

Work From Home Policy and Procedure

This policy sets out the Company's requirements for employees who have been given permission to work from home. It is intended to provide limited flexibility while ensuring that productivity, communication, client service, information security, supervision, and business requirements are maintained to the same standard as office-based working.

Scope and Status of Working From Home

Working from home is not an automatic entitlement or a permanent contractual right unless expressly confirmed otherwise in writing by the Company. It is a limited permission arrangement and may be approved on a temporary, occasional, exceptional, or ongoing basis, subject to operational requirements.

- Employees may only work from home where they have received express prior approval from the Company.
 - The employee's role and duties must be capable of being performed effectively using approved hardware, software, and systems.
 - The employee must demonstrate appropriate reliability, self-management, communication, and performance.
 - All Company policies, procedures, standards, and instructions continue to apply regardless of the employee's working location.
 - The Company may amend, suspend, or withdraw a work from home arrangement where business, performance, conduct, security, training, or supervision requirements make this necessary.
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Approval Process

Employees must request permission to work from home in advance wherever reasonably possible. Approval must be obtained from the employee's manager or supervisor and, where required, HR.

- Approval will be considered against the needs of the role, team coverage, client requirements, performance, attendance, training needs, and the suitability of the proposed home-working environment.
 - Employees must not assume that previous approval automatically applies to a future date or different circumstance.
 - Any agreed arrangement, including the start date and any specific conditions, should be confirmed in writing.
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Working Hours and Attendance

Employees working from home must work their full contracted hours and remain ready and available for work throughout those hours unless an alternative arrangement has been expressly approved.

- Usual working hours are 1:30pm–9:30pm or 2:30pm–10:30pm Sri Lanka time, as applicable to the employee's assigned working pattern, unless otherwise instructed.

- Any overtime must be requested or approved in accordance with the Company's normal process.
 - Employees must accurately punch in and out using the Company's HR/timesheet system each working day.
 - Failure to record attendance must be raised immediately with the relevant manager or HR. Unverified or unauthorised absence may be treated in accordance with the Company's attendance and payroll procedures.
 - Employees must update the designated break-time channel when taking and returning from breaks and comply with the normal break arrangements applicable to their role.
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Daily Supervisor Check-In and Work Planning

On each work from home day, employees must maintain active supervision and clear accountability for their work.

- Check in with the supervisor or manager at the start of the working day.
 - Agree or confirm the day's tasks, priorities, deadlines, and expected outcomes.
 - Confirm any meetings, client calls, training, or other time-sensitive requirements.
 - Provide progress updates at intervals requested or agreed by the supervisor or manager.
 - Check in again before logging out, including an update on completed work, outstanding actions, and anything requiring follow-up.
 - Attend scheduled team meetings, one-to-ones, supervision sessions, and training. A formal supervisor meeting should normally take place at least weekly unless the manager determines a different frequency.
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Availability and Communication

- Employees must remain online, contactable, and available throughout normal working hours.
 - Microsoft Teams must remain active and employees must be available through Teams, email, telephone, and any other approved Company communication channel required for their role.
 - Communications from managers, colleagues, and clients must be responded to within a reasonable timeframe and with the same level of professionalism expected in the office.
 - Any difficulty that may affect availability, productivity, deadlines, or client service must be proactively communicated to the relevant manager or supervisor as soon as it arises.
 - Communication is a core requirement of working from home. Employees must not wait for a manager to discover that they are unavailable or unable to complete work.
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Performance and Productivity

Employees working from home are expected to:

- Complete all assigned duties to the same standard and within the same service levels as office-based working.
- Meet agreed deadlines, case progression requirements, client service expectations, and internal procedures.

- Maintain accurate records of work completed where requested by the manager or supervisor.
 - Raise training needs, workload concerns, or obstacles promptly so that appropriate support can be considered.
 - Ensure that working from home does not result in reduced productivity, delayed responses, missed deadlines, or lower standards of client service.
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Power Cuts, Internet and Technical Issues

- Employees are responsible for maintaining a suitable and reliable working environment, including reasonable access to electricity and internet connectivity.
 - If an employee is aware of a power cut or other issue before the working day which prevents effective home working, they must notify their manager immediately and may be required to report to the office.
 - If a power cut, internet failure, or other disruption occurs during working hours, the employee must notify the relevant manager or supervisor immediately.
 - Where instructed, time lost due to a disruption may need to be made up on the same day or the following working day, subject to manager approval and applicable working arrangements.
 - Technical faults relating to Company systems or equipment must be reported through the IT Ticket System as soon as possible.
 - Employees must follow any reasonable instruction to attend the office where home-working conditions do not allow duties to be carried out effectively.
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Equipment and Workspace

- Technical faults relating to Company systems or equipment must be reported through the IT Ticket System as soon as possible.
 - Employees must follow any reasonable instruction to attend the office where home-working conditions do not allow duties to be carried out effectively.
 - Employees must work from a safe, secure, and suitable location that allows them to perform their duties professionally and without avoidable interruption.
 - Company equipment must be used responsibly, kept secure, and protected from loss, damage, or unauthorised use.
 - Only equipment provided by the Company is covered by the Company's insurance arrangements, unless confirmed otherwise in writing.
 - Employees must not allow family members, friends, or any unauthorised person to use Company equipment or access Company systems.
 - Any loss, theft, damage, or security concern involving Company equipment must be reported immediately.
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Confidentiality, Data Protection and Client Information

Keeping Company, client, and personal information secure and confidential is paramount. The same confidentiality, data protection, and professional conduct obligations apply when working from home as when working in the office.

- Work must be undertaken in a private environment where confidential conversations and information cannot reasonably be seen or overheard by unauthorised persons.
- Employees must use only Company-approved systems, devices, and communication methods for work-related information.
- Passwords and login credentials must not be shared.
- Confidential papers and information must not be left unattended or accessible to others.
- Any suspected data breach, loss of information, misdirected communication, or security incident must be reported immediately in line with Company procedures.
- Employees must continue to comply with the Company's code of professional conduct and all applicable information security and confidentiality requirements.

Training, Supervision and Office Attendance

- Employees must remain available for training, coaching, quality reviews, and supervision while working from home.
- Where a manager considers that in-person support, training, performance management, client requirements, or operational needs require office attendance, the employee may be instructed to attend the office.
- Permission to work from home does not prevent the Company from requiring attendance at the office on particular days.

Work From Home Allowance and Travel Arrangements

Where the Company confirms that an employee is eligible for a work from home allowance, the amount and effective date will be communicated separately in writing. Employees receiving the current Rs. 6,000 work from home allowance will not also be entitled to the Company's travel allowance/agreement for the same arrangement, unless the Company confirms otherwise.

Allowances and related arrangements may be reviewed or amended by the Company in accordance with the terms communicated to the employee.

Monitoring and Review

Managers may review work from home arrangements on an ongoing basis. This may include reviewing attendance records, availability, communication, work output, service levels, deadlines, supervision needs, and compliance with Company procedures.

- Concerns will be discussed with the employee where appropriate and expectations may be reset or additional supervision introduced.
 - The Company may require an employee to return to office-based working where the arrangement is no longer effective or suitable.
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Withdrawal of Work From Home Permission

Work from home permission may be suspended or withdrawn where:

- Business or client needs require workplace attendance.
- Performance, productivity, or service standards are not being met.
- The employee is not sufficiently available or contactable.
- Attendance, timesheet, or break procedures are not followed.
- Communication or supervisor check-in requirements are not followed.
- Confidentiality, security, conduct, or equipment requirements are breached.
- The employee's home-working environment is unsuitable or repeatedly disrupted.
- Training, supervision, or other operational requirements make office attendance necessary.

Where appropriate, failure to comply with this policy may also be addressed under the Company's normal conduct, performance, or disciplinary procedures. The removal of work from home permission does not prevent the Company from taking further action where the underlying concern warrants it.

Work From Home Procedure

Employees must follow the below procedure on every approved work from home day:

Before the Work From Home Day

- Ensure approval has been received.
- Confirm working hours and any specific manager instructions.
- Ensure Company equipment, internet access, and the working environment are ready and secure.

At the Start of the Shift

- Punch in on the HR/timesheet system.
- Log into Teams and required Company systems.
- Check in with the supervisor or manager.
- Confirm tasks, priorities, deadlines, meetings, and expected outcomes.

During the Shift

- Remain online and contactable.
- Complete work to normal standards and service levels.
- Update the break-time channel when taking and returning from a break.
- Provide progress updates when requested.
- Immediately report power, internet, technical, availability, workload, or security issues.
- Use the IT Ticket System for technical faults.

At the End of the Shift

- Update the supervisor or manager on completed and outstanding work.
 - Ensure urgent actions and handovers are communicated.
 - Punch out accurately on the HR/timesheet system.
 - Secure Company equipment and confidential information.
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Manager / Supervisor Responsibilities

- Confirm whether work from home permission has been approved and any conditions that apply.
 - Set clear daily priorities, deadlines, and expected outcomes.
 - Maintain appropriate check-ins and supervision without relying solely on passive online status.
 - Review output, communication, and service levels consistently.
 - Address concerns promptly and keep HR informed where an arrangement may need to be reviewed or withdrawn.
 - Ensure employees are included in relevant meetings, training, and operational communications.
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Employee Acknowledgement

All employees granted permission to work from home are required to read, understand, and comply with this policy and any additional written instructions issued in connection with their individual arrangement. Permission remains subject to ongoing review and business requirements.

Key Principle: Working from home provides limited flexibility, but the same standards of attendance, communication, productivity, confidentiality, client service, and professional conduct apply as when working from the office.