

Working from Home Policy

PURPOSE:

Due to current Covid-19 pandemic situation, Appedology Pvt Ltd is committed to ensure employee and community safety, and enable continuous delivery to all our stake holders. Therefore, Employees are instructed to work from home to a certain period of time. These include Data confidentiality, IT procedures and equipment's including credential security, work health and safety, and performance expectations.

SCOPE OF POLICY:

Working from home is a necessary arrangement that can only occur by acknowledgement of this policy. It is a formal agreement between the Company and the employee. All employees are eligible to work from home, but the employee acknowledges that this option may not necessarily always be appropriate or possible in all the circumstances.

THE POLICY:

Application of the policy:

This policy applies to employees using their home to perform their work temporary as part of this current pandemic situation.

Employees working from home will not change their employment status, job responsibilities or performance standards and will be expected to continue to comply with their contractual obligations and to abide by the Company's policies.

Data Confidentiality:

While performing your duties from home, you should not delete any official record or report from any file from the system where it is stored except when required in the performance of your duties, you should not exhibit or divulge the content of any record to any person except in the conduct of your work duties or in accordance with the policies of Appedology Pvt Ltd

Confidential Information includes, but is not limited to, any documentation or information marked as confidential and any information received or developed in the course of the engagement with the Company which is not publicly available and relates to processes, equipment and techniques used by the Company in the course of the business of the Company including, but not limited to, designs for product and source code, technical data and marketing information such as customer lists, financial information and business plans and also includes information related to clientele.

Credentials confidentiality:

While performing your duties from home, Passwords must be kept confidential at all times and not disclosed to any other persons. You are responsible for any activity that is carried out using your user ID. Passwords must not be written down anywhere that other people might be able to see or discover them. User IDs and password specifically for Skype, Gsuite, Medflow and Settlement portal etc. must be kept confidential at all time.

If for any reason you suspect that your password has become known to any other person or has otherwise been compromised, you must change it as soon as possible and report IT Service desk immediately.

Work Health and Safety:

Employees working from home must:

- Ensure the workstation at home is confined to a specific and appropriate area which allows their tasks to be performed and carried out in a safe environment free of hazards and distraction.
- Take all reasonable steps to safeguard their own health and safety and that of other others in their home.

Performance expectations:

It is expected that all employees working from home will deliver a consistent and high level of performance. The employee, must ensure that when working from home that they must be contactable on the phone during business hours, and available (if necessary) to be called into meetings and be reading communications sent by their colleagues and manager. Further, the employee can from time to time be expected within reason to important meetings and other work related calls. All employees have to send a daily shift report to their immediate Manager and HR (inam.sajjad@appedology.com).

If the employee's manager has reason to believe that the employee's performance is being significantly compromised by working from home, the approval to work from home can be revoked.

IT Equipment:

The employee must adhere to all of the Company's IT policies will replace any items issued that are damaged or lost at employee expense. Also employee should authorize a payroll deduction to cover the replacement cost of any item issued that is not returned for whatever reason, or is not returned in good working order.

Violation of Policy:

In case of policy violation, company has complete authority to take strict actions against the individual which may include termination of services.

I have read and acknowledged the above mention policy.

Employee Name: Muhammad Ashraf

Employee ID: _____

NIC: 42201-2638682-3

Department: Collections

Signature: [Signature] → on behalf of Ashraf

Date: 02/10/2020

SOP Acknowledgement

Department: WC Collections

Reports to: Angela/Jorge/Stuart

Departmental SOPs:

Collectors /Senior Collectors

- Achieve daily settlement target
- Attend KPI meetings
- Collector must work on minimum 60 files
- Assure online availability throughout the shift.
- Should maintain 2.5 to 3 hours of on call timing.
- Collectors must move files on calendar as per defined SOP.
- Select appropriate action status as per defined SOP.
- Upload all necessary data on Google drive.

Employee Name: Muhammad Ashraf

Employee ID: _____

NIC: 42201-2638682-3

Department: Collections

Signature: [Signature]

Date: 02/10/2020

Receipt of Office Equipment

Employee Name: Muhammad Ashraf

Designation: Negotiation officer

Employee ID: —

Department: Collections

Reporting To

Ayesha Sharif

Date:

02/10/2020

NIC#:

42201-2638682-3

Equipment	Type	QTY.
Laptop / PC ☐		
Mouse ☐		
Keyboard ☐		
LCD ☐		
Headset ☒	<u>VT 2000 Headphone</u>	<u>1</u>
Others ☐		
Total Items		<u>1</u>

By signing this form, I agree to the following:

I am responsible for the equipment issued to me; I will use it/them in the manner intended; I will be responsible for any damage done. Upon completion of working from home from the Company, I will return the item(s) issued to me in proper working order.

Furthermore I will replace any items issued to me that are damaged or lost at my expense I authorize a payroll deduction to cover the replacement cost of any item issued to me that is not returned for whatever reason, or is not returned in good working order.

I hereby acknowledge that I have received the following company property:

02/10/2020
Employee
Date & Signature

[Signature]
IT Supervisor
Date & Signature

[Signature]
HR
Date & Signature