

FLEXIBLE WORK ARRANGEMENTS

CHANGE CONTROL UNIT

Policy Name	Date of issue/revision	Version	Description
Flexible work arrangements	26 th June,2020	1	Policy roll-out
Flexible work arrangements	10 th Nov,2022	1.1	Removal of Wi-Fi allowance

Objective:

With a constant endeavor towards employee welfare and to accommodate the needs of the changing workforce, this policy aims to provide complete guidelines to utilize the following Flexible Workplace Arrangements (hereafter referred as FWA):

- a) Flexible Work Hours
- b) Work From Home

These benefits in appropriate circumstances can help staff balance their work and personal lives, achieve business objectives and have a positive impact on the environment.

The Company is mindful that these provisions can:

- Be mutually beneficial where work needs to be done with minimum distraction or interruption
- Assist with flexibility around reasonable caring, dependent or domestic responsibilities;
- Reduce use of Vehicles, commuting time and can ease car-parking requirements. It can also reduce congestion at peak times and reduce pollution which will help reduce the Company's carbon footprint.

Scope:

This Policy is applicable to all employees of TVSCS.

There is no automatic eligibility to call in the benefit at all times. Each individual's request for utilizing this benefit will be considered on its merits and upon approval of supervising manager.

Overview:

There are some fundamental principles that form the foundation of Flexible Work Arrangements at TVS Credit Services Limited.

- **FWA is a benefit and is subject to approval.** It should not be treated as an entitlement and all requests are subject to approval and ongoing review.
- **Built on the foundation of trust:** FWAs are a reflection of our on-going mutual trust that deliverables will be met while exercising flexibility.
- **Meeting business goals is a priority:** FWAs are based on the premise that it is important for us to deliver on business/project goals, while opting for flexible work schedules
- **Mutual ownership is essential for the success of FWA:** Both the organization and employee should be flexible in understanding and balancing business priorities and personal needs. Just as the organization takes your needs into account when scheduling meetings, you may be required to manage your flex schedule to meet business priorities.

- **Careers will not be impacted while opting for FWA:** As always, merit will be the criteria for advancement and performance will be rewarded. FWAs will not be a limiting factor in the performance evaluation and rewards process.

Flexi Work Arrangements:

1) Flexi - time:

- Flexi- time allows employees to shift or change their start and end times, while still working a standard length workday (8.5 hours).
- In a standard workday, you will be required to be in office at least during the core working hours, between 10:30 AM to 4 PM, during which business activities like meetings, department events and training sessions are typically held.
- Employees have to ensure to not miss any meetings scheduled outside the core working hours while opting for Flexi – time benefit.
- It is the duty of the employee to inform the manager in advance, in order to avoid any ambiguity.
- In case you support teams that work outside these hours, you may want to discuss the applicability of core hours with your manager
- A written approval from the manager is required for an employee to avail this option.
- In case the duration of the work arrangement requested for is beyond a continuous period of 15 days or exceeds a total of 15 days in a month, written approvals of the skip level Manager & HRBP are required.

2) Work from home:

Work from home is an arrangement under which employees could work at a location other than their standard work location/Company office on a need basis.

- Typically, this type of arrangement allows an employee to work remotely from home, but does not alter their standard number of working hours per week
- Employees must ensure that the required infrastructure to work effectively is available, ensuring the suitability of his/her home environment for undertaking such flexible work arrangements.
- Approval from manager is required for employees to avail this benefit.
- In case the duration of the work arrangement requested for is beyond a continuous period of 15 days or exceeds a total of 15 days in a month, written approvals of the skip level Manager & HRBP are required.

General Guidelines:

- **WORKING HOURS**: In order to clearly define boundary between Personal and office hours following guidelines have been defined:
 - All employees benefitting from FWA will adhere to regular terms of working time regulations.
 - No meetings /Conference calls to be scheduled post 6:30 PM unless in emergency situations
 - It has to be noted that any sort of discussions, requests for data sharing etc to be limited to regular office hours on weekdays and permissible time on Saturdays.
 - It is highly advised to avoid work related interactions on Sunday and completely dedicate the day for employees personal time.
- **CONTACT** - All benefitting employees should be available to be contacted during normal working hours.
- **COMPLIANCE WITH POLICIES AND PROCEDURES** – Employees must comply with all Company policies and procedures whether working from home / Office
- **TEAM WORKING** – Employees must ensure their absence must not create additional workload for other staff members or otherwise affect operational efficiency or effectiveness.
- **ABSENCE** - The usual provisions relating to reporting sickness absence and other reasons for not being able to report to work will apply in accordance with the appropriate Company policies.
- **DATA & IT SECURITY** - Employees are expected to follow all of the Company's IT security policies and procedures to protect the Company's confidential information and any sensitive information of any kind.

Modifying / closing FWA

Managers are expected to review the effectiveness of flexible work arrangements on an ongoing basis as employee performance, client, team, and business needs may change and modification to or closure of flexible work arrangements may be necessary.

An FWA option may be modified or closed, either at employee's or manager's request. In either case, it is essential that this decision is based on a consultative process, wherein a balance is maintained in meeting business priorities and personal needs. .

In case there is a disagreement on the modification or closure of an FWA option, employees should consult the HR team to reach a mutually agreeable solution.
