

REMOTE WORKING

Due to the covid-19 pandemic in 2020, most of the It Companies adopt remote working. However, there is a substantial difference in having a few team members working remotely versus the entire team working from home, and this is the challenge for which did not fully prepare most companies.

This document reflects the overarching work from home policy that Ucartz Online Pvt. Ltd uses for our global team members. It is intended to give a starting point for companies to consider while building their internal working from home policy.

At Ucartz, our flexible work policy uniquely positions our employees to get work done successfully during any situation.

Employees must ensure they have the proper IT systems and technology to perform their job duties from a remote location.

Use of personal equipment for work purposes.

In most cases employees working from home will access the Ucartz admin portal and its servers using their own equipment. Ucartz Credentials and data's must not be held on personal IT equipment unless this has been encrypted and approved by the management. Company is not responsible for the maintenance, replacement, or repair of any personal equipment that is used, including broadband lines. When using a personal telephone for official work purposes a detailed record of official calls should be kept and these will be reimbursed.

If employees are unable to work at home due to failure of personal equipment they should discuss at the earliest opportunity alternative working options with their line manager, these may include:

- ✓ Coming to the office to work.
- ✓ Working in another suitable location.
- ✓ Working on another shift.
- ✓ Use of leave/flexible time.
- ✓ Alternative work that doesn't need access to systems or use of internet.

Data Security

Employees who work from home are required to comply with all IT security and confidentiality requirements of the company. This includes acceptance and adherence to the Internet and Email Acceptable Use Policy. The homeworker will have direct responsibility for all Ucartz information material held at their home and must ensure that it is not accessible to non-authorized people (e.g. other members of the household). 5.6. Working Hours the flexible working hour's scheme will apply to home-based staff in the same way that it does to office-based staff. Any flexible working pattern should be considered as part of the initial application and any subsequent requests to change those arrangements should be made according to the existing procedures. Arrangements and payment for working more than the normal weekly contractual hours will be in accordance with the appropriate company terms and conditions of service. The hours worked will not exceed those in the contract of employment and in any case those applied through the working time directive.

Taking a few essential steps can help leaders measure and manage remote workers' results instead of just activity.

Communication:

Team workers should communicate objectives continuously will help us to reduce tensions, anxiety among teams. Conduct day-to-day scheduled team meetings, one to one sessions to get the basic idea and regular support. Microsoft Teams can provide instant insights into how a team collaborates, such as active and inactive. Managers can identify which team members may be disconnected and set up one-on-one communication to address any issues.

Tools:

Using the right tools is an essential part of any work, but remote work makes those tools critical. Since communication is a core aspect of remote working, many tools are available for different organizational needs, such as chat, project management, web and video conferencing, scheduling etc. Using the right tools may help us provide great insights into how work gets done in an organization.

Responsibility:

For remote employees, responsibility is an essential factor for working. It may help to improve their performance. Employees are engaged with individual and organizational objectives. There is a sense of responsibility for goal achievement when they can realize how their personal efforts impact the organization's success.

Trust:

Trust is an integral part of remote working. Trust among people in the workplace, whether physical or virtual, may increase speed, efficiency and, ultimately, performance. Employees need to trust their managers, and managers need to be transparent and fully aware of remote employees' talents to assign roles accordingly. Some managers choose to opt for video calls for meetings and one-on-one discussions, which can help build a strong relationship with a remote team and build trust on both sides.