

HRO's Circular No: 01/2023

Human Resources Department,
SriLanka Telecom PLC,
Colombo 01.
10 July, 2023

To All Employees,

AMENDMENT to Hybrid Work Model Policy (HRO'S CIRCULAR NO: 01/2022) - In-Office Day Requirements

SriLanka Telecom PLC. INTERNAL CIRCULAR

Circular ID: HRO'S CIRCULAR NO: 01/2023 **Date:** July 10, 2023 **To:** All Employees **From:** Human Resources Department **Subject:** AMENDMENT to Hybrid Work Model Policy (HRO'S CIRCULAR NO: 01/2022) - In-Office Day Requirements

1. Purpose

This circular provides a targeted amendment to the "Hybrid Work Model Policy" (Circular ID: HRO'S CIRCULAR NO: 01/2022), dated January 15, 2022. The purpose of this amendment is to adjust the standard in-office day requirement for certain departments to enhance client-facing collaboration and team synergy.

2. Scope

This amendment applies to all employees currently working under the Hybrid model. It specifically modifies the in-office requirements for employees in the following departments:

- Sales & Business Development
- Client Services & Account Management
- Marketing

3. Amendment Details: In-Office Day Requirements

Section 4 of the Hybrid Work Model Policy (HRO'S CIRCULAR NO: 01/2022) is hereby amended. The original text stated: "The default arrangement for all employees will be three (3) days in the office and two (2) days working remotely."

This provision is now amended as follows:

- **New Requirement for Specific Departments:** Effective August 1, 2023, all employees in the Sales, Client Services, and Marketing departments will be required to work from the office **four (4) days per week**.
- **Remote Day:** The one (1) remaining remote day can be chosen by the employee in coordination with their manager, provided it is not one of the departmental "Anchor Days."
- **Other Departments:** Employees in all other departments (e.g., Engineering, IT, Finance, HR) will **remain on the standard three (3) days in-office model**, as defined in HRO'S CIRCULAR NO: 01/2022.

4. Reiteration of Existing Policy

All other provisions of the Hybrid Work Model Policy (HRO'S CIRCULAR NO: 01/2022) and the Technology & Data Security Policy (ITO's Circular No: 01/2022) remain in full force and effect.

- "Anchor Days" are still mandatory.
- The application process for "Fully Remote" status is unchanged (but approval remains exceptional).
- The \$50/month internet/utility reimbursement for hybrid employees is unchanged.
- Data security and hot-desking policies remain in effect.

5. Justification for Change

This change is being implemented after a thorough review of business needs. Leadership and management in the client-facing divisions have determined that increased in-person collaboration is essential for driving sales, servicing clients, and mentoring junior team members. This adjustment is critical to our business goals for the coming year.

6. Implementation

Managers in the affected departments (Sales, Client Services, Marketing) will meet with their teams to discuss the new 4-day in-office schedules before July 21, 2023. The transition to the new schedule will be effective August 1, 2023.

7. Policy Consistency

This document (HRO'S CIRCULAR NO: 01/2023) is to be filed with and considered a part of HRO'S CIRCULAR NO: 01/2022. It does not replace the 2022 policy, but rather amends one specific section of it.

We appreciate your understanding and cooperation as we continue to refine our work model to best serve our clients and our company.