

INTERIM GUIDELINE:

1.1 This Guideline has been compiled to ensure all Associates fully understand and are able to comply with the Company's Working from Home procedures during the emergency situations to support business as usual. This option of working from home is currently decided by the company based on the Internal / external and government directive factors. The decision will be based on the nature and assessment of work activities, skills, competencies as well as health and safety considerations.

2. DEFINITIONS and SCOPE

2.1 Working from Home – Is not a day off from office or from business. Home worker is someone who undertakes a significant proportion of work and support the delivery from home on an agreed parameter with the domain leaders.

All selected Associates of Caresoft global will be applicable to this policy.

Work from Home option is an interim business option considering the COVID-19 virus outbreak and Associates will be intimated and called back to office premises at any time as required.

3. PROCEDURE

3.1 Assessment of nature of work activities, skills and competencies

- The Domain Heads shall assess that the work itself is suitable for home working
- How much face to face interaction is required with other task holders in the team or on the project?
- Is there a frequent need to refer to documents not available at home?
- Is there a constant need for access to resources or other colleagues?
- Be able to cope with the reduced social interaction and contact

3.2 Delivery and Quality of work – Directives

- Domain heads to make sure that there is a clear understanding with the Associates on what is expected on work with the agreed timeline.
- Domain heads will direct the Associates on quality of work and make sure necessary training and equipment are provided to deliver the work.
- Domain heads to intimate the stakeholders on the current change of work and get necessary approvals from the clients to operate work from home.
- Update on the delivery and completion of work status to be initiated as usual to the customers / clients.

- Weekly Update to the support functions on necessary changes made in the timings / infrastructure / Person change / contact details etc...
- Provide necessary training and guidance on the projects and work to be delivered as required during these days over phone or on any viable digital media as applicable.
- Conduct periodical reviews to understand the work completion status
- Seek for necessary MIS reports and update accordingly

3.3 Responsibility of Associates - working from home

- Be trustworthy, mature, self-disciplined and self-motivated, i.e not be distracted from working, be able to complete the expected working hours, and be able to work without direct supervision;
- Be able to arrange their family or other commitments to facilitate a suitable working regime and environment.
- Have good communication skills, for example be good at report writing and verbal reporting.
- (where necessary) be willing and able to use new or different communications and IT equipment.
- have higher than average self-discipline and self-management skills, particularly time management.
- Ensure all the work deliverables are met as per the agreed quantity/quality and timeline
- Take necessary guidance and support from respective managers and staff for uninterrupted support on work deliverables
- Take utmost control over the information shared and avoid sharing any business-related information to any of the visitors/friends/family members or any one via any medium. Any non-adherence to the information security will be viewed very seriously and be called for disciplinary actions to the level of legal procedures and termination. The NDAs agreed with Caresoft and clients will continue to be in force and appropriate actions will be taken as per the NDAs agreed.
- To take utmost care and be responsible of the equipment provided to operate from home including but not limited to Laptop/ Desktop/Mobile Phones/ Internet dongles/ Software.
- Make sure that you take all necessary steps to avoid exposing yourself to the COVID 19 Virus while being at work from home period.

4. Equal Treatment:

- Where Associates are working at home for a significant proportion of their time, line managers must ensure that they keep in frequent touch with the employee, and Associates and line managers must ensure that all the requirements of the Performance Track system are met.
- Associates should be treated no less favourably than those working within an office. line managers must also ensure that the training needs of the associates are fully considered and that they are offered training opportunities in the same way as those working in an office/site.

5. Reimbursement of telephone costs:

- Reimbursement of charges for using the associate's home network will be as below.
- For People who already have connections in home
 1. INR 500/-month (For Broadband/ Jiofiber/ other hotspots etc)
- For People applying for new connections
 1. INR 900/- month with minimum 3-month plan including routers.
- The above reimbursement will be limited to the mentioned value or actuals whichever is lesser, will be reimbursed basis the production of relevant bills.

6. Attendance & Occupancy

- Associate Attendance will be marked based on the Attendance Log-in / Logout done in CSMS System and option Selected work from Home.

Log-In:

- Agreed Shift times of associates working from Home would be shared by each RM with HR & PMO.
- Login **mandatory** be done within +/- 30 Minutes of agreed Shift Time with Reporting Manager otherwise it will be considered as Absent for that Day. This is important from the perspective of Software Licences utilization, and other Help / Support from HR / IT / PMO / Admin.
- In Attendance Log-in Home Page Select Appropriate Occupancy Option as mentioned below:

1. Have Work Today: When More than 7.5 hrs. of work available
2. Partially Occupied Today: When Less than 7.5 but more than 3 Hours of Work Available
3. No Work Today: No Work visibility.

Log-Out:

- It is **mandatory** to enter Time sheet for the day at the end of Shift before Logout.
- Appropriate Work Occupancy Option for Next workday to be Selected at Logout. In Attendance Log-out Home Page Select Appropriate Occupancy Option as mentioned below:

- Have Work Next Workday: When More than 7.5 hrs. of work available
 - Partially Occupied Next Workday: When Less than 7.5 but more than 3 Hours of Work Available
 - No Work Next Workday: No Work visibility.
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- In case of any Query on workload availability for Next workday, please discuss with your respective reporting Manager and then Select the appropriate Occupancy for Next Day.
 - Occupancy option selected in the CSMS system (work from home), will be cross verified with the time sheets for any discrepancies of delivery of work towards any day.

7. Amendments

This Guideline is prepared to support the current COVID -19 business scenario only. The clauses mentioned here will have necessary changes as it might require to be changed as per the demands of the situation.

8. Declaration

I understand the measures taken by the company during this situation to safeguard the individuals from COVID-19 infection and to support the business as usual. While my working from home period, I hereby acknowledge that I would support the business with no interruption and agree to the clauses mentioned in this guideline.