



REMOTE WORK POLICY & GUIDELINES



Remote Work Policy & Guidelines

1. Purpose

This policy aims to provide a framework to Codeable employees to manage their remote work. Codeable always makes sure to provide flexibility to its employees and WFH flexibility is a choice that Codeable is offering to its employees. However, there are certain responsibilities that come with exercising this flexibility given that it is being exercised by the employee's own free will and the organization supports it. This policy will help employees to structure their remote working effectively and efficiently.

2. Scope

This policy is applicable on all permanent management employees and direct contractors of Codeable.

3. Guidelines

3.1. Responsiveness

- **3.1.1.** All employees must be available to respond to all calls, messages and emails during working hours, i.e., 9 am to 6 pm.
- **3.1.2.** Any change in the above schedule should be aligned as per meetings with clients and/or should be approved by Project Manager.
- **3.1.3.** If any employee cannot attend the already scheduled calls with their teams or client, he/she should inform them about the unavailability well before time.

4. Tools and Support Required

- **4.1. For Employees working from home**
 - **4.1.1. Employees' Responsibilities**
 - Employees who are have chosen to work from home at the time of

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- hiring, should make sure that they have:
 - **Power backup:** UPS and/or generator to be available as power backup. In cases when there is a power outage, i.e., 90–120 mins or more than what can be covered by backup sources, employees must go to office premises to avoid any delays/issues in delivery.
 - **Internet backup:** It is employees' responsibility to make sure that they have stable internet connection (minimum 20 MBPs) at home along with at least one backup device (optional). In case there is an internet outage with no backup available, employees must go to the office.
 - **Work Setup at Home:** There should be a separate and dedicated space available at home to work without any disruptions and distractions, ensuring full productivity. If the space can't be managed, offices are open and functional at both locations, i.e., Lahore and Karachi and employees are expected to go to offices.

- **4.1.2. Company's Responsibilities**

- Company is providing flexibility to employees to work from anywhere along with flexible working hours (if permitted by your manager) provided that work is not getting compromised and there is prior agreement with PM/LM.
- Since this flexibility is optional and it's a choice given to the employee, it is the employee's responsibility to ensure that their work is delivered as per expectation and standards.
- Admin shall keep the record if any tool/equipment has been given to the employees for the purpose of working from home. Such tools/equipment needs to be returned before the last working day in case the employee leaves the company.

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• 4.2.1. Employees' Responsibilities

- Employees who were hired at remote locations, MUST ensure that they have:
 - **Power backup:** UPS and/or generator to be available as power backup. In cases when there is a long power outage, i.e., 120 mins or more, employees must inform their project managers in advance and discuss possible solutions to the problem ensuring the client does not face any disruption in delivery. Since Codeable presence is not there, remote employees should identify a couple of backup solutions for such a scenario (e.g., co-working space etc.)
 - **Internet backup:** It is employees' responsibility to make sure that they have stable internet connection (minimum 20 MBPs) at home along with at least one backup device. In case there is no backup available, they should inform their LM and HR. Since Codeable presence is not there, remote employees should identify a couple of backup solutions for scenarios where there is an internet outage at their home.
 - **Work Setup at Home:** There should be a separate and dedicated space available at home to work without any disruptions and distractions. If the space can't be managed, LM, HR and admin needs to be informed so they can work out a solution.

• 4.2.2. Company's Responsibilities

- Company is providing flexibility to employees to work from anywhere along with flexible working hours provided that work is not getting compromised.
- Company expects all remote employees to ensure their productivity and the expectation is for the employees to have:
 - Power Backup
 - Stable internet connection + backup
 - Work Setup at home
- In case an employee leaves, any tool provided by the office needs to be returned a week before the last working day.

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5. Consequences

- **5.1.** As mentioned before, the idea of this policy/guideline is that while the company is offering flexibility and choice to employees, the employees need to take responsibility if they choose to exercise this choice.
- **5.2.** If an employee is unable to join any internal or external meetings because of internet or power issues twice a week, he/she shall be issued a show cause notice by the respective Project Manager.
- **5.3.** Employees shall have to answer this show cause to the Project Manager and Line Manager and may be escalated to Functional Head if required.
- **5.4.** In case of an unsatisfactory answer, a warning letter shall be issued.
- **5.5.** It is the responsibility of Line Manager and Project Manager to communicate the above consequence management to HR.

*HR is the owner of this policy and it shall be revised and updated when necessary.

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