

Work from Home Protocol

Guidelines for the Industry



**WORK
SPACE
YOUR
PLACE**

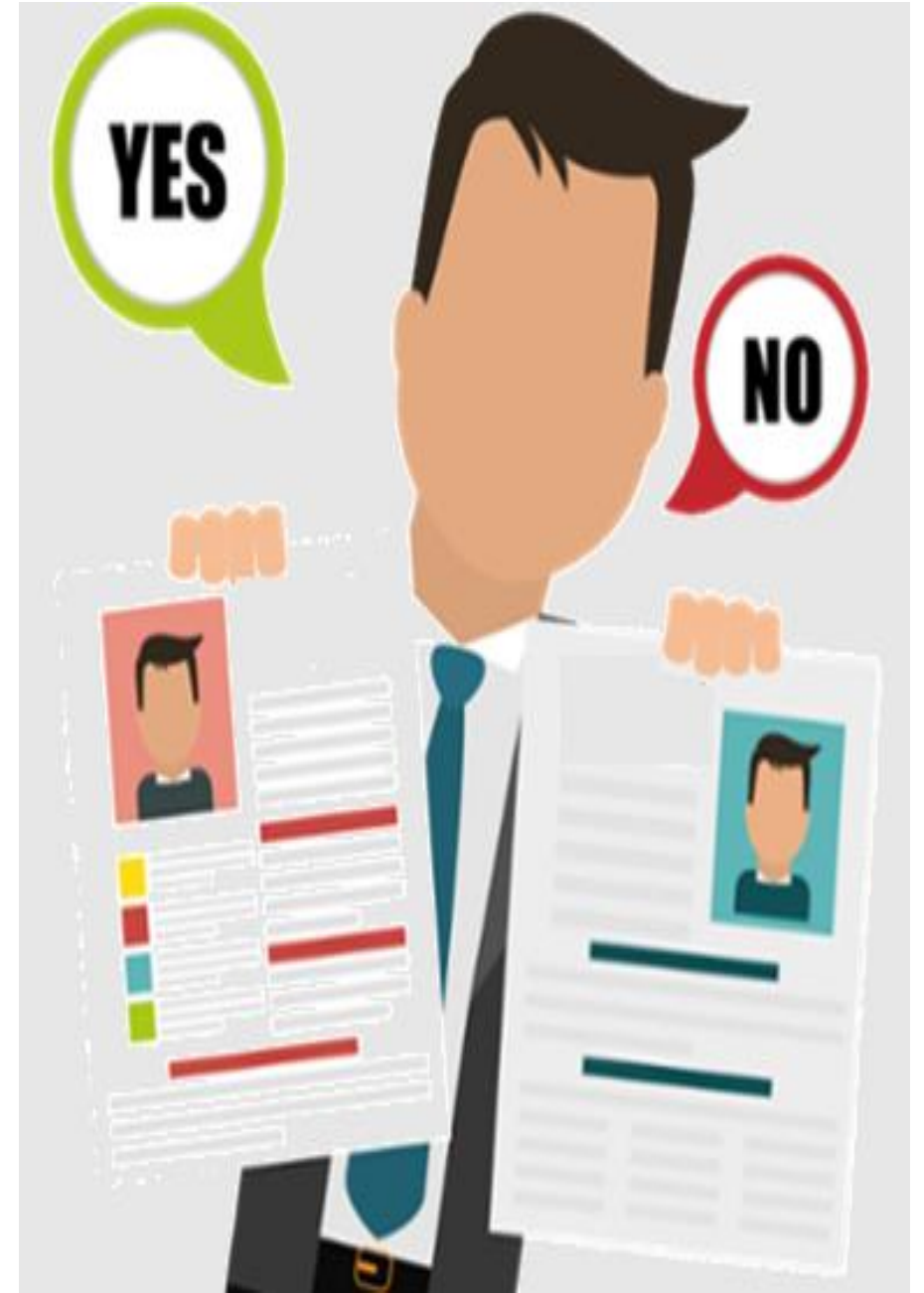
Objective

Objective is to provide a flexible work option to employees to maintain Social Distancing to remain safe from COVID-19 and allow them to Work from Home. Social distancing is an effective and recommended method of containing the spread of the novel coronavirus that causes COVID-19. This can be achieved by having a smaller employee population in every office / factory.



Guidelines

1. This applies to all staff members, who have been granted the privilege to work from home in **writing**, which is at the sole and absolute discretion of management and may be revoked at any time without notice.
2. That the person to whom this work from home is being allowed has been identified by approving authority as non-critical to attend office to do all his / her work from home.
3. Approval to work from home on an **adhoc basis is at the discretion of the Unit / Department Heads** and subsequent approval from CHRO / HR Head.



4. **The Function Head to make sure that the work efficiency / output should not suffer.**
5. **IT Department to facilitate operation of laptop and other necessary requirement for smooth functioning during work from home.** All costs associated with the approval of a Work from Home Agreement will be met by the employee. However, in case where laptops have already been provided by the Company, then employee is allowed to use the same from home. There will be no reimbursement for personal laptop or for any Internet connection.



WORKING REMOTELY? Here's what you'll need:



A computer



Good internet



Chat apps



Dedicated workspace



Self-motivation
and discipline



A strict
routine

6. **Employees in Satellite Offices / Factories Pan India and Global Locations** - Orders in consonance with the respective State / National Govt. to be followed in letter and spirit. The same will be communicated from time to time as per the situation on ground and as advised by various relevant agencies.

7. Employees on WFH to select **relevant Leave Code (OD/WFH)** in the **Attendance Software** which has to be approved by the Reporting Manager.

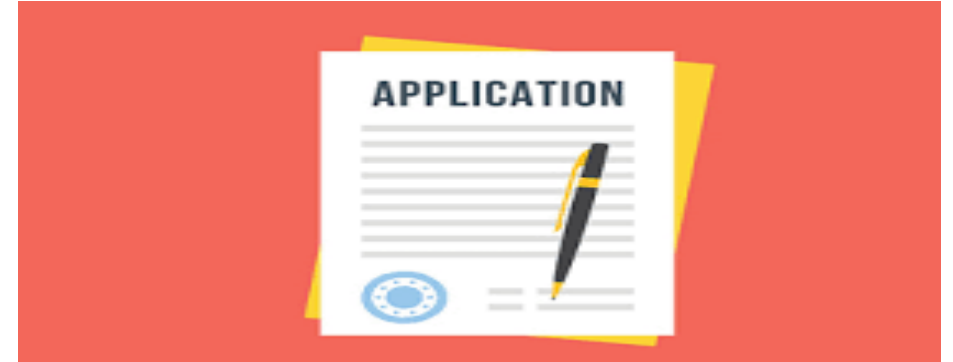


8. Employees are expected to continue their regular work from home. It may be noted that **this is not a holiday but a temporary suspension of work from office / manufacturing location** as a measure to contain spread of COVID -19. All employees are expected to stay at home and take maximum precautions as stated from time to time to see to it that we all are back healthy to work on resumption of operations.
9. While working from home, employees need to be **available on phone & email and attend video / audio meetings** during the working hours or as required due to exigencies of the business.

Stay Safe.
Stay Productive.



10. While assigned to work from home, in case an employee is unable to work for any personal reason, she / he is requested to kindly inform her / his reporting manager and apply for leave as usual.
11. Time available on hands should be used as period of learning wherever possible.
12. Work Update Employee will update the “Daily Work Management - DWM” google sheet on a daily basis without fail at the end of day, failing the same will impact the performance of the employee.
[Download Workload Tracking Sheet](#)
13. Activate different modes of communication (Examples: Skype, Hangout, Zoom, Microsoft Teams).



Data Security

18. While working from home, employees are requested to strictly adhere to the policy guidelines related to **Data Security**.
19. **Ensure you use a secure Wi-Fi network** is used to connect to your organization network. Avoid Public Hotspots or open Wi-Fi.
20. **It is strongly recommended to close unnecessary network ports** with the help of your IT / Security teams.
21. **Antivirus should be up to date** with remote access policy configuration for auto-update of virus definition.



Data Security

22. **Portals / VDI:** - Virtual Desktop should be the first choice.
23. It is strongly recommended that employees should access company data and applications through a browser-based webpage or virtual desktop. Ensure that all applications and data are stored on the portal's server and cannot be downloaded or saved on an employee's device without permission. It's mandatory to restrict employee's access to other programs while the portal is in use else there may be a high risk of overexposure.
24. **Remote Access Services:** - Choose secured and trusted third-party services.



Data Security

25. It is noteworthy to document remote access requirements, authorize remote access before allowing connections, monitor and control remote access, encrypt remote access connections from the organization's firewall and threat detection. **Try to ensure employee systems / desktops are fully protected and has the same protection as office workstations.**
26. **Turn on personal firewalls, if available.**
27. **Set up restrictions to keep unknown or unnecessary browser extensions from being installed.** Many extensions have tracking codes which users are unaware of, while others are used to spread malware. Stick with trusted and needed browser extensions only.



Data Security






32. **Enforce strict email policies with visual markings enablement to restrict print, snip and saving confidential emails.** It is every employee's responsibility to follow the same best practices, even if restrictions are not in place by the organization.
33. **The right set of tools and environment should be available to ensure smooth functioning, like a wireless headset for call centre operations, quiet workplace, allowed only whitelisted devices in USB ports; Sys Admins should be proactive and allow USB ports only for authorized devices.**
34. **Create internal important data backup** (Examples: OneDrive, Dropbox, Google Drive).




- 35. Employees who do not have private vehicle are facing problems to commute. In such cases, companies should allow to work from home depending upon the function, job role, etc.
- 36. Employees returning from their Home Town – it is not practical and logical to advise them to self-quarantine for 14 days for various reasons. Companies should allow employee to work after checking various parameters – Aarogya Setu “You are Safe”, thermal screening, self-declaration, CMO certificate, etc.
- 37. Government has launched Aarogya Setu App for Smart phone users and Aarogya Setu IVRS service on 1921 for non smart phone and landline users. Citizens need to give a missed call on 1921 and will get a call back requesting for inputs regarding their health. The questions asked are aligned with Aarogya Setu app, and based on the responses, the person will get an SMS indicating their health status and alerts for their health moving forward.

Staying Safe

PRECAUTIONARY MEASURES BY AUTO COS TO TACKLE COVID-19

-  **Thermal screening of employees**
Conducting body temperature checks
-  **Maintaining physical distance at showrooms**
-  **Ensuring adequate stock of sanitizers**
-  **Regular Dos & Dents bulletins**
-  **Restricting entry of guests & visitors in office**

Toyota said it has suspended the fingerprint biometric attendance system



BCCL

Help us to help you



Govt Launches 'Aarogya Setu App'

a Bluetooth-based COVID-19 Tracker



-  **The app will alert users if they come in proximity to an infected person**
-  **The App is privacy-first by design & available in Android & iOS**
-  **Inform users about best practices & relevant medical advisories**
-  **The App has highly scalable architecture & is available in 11 languages**

With Aarogya Setu, you can protect yourself, your family and friends, and help our country in the effort to fight COVID-19. If we are safe, India is safe.

Register Now

Some Useful Tips

Work – Life Balance

1. Set a Standard routine – continue rising early & sleeping on time.
2. Use early mornings to focus on self.
3. Set S.M.A.R.T goals for your week / month.
4. Set clear boundaries between work & personal time.
5. Call & reconnect with your loved ones.

Keep following in mind regardless of your desk type

1. Optimum Lighting
2. Anti-Glare Screen
3. Sitting Posture
4. Personal Space
5. Noise Free Space



Collaboration

1. Weekly team bonding virtual connects.
2. Allocate intra-team co-working projects.
3. Regular virtual meetings to discuss daily tasks, sharing stories, challenges & achievements.
4. Create weekly team plans & goals to keep up the spirits.
5. Maintain transparency & socialize a conflict resolution protocol.

Be Visible at Work

1. Share regular status updates with line manager.
2. Allocate dedicated time to respond to mails / calls.
3. Communicate effectively – adapt to your listener's communication style.
4. Be responsive & communicate your breaks / time off.



shutterstock.com • 715797241



Informal WFH Dress Code

This is certainly, an informal setting or environment. Nothing can be better than working from Home, so there is no need to be all Formal and dapper.

1. Wear what is comfortable and does not take too much time to dress-up. Idea is to look smart and not sloppy.
2. Generally, wear something smart, casual and comfortable.

Set Breaks in Timeout in Mac or Smart Breaks in Windows

1. Sitting in one posture continuously is troublesome for the body.
2. Take a walk in the house.
3. Hydrate – Drink water.
4. Settle your workstation / table.



*Thank
you*

ACMA thankfully acknowledges the contribution of the following members in preparing this 'Work from Home' Protocol document.

Sl. No.	Name	Designation	Company
1	Mr. Chandan Sengupta	Chairman, NR HR Forum & CHRO	Sandhar Technologies Ltd.
2	Ms. Manasi Das	Group Head – HR	Ecocat (India) Pvt. Ltd.
3	Mr. Vinod Razdan	Head – HR	MAHLE ANAND Thermal Systems Pvt. Ltd.
4	Mr. Anadi Sinha	President - HR & Corp. Affairs	Minda Industries Ltd.
5	Mr. V Ramasubramanian	General Manager – HR	Rane TRW Steering Systems Pvt. Ltd.
7	Mr. Sudipta Marjit	VP– Corporate Strategy, HR and Business Excellence	Tata Autocomp Systems Ltd.
8	Ms. Savita Savant	Deputy Manager HR	Tata Toyo Radiator Ltd.