EMAYA

Work From Home Policy

Code	EMS-POL-007
Control	6.7 Remote Working
Version	2.1
Date of Version	3/16/2023
Created by	Corina Guardado
Approved by	Executive Team
Confidentiality level	Confidential
Authorized users	Administrative staff

Version Control

Date	Version	Change/reviewed by	Description of the change/review by
03/10/2020	0.1	Corina Guardado	Created policy and exceptions
03/16/2020	0.2	Angel F. Yanes	Updated employees, network diagram and encryption sections
03/16/2020	0.3	Fernando Candelario	Code document
03/17/2020	1.0	Executive Team	Reviewed and approved
04/06/2022	2.0	Jorge Huezo	Updated format and content
3/16/2023	2.1	Jorge Huezo	Updated code and cover page

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Introduction

There is a need to establish a standard that allows us to maintain the confidentiality, integrity and availability of information and that allows employees to produce the same performance results.

Purpose

This document standardizes the process to follow in case of emergencies declared by the government and adds controls that protect EMAYA's and the customer's information.

Scope

The scope of this policy is for El Salvador employees with approval to work from home.

Work from Home Policy

Our Work from Home Plan emphasizes delivering excellence in our work, while maintaining availability, integrity and confidentiality of the information assets used by employees working outside the office.

This Contingency plan will be triggered in case of a national emergency, natural disaster, or calamity.

The work schedule of 44 hours work week for daytime and 39 hours work week for graveyard shift will be maintained. All employees selected to participate in the plan should behave as though they are working in the office. Specifically, all norms, rules and guidelines dictated by the EMAYA including workplace standards will be applied to the home-work environment. EMAYA reserves the right to prohibit access to sites, track or record activity, or any other security policy normally enforced while working on site.

Eligibility

Criteria for the employee to be eligible and approved to work from home:
- The employee is eligible by nature of their job.
- Client approval
- Employees must have at least three months' employment in the company to apply for this benefit.
- The parties involved are aware of and have approved this request (Supervisor, Operations: General Manager, Human Resources).
- Technical requirements are met.

If it's by government decree that employees must work from home, then only the technical requirement and nature of job will be used as criteria.

Suspension

Working from home Plan may be suspended for a variety of reasons, including any of the following:
- Failure to attend more than two (2) client or team meetings without previous notice or a justified reason.
- Consistent failure to respond to instant messages promptly during working hours.
- Consistent failure to show progress on tasks without justified reasons.
- Consistent failure to adhere to their work schedule.
- Specific clients request due to workload during campaigns or any other applicable reasons.
- Due to the course correction process or poor performance.

Technical Requirements

Processor	2.0 GHZ from the last 10 years
RAM	4 GB
Storage	50 GB
OS	Windows 10 with the latest security updates or macOS 10.15 (Catalina)
Internet Upload	1 Mbps
Internet Download	5 Mbps
Software	Google Chrome with the latest update
Workstation	Only one remote connection to an EMAYA computer shall be allowed per user
Encryption	Enabled for the main drive
Password	Enabled as password and having met the requirements

This shall be recorded on the request ticket.