

On- Zone: Guidelines

Your role is designed in a manner to enable you to work with complete overlap to Eastern Standard Time. There are certain guidelines associated with this role that you will need to adhere to and follow while you are employed with PharmaACE.

Following are the guidelines:

1. Client/Internal calls: You will have calls with clients and internally within the teams. Please maintain a formal conduct while being on these calls. Make sure you have:

- An enclosed space for your calls, this needs to be sound controlled
- Please mute television/music/any other chatters or noise while being on the call
- Make sure you have a stable internet connection
- Please keep yourself on mute if you are not talking
- Video call availability: make sure you are dressed accordingly during client calls (Business formals)
- At any point in time during the business hours you should be available for video call

2. Establish your space while working from home: A dedicated space to work is a key (and often overlooked) aspect of working from home. By setting aside an area that's your "professional zone," you'll instinctively slip into "work mode" whenever you sit down. Make sure this area is clean and organized and (if possible) not used by anyone else at home.

3. Working Hours: This role will need you to have complete overlap to **Eastern Standard Time (EST)**. You will have to comply with the working hours of that of your client(s). Please make sure you are available for audio and video calls during your working hours (depending upon the daylight-saving time frame).

4. Over- communicate: It is important that you practice effective communication so when in doubt, there is nothing wrong in over-communicating. It is always better, to get the information right, rather than putting yourself in the line of fire! Make sure you are communicating with your immediate managers and team mates on a regular basis.

5. Data Confidentiality: It is one of the important aspects and you need to make sure the data that you have on your laptops stay safe and only with you, this data is the property of PharmaACE and we as employees need to make sure data confidentiality is followed strictly. Make sure to lock your screens if you are away from your system/laptops, password protect important documents and more.

6. Catch up with your managers/ On-shore stakeholder/ Clients: It is important that as a team you relate to each other and work together. It is advised that you should coordinate with your Managers and team members on a regular basis to ensure the smooth functioning of the team.

7. Work Timings: The role will need you to work/be available till 2:30 AM/3:30 AM depending upon daylight time frame.

I hereby declare that the details furnished above are true and correct to the best of my knowledge.

Signature.

vinod singh