

COMPANY POLICY HYBRID WORK POLICY

Purpose	This policy sets out the Company's approach to hybrid working, which allows employees to split their time between attending work at the office and working remotely.
Scope	Applicable to all permanent and contract employees employed by the Company in all types of work pattern except shift work.
Revision date	
Issued by	HR Department
Approved by	Managing Director

Overview

Hybrid working is among the Company's strategy for adapting to, and thriving in, the new working environment following the Covid-19 pandemic; in addition to continuing to support a positive work-life balance for employees. Given that there is still uncertainty as how we will need to respond as an organisation to the changing internal and external environment created by the pandemic, the hybrid working policy will be piloted over the next _____ month(s) and will be reviewed at the end of the pilot period. This will provide an opportunity to assess the operational effectiveness of the policy and any adjustments that might be necessary to support new ways of working in the future. Employee's feedback are necessary gauge the effectiveness and practicality of this policy.

Hybrid Work (HW)

Hybrid working is available to all positions or roles that have been identified as having the potential to be a 'hybrid' worker identified by the Company. The Company reserves the right to decide positions or roles suitable for hybrid work. Roles not suitable for hybrid work such as shift work, tasks that require onsite presence identified by the Company may not qualify. In principle, hybrid work arrangement is an option and shall not be cited as a privilege or entitlement and should only be applied in exceptional circumstances.

HW work pattern

Hybrid work arrangement may take place on the following basis.

- 1) Ad-hoc basis.
- 2) Continual basis for a period of time.
- 3) Permanent basis.

Exclusions

HW arrangement is not a substitute for annual leave or for long term childcare or long term other dependent care. Employees are responsible for ensuring that appropriate long-term childcare or dependent care arrangements are in place whilst engaged in HW arrangement.

Face-to-Face meetings

Face-to-face meetings are prohibited to be held at employee's home or other HW locations. Employees are required to declare their HW location during the application process.

Making an application

Applicants for HW shall be made seven (7) days in advance and shall commence at the beginning of the Following week after it has been approved. HW shall only commence once the approval has been notified by the company.

All applications are considered on a case-by-case basis by the immediate superior for subsequent consideration and approval by the Company. The immediate superior and employee are responsible for ensuring that the requirements under these guidelines have been satisfied prior to an application for a HW being approved. If all requirements cannot be satisfied, it is upon the immediate superior to ensure adequate alternative measures are taken. Among the requirements that shall be fulfilled are;

- 1) The ability of the employee to meet the requirements of their job if the request was approved.
- 2) The practicality of the arrangements that may need to be put in place to accommodate HW.
- 3) The nature of the work being done and whether that work can be done from home.
- 4) The ability of the requesting employee to self-manage their work and performance during HW.
- 5) The ability of the manager to remotely manage the employee working from home.
- 6) Other matters based on individual circumstances and Company's operational requirements.

Other conditions for Approval

- 1) Each approved HW application may vary from others and company may impose additional or other conditions at its sole discretion.
- 2) For long term HW applications, the employee may be required to undergo a HW trial period of one (1) to four (4) weeks to ensure the arrangements meet the business requirements and the employee is able to fulfil the conditions of HW. If the trial is successful, longer HW period will be granted.
- 3) The Company reserves the right to cancel or shorten the HW arrangement anytime during the HW period without assigning any reason whatsoever. The Company may also modify or impose additional conditions. Employees who are unable to accede to such conditions shall have the HW arrangement revoked immediately and shall report to work on the next working day.

Managing work performance

- 1) Performance on an Employee on HW arrangement will be measured on the same metrics that apply to work done in the office.
- 2) The Company shall make available specific tools to employees for managing time and tasks, communicating with co-workers, logging, and tracking projects, accessing resources and to capture the totals hours spent online.

Employee's Obligation

Employee granted HW approval are required to observe and adhere to the following;

- 1) Adhere to all the Company's policies and procedures.
- 2) Observe Company's working hours. Although some limited flexibility is allowed, employees must agree to work as close to the normal workings' hours.
- 3) Be online and contactable during the normal of hours of work.
- 4) Check-in with the immediate superior at least once a day.
- 5) Promptly respond to email/calls/communications from superior/colleagues/clients or any parties necessary to your tasks anytime during the normal hours of work.
- 6) Accept and attend to all Company's video conference/meetings meeting that involves your function.
- 7) Maintain accurate and up to date records of hours worked at home within normal hours of work
- 8) Meet deadlines, uphold high-quality standards, and submit reports as required.
- 9) Ensure the space or location you will use during HW is safe and complies with health and safety requirements at all times. Employees are advised to report any health, safety and wellbeing hazards, near misses and incidents.

- 10) Take reasonable precautions necessary to secure any equipment or assets provided by the Company.
- 11) Immediately contact the immediate superior if the employee faces an emergency and need to be away or attend to any private matters during HW.
- 12) Provide access to Company or other approved parties with access, where necessary, for matters such as health and safety inspections, and retrieval of any equipment or assets provided by the Company.

Failure to observe and discharge duties accordingly during HW or abuse of HW arrangement shall result in cancellation of HW arrangement and further disciplinary actions can be taken.

Superior's Responsibilities.

Immediate superior's responsibility during HW are as follows;

- 1) Ensure the employee is working in accordance with their conditions of HW policy and adhere to all the Company's policies and procedures.
- 2) Review and sign off on records of hours worked (timesheets) where applicable.
- 3) Monitor and review the HW agreement on a regular basis as recorded in the HW agreement/approval.
- 4) Schedule communication meetings including methods of disseminating information to employee who are on hybrid work more.
- 5) Where practicable, provide equipment and tools required to perform the tasks (does not include workstation furniture, additional services or costs).
- 6) Accurately document the ownership and usage arrangements of the equipment and assets provided to the employee.

Facilities

Employees shall take note that not all Company's services or facilities are available or supportable when used from home. The employee accepts this and agrees not to impose any overheads on the Company for additional services or facilities caused by this limitation including the cost of broadband/telephone charges.

Business Travel

Employees who are required undertake business travel during HW, the usual business travel arrangement and criteria shall apply. Other applicable guidelines and policies pertaining to business travel shall apply accordingly.

Social Security coverage & illness during HW

- 1) Employees who are unwell or required hospitalisation shall subject to the terms and conditions prescribed in the Company's medical policy. Employees are advised to promptly notify their immediate superior should they be unable to carry out their duties during HW arrangement.
- 2) Employees under HW arrangement shall continue to enjoy company benefits including Company insurance. SOCSO coverage shall subject to conditions imposed by them.
- 3) It is vital that you furnish the Company your current personal details including emergency contact including for the purpose of medical, insurance and SOCSO coverage. Should there be any change to any personal information, employee shall notify the company immediately. The Company shall not be held liable if any contractual obligations of the Company cannot be fulfilled due to employee's failure to keep the Company updated on any changes to their personal details promptly.

Recall back to office

- 1) The Company may require an Employee to report to office at any time and it is mandatory for the employee to present himself/herself at the Company's premises at the earliest possible. Any Employee who happens to be working at a different location and are unable to return to Company at the earliest possible are required to immediately inform their Immediate Superior and provide justification and details of their earliest arrival at the Company. Failure to respond promptly may warrant disciplinary action or cancellation of HW arrangement.
- 2) Employees who are recalled to Company cannot claim for travel or any other expenses. In the company's records, employees place of work during HW shall be their registered residence with the Company or the address provided during the application process. Company may reject an application for HW if the location of HW is not feasible in the company's opinion particularly in cases where the employee's presence at the company's may be required on urgent basis or with short notice. Immediate superior shall evaluate this criterion in accordance with the employee's job function thoroughly.

Other conditions

- 1) Employees intending to tender resignation during HW may have their HW arrangement cancelled and may be required to work at Company's premises during the notice period.
- 2) All other employments terms and conditions shall apply during HW arrangement.
- 3) The Company reserves the right to amend this policy from time to time and shall notify all employees when such amendment has been made and has been approved by the Management.
- 4) Should there be a translation of this policy into other languages, the English version of this policy shall be authoritative in the event of any dispute or confusion.

This sample policy/letter/document is merely a sample or guidance. Companies are advised to practice caution when drafting its HR documentations and shall always be in compliance with the Employment Act and Industrial Relations Act, Malaysian Laws as well as past case laws so as to ensure the policy does not violate or infringe the prevailing employment regulations. Companies are advised to seek legal advised when drafting their policies and documentations. This template and all templates shared by the Malaysia HR Forum are merely samples. Companies are encouraged to adopt best practices to be an attractive employer and promote productive and competitive operating landscape. The author nor the Malaysia HR Forum shall not be held liable for any damages or claims arising from the usage of the contents of this document.