



CyberTech
THE DIFFERENCE IS DEPTH

Guidelines and Security Procedures for Work From Home (WFH) Arrangements

CyberTech Guidelines and Policy for Work From Home

In view of our current Covid-19 Pandemic and related governmental orders to “Work from Home” or to “Shelter in Place”, we have developed the following Guidelines in order to establish clear directions on Company expectations when Colleagues are required to Work from their Home. Please review these guidelines and incorporate into your daily routine. A Summary of Security Procedures to be followed is included in this Guideline.

We expect that all Colleagues will continue to represent the Company in a highly professional and ethical manner whether working at Client’s offices, from home or from the CyberTech offices. To that end, we have published the following Guidelines to establish consistency in our performance and so that colleagues establish a consistent professional routine to maintain their connection with work and CyberTech:

- Colleagues are expected to establish a standard routine. Work hours should be the same as established when you work in the office.
- You are expected to be available and productive during your work hours. Adhere to standard timing as fixed by your manager for work hours, online meetings, timely performance of duties and collaboration with peers
- Proper time keeping for work should continue to be maintained
- Colleagues are to wear casual business attire (similar to what you would wear in the office) during your work hours
- Frequently check all communication platforms used in your group, whether e-mail, voicemail, chat, Slack, iMessage, What’sApp or other. It is imperative to stay connected with your team while working remotely
- Wherever possible and appropriate, employees may switch on video mode while on WebEx/Zoom/Teams meetings. This will encourage all to stay positive, in cheers and also work in collaborative conditions
- Establish a standard place within your home that is designated for your work. It should be set up to accommodate your attention to work and it should be as free from distractions as possible
- Make sure that roommates, guests or family members understand that this is your work space and reduce disruptions
- As a part of your standard routine, you are encouraged to set a schedule similar to when you are in the office for start time, breaks, lunch and work’s end
- We encourage you to take periodic short breaks and stand. You should also continue to exercise daily, get sound sleep and keep your meal schedule during this period to maintain your health
- ***Stay Connected – Stay Safe!***



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Security Precautions for Work From Home (WFH) Arrangements

The coronavirus pandemic and resulting lockdown in many parts of the world have a forced majority of CyberTech employees into unfamiliar territory—not just remote work, but full-time working from home (WFH).

While we continue to provide uninterrupted services to our clients, we are very focused on ensuring that WFH arrangements provide adequate security, productivity and protect our clients from potential WFH related risks. We realize that WFH security is not just limited to IT teams who suddenly need to secure their entire remote workforce, but for individuals to take their own precautions.

This paper provides details about security related precautions taken by CyberTech.

Physical Security

CyberTech has worked with its employees to educate them about various physical security precautions. These precautions include,

- Wherever possible, carve out a separate work space in the home for WFH*
- Avoid offering unauthorized views of confidential information to others*
- Ensure that the work devices are either shut down or locked (including any mobile phones) when you step away from the device*
- Do not allow others to share work devices (computer/phone, etc.)*
- Use isolation while discussing sensitive or confidential information on the phone*
- Use strong password for devices and not share the passwords with , including family members*
- Ensure that the work devices are not visible to other devices in the home network*
- Do not add work devices to Home Group*

Work and Personal Device Separation

During these times, many of other family members including kids are working and schooling from home. Following guidelines are established for our WFH teams,

- Keep work and home computers separate*
- Do not install software related to home or schoolwork on your work computer*
- Don't send work related emails from personal email accounts*
- Do not let other family members\ kids use your work devices for any reason*

System Access

While most system access related security is implemented by CyberTech IT, we have implemented policies that our employees,

- Do not use unauthorized personal devices to perform your work*



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Secure Connectivity

All the connections to client environment as well as CyberTech's environments are secured. Key measures towards secure connectivity include,

- Access via encrypted secure VPN connection
- Secure your home Wi-Fi with a strong password
- Change default username/password on home Wi-Fi router on working from home

General Security Guidelines

Many general security best practices are still relevant and important to observe during WFH arrangement.

- **Keep antivirus and other software signatures up to date**
- Do not respond to potential phishing emails and do not provide any information without verifying the sender
- Limit exposure to social media and maintain typical behavior and routine
- Work with central IT team to keep your OS and other software up to date and patched
- Do not backup data to unauthorized cloud or personal devices

Personal Front

WFH might be a big adjustment for few people. Your first few days of WFH may leave you irritated, uncomfortable, unmotivated, or just plain exhausted. Adding security tips to the list may just add to your fatigue right now. Some of the recommendations to help our employees stay physically and emotionally healthy include,

- Establish a routine, just like when you go to office
- Exercise daily, even inside your home
- Increase communication with your colleagues and clients
- Join conference calls on video when possible and appropriate
- Take breaks to stretch your legs, and give your eyes a rest
- Watch your diet

For any help, feel free to contact,

- Your reporting manager
- HR :
hr@cybertech.com OR
csslhr@cybertech.com
- IT support
global.itsupport@cybertech.com

Stay safe, stay healthy!!!