

WORK FROM HOME POLICY

Responsible officer	The Dean, PIDC		
Contact officer	Dean		
Associated documents	Faculty Handbook		
Version	Authorization by	Approval Date	Effective date
1.1	The CEO, PIDC	January 2024	January 2024

Preamble

This policy governs the rules and regulations pertaining to the circumstances where the office work is done remotely instead of being done at the company premises/ office. This arrangement of working remotely will be henceforth referred to as "*Work from Home (WFH)*". Work from Home (WFH) is the concept of working virtually at the office when you are physically not present there.

Purpose & Scope

During the Coronavirus global pandemic, PIDC (*henceforth referred to as "Company"*) had transitioned its staff and faculty, from the in-office working environment to the WFH concept. This policy provides a guideline for all the staff and faculty to follow, when instructed to work remotely or when they avail WFH status.

Policy statement

1. General Guidelines

- 1.1 WFH is not an entitlement and therefore cannot be cited as a privilege.
- 1.2 WFH cannot be substituted for annual leave / childcare / dependent care.
Employees have to make appropriate childcare or dependent care arrangements while availing WFH status.
- 1.3 The Company may require its employees to WFH should be there be any unforeseen business / economic / contagion / natural disaster-like situations or when the government imposes a movement control order/restrictions that do not permit the company to operate its business in the usual manner. The conditions and duration of such circumstances may vary and will be considered beyond the company's control.
- 1.4 Performance of an employee in the WFH arrangement will be measured on the same metrics that apply when working physically in the office.

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- 1.5 The Company shall provide appropriate resources and tools to employees to manage time and tasks, communicate with co-workers, log in and track projects, and capture the total hours spent during online work.
- 1.6 Employees shall take note that not all Company's services and facilities are available or are supported when used under WFH. The employee cannot impose any overheads on the Company for additional services or facilities caused by this limitation such as the cost of internet connectivity / personal telephone usage and charges.
- 1.7 Employees under WFH shall continue to avail Company's Health insurance during WFH. SOCSO coverage shall be subjected to conditions imposed by them.
- 1.8 Employees who are unwell or require hospitalization shall follow the terms and conditions prescribed in the Company's medical policy. Employees are advised to promptly notify their immediate superior, should they be unable to carry out their duties during the WFH period.
- 1.9 The Company may require an employee to report to the office physically at any time and employees must be at the Company premises at the earliest possible. Employees who are working from a distant location and are unable to return to Company at the earliest possible are required to inform their immediate superior in writing. The written note shall include justification for delay and their earliest arrival at the Company. Failure to respond promptly and appropriately may warrant disciplinary action and cancellation of the WFH arrangement.
- 1.10 Employees who are summoned to Company cannot claim for travel or any other expenses, should the location of work during WFH is within/outside Penang.
- 1.11 Employees intending to tender resignation during WFH may have their WFH arrangement canceled and may be required to work at Company's premises during the notice period.
- 1.12 All other employments terms and conditions shall apply during WFH arrangement.
- 1.13 Company reserves the right to amend this policy from time to time and shall notify all employees when such amendment has been made.
- 1.14 Should there be a translation of this policy into other languages the English version of this policy shall be authoritative in the event of any dispute or conclusion.

2. Application & Permission for WFH

- 2.1 Not all job functions (base on the designation appointed by the Company) can be performed outside of the Company's premise in WFH arrangement. As such, the Company is not obliged or required to approve every application.
- 2.2 Application for WFH shall be made three (3) days in advance and shall commence at the beginning of the following day after it has been approved. WFH shall only commence once the Company has notified the approval.
- 2.3 All applications are considered on a case-by-case basis by the immediate superior for subsequent considerations and approval by the company. The immediate superior and employee are responsible to ensure that the requirements for WFH status have been satisfied before making an application to the company for approval. In a condition where a WFH agreement was approved, but the circumstances of the employee changed, it shall be the responsibility of the immediate superior to ensure adequate alternative measures are put in place and implemented.
- 2.4 Requirements for applying for WFH are:
- 2.4.1 Ability of the employee to meet the requirements of their job during WFH arrangement which includes the ability to self-manage task, time, and maintain work performance.
 - 2.4.2 Practicality of the arrangements that may need to be put in place to accommodate WFH status.
 - 2.4.3 Nature of the work being done and whether the work can be done under WFH arrangement.
 - 2.4.5 Ability of the immediate superior to remotely manage and monitor the employee's tasks and work performance.
 - 2.4.6 Other matters based on individual circumstances and Company's operational requirements.
- 2.5 The Company can impose additional conditions at its sole discretion to fulfill the requirement for availing WFH status. These conditions may vary from case to case basis.
- 2.6 For long-term WFH applications, the employees shall be required to undergo a WFH trial period of one (1) to four (4) weeks to ensure the arrangement meets the business requirements and the employees can fulfill the conditions of WFH. If the trial is successful and it satisfies the Company, a longer WFH period may be granted.

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2.7 The Company reserves the right to cancel or shorten the WFH arrangement without assigning any reason whatsoever. The Company can also modify or impose additional conditions in the approved WFH arrangement. Employees who are unable to accede to such conditions shall have their WFH arrangement revoked immediately and shall report to work physically on the assigned date.

3. Code of conduct under WFH

3.1 Employees who are granted WFH approval are required to observe and adhere to the following code of conduct:

- 3.1.1 Adhere to all Company policies and procedures.
- 3.1.2 Observe Company's working hours. Although some limited flexibility is allowed. Employees must agree to work as close as to the normal working hours to complete the total daily working hours.
- 3.1.3 Be online and contactable during working hours.
- 3.1.4 Check-in with their immediate superior at least once a day.
- 3.1.5 Promptly respond to company's email / calls / communications from superiors / colleagues / clients / any parties necessary, during the normal hours of work.
- 3.1.6 Attend all video conferences/meetings as required by the Company.
- 3.1.7 Maintain an accurate log and up-to-date records of the work done and hours worked.
- 3.1.8 Uphold high work standards, meet the deadline, submit reports and ensure virtual presence at the office when required.
- 3.1.9 Ensure that the space/location used during WFH is safe and complies with health and safety requirements at all times. Employees are advised to report any health, safety, wellbeing hazards and incidents immediately to their superior.
- 3.1.10 Take reasonable precautions to ensure the safety and security of any equipment or devices provided by the Company.
- 3.1.11 Immediately contact the immediate superior if the employee faces an emergency that may require the employee to be unaccessible or be away from the location of WFH.
- 3.1.12 Provide access and grant entry to the Company or other approved parties when necessary, for matters related to health and safety inspections/retrieval of any equipment or assets provided by the Company.
- 3.1.13 Not engaged in any other employment or provide any consultancy services.

3.2 Immediate superior's responsibility:

- 3.2.1 Ensure the employee is working in accordance with the conditions of WFH policy and adheres to all the Company policies and procedures.

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- 3.2.2 Review and sign records of hour work completion (timesheets) where applicable.
- 3.2.3 Monitor and review the WFH requirements and conditions stated in the employee's WFH agreement.
- 3.2.4 Schedule regular meetings / hold regular communication with staff who are under WFH arrangement.

3.3 Face-to-face meetings at the location of WFH or any other locations considered under WFH is not allowed. All meeting in WFH shall be conducted virtually through online platforms or in person in the office with the permission of immediate superior. Employees are required to declare their WFH location during the application process.

BREACH OF POLICY

Any act which leads to the abuse, failure to follow, or breach of the conditions stated in this policy will result in disciplinary action and immediate cancellation of the WFH arrangement.

REVIEW OF POLICY

This policy will be reviewed periodically and updated as necessary.

APPROVAL

Version	Authorization by	Approval Date	Effective date	Section Modified
1.0	The CEO, PIDC	April 2021	April 2021	--
1.1	The CEO, PIDC	January 2022	January 2022	--
1.1	The CEO, PIDC	January 2024	January 2024	Reviewed & no change