

WORK FROM HOME (WFH) POLICY

Document Details	
TITLE	Work From Home (WFH) Policy
APPLICABILITY	All Full Time and Contractual Employees of Infiniti Research Marketing Solutions Private Limited
VERSION	IR / BLR / 1.0
POLICY NUMBER	IR/BLR/CORPORATE GROUP/CG/
CLASSIFICATION	Internal
RELEASE/ EFFECTIVE DATE	1 st August, 2020
DESCRIPTION	
REVIEW DATE	
AUTHOR	Corporate Group
REVIEWER/ CUSTODIAN	
APPROVED BY	
OWNER	

OBJECTIVE

The objective of the Work From Home (will be referred to as WFH in this document) policy is to provide guidelines that employees have to follow during any BCP situation or otherwise.

SCOPE

This policy document shall provide guidelines with respect to the following:

- Risks involved
- Do's and Don'ts
- Best practices

An attempt has been made to provide guidelines for every eventuality; however, it is the responsibility of every employee to exercise his/her judgment while availing WFH and seek clarifications, as and when required.

APPLICABILITY

This policy shall apply to all employees of Infiniti Research Marketing Solutions India Private Limited (will be referred to as Infiniti in this document).

MANDATORY PRE-REQUISITES

Proper infrastructure arrangements are required to be made by employees as below:

- 1) Uninterrupted internet connectivity with a minimum speed of 6-10 Mbps (upload/download)
- 2) Power backup (UPS/Generator)
- 3) Earphones with microphone
- 4) Desktop/Laptop (company's/personal)

GUIDELINES

Entry to office premises

Employees' entry will be restricted in the office premises during public emergencies and pandemic situations. In an event where an employee must report to the office, he/she should seek prior permission from the reporting manager and the respective HRBP. Also, a self-declaration form must be filled and submitted online.

Availability and working hours

- 1) Employees should complete the required 9 hours from home and should remain "Available" and "Online" on Teams throughout the working hours. If an employee is unable to complete the said number of hours, for some reason, he/she should inform the line manager and the respective HRBP and apply for ½ day PL
- 2) Employees should keep the status on Teams as "Available" when they are online and should change it to "Away" before taking breaks. The status message must also be updated accordingly. Employees should be reachable via phone, email, Teams, etc., during working hours
- 3) Team meetings with the supervisors must continue as usual
- 4) In case an employee fails to complete the assigned tasks and duties, as reported by the supervisor, WFH will be canceled, and the employee will have to apply for PL

Asset management

Employees must take care of company-issued assets, such as laptops, desktops, and headsets, while working remotely. Any damage, whatsoever, should be notified to the respective HRBP at the earliest, and necessary actions will be taken by the organization as deemed fit.

Any movement of all assets like laptop, desktop etc. from one location to another will be the responsibility of the employees to ensure safe handling of the assets. In case of any damage during transit, the expenses hence incurred will be borne by the employee. Also, any charges that may arise for the movement of the assets will be borne by the employee.

Attendance and WFH applications

Attendance App and GreytHR are independent of each other. It is mandatory to mark attendance on the Attendance App on a daily basis and apply for WFH on the GreytHR portal on a weekly basis. The requests should be subsequently approved by respective line managers.

IT Support

Any technical issues with regard to connectivity and remote access, or an issue with the official laptop/desktop/mic/other assets, etc., should be informed to the IT helpdesk team, respective line manager, and HRBP for an immediate resolution. For such issues, raising a ticket on the Infinian portal/Teams (Apps section) is mandatory.

Policy adherence and expectations

- 1) Employees are required to maintain the expected and said level of productivity and performance. They must not carry out work for any other organization than Infiniti or undertake non-work-related activities, without prior permission, during their working hours
- 2) Employees should liaise with their line manager about their patterns, timings, and status of work while working remotely. Also, they should attend team meetings or training sessions as and when they are scheduled, or inform the reporting manager otherwise
- 3) Adherence to all policies is a must during WFH, and any deviation may result in strict disciplinary actions, leading to termination as the case may be

Suitable remote work area

It is employees' responsibility to ensure they have a suitable and dedicated office space at home, free from interruptions/distractions and any background noise and with health and safety measures taken into consideration.

Security measures

- 1) Access to the Infiniti database is provided through a secured VPN and firewall connection. The IT team has put in place an infrastructure to facilitate working remotely, and they can be contacted if there are any specific issues related to access or IT security
- 2) No third parties present in your remote office, including family members, should be permitted access to company assets like laptop/desktop or any official documents or confidential company information. A lockable desk drawer/cupboard/cabinet should be used for storing official papers to avoid any misuse
- 3) Employees should refrain from clicking on suspicious sites/phishing emails, etc. If clicked, this should be reported immediately to the IT Helpdesk team or the respective HRBP
- 4) Employees should not involve in any malpractices, like downloading any confidential information or taking screenshots/photos/recordings of official work or sending emails outside of the Infiniti domain unless it is a business need. This is an information security breach and can lead to strict disciplinary actions, including termination as the case may be
- 5) The IT team reserves full right to audit or check personal system(mobile phone, laptop) for any investigation and evidence collection

Emergency Contact Details
<u>Helpdesk:</u> helpdesk.blr@infinitiresearch.com /9606479378
<u>Admin:</u> adminindia@infinitiresearch.com /9845999413

QUERIES / ESCALATION MATRIX

For Queries on the policy

Please reach out to your respective HRBP

1st Level Escalation

hrindia@infinitiresearch.com

DISCLAIMER

The company reserves the right to add/modify/delete the contents/sections of the policy document. Any such change shall be communicated to employees by way of an email announcement and shall be applicable to employees during the course of their employment with Infiniti Research and thereafter (where applicable). Updated policy documents shall be uploaded online (replacing the previous version).