

HRO's Circular No: 01/2020

The Executive Leadership Team,
Sri Lanka Telecom PLC,
Colombo 01.
16 March, 2020

To All Employees,

URGENT: Temporary Mandatory Remote Work Policy

In response to the rapidly evolving global health crisis and recommendations from public health authorities, Sri Lanka Telecom PLC. is taking immediate steps to protect the health and safety of our employees, their families, and our community.

This circular outlines a **temporary, mandatory** remote work policy for all employees.

2. Scope and Effective Date

This policy is effective immediately, March 16, 2020, and applies to all employees at all company locations, including full-time, part-time, and temporary staff.

3. Policy Details: Mandatory Remote Work

- **Immediate Effect:** All employees who are able to perform their duties remotely must begin working from home, effective tomorrow, March 17, 2020.
- **Office Closure:** The main office will be closed to all non-essential personnel. Essential personnel (e.g., critical IT infrastructure, security) will be contacted directly by their managers with specific instructions.
- **Duration:** This mandatory remote work policy is temporary and will be in effect **until further notice**. The Leadership Team will review the situation bi-weekly and provide updates.

4. Supersession of Existing Policies

- This circular **temporarily supersedes** all provisions of the "Flexible Work Arrangement Policy" (HRO'S CIRCULAR NO: 01/2018) and its amendment (HRO'S CIRCULAR NO: 01/2019).

- All restrictions on the number of WFH days, eligibility (probationary periods), and the formal application process are suspended during this mandatory period.
- The one-day-per-week limit is no longer applicable. All employees are to work remotely five days a week.

5. Equipment and Technology

- **Laptops:** Employees with company-issued laptops should take them home today.
- **Desktops:** Employees with desktop computers must coordinate with their manager and IT to arrange for pickup or, where feasible, be assigned a loaner laptop.
- **Peripherals:** Employees may take their company-issued keyboard, mouse, and one (1) monitor from their desk for home use. Please fill out the "Equipment Check-Out" form on the intranet so IT can track assets.
- **Internet:** Employees are expected to use their personal home internet. If an employee does not have adequate internet access to perform their job, they must speak to their manager immediately.

6. Expectations and Communication

- **Work Hours:** Standard work hours remain in effect. Employees are expected to be available and online during their normal schedule.
- **Availability:** All employees must be reachable via email, instant messaging (IM), and phone during their scheduled work hours.
- **Meetings:** All meetings will be held virtually via our corporate video conferencing tool.
- **Data Security:** All data security and acceptable use policies remain in full and absolute effect. Using personal computers to access, store, or transmit sensitive company data is strictly prohibited.

7. Business Continuity

We understand this is an unprecedented situation. Our primary goal is to ensure employee safety while maintaining business continuity for our clients. We expect some disruption, but we are confident in our team's ability to adapt.

Managers will be in contact with their teams to discuss specific work plans, priorities, and communication protocols.

We appreciate your patience, flexibility, and cooperation as we navigate this challenge together. Please stay safe and look after one another.

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