



# INVEZZA WORK FROM HOME POLICY

## **Purpose:**

At Invezza, we recognize the importance of flexibility and work-life balance for our employees. We understand that the ability to work from home can be a productive option in some circumstances, but it must be balanced with the needs and goals of the organization. This Work from Home (WFH) policy outlines the guidelines and expectations for remote work arrangements to ensure a productive and harmonious work environment.

## **Goal/Overview:**

We aim to foster a flexible work environment that enhances business performance, elevates customer satisfaction, boosts employee productivity, and enables business continuity during exceptional circumstances.

## **Scope:**

This policy applies to all employees and outlines the conditions under which remote work may be authorized and the responsibilities of employees and the organization.

## **Description:**

This policy outlines the guidelines, expectations, and procedures related to remote work, covering areas such as eligibility, communication, data security, equipment, and performance evaluation. It aims to create a clear framework for successful remote work arrangements.

Our primary workplace is our office, customer locations, or any transitional site during travel. Individuals assigned to customer sites must adhere to the customer's Work-from-Home (WFH) policy. Any customer communication regarding WFH must be promptly shared with both the Manager and HR Manager.

Regular office work hours are 10:00 AM to 7:00 PM and shall be considered the standard office work hours. Employees are expected to be present and ready to work during these hours. Employees are expected to arrive at the office on time and adhere to their designated work hours.

WFH should be viewed as a responsibility, not a privilege. During WFH, your availability should be communicated in advance. Everyone should take ownership and responsibility for the assigned work.

## **Eligibility:**

- Employees eligible for remote work are those whose job responsibilities allow for remote work without compromising productivity, customer service, or operational needs.
- Employees must have a consistent record of meeting performance expectations and demonstrating the ability to work independently.



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## **Request and Approval Process:**

- Employees who need WFH have to get approval from the Manager and must formally request it through an e-mail and CC to HR (Isha).
- Supervisors will assess the request based on the nature of the job, performance history, and operational requirements.
- If approved, a Remote Work Agreement will be established outlining expectations, responsibilities, and the duration of the remote work arrangement.

## **Infrastructure:**

- Internet
- Strong Internet connection
- Sitting Arrangement
- Backups (if required)
- Alternate internet connection
- Substantial Power Backups

## **Workday & Communication:**

- Greet Online
- Video calls for interaction
- Announce Work Start & Work End
- Announce Availability / Un-Availability
- Set Status
- Set OOO
- Reach out on Teams for Help, reach out to respective channels.

## **Collaboration:**

- The WFH model calls for collaboration, and team spirit in order to seamlessly provide exemplary customer service
- The more we collaborate and help one another, the more we learn and the more we grow.

## **Ownership:**

- Committed, give ideas
- Understand pain areas
- High-quality work, provide end to end solution, punctual, avoid unplanned work, and leaves.

## **Proactive & Responsive:**

- Think ahead, plan, and share impediments early
- Respond at the earliest, no-follow-up culture should require



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## **Communication:**

- Share crisp and clear updates
- Understand customers' needs and provide solutions,
- Keep all stakeholders informed including our team, RSVP, and attend calls with no/minimal disturbance
- announces sign-off & availability, share alternative phone numbers, leave planning etc.
- Share To-Do and fill out Timesheet on daily basis and inform the respective manager
- Inform planned/unplanned leave through an e-mail to manager and CC to HR (Isha)

## **Data Security:**

- Remote employees are required to adhere to all data security and confidentiality policies.
- Access to sensitive data should be restricted to authorized personnel and devices.

## **Termination of Remote Work Arrangement:**

The organization reserves the right to terminate or modify a remote work arrangement at any time based on operational needs.

## **Business Continuity:**

Remote work arrangements are intended to support business continuity during exceptional circumstances, such as natural disasters, public health emergencies, or other unforeseen events.

By adhering to these guidelines, we aim to create a harmonious and productive work environment that benefits our employees and our organization as a whole.