

COMPANY POLICY WORK FROM HOME (WFH)

Purpose	This policy defines and explains the Company's Work from Home (WFH) policy and its associated terms and conditions. Employees shall use this policy as a reference to the Company's prevailing practices on work from home.
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

Contents

- 1.0. Work from Home (WFH) is a concept that you work as normal as though you are in the office except that your workplace under this arrangement is at home. WFH arrangement is not an entitlement and shall not be cited as a privilege and it is not a substitute for annual leave.
- 2.0. WFH is not a substitute for childcare or other dependent care. Employees are responsible for ensuring that appropriate childcare or dependent care arrangements are in place whilst engaged in WFH arrangements.
- 3.0. Face-to-face meetings are prohibited to be held at Employee's home or other WFH locations. Employees are required to declare their WFH location during the application process.
- 4.0. Applications for WFH shall be made fourteen (14) days in advance and shall commence at the beginning of the following week after it has been approved. WFH shall only commence once the approval has been notified by the company.
- 5.0. Employees shall take note that not all job functions or positions can be performed outside of the company's premises. As such, the Company is not obliged or required to approve every application for WFH.
- 6.0. The company may require employees to WFH should there be any unforeseen business or economic or pandemic situations or where the country imposes a movement control order or any other sort of restriction that does not permit the

company to operate its business in the usual manner. The conditions and durations may vary during/for exceptional cases.

- 7.0. 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 WFH agreement 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;
- 7.1. The ability of the employee to meet the requirements of their job if the request was approved
 - 7.2. The practicality of the arrangements that may need to be put in place to accommodate WFH
 - 7.3. The nature of the work being done and whether that work can be done from home
 - 7.4. The ability of the requesting employee to self-manage their work and performance during WFH
 - 7.5. The ability of the manager to remotely manage the employee working from home
 - 7.6. Other matters based on individual circumstances and Company's operational requirements
- 8.0. Each approved WFH application may vary from others and the company may impose additional or other conditions at its sole discretion.
- 9.0. For long-term WFH applications, the Employee may be required to undergo a WFH trial period of one (1) to four (4) weeks to ensure the arrangements meet the business requirements and the employee is able to fulfill the conditions of WFH. If the trial is successful, a longer WFH period will be granted.
- 10.0. The Company reserves the right to cancel or shorten the WFH arrangement anytime during the WFH 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 WFH arrangement revoked immediately and shall report to work on the next working day.
- 11.0. Performance of an Employee on WFH arrangement will be measured on the same metrics that apply to work done in the office.

12.0. 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 capturing the total hours spent online.

13.0. Employee granted WFH approval are required to observe and adhere to the following;

- 13.1. Adhere to all the Company's policies and procedures
- 13.2. Observe Company's working hours. Although some limited flexibility is allowed, employees must agree to work as close to the normal workings hours in order to fulfill the total daily working hours
- 13.3. Be online and contactable during the normal hours of work
- 13.4. Check in with the immediate superior at least once a day
- 13.5. Promptly respond to email/calls/communications from superior/colleagues/clients or any parties necessary to your tasks anytime during the normal hours of work
- 13.6. Accept and attend to all Company's video conference/meetings meeting that involves your function
- 13.7. Maintain accurate and up-to-date records of hours worked at home within normal hours of work
- 13.8. Meet deadlines, uphold high-quality standards and submit reports as required
- 13.9. Ensure the space or location you will use during WFH 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
- 13.10. Take reasonable precautions necessary to secure any equipment or assets provided by the Company.
- 13.11. Immediately contact the immediate superior if the employee faces an emergency and needs to be away or attend to any private matters during WFH.
- 13.12. 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.

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

15.0. Immediate superior's responsibilities during WFH are as follows;

- 15.1. Ensure the employee is working in accordance with the conditions of WFH policy and adhere to all the Company's policies and procedures
- 15.2. Review and sign off on records of hours worked (timesheets) where applicable
- 15.3. Monitor and review the WFH agreement on a regular basis as recorded in the WFH agreement/approval
- 15.4. Schedule communication meetings including methods of disseminating information to the employee who is working from home
- 15.5. Where practicable, provide equipment and tools required to perform the tasks (does not include workstation furniture, additional services or costs)
- 15.6. Accurately document the ownership and usage arrangements of the equipment and assets provided to the employee
- 16.0. 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.
- 17.0. For employees who are required to undertake business travel during WFH, the usual business travel arrangement and criteria shall apply. Other applicable guidelines and policies pertaining to business travel shall apply accordingly.
- 18.0. Employees under WFH arrangement shall continue to enjoy company benefits including Company insurance. SOCSO coverage shall be subject to conditions imposed by them.
- 19.0. Employees who are unwell or require 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 the WFH period.
- 20.0. The Company may require an employee to report to the 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 is 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 the WFH arrangement.

- 21.0. Employees who are recalled to Company cannot claim for travel or any other expenses. In the company's records, employees place of work during WFH shall be their registered residence with the Company or the address provided during the application process. The Company may reject an application for WFH if the location of WFH is not feasible in the company's opinion particularly in cases where the employee's presence at the company may be required on an urgent basis or with short notice. The immediate superior shall evaluate this criterion in accordance with the employee's job function thoroughly.
- 22.0. It is vital that you furnish the Company with your current personal details including emergency contact for the purpose of medical, insurance and SOCSO coverage. Should there be any change to any personal information, the 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.
- 23.0. Employees intending to tender resignation during WFH may have their WFH arrangement cancelled and may be required to work at Company's premises during the notice period.
- 24.0. All other employment terms and conditions shall apply during the WFH arrangement.
- 25.0. 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.
- 26.0. 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 documentation and shall always be in compliance with the Employment Act and Industrial Relations Act as well as past case laws so as to ensure the policy does not violate or infringe the prevailing employment regulations. Companies are encouraged to adopt best practices to be attractive employers and promote a productive and competitive operating landscape. The author shall not be held liable for any damages or claims arising from the usage of the contents of this document.

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