

HRO's Circular No: 01/2024

The Executive Leadership Team,  
SriLanka Telecom PLC,  
Colombo 01.  
10 January, 2024

To All Employees,

### **NEW 'Return to Office' (RTO) and 'Future of Work' Policy**

#### **1. Purpose**

After extensive review and strategic discussion, the Executive Leadership Team has made the decision to evolve our work model. We believe that in-person collaboration, mentorship, and innovation are the cornerstones of our company culture and success. This circular introduces our new, unified "Return to Office" (RTO) Policy.

#### **2. Scope and Effective Date**

This policy is effective March 1, 2024, and applies to all full-time and part-time employees.

#### **3. Supersession of All Previous Policies**

This new policy is a complete overhaul of our work model. It **supersedes and repeals all previous policies, amendments, and circulars** related to remote work, hybrid work, and flexible arrangements. Specifically, the following are now null and void:

- HRO'S CIRCULAR NO: 01/2022: "NEW Hybrid Work Model Policy"
- HRO'S CIRCULAR NO: 01/2023: "AMENDMENT to Hybrid Work Model Policy"

*Any and all previous hybrid, remote, or flexible work agreements (including those for "Fully Remote" status) approved under the HRO'S CIRCULAR NO: 01/2022 policy are hereby revoked, effective March 1, 2024.*

#### **4. The New In-Office Policy**

Our company is returning to an in-office-first model.

- **Standard Model:** All employees are required to work from their designated company office location **five (5) days per week.**
- **Work Hours:** Standard business hours are 9:00 AM to 5:00 PM. All employees are expected to be present during this time.
- **Assigned Seating:** The "hot-desking" model is discontinued. Employees will be assigned to permanent desks within their departments.

## **5. Discontinuation of Reimbursements**

- The \$50/month internet/utility reimbursement previously offered to hybrid employees is discontinued, effective March 1, 2024. The final reimbursement will be processed in February.
- The company will no longer provide or support any equipment for home use. All company-issued monitors, docking stations, and peripherals taken home must be returned to the office by February 15, 2024, for IT to re-provision at your new assigned desk.

## **6. New 'Exceptional Remote Work' (ERW) Policy**

We recognize that truly exceptional circumstances may arise. The "Fully Remote" and "Hybrid" statuses no longer exist. They are replaced by a new, highly restrictive "Exceptional Remote Work" (ERW) policy.

- **Definition:** An ERW arrangement is a temporary (less than 90 days) or permanent exception to the 5-day in-office policy.
- **Eligibility:** ERW status is not guaranteed and will be granted only in two specific cases:
  - A documented medical condition requiring an accommodation, as approved by HR through the formal ADA process.
  - A unique, hard-to-fill role that has been *explicitly* hired as "Remote" by the Executive Leadership Team.
- **Existing Employees:** Existing employees who were previously "Fully Remote" must re-apply for ERW status. Prior status does not guarantee future approval. All employees living within a 75-mile radius of the office are expected to return to the office full-time.
- **Application:** All applications for ERW must be submitted to a new "ERW Review Committee," which includes the employee's Department Head, the VP of HR, and the Chief Operating Officer (COO).

## **7. Transition Plan**

- **February 1 - 15:** All employees must return all company-owned equipment (monitors, etc.) to the office.
- **February 15 - 28:** IT and Facilities will be setting up all permanent desks.
- **March 1, 2024:** The new 5-day in-office policy is in full effect. All employees are expected to be at their assigned desks.

We understand this is a significant change. We are making this move to strengthen our culture, accelerate innovation, and deliver the best possible results for our clients. We are confident that returning to the office full-time will energize our company for the future.