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FAQ

WORK FROM HOME (WFH)

COVID - 19

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1. FAQ – WORK FROM HOME (WFH) – COVID - 19

1) **Who can work-from-home?**
    a. Associates can work from home based on business exigency, provided they have necessary infrastructure and if their nature of job allows them to deliver from home, with prior approval from PM/Practice Head.

2) **Can I work from my hometown or native?**
    a. YES, you can work from your native or any other location, provided it is not affecting your productivity.
    b. Please seek prior approval from your PM before proceeding to work from your native or hometown.

3) **Can I connect from public domain?**
    a. NO. You are not allowed to connect from free/ public WIFI network for official work.

4) **Can I copy or transfer project related data to my personal devices?**
    a. NO. Copying, transferring or transmitting and sharing the project related data (project specific or client or customer data) is strictly prohibited and is against the policies of Valtech.
    b. Log of daily transactions will be maintained by System Admin and you will be personally liable for any policy breach.
    c. Please refer ISMS policies, procedures and guidelines in the below mentioned link:
        https://valtechcom.sharepoint.com/sites/EQMS/ISMS/SitePages/Home.aspx

5) **What if I face any hardware or software issue while working remotely?**
    a. If you are connected to Valtech Network, raise a GLPI ticket
        <http://helpdesk.valtech.co.in/glpi/>
    b. If you are unable to connect to Valtech Network, call IT SPOC of IT Department.

6) **What if I do not have high speed broad band connection at home or a dongle at home?**
    a. Please contact your respective project manager before you plan to WFH. The associate needs to ensure there are no bottlenecks in working from home.
    b. As communicated by the management, please apply for broad band connection and get the bills reimbursed for next three months to the maximum of Rs 600 per month.

7) **I am provided with Company's dongle, am I eligible for claiming broad band reimbursement?**
    a. NO. The associate can either use the dongle provided OR claim the amount for self-arranged broadband.

8) **What if there is no feasibility for getting a broad band connection in the area where I live or reside?**
    a. Please talk to your project manager and request to Admin team to provide company's dongle, based on the availability Admin team will allocate.

9) **What if my company provided laptop is infected with virus or malware while working on project deliverables?**
   a. Please inform the IT SPOC immediately without any delay to get your laptop scanned for fixing the issue.

10) **What if company provided laptop crashes while working on project deliverables?**
    a. Please inform IT SPOC immediately. IT team will work on resolving the issue.

11) **What should I do if I must take leave while working remotely?**
    a. Inform your immediate reporting manager and team members.
    b. Apply "All-purpose leave" in People Connect (https://peopleconnect.valtech.co.in/login.do) and get it reviewed by your supervisor.

2.   Points to remember during Working From Home (WFH)

1. Ensure to keep your laptops plugged into power socket all the time, so that it is charged adequately. During power outages, your laptop can work on battery power.
2. Incase if you have any symptoms of flu, cough, fever and difficulty in breathing etc., please inform your project manager, HR and consult doctor.
3. Ensure that your present address and personal contact details are updated in People connect.
4. In case of issues or difficulties in connecting remotely, please make sure to inform your project manager and your respective project stakeholders to identify work around.
5. Work from Home will have to be applied in People Connect application.
6. Do not share project or company specific information or data via social media like Facebook, WhatsApp and Twitter Etc. Communication tools approved by Valtech and mutually agreed with client shall be used.
7. While working from home, please ensure to take any calls or online meetings in an isolated place in order to reduce background noise.
8. While working from home, during power outages, please ensure to update the status to your immediate reporting manager, so that customer or client is informed about power outage.
9. Prior proceeding to Work from home, please ensure that the following is ready and in working condition:
    a. You have your office provided laptop in good working condition.
    b. You have proper internet connectivity via broadband or dongle in working condition.
    c. You have all required software installed and tested.
    d. You have installed Microsoft Teams and (or)Skype for Business for video and voice calls.
    e. Ensure you have consulted IT SPOC to determine the connectivity protocol.
    f. Please pilot yourself to check you can access all the tools and applications required to manage projects deliverables.
10. The employees who are allocated with company provided mobile devices are responsible for the security of those devices, regardless of whether they are used in the office, at his/her residence, or in any other location such as a hotel, conference room, car or airport.
11. Details of the respective Single Point Of Contacts (SPOCs):

IT SPOC		HR SPOC		GENERAL ADMIN SPOC	
Name	Contact Number	Name	Contact Number	Name	Contact Number
Mr. Sivarajan	98801 38768	Mr. Srihari PL	99005 44739	Mr. Rudresh	91640 03763

3.   Dos & Don'ts while working from home

3.1   Dos while working from home

1. While attending customer or client calls or meetings, please ensure to avoid background noise.
2. Ensure that you are connected to high speed internet connection while taking or attending customer calls or meetings on Skype for business and Microsoft Teams.
3. Please make sure that company provided peripherals like Laptop, Data card, dongles and mobile phones etc., are secured and preserved after working hours.
4. Please make sure that company provided laptops and other devices are out of reach of children.
5. In case of loss, theft, harm and damage of company provided devices like laptops and dongles, please report the incident to IT team and ISMS team on high priority. (IT Help Desk Email ID: ithelpdesk@valtech.co.in & ISMS Team Email ID: isms-team@valtech.co.in) Please refer Incident Management Procedure :
   <https://valtechcom.sharepoint.com/sites/EQMS/ISMS/SitePages/ISMS-Procedures.aspx>
6. Always make sure you lock your laptops when you are away for attending personal needs. Please ensure that you update the status message in Skype for business and (or) Microsoft Teams about your unavailability of start and end time.
7. Make sure, your personal mobile phone is always reachable during business hours.
8. Please ensure to update your contact details in People Connect before you start working from home.
9. **Ensure to log your Work from Home in People Connect (https://peopleconnect.valtech.co.in/) on daily basis without fail. Attendance needs to be regularized in People Connect by applying for Work From Home by all employees, subsequently the same needs to approved by the respective managers in People Connect. In the case the employee has to apply for any other leave types such as APL/Comp Off/etc., you may please so and subsequently the managers are requested to approve the same. Further for leaves such as Maternity/Paternity/etc., please reach out to HRDesk@valtech.com.**
10. **Make sure that customer or client is informed about your Work from Home through your respective project managers or practice heads.**
11. If required and upon approval of project manager, share your personal contact number with your customers or clients for them to reach you in case of urgency.
12. Mobile Devices provided by Valtech India shall be used only for official purpose by the employees.
13. Any virus infection on the mobile device should immediately be informed to the IT Team and disconnected from the Valtech India network if connected.
14. All the relevant critical patches should be updated in the mobile devices. This shall help in avoiding most of the security vulnerabilities.
15. Make sure to check-in your day to day work in progress code before you conclude your business hours without fail. This will help IT team to back up the code repository on daily basis, which helps in protection of data loss.
16. In situations where the removable media or mobile device is used from home, all items (USB ports are blocked) containing Valtech India information shall be guarded.

17. Mobile devices should be carried as hand baggage in case of traveling.
18. It is the responsibility of each employee to ensure that confidential and sensitive data is protected from unauthorized users.
19. It is the responsibility of the laptop owner to ensure safety of business & importance of data.
20. Installation of any software or application by IT team will have to be installed with prior approval from project manager.

3.2   Don'ts While working from home

1. Unauthorized installation of any software or applications is strictly prohibited.
2. Company provided instruments like laptop, computer etc., should not be used for personal purposes like watching movies, playing online games etc.,
3. Do not get connected to public networks while working from home.
4. Usage of company provided mobile devices by friends and family is strictly prohibited. Care shall be taken not to expose the information inside the mobile device to family or friends. Notwithstanding the above, such usage shall be construed as "Inappropriate Usage" and disciplinary action may be initiated.
5. Unauthorized copying of copyrighted materials including software and products are strictly prohibited.
6. A mobile device displaying sensitive information being used in a public place, e.g. on a train, aircraft or bus.
7. In vulnerable situations, e.g. public areas such as airport lounges, hotels and conference centers, the mobile devices must never be left unattended.
8. Mobile devices must not be:
    a. Left on view in an unattended vehicle or place, even for a short period of time.
    b. Left in a vehicle overnight.
    c. Kept in extreme temperatures.

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