Flex work policy – ADM

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Revision History:

| Version	Revision	Issue Date	Changes
1	0	27/10/2021	Initial Creation
1	1	16/12/2021	Eligibility pointer updated with country specific work permissions
1	2	27/12/2021	Flex work model effective date has been updated
1	3	10/01/2022	Flex work model & allowance effective date has been updated
1	4	15/03/2022	Flex work model effective date & Flex allowance have been updated, RT-PCR requirement updated
1	5	23/05/2022	Author name changed. Additional pointer added under Flex work allowance
2	0	02/08/2022	Flex work allowance pointers removed, WFO days being updated
2	1	04/05/2023	Author name changed and Approver Designation has been updated
2	2	18/08/2023	Author name & FNFI address has been changed
3	0	27/03/2024	Removal of NOC and SOC Teams Updated overall WFO pointers

Contents

Purpose:

The purpose of this policy is to provide guidelines for the Flex work model and shift towards new work structures in line with the organization's precepts. The objective is to ensure flexible work options to support business continuity plans (BCP), prioritize employee safety and enhance work-life balance as a way forward plan.

Scope:

This policy covers all the employees of FNF India (FNFI) – ADM subject to business/ client and contractual requirements.

Work model options: ADM
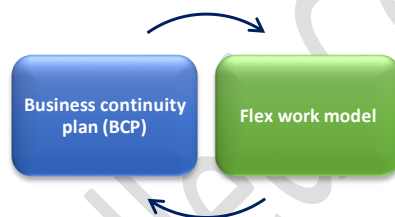
- **Option 1: BCP** – This model is applicable in cases of adversity/ disruptive incidents, wherein the organization may declare WFH for all employees. The WFH option will remain applicable till the time a formal communication is sent by the organization regarding the non-continuity of the BCP work model.

- **Option 2: Flex work model –** This is a blend between work from home (WFH) and work from office (WFO) where an employee is given the option to perform their job responsibilities partly from home/ remote location and partly from the FNFI offices.

  - Managers would pre-plan the WFO and WFH days and include in roster for their respective teams as per the business/ client requirements
  - Employees need to be physically present during the work from office days
  - Employees needs to mandatorily have a minimum count of 5 work from office days in a period of 6 months (half yearly)
  - There is no limit/ restriction on the maximum number of WFO days as this would entirely depend on the project/ role requirements
  - Any deviation to the flex work model requires DR's approval
  - The revised flex work model is effective from 1st April, 2024 onwards

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Eligibility & Approvals:

- This Flex work model is applicable for full time employees - this includes employees from ADM team
- The internal/ external contract employees would be eligible for the Flex work model on a case to case basis as per business requirements with BU Head approval in place
- Employees are expected to attend project related meetings, team meetings, discussions etc. at the office as required for certain projects or business demands
- Employees at all job levels are permitted to work from India, US & Canada. Operating from all other countries are restricted
- Based on the discretion of the Manager/ Team will plan the WFO days for employees
- Employees needs to mandatorily have a minimum count of 5 work from office days in a period of 6 months (half yearly)
- Certain roles are required to work from office due to the nature of the job or role requirements for specific projects
- It is the employees' responsibility to ensure they have a suitable work area available and a safe/ healthy work environment with proper internet connectivity and work devices when participating in the Flex work model.
- While working from home, in case of internet connectivity issues or power outages; arranging for a backup internet/power connection will also be the employee's responsibility.
- The company reserves the right to refuse or withdraw employee's participation for the Flex work model program as per business requirements
- If any employee is tested Covid-19 positive in the office, then all the employees who were in direct contact with the employee should be home quarantined for 14 days and the rest of the employees on the floor need to work from home for a period of 3 days. For such employees if no Covid-19 related symptoms show up, they should resume back to office from the 4th day onward
- Employees who get tested Covid-positive in the office, needs to produce the Covid negative report (RT-PCR) before resuming work from office after completion of the 14 days home quarantine

Policy principles

- The Flex work policy is uniquely designed for employees to get work done successfully during any situation – be it at the designated FNFI office base location or remote working conditions
- It is however not a formal-universal employee benefit, rather an alternative method to prioritize employee safety and well-being as well as meet the organization needs and business demands
- Employees are mandated to have a minimum count of 5 work from office days in a period of 6 months (half yearly)
- Employees are not mandated to work from home, they have the right to work from office if the option is made available – this would depend on the project/ client/ business requirements

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- The flexible work option can be temporary or a regular arrangement, this is subject to be reviewed from time to time to ensure that it meets individual and business needs
- Business etiquette is a basic essential requirement for all employees that governs the expectations of social behavior at the workplace. Work ethics help create a professional, mutually respectful atmosphere and improves communication among colleagues, hence is very important for the organization culture

Employee's considerations for Flex work model

- Employee should be effective at working independently and take complete ownership of the assigned job responsibilities.
- Be attentive and aware of business requirements and meet the organization's standards in terms of productivity, quality, and overall output as the role demands.
- Demonstrates good time-management skills by completing assignments on a timely manner
- Communicates information in entirety to the leadership, coworkers, support staff ,customers and other stakeholders as per the job role demands
- Demonstrates a sense of responsibility by meeting attendance requirements, following through on projects and work assignments and maintaining confidentiality.
- Business activities should not get impacted due to poor internet connectivity /network challenges or power outages faced by employees working from home.
- In case of a hardware issue with the company provided IT assets, it will the employee's responsibility to visit office immediately to repair or replace the device and ensure business continuity.

Benefits of Flex work model

> **Commented [SJ1]:** Do we need to add mandatory 5 days WFO / quarter or six month?

- Creates a flexible work set-up for employees to increase performance outcomes, job satisfaction and overall motivation
- Provide options to employees to maintain better work-life balance leading to reduced absenteeism
- This work model help prioritize employee health, safety and well-being quotient
- The primary focus of such Flex work model is to achieve productivity and get work done successfully from any location or any schedule/ work shifts
- Helps achieve travel reduction goals, lesser metric tons of greenhouse gases with fewer commuters on the roads - creating a positive environmental impact
- This provides an opportunity for disabled workers and those returning to work after career breaks

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Prerequisites

1. **Work Related**

   - The employee must have a portion of their work responsibilities that can be performed remotely from any location, without diminishing the quality of customer service or project expectations
   - Remote work must not give way to challenges for clients, projects, team members or employees. Employees are required to make themselves available on Microsoft Teams as well as their phones during scheduled client calls or internal team meetings or discussions.
   - The employee must be ready to provide adhoc business support in case of any critical work requirement
   - The employee is required to ensure dependent care arrangements to enable concentration on work assignments at home.
   - The employee must ensure that scheduled meetings/calls are not getting impacted due to background noise while working from home. Managing and reducing background noise will be the employee's responsibility.
   - In a remote work set up; seeing the team on camera encourages real conversations and interaction. It also minimize misunderstandings and in turn, visual connection build trust and confidence within teams. Hence keeping that in mind it will be a mandatory practice effective immediate for anemployee to switch on the video during team meetings or client calls.
   - The employee must ensure to actively participate during online team meetings/calls.
   - The employee is requested to adhere to all applicable IT, Security, Privacy and Confidentiality policies and procedures elaborated by the Organization
   - An employee is required to meet the high standards of performance expectations and role based actionable results

2. **Technical**

   - The employee would be enabled with a company provided desktop/ laptop with necessary software(s) installed on it.
   - Mobile/ telephone connectivity would be an essential
   - Internet/ Broadband connection internet connectivity with a minimum bandwidth of 4 MBPS (especially for WVD users) would be required for smooth remote working
   - Necessary power backup to ensure availability and on time project delivery
   - The Company will only provide the relevant devices like Monitors, Keyboard, Mouse, iPad, Mobiles are provides basis business approvals
   - Employee is required to adhere to all the Laptop User Guidelines as per the Organizations ISMS policy. The updated Device management policy needs to be acknowledged
   - In case of any non-compliant IT notifications, employees need to coordinate with IT to ensure IT and security policy compliance

3. **Working Hours**

   - Work week is defined as Monday to Friday
   - Holidays, vacation/ leave, weekends would not be considered while counting the WFO days

- The employee needs to be accessible by mail and phone during business hours as per the project requirements
- The work hours, if different from the regular office work hours, needs to be defined and agreed mutually by the employee and his/her manager. (S)He will need to be accessible at all times during such hours
- Time Sheet entry for every week will continue to be mandatory and applicable.
- Employees needs to strictly adhere to the WFO and the leave roster which will be planned in advance. Adhoc leaves will only be entertained on case-to-case basis considering the exigency.

4. **Other**

- Visits to office location may be pre-planned and Manager's approval will be mandatory
- Specific tasks, timelines, performance measures and deliverables would be clearly defined and remains applicable to all FNFI employees
- Manager must be aware of the employee's home location so that s/he can be contacted if there is an emergency
- Employee must be accessible over corporate IM, email, telephone during regular work hours along with other channels, if any as stipulated by FNFI / Customer
- The Employee is expected to make themselves available at office, for any meeting that needs to be attended in person. Commute cost will not be reimbursed by FNFI in such cases
- Attendance will be captured based on the system clock-in & clock-out information
- Outlook address book should have employee's current and alternate contact information updated at all times
- The employee requires to make arrangements for a less noisy work room to execute work seamlessly and adhere to IT security policy as applicable at all times
- The official dress code policy guidelines are applicable for WFH scenarios, especially during the video calls/ meetings to ensure employees are presenting themselves appropriately during virtual interactions

Confidentiality

- Working from home is, in all respects, equivalent to being in office in terms of confidentiality and the employee confidentiality agreement signed on joining FNFI will continue to apply in the complete format
- In order to facilitate the implementation of this policy, FNFI will grant the employee access to FNFI's computer systems and device, either directly or remotely through FNFI's network or VPN system, as deemed applicable for the Department
- The employee must not share any of the login credentials with anyone including family members. Such access should be used by the employee only for implementation of the official duties. Strong passwords should be used as a mandatory security requirement
- All access will be provided under FNFI's supervision and is subject to thorough compliance by the employee with all of FNFI's information security policy, standards, criteria and guidelines
- FNFI reserves the right to audit the laptop used during WFH scenario at any time as it deems fit

- The employee shall provide full cooperation with such audits and shall provide FNFI personnel with reasonable assistance and access to enable the audit process to be carried out smoothly
- The employee should not use the access granted hereunder to access any location on FNFI's computer system or network other than the location(s) which they are authorized to access for their official duties or projects
- The employee should not permit or assist others to gain access (remote or otherwise) to FNFI's computer systems using this facility. This access is being granted to the employee personally and is not a grant of access to any company or individual other than the employee only
- FNFI has the right to monitor all of FNFI's communications and transactions conducted using the FNFI computer systems or network at any point of time to ensure audit compliance and data security. Random or planned checks will be implemented to ensure maximum cyber-security and keep cyber threats at bay
- At any point FNFI may request, the employee shall promptly return any access control devices that have been issued to access the FNFI computer systems

Roster planning & process

- A WFO roster with the employee details will be maintained and reviewed/ approved by the BU-Head
- The consolidated WFO roster will be sent by the PMO for BU-Head review and approval
- Once the approval process is completed the employees will get a notification and the approved roster will be shared

Supervisor/ Manager's Responsibilities

- **Setting the employee expectations for the WFH work**
  o Ensure that employee meets all pre-requisites before availing the Flex work options
  o Ensure that employee understands/ interprets the Flex work model concepts correctly

- **Managing Deliverables**
  o Diligently review and monitor the deliverables of employees
  o Ensure availability (via – phone, IM, emails) of the employees
  o Ensure facilitation of impediments or address challenges across entire team

- **Managing Customer Expectations**
  o Ensure that there is no impact on deliverables and customer expectations because employees are on WFH set-up

- **Maintain regular Connect sessions**

- o Monthly one on ones with managers need to be organized with each employee so that they are not left unattended at any point of time during the employment
- o Ensure way-forward career movement plans and next steps, irrespective of where they are working from

Performance & Review

- Expectations and timelines must be defined and set forth by the manager and employee
- Agreed arrangements must be made for the immediate manager and the employee to review progress jointly at appropriate intervals as defined on the PMCR related policies
- The review, assessment and approval of task completion during WFH will be at the discretion of the immediate project manager and will also be responsible for any business impact thereafter
- A clear understanding of how development/ training needs will be met in cases of WFH is likely to occur as per the plan of reviews and assessments
- Arrangements should be in place to ensure that employees working at home can remain in touch with developments of their department/ resource group and receive appropriate Company communications at all times
- No risk in terms of data security should arise during WFH scenario while dealing with work related documents or computer data

Interpretation:

- The interpretation of this policy rests exclusively with the Company. The decision of the Company shall be final and binding.
- The policy and procedures stated in this document will be interpreted, administered and amended by the company within its sole discretion.
- The company reserves an unconditional right to modify, amend or rescind the whole or part of this policy at any time it may deem fit without any notice.
- Any matter not specifically covered under the above guidelines or any exceptions shall be referred for discussion to the FNFI Executive Management for the necessary advice and approval.

Effective date:

The latest document revision version supersedes all prior revision versions on the subject matter and shall come into force on the date of current version mentioned above. The interpretation of this document rests exclusively with the Company, the decision of the Company shall be final and binding.