



Work from Home © AceNgage 2022

### Remote Working Procedure in detail:

1. In order to ensure that your performance will not suffer in remote work arrangements, we advise you to:
  - Choose a **quiet** and **distraction-free** working space
  - Have an **internet connection** that's adequate for your job (atleast **20 Mbps** speed).
  - Dedicate your full attention to your **job duties** during working hours.
  - **Adhere to break and attendance** schedules agreed upon with your managers & team.
  - Ensure your work schedules overlap with those of your team members for as long as is necessary to complete your job duties effectively
2. While working remotely, the employee **must** continue to **complete** all duties required.
3. Employee must take the **ownership** of availability and productivity at all times within the expected operational window of **Monday to Friday between 09:00 hrs to 21:00 hrs**. Employee to ensure **not** to keep any daily work **pending or ongoing** as this impact's daily productivity and the client's expectations – **hence this will be considered non-negotiable leading to disciplinary action**.
4. Employee **must be available to work** on all working days except pre-approved leaves and company announced holidays. Absence **without** intimation to manager for **two consecutive days** will be considered as **loss of pay (LOP)** and considered as **gross misconduct**, leading to disciplinary action. Two such episodes in any given period will lead to **termination of employment**.

5. You should attend the **daily online connect** with your SME/Manager without fail and any absence, without a pre-approved scenario or justified reason, will be considered as **loss of pay (LOP)** for that day. SME will keep track of this for the month and include in payroll at the end of the month.
6. While working remotely employees must follow AceNgage policies and procedures as defined in **AceNgage Employee Handbook**.
7. If the employee is unwell, this should be **immediately** informed to the reporting manager and the HR.
8. In case employee is travelling to other city, the employee is required to discuss with Reporting Manager and keep the HR informed in advance. The employee is also expected to inform the Reporting Manager about the likely date of return to the base city. The day-to-day work including targets should not be affected under any circumstances, if its considered a working day for the employee.
9. If employee **does not** adhere to the **terms and conditions** of this policy, strict **disciplinary** action may be taken leading to **termination of employment** also.
10. An employee **cannot** be employed in **any other organization** or take up any other work/assignment/project either directly or indirectly under any circumstances without seeking explicit approvals from the HR/Employer.

#### **Workload, Reporting and Monitoring:**

All arrangements for monitoring, supervision, setting workloads, etc., will be agreed with the employee's Reporting Manager in line with normal procedures.

#### **Laptops, Equipment and Computing Devices:**

WFH employee is required to take reasonable care of all equipment, to keep it secure and to use it in accordance with operating instructions as clearly defined in the **AceNgage Employee Handbook**.

#### **Working Arrangements and Acceptable Usage (refer policies on AceNgage Employee Handbook)**

- All employees working from home shall familiarize themselves with **Acceptable Usage Policy** and are required to take reasonable care of all equipment in their custody.
- All employees working from home shall go through **End Point Security Audit Checklist** and ensure that they take reasonable care to keep their Laptops and Communication Equipment like Cell Phones secure and to use it in accordance with operating instructions.
- Employee must ensure that all computing equipment used for Company purposes is cared for according to **OEM Guidelines**.
- Avoid leaving their Equipment **unattended** at home or elsewhere.
- 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.**

### **Confidentiality and Access:**

When working remotely, the employee must be aware of the increased risk of a security breach.

IT equipment provided to the employee or used by employee as **BYOD (Bring Your Own Device)** also will be cared for in the same manner as Company provided computing equipment.

While working remotely, employees will remain subject to all confidentiality clauses contained within their contract of employment. **A disclosure of confidential information during employment or thereafter will be considered by AceNgage as gross misconduct and grounds for termination of employment without notice.**

### **Compliance:**

Failure to comply with any aspect of this document, **AceNgage Acceptable Usage Policy** or other **InfoSec policies** may lead to a disciplinary action according to consequences table contained in **Acceptable Usage Document**.

## **Stay Safe!**