

DEK Technologies Vietnam Hybrid Working Policy

1 Purpose

To clearly define the expectations and constraints when applying the Hybrid Working (Hybrid) model:

- To ensure the customers' expectations are always exceeded.
- To give our members a flexible working from home (WFH) model
- To make DEK Technologies Vietnam an attractive and modern workplace.

2 Effective Date

This version of the policy is effective from the 1st of May 2023.

3 Principles

The Hybrid policy is only applicable for members:

- If agreed by the customer
- And/or depending on the type of work.

The commitment to your members and customers comes first and must be prioritized. Some examples:

- starting a new project
- mentoring junior members
- collaborating with members to secure delivery to customers.

Members are encouraged to spend time face to face with the team as much as possible and should try to be in the office to support team events and company activities.

Any WFH plan can be changed or cancelled if necessary.

DEK Technologies Vietnam trusts all members to WFH at a sustainable pace.

Teams should raise or escalate any issues if team members do not contribute well during WFH or if things do not work as expected.

Members must understand, respect, and follow strictly the DEK Vietnam ICT policy when WFH.

If members get a fever or a contagious disease or unexpected health incidents, they should inform teams, LMs, DH, HR so that additional WFH days can be considered.

Videos must be used in meetings to ensure clear communication and collaboration.

Here are a few tips to help members WFH more effectively:

- Have a clear start time and end time for your workday.
- Motivate yourself, think positively and set clear goals to complete your tasks.
- Control your social media.
- Actively and regularly contact the team.
- Take a short break to keep you energized and focused.
- Use different features of Teams, e.g., note taking, showing background effects, etc. in the meeting with the team.
- Reward yourself.

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Policy

New members must be at the office 100% during training/probation time.

- Training time is the term used for freshers during their first 3-month period.
- Probation time is the term used for non-freshers during their first 2-month period.

The Hybrid policy will be applicable to members who meet the following criteria:

- Members who have less than 1 Year of Experience (YOE) in total can WFH for a maximum of 5 workdays a month.
- Members who have more than 1 YOE in total can WFH for a maximum of 11 workdays a month.
- Members who have more than 5 Years of Service (YOS) at DEK can have complete flexibility for WFH.

Members can take the days consecutively or spread over the month. The actual days must be agreed with the team.

When WFH, members must respect the core time of their teams and always be accessible during working hours. If a longer break is needed, members must let the team know.

When WFH, members must join all team events such as daily meetings, planning meetings, code review meetings, etc., as they do in the office.

When WFH, members are not allowed to work in public places.

No TOIL hours can be earned when WFH.

When WFH, members should be ready to support their team activities and company activities such as conducting on-the-job training, mentoring newcomers, interviewing, etc. as they work in the office.

If it is found that members are abusing the Hybrid policy (to deliberately use it for the wrong purpose) and

- the team actively escalates and addresses the issue, the Hybrid policy will remain in place.
- the team is not escalating and addressing the issue, this policy will be withdrawn at either team level, area level or entire company level.

Members will have their WFH permission withdrawn for a year if:

- They fail to follow the policy correctly.
- They have a security incident.

5 Responsibilities

The feature team is responsible for checking, approving, or rejecting when members request to WFH. Members must get the consent of their team before WFH.

The feature team is responsible for escalating issues when members do not respect the Hybrid policy.

Members must report hours accurately and honestly.

Members must ensure they have a stable Internet connection at home, and they must return to the office to work if they have any Internet issues.

Members who choose WFH consent to take responsibility for any company property taken outside the office, any additional costs and all occupational health and safety measures.

Members must follow the DEK Technologies Vietnam ICT Policy [1] when WFH.

Members must follow the DEK Technologies Vietnam Overtime Policy [2] before working overtime.

6 Reference documents

[1] DEK Technologies Vietnam ICT Policy

[2] DEK Technologies Vietnam Overtime Policy