

Remote Work (Work-From-Home) Policy

1. Purpose & Objective

The Remote Work Policy ("Policy") establishes clear guidelines for employees who perform some or all of their duties from a location other than a Company office, ensuring productivity, data security, regulatory compliance, and employee well-being.

2. Scope

This Policy applies to all permanent, part-time, and fixed-term employees who have completed their probation period. Contractors and interns may be offered remote work arrangements under separate agreements.

3. Definitions

- Remote Work – Performing job duties from a non-office location approved by the Company.
- Hybrid Work – A schedule combining on-site and remote work days.
- Core Hours – 10:00-16:00 (employee's local time) during which the employee must be available online.
- Remote Work Agreement (RWA) – A document signed by employee and manager outlining specific terms of the arrangement.
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4. Eligibility Criteria

1. Minimum six-month service with a latest performance rating of *Meets Expectations* or higher.
2. Suitable role that can be executed without compromising team collaboration or customer service.
3. Adequate home workspace that meets the Health, Safety & Ergonomics Checklist (Appendix A).
4. Stable high-speed Internet (≥ 50 Mbps download) and backup power recommended.

5. Request & Approval Process

Step	Action	Responsibility	Timeline
1	Submit Remote Work Request Form RWF-01 via HRIS	Employee	≥ 15 working days before desired start
2	Evaluate operational impact, security needs, and workload distribution	Manager + IT Security + HR	5 working days
3	Approve/Reject; if approved, sign RWA and file in personnel record	Manager + Employee + HR	3 working days

6. Work Schedule & Availability

- Standard weekly hours remain unchanged (e.g., 40 h).
- Employees must be reachable via Slack/Teams, phone, or email during Core Hours.
- Calendar must accurately reflect location (“Remote” vs “Office”).
- Overtime requires prior written approval per Company policy.

7. Communication Expectations

1. Daily stand-up (15 min) with team via video.
2. *Response-time SLAs*: Email within 4 h; Instant message within 15 min during Core Hours.
3. Cameras must be on for all client or cross-functional meetings unless otherwise agreed.

8. Equipment & Expense Guidelines

- Company will supply: laptop, external monitor, headset, docking station.
- Monthly reimbursements:
 - Internet – up to INR 1 500
 - Electricity – up to INR 500 (submit utility bill)
- Employees are responsible for routine maintenance and physical security of devices.
- Loss/theft must be reported to IT within 1 hour.

9. Data Security & IT Requirements

- Mandatory VPN and MFA for all Company systems.

- Storage of Confidential or Restricted data on local drives is prohibited; use encrypted shared drives.
- Printing of Company documents at home is discouraged; shredded disposal bags provided if printing is essential.
- Personal devices must never be used to process Company email or files.

10. Performance Management

- KPIs, OKRs, and deadlines identical to on-site peers.
- Quarterly performance reviews will explicitly evaluate remote work effectiveness (communication, responsiveness, deliverables).
- Persistent underperformance triggers review of remote eligibility.

11. Health, Safety & Ergonomics

- Employees must complete the Home Workspace Self-Assessment annually.
- Company may fund up to INR 5 000 for ergonomic chair/desk (one-time).
- Employees must follow local occupational-health regulations.
- Work-related accidents at approved workspace are covered by Company insurance; incidents elsewhere are not.

12. Compliance with Other Policies

Remote workers remain bound by the Code of Conduct, Dress Code (camera-on meetings), Leave & Absence, IT Security, and Anti-Harassment policies.

13. Tax & Legal Considerations

- Employees are responsible for personal income-tax filings in their tax jurisdiction.
- Cross-border remote work exceeding 30 consecutive days requires prior legal clearance; permanent relocation abroad is not permitted without senior-leadership approval.

14. Temporary vs. Permanent Remote Work

Type	Duration	Renewal	Review Interval
Temporary	≤ 6 months	Once	End of term
Permanent	Indefinite	N/A	Annual

15. Revocation & Suspension

The Company may revoke or suspend remote privileges with seven calendar days' notice for:

1. Performance decline or policy breach.
2. Security or compliance risks.
3. Business-critical need for on-site presence.

16. Roles & Responsibilities

- Employee: Maintain productivity, secure environment, accurate timesheets.
- Manager: Provide clear goals, monitor outputs, ensure engagement.
- IT: Provision equipment, enforce security protocols, provide remote support.
- HR: Maintain records, audit compliance, facilitate training.

17. Training & Support

- Mandatory Remote Work Orientation module before start date.
- Quarterly security-awareness refresher.
- Ergonomics webinars available on LMS.

18. Policy Review

This Policy will be reviewed every July by the HR Governance Committee to ensure alignment with business strategy and legal requirements.

End of Remote Work Policy Document