Work from Home guidelines:

The following guidelines have been prepared, keeping in mind the need to continue to meet all stakeholder expectations as a business, despite working remotely. There are three things that we need to focus on to make this happen:

- Enhanced communication with your manager, team - communicate clearly and update status, risks often. Over-communication is good under the circumstances
- Ownership to work and self-discipline
- Extra attention and strict compliance to security and privacy policies and guidelines – especially for those who would be using their personal computers

Do's

- Ensure you have all the necessary infrastructure to work from home
- Choose a quiet and distraction-free working space at home with good internet bandwidth to stay connected at work
- You are accountable for Lister's or Customer's asset given to you, and please ensure you take proper care of the asset
- Associates who do not have Internet connection at home can get a broadband connection or 4G Data card on their own and get reimbursed later
- Agree on the timings that you work from home. Make yourself available throughout the agreed duration
- Ensure you are available on the agreed communication channels (Call, Email, Team, Zoom, Slack, etc.)
- Let your manager/team know if you are not available for any time during the work timing you agreed upon
- Agree on tasks, timelines, goals, deliverables, etc. with your reporting manager and ensure you take full responsibility for your assigned work
- Agree on the daily stand-up team meeting schedule. The team meeting is mandatory to connect as a team at least once during the office hours
- Deliver the agreed work outcomes. In case of any delay or risks, please escalate to your reporting manager
- Apply for Work from home in our system
- Fill in your timesheet daily. Ensure the timesheets are detailed enough and broken down to multiple entries to understand the work done during the day
- **HR, Finance, Admin, and Support team** to fill the work from home task tracker.
- Ensure Antivirus is always running and is up to date
- Ensure your computer is updated with the latest operating system updates released by OEM.
- If you suspect any unusual activity in your computer, disconnect from the internet and report immediately to the Support team

Don'ts

- Do not use Lister assets (Laptops, Data Cards, etc.) for personal use and do not allow anyone else at home to use these assets
- Do not allow your personal work to impact deliverables or timelines

- Do not download suspicious, unauthorized or illegal software
- Do not leave the computer unattended at home. Always lock your computer when you are away from your computer
- Do not download PII & SPI Data to local computers
- Do not share your access credentials with others at home