

1. Overview

This Policy has been compiled to ensure all employees fully understand and are able to comply with the Company's Working from Home procedures (WFH). No employee has the right to work from home, but every worker has the right to have his/her application considered. A decision will be based on the assessment of work activities, skills, competencies as well as health and safety considerations by competent authority.

Acceptance of this Work from Home Policy does not alter your duties, obligations, responsibilities and/or conditions of employment with CSC unless specifically agreed upon in writing. This Work from Home Policy is available only to those deemed eligible at company's sole discretion. Either the employee or Company may end the remote work assignment at any time with or without cause, or use of the Work from Home Policy. The policy is governed / applicable subject to the following conditions:

2. Eligibility:

Not all work performed by employees' can be done remotely. Assessment of work activities, skills and competencies need to be done by the Department / State Heads.

2.1 The Department / State Head under the guidance of Competent Authority shall assess that the work itself is suitable for home working.

- a. How much face to face interaction is required with other task holders in the team or on the project?
- b. Is there a frequent need to refer to documents not available at home?
- c. Is there a constant need for access to resources or other colleagues?

2.2 The Departmental/State Heads must clearly specify the responsibilities and obligations during the remote work period and whether the work is conducive to a remote working policy.

2.3 Other considerations for the Department/State Head would relate to the qualities of the home employee. Home working requires certain skills, abilities and qualities. For example the home worker will need to:

- a. be able to cope with the reduced social interaction and contact;
- b. be trustworthy, mature, self-disciplined and self-motivated, i.e. not be distracted from working, be able to complete the expected working hours, and be able to work without direct supervision;
- c. be able to arrange their family or other commitments to facilitate a suitable working regime and environment;
- d. have good communication skills, for example be good at report writing and verbal reporting;
- e. (where necessary) be willing and able to use new or different communications and IT equipment;
- f. have higher than average self-discipline and self-management skills, particularly time management.

3. Designated Workspace:

- 3.1 It is the responsibility of the employee to designate a remote workspace in their home, which will allow for undisturbed home working. This includes furniture, which would be suitable for long periods of computer work e.g. suitable table and chair which meets the same or similar standards as required within an office environment. Suitable furniture if not already available in their home would need to be purchased at their own expense.
- 3.2 If, while working from a designated workspace, the employee experiences technical issues with his or her computer or internet access that prevent the employee from working remotely, the employee must notify his or her manager immediately. Interruptions to work caused by internet outages may require the employee to work from their regular office space for the remainder of the day, or until the outage is fixed.
- 3.3 Employees working from a designated workspace may, from time to time, be required to come to their usual work site as required by the needs of the business/ to attend office for internal/external meetings, office briefings etc. They are expected to attend as per management requirement.

4. Remote Meetings:

Employees working from home will be expected to attend all meetings via video conference or by phone. Facility for VC need to be organized by the employee. In all VC meetings, internal or external, the employee shall be properly dressed. **No casuals are permitted.** It is necessary to bring an impression of the office settings in all such meetings

5. Rules and Policies:

All the CSC's rules and policies, including those set forth in Employee Handbook, apply while working from home. These policies include, but are not limited to, policies regarding attendance, confidentiality, and policies prohibiting harassment. Employees are reminded that this Work from Home Policy is not to be used in place of sick leave, casual leave, etc. CSC is not responsible for any expenses related to remote work during this period.

Employees working from a designated workspace understand that their computers and the internet may be monitored by CSC periodically during their work time. Any deviations or violations will amount to indiscipline and liable for action by management. **No personal work shall be done during the office hours** while following the WFH policy.

6. Designated Work Time:

6.1 The working hours for all employees attending office on a particular day should be staggered. It is suggested that four groups of employees may be formed and asked to attend the office.

- 8.30 AM to 5 PM
- 9.00 AM to 5.30 PM
- 9.30 AM to 6 PM
- 10 AM to 6.30 PM

The employee needs to complete 8:30 hours for the particular day in office. Employee can join office any time between 8:30 AM to 10:00 AM in morning and leave after completing 8:30 hours in evening.

- 6.2 An employee on WFH needs to be available all the time between 9:30 am to 6:00 pm for any official work through all digital means.
- 6.3 Vertical Heads/ State Heads should have team VC with all the team members at least twice a week to inculcate discipline and also confidence.
- 6.4 One day holiday would be applicable per week to employee who is on full time work from home. **Saturday will be the working day for those working from home.**
- 6.5 Every day the employee will mark his presence to his superior or Vertical/State head as the case may be in the morning as well as at the end of the day. An attendance sheet shall be maintained by the concerned supervisor / Vertical / State head. The attendance sheet for WFH shall be separately submitted to HR for salary payments.

7. Confidentiality and Security:

- 7.1 Employees working remotely are reminded that even if they are working from a designated workspace, they are bound by the confidentiality and/or security agreements they signed in connection with their employment with CSC. Thus, consistent with CSC's expectations of information security for employees working in the office, remote employees will be expected to ensure the protection of proprietary company and customer information accessible from their home office. Steps include regular password maintenance, locked file cabinets and desks to store sensitive information, and any other measures appropriate for the job and the environment of the designated workspace. Any questions regarding this Work from Home Policy may be directed to your manager or the Human Resources Department.
- 7.2 IT team should ensure that every device that accesses company network has sufficient levels of protection in place. This includes firewalls, anti-virus software, encryption, and other forms of software protection both on each user's device and company servers.
- 7.3 Make certain to educate remote employees on basic security policies. This includes things like secure passwords, logging off when away from their devices, and avoiding public WiFi. Public WiFi is insecure and can compromise the safety of corporate data.

7.4 Consider using a VPN (virtual private network) to ensure a secure channel for remote workers.

8. TRAINING AND PERFORMANCE

- 8.1 there is a clear understanding by both parties of what is expected of each and on what time-scale
- 8.2 there are agreed arrangements for the immediate reporting officer and the employee to review progress jointly at appropriate intervals
- 8.3 there is a clear understanding of how any development/training needs will be met in cases where working from home is likely to occur over an extended period
- 8.4 satisfactory arrangements are in place for ensuring that employees working at home over an extended period are kept in touch with developments of their department/resource group and receive appropriate Company communications
- 8.5 there is no risk to commercial security arising from any need to work with documents or computer data off-site
- 8.6 there are appropriate arrangements to cover any insurance liability
- 8.7 due regard has been paid to any health and safety implications
- 8.8 the commitment to an employee to allow home-working is not open-ended and it is clear that it will only be renewed if the arrangement is proving completely satisfactory to both parties.

9. Company Authorized Working from Home Agreements

- 9.1 If an employee has a reason to request working flexibly they must put this request, formally, in writing to their Department Head and HR Manager in the first instance.
- 9.2 The employee's HR Manager will then arrange a meeting with all parties to discuss the options available.
- 9.3 If agreed the employee will receive a written agreement, which they will be required to sign.

10. Employees on WFH may be primarily utilized for all the digital work like calling, coordination/follow-ups with vendors/clients, drafting proposals/PO/Invoice, graphic designing, social media updates, software development etc. and employees attending office be given the work like taking print out in letter heads, report generation, filing, etc. or any other work assigned by the vertical head.

Vertical Heads/State Heads need to analyze and decide which team members can be given 'WFH' and for whom it is mandatory to attend office. While deciding this, Vertical/State Heads must also consider the availability of commuting option to that particular employee.

For every vertical, the mandatory presence of workforce (in office) must be reduced 30-40% for any given day.

11. Employees deputed to client side should follow the client's working policy.

- 12.** Based on initial two months WFH, the Head of Department in consultation with HR & competent authority identify the areas requiring improvements, change in teams, shuffling the roles so that work does not become monotonous.

13. General- Financial

- Reimbursement of Rs.500 or actual whichever is lower to all employees for mobile phone bills who are not covered by company policy.
- Reimbursement of Rs.800 or actual whichever is lower to all employees for broadband Internet connection at home.
- Employees having Rs. 2000/- or more per month Mobile phone limit may be permitted to add broadband bill within the limit as per company policy.
- Vertical heads/State Heads operating from Home will be given a printer and stationary for the same as per usage

14. Acknowledgment of Receipt

I acknowledge that I have received a copy of the Work from Home Policy and that I agree to abide by it at all times. I understand that the Work from Home Policy represents current CSC policy, that it does not affect my status as an at-will employee, and that **CSC** retains the right to change or rescind the Work from Home Policy at any time as the company deems necessary.

Tips for Employees Working From Home

- **Maintain your morning routine.** Just because you're not going into an office doesn't mean you should skip the things that ordinarily set you up for success. Wake at the same time, and continue the routine that works for you.
- **Repurpose commute time for self-care.** Don't let this reclaimed time go to waste. If reading, meditating, journaling or practicing yoga aren't currently part of your routine, now is a great time to try them out.
- **Dress for success.** You may still be interfacing with colleagues, partners, or customers via video. Plus, dressing comfortably yet professionally helps get you in the right mindset to stay productive.
- **Designate a dedicated workspace.** Find an environment that fosters productivity. It should be quiet, comfortable, and free of distractions - and different from where you usually eat or relax.
- **Take time to go outside.** Taking breaks is great for your focus and well-being. Recharge by walking around or stepping outside on a patio or balcony.
- **Conduct as many video meetings as possible.** Face-to-face interaction doesn't have to be a casualty of remote work. Conduct daily stand-ups or team meetings via video conferencing software to maintain that personal connection.

Dos & Don'ts to be observed in office

Do's

- To maintain personal hygiene and physical distancing.
- To practice frequent hand washing. Wash hands with soap and water or use alcohol-based hand rub. Wash hands even if they are visibly clean.
- To cover your nose and mouth with handkerchief/tissue while sneezing and coughing.
- To throw used tissues into closed bins immediately after use.
- To maintain a safe distance from persons during interaction, especially with those having flu-like symptoms.
- To sneeze in the inner side of your elbow and not to cough into the palms of your hands.
- To take their temperature regularly and check for respiratory symptoms. To see a doctor if you feel unwell (fever, difficulty in breathing and coughing). While visiting doctor, wear a mask/cloth to cover your mouth and nose.
- For any fever/flu-like signs/symptoms, please call State helpline number' or the 24x7 helpline number of the Ministry of Health & Family Welfare at 011-23978046.

Don'ts

- Have a close contact with anyone, if you're experiencing cough and fever.
- Touch your eyes, nose and mouth.
- Sneeze or cough into palms of your hands.

- Spit in Public.
- Travel unnecessarily, particularly to any affected region.
- Participate in large gatherings, including sitting in groups at canteens.
- Visit gyms, clubs and crowded places etc.
- Spread rumors or panic.
- Shake hands.