission and values. Blended schedules are not guaranteed and can be changed at any time to adapt to business or other needs; please allow for flexibility and plan accordingly for any personal needs. The majority of SoCalGas management employees will work under a blended model.

  For represented employees, a blended work model cannot be implemented unless authorized by the CBA.
- **Remote** work is a type of blended work, with employees spending the majority of their time remote. Time onsite is generally for specific and scheduled purposes such as team building, in-person meetings, and trainings. Our culture of collaboration and connectedness makes relatively few positions eligible for remote work.

  Before any position can be deemed remote, approval must be received by the in-line officer and Human Resources. For represented employees, remote work must be authorized by the CBA.

KEY INFORMATION

We created this Resource Guide to establish guidelines and promote common understanding as teams begin to implement new work models. These guidelines are based partly on existing policies, but are also based on our experiences working remotely and on a hybrid basis during the pandemic. As the way we work continues to evolve, so will this Resource Guide.

Guidelines and Expectations

For office and field-based employees, guidelines and expectations are unchanged, and Workspace Evolution will

not affect where or how you work. However, as a result of Workspace Evolution, you will begin to see changes in your assigned facilities that are designed to improve your work experience.

For employees who will transition to a blended or remote work model, this Resource Guide provides guidance to support the transition and help make those models successful. Employees who are work on a blended or remote basis are required to read and acknowledge the Blended Work Policy as a condition of being allowed to do so. Please also bear in mind that adherence to company policies is required regardless of where you are working or the model you are working under.

Regular communication is foundational to a successful work arrangement, particularly where part of the time is worked offsite. Employees should maintain communication with their supervisor and others on the team regarding goals and objectives, progress on assignments, workload, questions, and availability. Maintaining critical relationships may require extra effort in a blended environment due to varying in-office days. Refer to the Training Resources section of this document for more information on support resources, such as Team Norms tools and training classes.

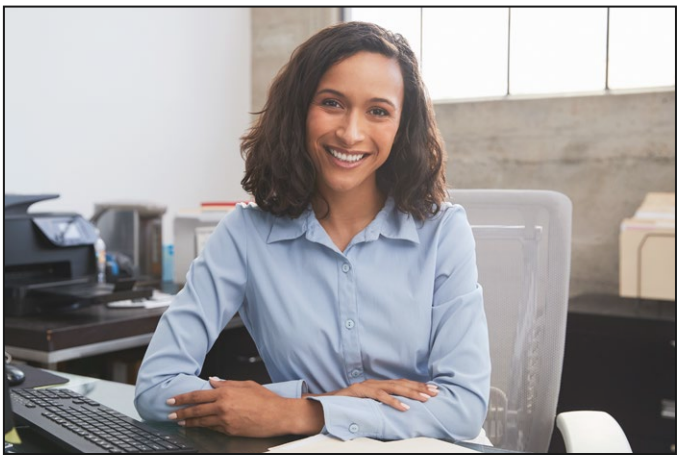
Limits On Where Out-Of-Office Work Can Be Performed

Employees who are working from home or elsewhere are required to perform work in the same state as their primary work location. Employees seeking to work remotely out-of-state for a period not to exceed two weeks must have supervisor approval to do so. Approvals should be granted only in extraordinary circumstances and not for employees wishing to work out-of-state in lieu of taking vacation time or not having available time off.

Employees who regularly travel and work in other states as part of their authorized functions must comply with the Payroll Tax Withholding for Employees Working in Multiple States Policy. Working out of the country is not permitted.

Reporting to Other Company Locations

The primary work location for all employees will remain their current Company-assigned facility. This is also the facility designated as the employee's mail stop in Company records. If you have any questions regarding your home base, please ask your supervisor or contact Human Resources for confirmation.



Employees may work at facilities other than their assigned base so long as they follow that facility's policies, which may require advance notice and reservation of space. Employees should also obtain consent from their supervisors prior to working at facilities other than their assigned base.

Generally, these requests should be supported by legitimate business reasons, such as the need for an employee to make introductions at a different location, attend meetings or training programs, or cross-collaborate with other groups.

Although working from other sites is allowed, reporting to a different site on a more consistent basis must be approved by the Director and relevant facilities personnel to ensure alignment with space and operational needs.

For more information, please refer to the information on Hoteling in the Facility Resources section, below.

Mileage Reimbursement and Travel Time

Working remotely or on a blended basis does not entitle employees to reimbursement when they commute to their primary work location. This is true regardless of how many times the employee commutes to their work location in a given week. The commute to and from an employee's primary work location is not eligible for reimbursement.



If an employee reports to a company site other than their primary work location, as pre-approved by a manager for operational needs, they will be reimbursed for mileage in excess of the ordinary commute to their primary work location. For example, if an employee travels from home to another work location, and then continues to their primary work location, the additional mileage incurred beyond the normal commute is reimbursable. For further information, please refer to the Employee Business Expense Policy.

For non-exempt employees, time spent in an ordinary commute to or from the primary work location is not compensable. Non-exempt employees may be compensated for travel time during the workday to other locations under certain circumstances. (e.g. an employee whose typical work includes travel from one jobsite location to another jobsite location), the time traveling is considered hours worked. Please refer to the Travel Time Compensation Policy for more information.

Home Workspace Expenses

Employees who work on a blended or remote basis will receive a laptop to facilitate work from home. If the employee determines that other items are needed for the initial set of their remote workspace, up to $400 will be reimbursed through the Company's usual business expenses reimbursement process with preapproval. This initial $400 reimbursement budget is intended to cover reasonable and necessary expenses associated with the establishment of an appropriate remote workspace. These funds are most commonly used to purchase chairs, monitors, keyboards and similar items.



When possible, employees should purchase the items through the Sempra Hosted Online Purchasing site or SHOP. Employees can view recommended items after clicking the **Staples** tile located on the SHOP homepage.

In addition, a $25 monthly stipend is provided to employees working on a blended or remote basis to cover the work-related portion of home office infrastructure costs, such as electricity, internet, and personal cell phone usage.

Requests to set up a remote workspace exceeding $400 and costs incurred after initial setup require pre-approval

by the employee's in-line director as outlined in the Blended Work Policy. Employees should speak to their direct supervisor to request any new remote workspace equipment or supplies, or to replace existing equipment. For additional information, please refer to the Employee Business Expense Policy. Items reimbursed by the Company are considered Company property and may need to be returned upon separation from employment.

Company Provided Equipment

Company-issued equipment such as phones, computers, furniture, monitors or other devices are Company property that must be maintained in good condition and returned upon separation from employment. While working remotely, the use of Company-provided equipment, data, supplies and information must be limited to authorized persons. In the event of an actual or threatened privacy or security breach, immediately notify your supervisor and the Sempra Security Operations Center at (858) 619-3278 or SOC@sempra.com or visit here.

Working Hours and Timekeeping

While in-office or working remotely, you must be available for work and able to take your supervisor's work direction during core business hours. Core business hours should be agreed upon with your supervisor. Regardless of where work is being performed, employees are expected to be logged in and available for work during core business hours. In addition, applicable policies for requesting time off and submitting timesheets must be followed.



Non-exempt employees must be available during their regularly scheduled shift, whether working remotely or on site. If you are a non-exempt / hourly employee, please discuss your shift options with your supervisor. Even when working offsite, you are required to adhere to the SoCalGas Rest and Meal Periods Policy and SoCalGas Overtime Policy, including the following timekeeping obligations:

- Accurately report all hours worked, including shift start and end times and the start and end time of all meal periods.
- Do not work before or beyond your regularly scheduled shift without authorization. If you do, inform your supervisor, and record the time on your timesheet.
- You are expected to take all required meal and rest breaks. If you do not take a break due to operational needs, you must report it to a supervisor and accurately record it on your timesheet.
- Overtime must be pre-approved by your supervisor.

For additional information on MyTime click here. In the event of inability to work due to an equipment failure or malfunction, please immediately notify your supervisor for further instructions.

Confidentiality and Recordkeeping

As part of your regular job duties, you may have access to confidential Company information. Regardless of wheth-

er you are working onsite or from home, you are expected to follow Company rules and policies concerning the protection of confidential information in any format, whether hardcopy or electronic. Refer to the Company's Information Security & Acceptable Use Policy for more information.

Employees working remotely are also required to follow records retention guidelines. If you require access to sensitive business records in hard copy, you should access and review such documents at a Company worksite when possible. All printed documents that are not required to be maintained should be disposed of utilizing a Company shredding bin when no longer needed. Items required to be kept must be stored in accordance with the Information Management Policy.

Medical Accommodations

Consistent with applicable laws, the Company will continue to provide reasonable accommodations to employees who require them due to certain types of physical or mental disabilities. The exact accommodation will be identified following an interactive process between the employee and the Company. For existing employees, a reasonable accommodation may include an adjustment to the job, the way the job is done, or the work environment as may be needed to allow a qualified person with a disability to perform the essential functional of the role. Accommodations are considered "reasonable" if they do not create an undue hardship.

Employees can request a disability-related accommodation by submitting a Reasonable Accommodation Request Form to Employee Care Services.

SAFETY RESOURCES

Safe work practices are important whether you are onsite or in a remote location (e.g. home office). This includes ensuring your designated workspace is set up ergonomically and the area is free from hazards. You may be asked to submit a photo of your work area to your supervisor or complete the online training to assess whether your workspace is safe and meets ergonomic standards (SFUGN022 - Remedy Interactive Office Ergonomics). You may also be asked to take these measures if you need assistance evaluating your remote workspace.

Safety Overview

At SoCalGas, safety is foundational. This applies everywhere and to every person — including those who are working at home. Your designated remote workspace should be in a safe comfortable area, free from physical hazards and significant distractions. Use the following safety measures to keep your work area safe:

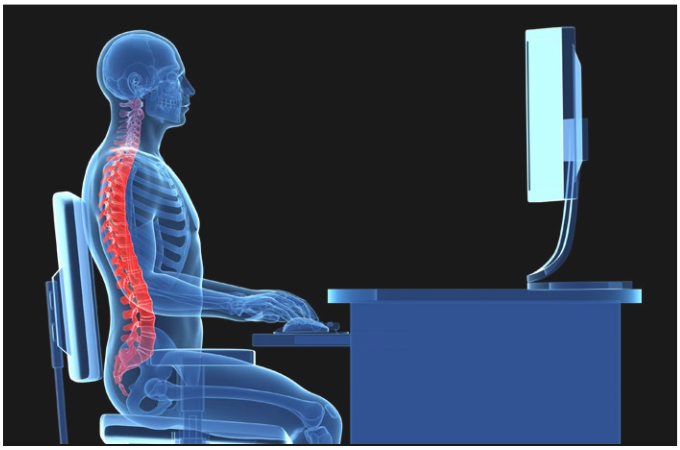
- Keep your work area clean. Avoid clutter and manage cords to reduce tripping hazards.
- Maintain smoke detectors and fire extinguishers in good working order.
- Use grounded electrical outlets and do not overload circuits.

- Always place computers and laptops on sturdy and level furniture.
- Refresh your familiarity with our IIPP-Employee Responsibilities outlined in the Injury and Illness Prevention Program.
- Always report work-related accidents or injuries immediately to your supervisor.

Employees who do not have suitable environments or work areas at home must work onsite.

Ergonomics

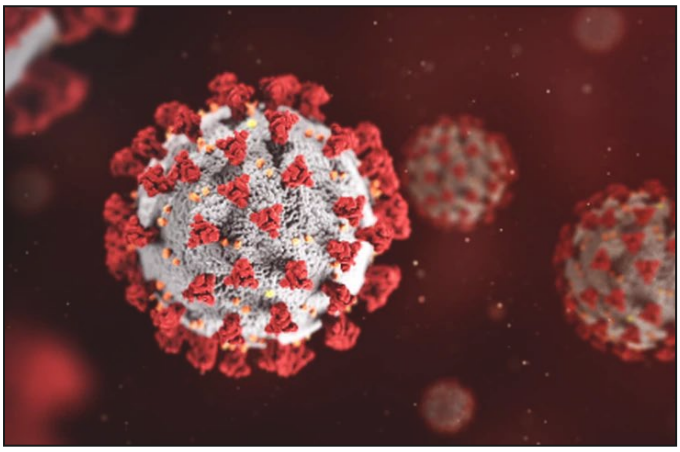
Proper ergonomic workspaces are important for a healthy and comfortable work experience, whether working remotely or onsite. Below are some guidelines to help set up your workspaces:



- Set up your work area using sound ergonomic principles, starting with the Ergonomics Information Sheet.
- Install the RSI Stretching Reminder Program on your computer and follow the online video guides for stretching breaks.
- Complete the Remedy Interactive Office Ergonomics Training and apply your Remedy Office training to your designated remote workspace.
- You can request a virtual ergonomic consultation through your supervisor. Supervisors can refer to the Ergonomic webpage, for more information. You can also access the Office Ergonomics Checklist.

COVID-19 Precautions

As we transition back to the office, we continue to carefully evaluate guidance from the CDC and other public health agencies, and to apply the mandates of federal, state and local laws. COVID-19 Health and Safety policies can be found on the Workspace Evolution GasLines webpage, under Policies and Procedures. Here, you will find the latest information on the use of face coverings, physical distancing, meeting capacity, hygiene practices, and more.



- **Self-Screening:** Prior to entering company work locations, everyone must self-screen for symptoms associated with COVID-19. Employees follow Self-Screening Process Company Operations Standard. Signage with the screening questions is at the entrance of each facility; employees, contractors, vendors, and guests must answer the questions posted on the sign prior to entry.
- **Facility Cleaning and Ventilation:** Daily cleaning and disinfection have been enhanced at all Company sites. We are using Environmental Protection Agency approved disinfectants to kill the virus that causes COVID-19, and our janitorial teams are trained to use the disinfectants to maximize their safety and effectiveness. The teams are using these

products to regularly clean high-touch surfaces like shared neighborhood workstations, hoteling workstations, doors, light switches, countertops, conference room furniture, vending machines, and coffee machines. HVAC Systems have been serviced and new filters with higher filtration levels have been installed. Air circulation has been increased to maximum capacity.

- **Supplies:** All facilities have supplies available to reduce transmission of COVID-19, including disposable face coverings, cleaning and disinfecting wipes, tissues, and hand sanitizer. N95 respirators are available upon request.

FACILITIES RESOURCES

To support blended work, we have updated our facilities in various ways. Although each facility has its own guidelines, the following sections offer general guidance on available resources.

Workstations and Offices

- **Unassigned Workstations:** In order to accommodate everyone under the Blended Model and create additional space for collaboration, many floors and sites are being converted to an unassigned seating model. Under this model, employees are not assigned a specific desk. Instead, their team is given a "neighborhood" of desks within an assigned section. In addition, most sites and floors will have additional buffer workstations where employees can work in the event that their assigned neighborhood is full. On in-office days, employees can work at any desk within their neighborhood boundary. Unassigned workstations are equipped with a standard docking station and two monitors. At the end of their workday, employees should not leave personal belongings or work items at their desk. The unassigned workstations are cleaned and sanitized nightly so that they are ready for the next day's occupant. Employees will have access to cabinets and lockers to store belongings, as needed.
- **Assigned Workstations:** Assigned workstations are dedicated desks for employees who are required to work 4-5 days per week in the office. At some locations that have not yet been upgraded to the unassigned model, all workstations will remain assigned until the site undergoes construction upgrades.
- **Hoteling Workstations:** Hoteling workstations will be available at most larger Company facilities for employees visiting work locations other than their official reporting location. Hoteling workstations are available on a first come, first serve basis. No need to make a reservation.
- **Private Offices:** In recently renovated sites, each team will either be assigned or will share an allotment of private offices based on their business needs and office availability. Directors will determine how offices are used by their team. (e.g. assigned to one leader, shared by people leaders, used as meeting spaces, dedicated project rooms, etc.) All offices will be outfitted with a sit-stand desk, a table and chairs, and a monitor and whiteboards to enable collaboration. To allow for maximum use, these offices will not be lockable unless business needs require.

  At sites that are not undergoing upgrades at this time, directors will have discretion over any changes to office assignments within their group.

Technology Improvements to Support Blended Work

Workstations in the unassigned seating model will be updated with a standard docking station and two monitors. All employees who have laptops that are not compatible with the new docking station will receive a new computer upon return. Conference rooms will be updated with technology to enable video calling and screen sharing. Team assigned office spaces will also be outfitted with a monitor to enable screen sharing.

Collaborative Spaces

Our spaces are being renovated to promote more collaboration, celebration, and connection in the office. To enable this, the following types of spaces are available:

- Open collaboration spaces available in the general workspace, some with soft seating, some with tables and chairs.
- Reservable conference rooms available for team meetings or other gatherings. Offices assigned to departments / teams that can be used at the discretion of the assigned team. We recommend prioritizing them for collaboration.



Conference Room Reservations

The process for reserving conference rooms in the blended work model is similar to what it was in the past for conference rooms with capacity of less than 20 attendees. This involves selecting and inviting the conference room as a required attendee when you create a new meeting invitation in Outlook. An alternate method to reserve a conference room is when setting up a Teams Meeting, you can add the conference room by selecting "Invite Attendees" and adding the 'Conf RM' name to the meeting.

For conference rooms that require room set-up and have capacity greater than 20 attendees you will need to use the Conferencing Experience app located at the Facilities webpage.

Please note that meeting rooms should not be used for individual space needs and should be used for group meeting needs only. If your meeting needs change and you no longer need the conference room, please cancel the meeting room so that others have the opportunity to use the space. Restricted conference rooms are limited to restricted access floors.

Facility Service Requests

Our facilities team works hard to maintain a safe, welcoming and functional work environment. Please visit the Facilities webpage for any facility-related request or concern, including:

- Employee or facility locator (to find an address, building, person, or room).
- To report a maintenance need.
- To request janitorial or cleaning support.

Badge Access

As we return to the workplace, you may need access to various Company work locations. If you need assistance with badge requests, additional facility or building access, or contractor badges, please visit the Access Control website. If you need to visit other company sites based on business or operational needs, you may request badge access by completing a Request for Additional Access Form. When the request is submitted, it will go to your supervisor and any additional approvers for their review. If approved, you will receive an email confirmation.

Transportation and Parking

Below you will find information about parking programs, stipends, shuttles, vanpools, and other parking and transportation details.

It is important to note that Gas Company Tower (GCT) employees must choose between either the transportation stipend, or the parking program. Non-GCT employees have access to free parking at their work sites, but can elect to receive a transportation stipend if they use public transportation to get to work.

These programs will run on a trial basis and will be reviewed for utilization and effectiveness later in the year. As was the case pre-pandemic, contractors are responsible for their own parking and transportation needs and are not eligible for these programs.

Click here to enroll in the parking and transportation programs. Click "link permission" for each item, then the "allow" button will appear.

Transportation Stipend

Transportation Stipend (All Sites): All employees who commute to work using public transportation are eligible for a $100 monthly stipend. This is an increase over the former $60 stipend at GCT and $50 at other locations. Click here to enroll.

Gas Company Tower Only: For GCT based employees, the transportation stipend can also be used for other alternative forms of transportation such as walking, biking, or drop offs. However, use of onsite parking is not permitted if you elect the stipend. You will not be allowed to validate your GCT or World Trade Center (WTC) parking if you receive the transportation stipend. Essentially, for GCT based employees, you must choose between either the transportation stipend or the parking program.

Changing Your Transportation Method: Changes are permitted subject to program availability, but please note, changes may take up to 30 days to process.

Vanpools (All Sites): Employees are responsible for the cost of the vanpool, but participating employees will be eligible for the $100 monthly transportation stipend. For vanpool inquiries and how to procure a vanpool, please contact Commuter Services.

All blended employees who are utilizing vanpooling should keep in mind that in-office work schedules may change based on business needs.

Carpools: Employees who carpool are not eligible for the $100 monthly stipend. GCT carpooling employees will need to sign up for the parking program to secure parking access.

GCT Parking Option and Travel Considerations

GCT Parking Option: Employees assigned to the GCT can enroll in the parking program. The cost for the program is $25, which will be deducted from your pay on a post-tax basis. Additionally, under tax law, employees must pay taxes on the taxable value ($107 per month) of employer-provided parking. This $25 fee and the taxes owed will be deducted from the first paycheck of every month. The parking program will provide employees with access to parking at both the GCT and the WTC. Click here to enroll.



The $25 cost is not eligible for reimbursement under the Parking Flexible Spending Account (FSA). Contributions to the Parking FSA can be changed at any time and the change will take effect the first day of the following month. You can log on to MyInfo to change your contribution or contact the MyInfo Call Center at 877-696-4999 for assistance making the change. For those with a parking FSA, more details will be provided in the next few weeks.

Please Note:

- GCT parking spaces are available on first-come-first-served basis for all employees enrolled in the parking program.
- If GCT parking reaches capacity, a sign will be posted at the garage entrance and a text sent notifying approved parkers to proceed to the WTC parking garage.
- GCT employees who are enrolled in the parking program and park at the WTC will pull a ticket and get it validated on GCT's 17th floor with lobby security.
- Accessible Parking is available on parking levels adjacent to the elevators at GCT. SoCalGas employees will have daily access to these accessible spots, regardless of the capacity limit.
- Employees who do not have a GCT reporting location (mailstop) will not have the option to select GCT parking in the enrollment process.

Parking for Transportation Stipend Participants: Use of GCT parking is not permitted if you opt for the Transportation Stipend. Employees receiving stipends can park at WTC at their own expense when needed. The Early Bird rate for WTC is $12/day if you enter before 9AM. Validations for GCT or WTC parking will not be provided for Transportation Stipend participants.

Department Reimbursements for Transportation: The Transportation Stipend will be effective as of June 1. This means that as of June 1, department reimbursements for public transportation expenses (i.e. expenses incurred for using public transportation to commute to your primary work location) will no longer be provided. Public transportation expenses incurred in June will be covered by the $100 stipend issued in the first paycheck in July, subject to election of the transportation stipend.

WTC Parking Garage-GCT Brookfield Shuttle: The Brookfield shuttle will travel between the WTC and GCT from

5:30AM - 9PM Monday to Friday. The shuttle schedule may be adjusted on account of usage.

Employees Visiting GCT: When non-GCT employees have a meeting or training scheduled downtown, they will park at WTC, take a parking ticket, and validate on the GCT's 17th floor security desk lobby. Employee visitor parking cards will be deactivated in June 2022.

Travel Options from Union Station:

- Metro B Line (Red) OR Metro D Line (Purple) - Both stop at Pershing Square.
- Bunker Hill Shuttle - Drops off 1 block from GCT.
- DASH B & D - Refer to LIVE MAP in link provided.
- Bus Line 78 - Walk to Cesar E. Chavez / Alameda from Union Station, ride seven stops, drops off at GCT.

If you have additional questions about transportation and parking, please refer to our Transportation FAQs. If you have Workspace Evolution questions, please visit our SharePoint webpage. It is filled with updated information, including question and answer sections.

IT Help Desk Resources



We realize that for many employees, it has been a while since your technology has been used onsite. We are in the process of transitioning to newer technologies at many locations, and appreciate your patience as we work to meet everyone's technology needs.

Walk-up IT support is now available in Redlands, Chatsworth, Monterey Park, and the GCT. Please refer to our Walk-Up Services website for operating hours. SempraHelp and other self-service tools are available as follows:

- Contact SempaHelp via chat, by phone (858) 654-6300 or via (itportal.sempra.com). An agent is available 24/7.
- Visit IT Express at (itexpress.sempra.com) or the IT website for self-service tools and resources.
- IT Vending Machines for laptops and PC accessories are located in Monterey Park Building D and Pico Rivera Building B. GCT vending machines are coming soon.

TRAINING RESOURCES

Team Norms

A blended environment provides many opportunities for team members but can also cause challenges, especially when expectations are not clearly communicated. Establishing agreed upon team norms helps a team thrive by providing clarity around collaboration, communication, and culture. Ideally, team norms should be co-created

between a leader and direct report team.

Having a team norms meeting can be very helpful to establish common expectations around frequently arising issues. Key items to discuss in your team norms meeting should include:

- Core business hours and expectations around availability;
- Preferences around email, phone or other means of communication;
- Scheduling of meetings and other events; and
- The use of collaboration tools, such as, shared documents, Teams sites and SharePoint sites.



Team Leaders should lead this process, and can access a variety of tools to help them with the team norms process here. There is a step-by-step guide, a sample team norms document, and more.

All employees should contribute to these conversations! They can learn more about team norms here, and can use the fillable PDF to help capture their ideas and thoughts around team norms.

Supervisor Resources

People leaders are the key to success in a blended environment, but leading in this new way of working can be overwhelming. To support SoCalGas leaders through the Workspace Evolution transition, this Leading Blended Teams Toolkit on SoCalGas University provides classes, articles, and many other support tools. Start with the Quick Start Guide for 10 ideas of how to best lead your blended team!

Additionally, all people leaders should attend the Leading Blended Teams course (HRUED132). This four-hour in-person class will equip leaders with the tools and information they need to successfully lead a blended work team.

Employee Resources



Moving into a blended work environment will be a big change for many employees. To prepare, all employees should complete the assigned Strategies for Blended Working at SoCalGas eLearning course. This course is easily accessible through My Learning and should only take about 45 minutes to complete. It covers the basics of the Blended Work Model at SoCalGas, provides strategies and tools for working effectively in a hybrid team, and presents learners with common scenarios they may encounter in this new blended environment.

Employee can also check out the Resources for Blended Work Toolkit. This toolkit contains classes, articles, and other supportive tools for all employees. The Quick Start Guide is a great place for employees to begin their learning journey!

WELLNESS RESOURCES

We recognize that for some, the transition back to an office setting after a prolonged time away is fraught with different emotions and concerns. We offer a variety of resources that may be helpful. Now is a great time to explore our wellness offerings on the SoCalGas Wellness Programs website. Some of those resources include:

Employee Assistance Program (EAP)

The Employee Assistance Program (EAP) is a confidential service offered by Lyra Health. Lyra's EAP service can match you with confidential mental health support for you and your family as well as access to enhanced mental health and work-life tools and resources.



SoCalGas employees and their qualified dependents can access up to 10 sessions per year with a therapist or coach. To schedule an appointment, please call (877) 227-6048 or visit the Lyra Health website.

Bright Horizons® Back-Up Care

Your Bright Horizons Back-Up Care™ benefit makes it easy to find reliable and dependent childcare, in advance or in an emergency, and is available to all SoCalGas full-time, part-time, and contract employees.

- **Back-Up Dependent Care Program:** When your regular child- or dependent-care is temporarily unavailable, for a nominal copayment, you may register and receive ten backup days per year which can be used for center-based or in-home care. Dependent family members include children as well as adult or elder family members that require care.
- **Center-Based Back-Up Child Care:** You can secure space at a dedicated Bright Horizons® center or a facility in the Bright Horizons network.
- **In-Home Child Care:** You may also opt to request a caregiver to provide care in your home secured through the Bright Horizons® agency network.
- **Registration and Reservations:** Advance registration is encouraged so that you will be ready for any emergency. Reservations are available one month in advance, up to the day of care. You can also get



preferred enrollment and waived registration fees for ongoing childcare at Bright Horizons centers, tuition discounts at network partner childcare centers, free membership to Sittercity's marketplace of sitters, and discounts on personalized assistance from a nanny placement service.

To register and reserve backup care, please visit: backup.brighthorizons.com. When accessing the system for the first time to register, select "Not Signed up Yet. Register Now." Enter employer credentials (**Username: Sempra Password: Benefits4You**). Additional information and resources available on the Backup Child & Elder Care Wellness website.

LifeSpeak

LifeSpeak is a total wellbeing platform which gives you and your family members instant access to expert advice on a wide range of topics that matter to you. From physical and mental health, to relationships, financial health, and caregiving-it's all there. You can watch videos, download action plans, and interact with world-class experts in real time. LifeSpeak is available anywhere and anytime and is 100% confidential.

Your LifeSpeak platform includes video trainings on topics such as:

- Preventative Health
- Mental Health
- Stress Management & Resilience
- Relationships
- Financial Health
- Disability & Absence Management
- Professional Development
- Leadership & Management Skills
- Children's Health
- Parenting & Caregiving

CONCLUSION

We look forward to the opportunities to connect, collaborate, and celebrate as we move into this next phase of our Workspace Evolution! We will continue to learn from one another and gather feedback as we seek to create work-spaces that promote psychological safety, inclusion, innovation, collaboration, individual productivity and develop-ment, and a culture of high performance. There are bright days ahead as we work together to build the cleanest, safest, and most innovative energy company in America.

SoCalGas

SoCalGas University
Inspiring Minds. Building Skills.