

Exigency Work from home plan for employees

Activation Process

SCOPE- This policy Events such as pandemics, natural disasters, or health emergencies may necessitate remote work to ensure employee safety and continuity of operations without compromising productivity. Remote work ensures business operations can continue uninterrupted during unforeseen events such as natural disasters, infrastructure issues, or localized emergencies.

Activation, roles and responsibility

Note- Below are the standard practices that every employee should follow. However, it's important to take initiative as per the specific scenario, which may not always be covered or mentioned in future guidelines.

1. ERM Team Responsibilities
2. HR Operations Team Responsibilities
3. Admin/IT Team Responsibilities
4. Division Head/Managers Basic Responsibilities
5. Employee Basic Responsibilities

ERM Team (Employee Relationship Management)

If any difficulty occurs, ERM teams need to activate and work on the different criteria given below.

STEP-1:- Responsible for managing a group for each Division comprising all active employees required to be kept updated.

Step-2:- Broadcast Message: A broadcast message will be sent to every employee with the help of Microsoft teams and the respected groups in which all the company employees need to be added that the "Work from Home" protocol has been activated. The message format should be like below.

Work from home Activation Notice Screenshot

Subject: Work-from-Home Activation Notice

Dear colleagues,

Due to an unfortunate incident, we are activating our work-from-home protocol effective immediately. This decision has been made to ensure the safety and well-being of all employees while maintaining business continuity. Please adhere to the following guidelines:

1. **Remote Work Setup:** - Set up your workstation at home and ensure you have access to the necessary tools and resources.
2. **Communication Channels:** - Stay connected via [video Conferencing /MS Teams] for regular updates and coordination. Employees must maintain regular communication with their respective Manager/Division Head and Employee Relations Management (ERM) for prompt resolution of any issues that may arise.
3. **Availability:** - Maintain regular working hours and be reachable during this period.
4. **Support:** - Reach out to your manager or the IT support team for any assistance needed during this transition.

Further details and updates will be communicated as soon as they are available. Your cooperation and understanding during this time are greatly appreciated.

In case of any emergency please get in touch with the contact details below: -

Department	SPOC Person's Name	Mobile Number	Email-id
ERM Team	Mr./Mrs. ABC	98XXXXXXXX	ABC@aimlay.com
IT/Admin	Mr./Mrs. XYZ	84XXXXXXXX	XYZ@aimlay.com
HR Operation	Mr./Mrs. EFG	93XXXXXXXX	EFG@aimlay.com

Best Regards.

Team ERM

Note: The ERM team must quickly share this message within 30 minutes after receiving approval from management that the work-from-home policy is now active. This ensures all employees are informed promptly.

Step-3. Share the Video Conferencing link for all employees in all Active Employees groups.

Step-4. Responsible for disseminating the latest updates to all employees in the created group.

Step-5. If any employee has trouble connecting with external colleagues while working from home, they can get help from the ERM Desk as well.

Example- If an employee encounters issues with company assets and cannot reach the IT Team for assistance, they should seek help from the ERM team.

Step-6. The ERM team needs to create a shared email group in the pandemic scenario that includes all division heads and employees from Audit, IT/Admin, and HR Operation teams. This group will allow employees to easily coordinate and receive acknowledgments when they face issues related to these departments.

HR Operations Team Responsibilities

1. HR Operation Team needs to make sure that Geofencing will be **OFF**, and every employee will be able to **Punch-in and Punch-out from their respective workplace**.
2. After turning OFF the geofencing, the HR team will make sure this message is shared with the relevant groups within 30 minutes.

Geofencing Deactivation Message Screenshot

Subject: Geofencing Deactivation

Dear Colleagues,

We trust this message finds you all well.

Due to an unfortunate incident, we would like to confirm that the geofencing feature has been deactivated successfully. As a result, all employees should now be able to Punch-in and Punch-out from their respective workplace locations without any restrictions.

If there are any questions or further assistance needed, please do not hesitate to reach out to the HR Operation Team. Thank you for your attention to this matter.

HR Spoc Name	Mobile Number	Email-id
Mr./Mrs. ABC	98XXXXXXX	ABC@aimlay.com
Mr./Mrs. XYZ	84XXXXXXX	XYZ@aimlay.com

Best regards,

Team HR

3. If any employee has a problem with the Facto App, the HR Operations Team must solve it right away. They should send an acknowledgment message within 15 minutes to let the employee know they're working on it.

Admin/IT Team Responsibilities

1. The IT team is responsible for arranging official laptops or mobile devices (if allotted) for employees.
2. Employees experiencing technical issues should contact the IT team for remote assistance or phone support. The IT team will ensure timely resolution (TAT) and provide temporary solutions for hardware issues.
3. Typically, not all employees take their laptops home instead, they keep them in the office. In such cases, the admin team will arrange for the delivery of laptops to employees' home addresses.
4. The admin team will coordinate with the HR SPOC to obtain employee addresses for laptop delivery.

5. Employees must confirm delivery addresses with the admin team before dispatching laptops.
6. Laptops will be delivered by the IT team within the stipulated Turnaround Time (TAT) of 4 hours.
7. The IT and Admin teams need to coordinate with each other before sending the laptop to the employee to ensure a smooth process.
8. In the event of any issues with laptops, employees should contact the IT team for replacements, which will be delivered to their home addresses.
9. Employees needing hardware or software for business requirements should maintain communication with the IT team. The IT team will resolve these requests within the specified TAT of 1 hours.
10. The field staff will deliver the laptop to the employee using available logistics options at the time of delivery.
11. The admin team will manage the pickup and drop-off logistics for any required hardware replacements or repairs.
12. If any employee encounters issues related to IT/Admin, the team will ensure prompt assistance within the agreed timeframe. They will acknowledge the situation within 15 minutes upon receiving the request.

Contact Details of the IT/ADMIN SPOC

Department	Name of the SPOC	Contact Number	E-mail Id
IT	ABC	87XXXXXXXXXX	ABC@Aimlay.com
ADMIN	XYZ	98XXXXXXXXXX	XYZ@Aimlay.com

Division head/Managers Basic Responsibilities

1. The Daily team briefing meeting will be conducted by both the manager and division head.
2. The Division Head and Managers are responsible for monitoring the performance of their team members.
3. The Division Head and Managers must ensure that every employee is present during their designated work shift.
4. Division Heads and Managers are required to review their employees' daily work reports.

Employee Basic Responsibilities

If an employee comes to the office but needs to leave and work from home due to a situation, they should inform their managers and team leaders once they start working from home.

1. **Login:** - Employees are expected to log in to **Facto HR** according to their respected shift, as per Facto-Hr regulations.
2. **Workfolio Login:** - Employees are required to activate their **Workfolio** simultaneously upon logging into Facto-hr.
3. **Workfolio Login Issue:** - If an employee has trouble clocking in or out, they should contact the HR team right away. They should also provide screenshots or video recordings as proof of the issue.
4. **MS-TEAMS:** - Employees are instructed to initiate the "Team Group Video Conference" on MS Teams.
5. **Workfolio Breaks:** - Employees are required to notify them of their absence from their stations for breaks and subsequently message upon return to indicate their availability.
6. **Smooth Operation Process:** - Smooth operations are ensured as employees focus on their tasks, diligently updating tools such as ZOHO and master sheets throughout the day to enhance efficiency.
7. **Video conferencing:** Employees must maintain a continuous presence at video conferencing throughout the day and ensure they are recorded for audit purposes.
8. **Daily Work Report:** - Employees should share their daily work report with their manager or Division Head by the end of each day.

Daily work Report format

Sr. No.	Date	Tasks	Status	Details	Remarks (If any)
1.	_____	_____	_____	_____	_____
2.	_____	_____	_____	_____	_____

This report structure can be customized as per the process Requirement.

9. **Logout:** Employees are expected to log out punctually at the end of their shift, notifying their team manager in the evening. Also, they must share the Daily Management Information System (MIS) with the MIS team before the close of business hours.

Do's & Don'ts During Work from Home

Do's	Don'ts
Establish a Routine: Set a consistent schedule for starting and ending work each day.	Ignore Communication: Respond promptly to emails, messages, and calls from colleagues or clients.

Designate a Workspace: Create a dedicated workspace that is comfortable and free from distractions.	Overwork: In the event an employee receives additional tasks while working remotely, it is essential for the employee to maintain composure.
Communicate Regularly: Stay in touch with your team through emails, chats, or video calls to maintain collaboration and clarity.	Multitask Unnecessarily: Focus on one task at a time to maintain productivity and quality.
Use Productivity Tools: To enhance productivity while working remotely, employees are encouraged to leverage productivity tools and utilize additional applications as needed.	Isolate Yourself: Stay socially connected with colleagues through virtual meetings or chats.
Stay Connected: Participate in virtual meetings, team calls, and social interactions to stay connected with your colleagues.	Ignore Security Measures: Follow company protocols for data security and privacy while working remotely.
Learn and Improve: Take advantage of online resources to learn new skills or improve existing ones.	Avoid Disciplines: Stay disciplined and motivated to complete tasks on time.

Deactivation Process

When work from home option is deactivated, the following teams need to initiate the deactivation process first.

1. **ERM Team Responsibilities**
2. **Admin/IT Team Responsibilities**
3. **HR Operation Team Responsibilities**
4. **Division Head/Managers Responsibilities**
5. **Employee Basic Responsibilities**

ERM Team Responsibilities

1. The ERM Team is responsible for sending out messages in the group about the activation of work from the office.
2. **Broadcast Message:** - When work-from-home is no longer in effect, ERM Team should inform all employees on the floor by sharing this information through Microsoft Teams groups.

Work from home Deactivation Notice Screenshot

Subject: Return to Office Work Arrangement

Dear Colleagues,

We hope this message finds you well. Following the recent incident, we are pleased to inform you that we are resuming normal office operations. Starting [date], we kindly request you to resume working from our office location as usual. Your presence and contributions are valued, and we appreciate your cooperation during this time.

Please contact Below mentioned Spoc Person for any doubts or require further clarification. Looking forward to having you back in the office.

Department	SPOC Person's Name	Mobile Number	Email-id
ERM Team	Mr./Mrs. ABC	98XXXXXXX	ABC@aimlay.com

Best regards
Team ERM

HR Operation Team Responsibilities

1. Certainly! When transitioning to work from office, HR Operations should ensure that geofencing is **enabled**. This means that every employee can only clock in and out from the designated office premises.
2. After turning **ON** the geofencing, the HR SPOC ensures that this message is shared within the respective groups.

Geofencing Activation Message Screenshot

Subject: Geofencing Activation for Office Attendance

Dear Colleagues,
We hope this message finds you well.

We are writing to inform you that with the commencement of working from the office, we have activated geofencing for attendance tracking purposes. This means that you are required to punch in and punch out from the designated office premises only.

please ensure that you adhere to this requirement when recording your attendance moving forward. If you have any questions or need further clarification, please do not hesitate to reach out to the HR Operations team.

Thank you for being so cooperative.

Best regards,
Team HR

3. HR Operation needs to ensure that every employee will be easily able to Punch-in and Punch-out from the office premises.

Admin/IT Team Responsibilities

After work from the office begins, the IT/Admin team is responsible for: -

1. The Admin/IT team makes sure that all office systems and networks are up and running smoothly.
2. The admin team must ensure that one day before the office reopens, they thoroughly clean the office floors, check that all employee equipment is working, and ensure that all seating areas, cabins, and meeting rooms are clean.
3. The Admin/IT team helps employees with technical support whenever they need it.
4. The IT/Admin team takes care of managing office facilities and equipment.
5. The IT/Admin team needs to ensure that all systems and accessories provided to employees for work from home are in good working condition and ready for use.

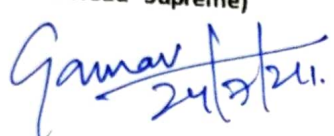
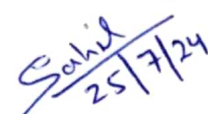

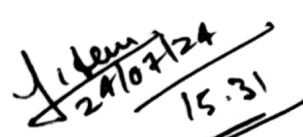

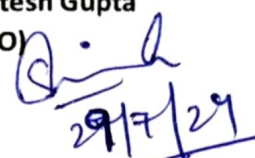
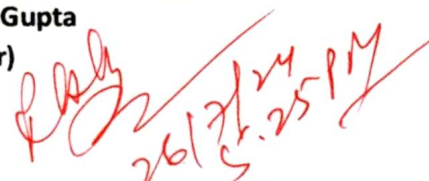
Division Head/Manager Responsibilities


1. Division Head and managers needs to ensure that every member of their Team is in the office after deactivation of Work from Home.
2. Division heads and managers need to make sure their teams can work from the office smoothly and without any problems.

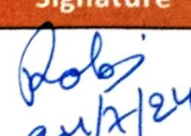

Employee Basic Responsibility

1. Employees need to ensure they work just as effectively in the office as they did before.
 - Maintain their attendance on Facto-Hr App by Punch-in and Punch-out on according to their shift.
 - Then need to make sure that they are Punch In- Punch Out on Workfolio as well as they are starting their working.
 - They need to update their managers too that they are working from the office.

Note- Above are the standard practices that every employee should follow. However, it's important to take initiative as per the specific scenario, which may not always be covered or mentioned in future guidelines.

Approving Authorities Section		
Mr. Gaurav Jassal (Division Head- Supreme)  24/7/24	Mr. Sahil Chopra (Division Head – Support)  25/7/24	Mr. Jai Prakash (General Manager)  24/July/24
Mr. Jiten Arora (Division Head- Operation)  24/07/24 15.31	Mr. Yatindra Mohan Jha (Division Head – Growth)  24/July/24	Mr. Gitesh Gupta (CEO)  29/7/24
Mr. R. K. Gupta (Director)  26/7/24 5.25 PM		

Schedule a training with concerned Stake holders.

27/7/24

Acknowledgement Section				
S. No.	Name	Designation	Department	Signature
1.	Robin Thomas	Manager	Human Resource	 24/7/24
2.	Shashank Jain	Team Leader	Audit	 24/07/24

3.	Varunesh Shukla	Team Leader	Audit	<i>Varunesh Shukla</i> 24/07/2024
4.	Divya Narang	Sr. Executive	ERM	<i>Divya Narang</i> 24/7/24
5.	Shreya Singh	Sr. Executive	ERM	<i>Shreya Singh</i> 24/7/24
6.	Priyanka	Sr. Executive	ERM	<i>Priyanka</i> 25/7/24
7.	Muskan Yadav	Executive	Protocol Unit	<i>Muskan Yadav</i> 24/7/2024