

Document - Template Name	MG-HRP-RMW
Previous Name, if changed	MCG- AD-22 Rev:01 Date: 19/01/2022
Description	MG REMOTE WORKING POLICY
Revision No	02
Date of Revision	11 JANUARY 2024
Date of Next Revision	11 JANUARY 2025



REMOTE WORKING POLICY

1 General

Purpose:	Macrocomm has developed this policy to ensure that there are a clear set of principles and rules that outline the expectations of both the employer and employees when work is being carried out remotely. It defines remote work arrangements, offers guidance for effective remote work, emphasises compliance with company policies, and details equipment provisions for remote employees.
Responsibility and authority:	Managers are required to apply the guidelines in this policy to ensure a productive working arrangement and employees are required to comply with the requirements, to retain the benefit of being able to work remotely.
Scope:	All Macrocomm Group permanent and fixed term employees and consultants, including employees within subsidiaries, service lines, and acquisition companies.

2 Policy summary

Remote working is an agreement between employees and managers to work from a non-office location. Working from home certain days a week on a recurring basis are situations covered by our work from home policy.

We require remote employees to maintain a consistent work schedule that aligns with their team's needs and the company's core working hours of 8:00 to 17:00. All employees must be available and responsive during these core hours. Outside of these core hours, employees may arrange their work hours flexibly, so long as required tasks are completed, and effective communication is maintained with their team and manager.

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The employee's usual and agreed working hours and performance expectations remain unchanged, unless otherwise agreed. In instances of lack of output, the line manager may take appropriate management action to remedy the situation.

Macrocomm is a predominantly office-based environment. However, certain roles are permitted to work predominantly remotely by virtue of the type of job duties required. These include Sales focused roles, IT developers, call centre and Customer support roles. For these roles, the success of remote working will depend on clear deliverables, and regular management communication.

- *Permissible remote working roles* need to be in the office at least **2 days** per week, for the full workday period. This ensures alignment with the rest of the business.
- *Permissible remote working roles* need to ensure that they are available for business meetings which request on-site attendance.
- For the remainder of roles within Macrocomm and its divisions, remote working requests need to be approved and managed directly with the relevant line manager and should not exceed **1 day** per week or **4 days** per month.
- Any employee working remotely, should be accessible via phone or email at any time, between 8am and 5pm.
- Should Load shedding of stage 2 or higher be applied, and the employee does not have a fully functional inverter system in their home that allows them to be online for the majority of the workday, the employee is **required** to be at a designated office.
- For individuals opting to work from home, additional data and phone costs (other than the basic provided by the company) will be for their own expense.
- Customer feedback surveys will be conducted quarterly for individuals in customer facing roles that work predominantly remotely, and should feedback not be positive, the company reserves the right to re-contract around remote working.
- The company can, at any stage, revoke a decision to allow someone to work from home.

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3 Success Factors

We expect all employees to maintain high levels of performance whether they work in-office or remotely. Remote workers should stay mindful of their performance goals, productivity metrics and progress tracking. Managers will conduct regular assessment of performance to ensure employees working remotely are meeting expectations, and employees should maintain open communication with their managers for support as needed to achieve their goals.

3.1 More direct management of employees working remotely, will ensure greater productivity and output, thus contributing further to the overall performance of the business:

- Managers need to ensure that a daily virtual meeting is held with employees working remotely.
- Employees working remotely should be providing a daily email update/ or progress report to their relevant line manager.
- All employees working remotely should enable the settings for their outlook calendar to be accessible by all, and all client/ customer meetings should reflect accurately on the calendar, e.g., Name of client – Sales Product engaged on.
- Clear performance KPI's need to be set and agreed at the beginning of each financial year and reviewed regularly. This is especially important for Sales, IT and Operational roles, so that outputs and deliverables are clear at any given stage.

3.2 To ensure that employee performance will not suffer in remote work arrangements, we advise our remote employees to:

- Choose a quiet and distraction-free working space.
- Have an internet connection that is adequate for their job.
- Dedicate their full attention to their job duties during working hours.
- Adhere to break and attendance schedules agreed upon with their manager.
- Ensure their schedules overlap with those of their team members for as long as is necessary to complete their job duties effectively.

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- Team members and managers should determine long-term and short-term goals. They should frequently meet (either online or in-person when possible) to discuss progress and results.

4 Compliance with Policies

Any employee that works remotely is expected to perform their duties in accordance with their contracts of employment, conditions of service, and/or their respective job descriptions.

Employees must follow our company's policies like their office-based colleagues. Examples of policies that all employees should abide by are:

- Attendance.
- Social media.
- Confidentiality.
- Data protection.
- Employee Code of Conduct.
- Anti-discrimination/Equal opportunity.
- Dress code when meeting with customers or partners.

5 Equipment and resources

We will provide our remote employees with equipment that is essential to their job duties, like laptops, and cell phones (when applicable.) We will not provide secondary equipment (e.g. printers and screens). There is an expectation that should an employee opt to work from home, they have a stable internet connection available to them for the duration of their workday.

In the event of Stage 2 load shedding and above, it is required that you resume work at the company offices, which accommodates for load shedding.

Equipment that we provide is company property. Employees must keep it safe and avoid any misuse. Specifically, employees must:

- Keep their equipment password protected.
- Store equipment in a safe and clean space when not in use.
- Follow all data encryption, protection standards and settings.
- Refrain from downloading suspicious, unauthorized or illegal software.