



## Work from Home Policy

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**Approved by:** Barry Chai, CTO

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**Confidentiality Level** Confidential

# **Work from Home Policy**

## **1. Overview**

Telecommuting allows employees to work at home, on the road or in a satellite location for all or part of their workweek. TimeTec Cloud considers telecommuting to be a viable, flexible work option when both the employee and the job are suited to such an arrangement. Telecommuting may be appropriate for some employees and jobs but not for others. Telecommuting is not an entitlement, it is not a companywide benefit, and it in no way changes the terms and conditions of employment with TimeTec Cloud.

## **2. Purpose**

The purpose of this policy is to outline the acceptable arrangement for TimeTec Cloud staff to work from home/ telecommuting.

## **3. Scope**

This policy applies to employees, consultants, temporaries, and other workers at TimeTec Cloud, including all personnel affiliated with third parties.

In the event of pandemic, the policy will be aligned to comply with the Government of Malaysia's mandated policies or laws.

## **4. Policy**

### **4.1 General Procedure**

Telecommuting can be informal, such as working from home for a short-term project or on the road during business travel, or a formal, set schedule of working away from the office as described below. Either an employee or a supervisor can suggest telecommuting as a possible work arrangement.

Any telecommuting arrangement made will be made to provide 3 days' notice of such change to accommodate commuting, childcare and other issues that may arise from the termination of a telecommuting arrangement. There may be instances, however, when no notice is possible.

## 4.2 Eligibility

Individuals requesting formal telecommuting arrangements must be employed with TimeTec Cloud for only those employees who are in R&D Department and able to perform 90% of their work goals and must have a satisfactory performance record or the pandemic happen.

The employee and manager, with the assistance of the human resource department, will evaluate the suitability of such an arrangement, reviewing the following areas:

- **Employee suitability.** The employee and manager will assess the needs and work habits of the employee, compared to traits customarily recognized as appropriate for successful telecommuters.
- **Job responsibilities.** The employee and manager will discuss the job responsibilities and determine if the job is appropriate for a telecommuting arrangement.
- **Equipment needs, workspace design considerations and scheduling issues.** The employee and manager will review the physical workspace needs and the appropriate location for the telework. Employee need to request IT Operation for the VPN access.
- **Tax and other legal implications.** The employee must determine any tax or legal implications under LHDN, state and local government laws, and/or restrictions of working out of a home-based office. Responsibility for fulfilling all obligations in this area rests solely with the employee.

If the employee and manager agree, and the human resource department concurs, a user's work from home leave policy will be assigned and approved by assigned approver using TimeTec Leave system. This process might not applicable when the pandemic happens.

Evaluation of telecommuter performance will include regular interaction by collaboration tools and e-mail between the employee and the manager, and weekly meetings to discuss work progress and problems. Evaluation of telecommuter performance will be consistent with that received by employees working at the office in both content and frequency but will focus on work output and completion of objectives rather than on time-based performance.

### **4.3 Equipment**

On a case-by-case basis, TimeTec Cloud will determine, with information supplied by the employee and the supervisor, the appropriate equipment needs (including hardware, software, modems, phone and data lines and other office equipment) for each telecommuting arrangement. The Human Resource and IT Operation departments will serve as resources in this matter. Equipment supplied by the organization will be maintained by the organization. Equipment supplied by the employee, if deemed appropriate by the organization, will be maintained by the employee. TimeTec Cloud accepts no responsibility for damage or repairs to employee-owned equipment. TimeTec Cloud reserves the right to make determinations as to appropriate equipment, subject to change at any time. Equipment supplied by the organization is to be used for business purposes only. The telecommuter must inform the Head of Department or Team Lead of all an inventory of all TimeTec Cloud property (devices, terminal, laptops, mobile phone, etc.) received logged in checklist and agree to take appropriate action to protect the items from damage or theft. Upon termination of employment, all company property will be returned to the company, unless other arrangements have been made.

TimeTec Cloud will supply the employee with appropriate office supplies (pens, paper, etc.) as deemed necessary. TimeTec Cloud will also reimburse the employee for business-related expenses, such as phone calls and shipping costs, that are reasonably incurred in carrying out the employee's job.

The employee will establish an appropriate work environment within his or her home for work purposes. TimeTec Cloud will not be responsible for costs associated with the setup of the employee's home office, such as re-modeling, furniture or lighting, nor for repairs or modifications to the home office space.

### **4.4 Security**

Consistent with the organization's expectations of information security for employees working at the office, telecommuting employees will be expected to ensure the protection of proprietary company and customer information accessible from their home office.

Steps include the use of locked file cabinets and desks, regular password maintenance, and any other measures appropriate for the job and the environment.

## 4.5 Safety

Employees are expected to maintain their home workspace in a safe manner, free from safety hazards. Injuries sustained by the employee in a home office location and in conjunction with his or her regular work duties are normally covered by the company's workers' compensation policy. Telecommuting employees are responsible for notifying the employer of such injuries as soon as possible.

Telecommuting is not designed to be a replacement for appropriate childcare. Although an individual employee's schedule may be modified to accommodate child care needs, the focus of the arrangement must remain on job performance and meeting business demands. Prospective telecommuters are encouraged to discuss expectations of telecommuting with family members prior to entering a trial period.

## 4.6 Time Worked

Telecommuting employees who are not exempt from the overtime requirements of the Laws of Malaysia, Employment Act 1955 will be required to accurately record all hours worked. Hours worked in excess of those scheduled per day and per workweek require the advance approval of the telecommuter's supervisor. Failure to comply with this requirement may result in the immediate termination of the telecommuting agreement. Telecommuting employees shall make sure that:

- a) They are equipped with the tools required to stay productive i.e. software, data, etc.
- b) They have opened effective communication channels with everybody in the team to ensure daily effectiveness i.e. Skype, WhatsApp, Email
- c) They need to make sure that deliverables are conveyed properly to the team without jeopardizing the final outcomes for the company.
- d) They are required to do clocking using TimeTec TA at 900am, 1230pm, 130pm and 600pm every day when they work from home.
  - a. Flexi Working Hour allowed employees to **Clock-in any time between 8 to 10am** and **Clock-out between 5 to 7pm** provided staff has performed sufficient hours i.e., not less than 8 hours for those who work full day, and 4 hours for staff on half day leave. Nevertheless, this does not mean you could clock-in and out free totally. To avoid interruption on operation and affect the productivity/efficiency of your department/team, please obtain HOD's concern and approval beforehand.

## **4.7 Ad Hoc Arrangements**

Temporary telecommuting arrangements may be approved for circumstances such as inclement weather, special projects or business travel. These arrangements are approved on an as-needed basis only, with no expectation of ongoing continuance.

Other informal, short-term arrangements may be made for employees on family or medical leave to the extent practical for the employee and the organization and with the consent of the employee's health care provider, if appropriate.

All informal telecommuting arrangements are made on a case-by-case basis, focusing first on the business needs of the organization.

In the event of pandemic, this policy will be adjusted necessarily to comply with the Government of Malaysia's mandated policies or laws.

## **5. Policy Compliance**

### **5.1 Compliance**

The TimeTec Cloud team will verify compliance to this policy through internal and external audits, and feedback to the policy owner.

### **5.2 Exceptions**

Any exception to the policy must be approved by the CTO in advance.

### **5.3 Non-Compliance**

An employee found to have violated this policy may be subject to disciplinary action, up to and including termination of employment.

## 6. Revision History

Version	Date of Change	Prepared by	Summary of Change
1.0	3 <sup>rd</sup> July 2020	Shuila Mohd Shahid	1st Baseline
1.1	14 <sup>th</sup> December 2020	Shuila Mohd Shahid	Updates misspell words.
1.2	2 <sup>nd</sup> March 2021	Shuila Mohd Shahid	Added Flexi Working Hour under section 4.6 Time Worked