

Working From Home (WFH) & Allowance Policy

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Effective Date: 1 April 2026

Owner: People & Culture / HR

Applies To: All eligible employees

1. Purpose

This document defines the company's Working From Home (WFH) framework and associated allowance packages. The goal is to enable flexible, productive, and sustainable remote work while maintaining performance, security, and employee wellbeing.

2. Guiding Principles

- **Flexibility with accountability:** Employees are trusted to manage their work while meeting clear expectations.
 - **Outcome-focused:** Performance is evaluated based on results, not location.
 - **Equity & fairness:** Benefits and allowances are designed to be fair across roles and geographies.
 - **Security by design:** Company and customer data must be protected regardless of work location.
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3. Work Models

3.1 Fully Remote

Employees may work from a location of their choice within approved countries. - Requires manager approval - Subject to tax, legal, and data security constraints

3.2 Hybrid

Employees split time between home and office. - Typical expectation: 2-3 days per week in the office - Team-specific arrangements may apply

3.3 Office-Based with Ad-Hoc WFH

Primarily office-based roles with occasional WFH (e.g., 1-2 days per week).

4. Eligibility

WFH eligibility depends on: - Role responsibilities and customer impact - Performance history - Local legal and regulatory requirements

Final approval rests with the employee's manager and HR.

5. Working From Home Expectations

5.1 Working Hours

- Core collaboration hours: **10:00–16:00 (local time)**
- Flexibility outside core hours is permitted
- Employees must comply with local labor laws

5.2 Availability & Communication

- Be reachable via company-approved tools during working hours
- Keep calendars updated
- Respond to messages within reasonable timeframes

5.3 Workspace Requirements

Employees are responsible for maintaining: - A safe, quiet, and ergonomic workspace - Reliable internet connectivity

6. Equipment & IT Support

6.1 Company-Provided Equipment

- Laptop and required peripherals
- Security software and VPN access

6.2 Employee Responsibility

- Equipment must be used for business purposes
 - Loss or damage must be reported immediately
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7. Allowance Packages

7.1 Home Office Setup Allowance (One-Time)

Amount: €500 (or local currency equivalent)

Covers: - Desk and chair - Monitor, keyboard, mouse - Lighting or basic ergonomic accessories

Allowance is reimbursable upon receipt submission within 90 days of eligibility.

7.2 Monthly Remote Work Allowance

Amount: €75 per month

Covers: - Internet costs - Electricity and utilities - Minor office supplies

Paid automatically through payroll.

7.3 Co-Working Space Allowance (Optional)

Amount: Up to €200 per month

- Available for fully remote employees
 - Requires manager approval
 - Reimbursable with invoice
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7.4 Communication Allowance

Amount: €30 per month

Covers: - Mobile phone or data plans used for work

8. Travel & Office Visits

- The company may require periodic in-office or team meetings
 - Approved travel costs will be reimbursed according to the Travel Policy
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9. Health, Safety & Wellbeing

- Employees must follow ergonomic best practices
 - HR may provide optional ergonomic assessments
 - Mental health and wellbeing benefits apply equally to remote employees
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10. Data Protection & Security

Employees must: - Use only company-approved devices and tools - Avoid working on public or unsecured networks without VPN - Comply with information security and data protection policies

11. Performance Management

- Goals and KPIs remain unchanged for remote employees
 - Regular 1:1s and feedback cycles are mandatory
 - Prolonged performance issues may result in WFH eligibility review
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12. Exceptions & Policy Review

- Exceptions require HR and executive approval
 - This policy will be reviewed annually and updated as needed
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13. Acknowledgement

Employees must acknowledge and comply with this policy as a condition of participating in WFH arrangements.

Questions? Contact hr@company.com or your People Partner.