

To All Full-Time Employees,

### **Introduction of Flexible Work Arrangement Policy**

Sri Lanka Telecom PLC. is committed to fostering a positive work-life balance. This document introduces the formal Flexible Work Arrangement (FWA) Policy, which provides a framework for employees and managers to explore alternative work schedules and locations. This policy is designed to provide flexibility while ensuring business needs and productivity standards are consistently met.

### **2. Scope**

This policy applies to all full-time, permanent employees of Sri Lanka Telecom PLC. who have completed their probationary period (6 months). Eligibility for any FWA is not guaranteed and is subject to departmental needs and management approval. Part-time employees, contractors, and temporary staff are not eligible under this policy.

### **3. Policy Details: Flexible Work Arrangements**

A Flexible Work Arrangement (FWA) is a formal, ongoing arrangement that alters the standard 9:00 AM to 5:00 PM, in-office work schedule. Under this policy, eligible employees may apply for one of the following two arrangements:

- **Compressed Work Week:** Employees work the standard 40 hours in fewer than five days. The most common example is a "4/10" schedule (four 10-hour days).
- **Flexible Scheduling (Flex-Time):** Employees work the standard 8-hour day but have flexibility in their start and end times, outside of the "core business hours" of 10:00 AM to 3:00 PM, during which all employees must be available.

### **4. Policy Details: Remote Work (Work From Home)**

Work From Home (WFH) is considered an exceptional arrangement under this policy and is not a standard FWA.

- **Eligibility:** WFH arrangements are limited to a maximum of one (1) day per week (e.g., every Friday).
- **Approval:** A WFH arrangement requires specific, documented approval from the employee's direct manager, Department Head, and the Head of Human Resources.
- **Justification:** Applications must include a clear business justification for the remote work, outlining how productivity will be maintained and how the employee's role can be effectively performed outside the office.
- **Equipment:** Employees approved for WFH are responsible for providing their own equipment, including a suitable computer, high-speed internet, and a dedicated phone line. The company will not provide or reimburse for any equipment for this occasional WFH arrangement. All company data security policies must be strictly adhered to.

## 5. Application Process

Employees wishing to apply for an FWA (Compressed Week or Flex-Time) or an exceptional WFH day must follow this process:

1. Discuss the desired arrangement with their direct manager to assess feasibility.
2. If the manager is supportive, the employee must submit the "FWA Application Form" (available on the intranet) to Human Resources.
3. The application must detail the business rationale, the proposed schedule, and measures for maintaining communication and productivity.
4. HR and the Department Head will review the application. All WFH requests require final sign-off from the VP of HR.
5. All approved FWAs will be implemented on a 3-month trial basis, after which the arrangement will be reviewed for effectiveness.

## 6. General Provisions

The company reserves the right to modify or revoke any Flexible Work Arrangement at any time based on business needs, performance concerns, or policy changes. This FWA policy is a privilege, not an entitlement. All employees, regardless of their work arrangement, are

expected to adhere to all company policies, including data security, code of conduct, and performance standards.

This policy is effective as of March 1, 2018. It does not supersede any other active policies, such as the Standard Hours of Work or Overtime Policy.

## **7. Further Clarifications**

This document provides a high-level overview. Specific implementation details, manager guidelines, and application forms are available on the company intranet under "HR Policies > Work-Life Balance". Managers are encouraged to attend the "Managing Flexible Teams" training session, which will be scheduled by HR later this quarter.

Any questions regarding this policy should be directed to your HR Business Partner or the general HR help desk. We believe this policy is a positive step forward for our company and our employees.