

Bangladesh Research and Education Network (BdREN)

Draft Policy for Work-From-Home

[To be approved by BoT]

1) Purpose

We have designed a “**work-from-home**” policy to make sure that working from home is safe and beneficial to the employees and BdREN.

2) What is home-Office?

A temporary workstation, typically an employee’s home with remote connectivity facilities over Voice, SMS or Internet.

3) For Whom

Employees are allowed to work from home only if their job duties permit and who can carry out most of their work staying home without perturbing their performance and affecting the office activities.

4) Policy elements

Employees work-from-home must telecommute when they complete their work. They may work from home subject to approval of the authority on:

- Full-time subject to urgency of the situation
- On certain days of week
- Occasionally without any predefined schedule

5) Reasons that could demand Work-From-Home telecommuting include but are not limited to:

- a) Pandemic
- b) Natural Calamities/disaster
- c) War
- d) Bad weather
- e) Emergencies
- f) Medical reasons/ Quarantine
- g) Work-life balance
- h) Overlong commute
- i) Other reasons depending on management’s judgement.

6) Compensation and benefits

Work-from-home arrangements will not affect employees’ employment terms and on compensation and benefits.

7) How to determine whether an employee can work from home

Both employees and managers should consider the elements before asking/approving work- from-home:

- Is the office activity going to be affected?

- Is the employee eligible by nature of their job?
- Will the performance of the employee enhance or plummet?
- Are there any cybersecurity and data privacy concerns?
- Will collaboration with team members or external stakeholders become difficult?
- Do employees have the necessary equipment or software installed at home?
- What are the conditions of employees' home or alternative place of work (noise, internet connection etc.)

8) Requesting Work from Home Procedure

When employees plan to work-from-home, this procedure must be followed:

- Employees file a request through email.
- Concerned General Manager must recommend the request considering all elements mentioned above in 6.
- General Manager, HR shall approve this with the consent of CEO

9) Environment and Norms:

- a) For all employees
 - i) Attitude should be changed. You are in office, not at home, this belief must be enshrined.
- b) For employees down to Level-5
 - i) You must have a high speed and stable Internet Connectivity, at least 2Mbps, preferably using ISP Leased line with power backup.
 - ii) There should be a backup connectivity using any Mobile Operator Internet Data Package.
 - iii) You shall have access and have the expertise with the following software:
 - (1) Video Collaboration Software like Zoom, Cisco Webex.
 - (2) Social Media Applications like Whatsapp, Facebook
 - iv) Must have online internet connectivity all the time.
 - v) Must have email configured in your smartphone with notification set at least during office hours.
 - vi) Must know how to share documents, images and videos using Video Collaboration Applications, through emails and using Google Drive.
 - vii) Must have a Smart Phone and either a Laptop or a Desktop.
 - viii) Preferable to have a printer to take printout as and when needed.
 - ix) Must know how to type, both in Bengali and in English, so that you can produce a document without taking help from others.
 - x) Must have proficiency in using Microsoft Office Applications.
 - xi) It is preferable to have a dedicated space at your home safe from the disturbance of your beloved family members where from you can participate in Video Conferencing at any point of time.
 - xii) Must be accessible using Voice, SMS, Email and Social Media Applications during office hours.
 - xiii) Your Office phone needs to be forwarded to your mobile or residence number so that your location should be agnostics for the person who is communicating with you.

- xiv) Access to different organizational application software like ERP, CCTV, Databases and others, if required, through VPN.
- xv) All official documents like contracts, letters shall be accessible. As such, softcopies of all such documents should be made and stored at a common place so that you can make immediate reference.
- xvi) Digital Signing, that is protecting a document with a Digital Stamp which will be acknowledged by some authorized platform is preferable.

c) Senior Technicians and Technicians

- i) Must have a Smart Phone.
- ii) Must have online internet connectivity all the time.
- iii) Must be accessible using Voice, SMS, Email and Social Media Applications during office hours.
- iv) Shall attend fault by going to the field whenever needed and as communicated and directed by NOC
- v) Shall be able to reach office when directed within 1(one) hour
- vi) Shall be attending fault 7x24 hours

d) Drivers

- i) Must have a Mobile Phone.
- ii) Must be accessible using Voice, SMS
- iii) Shall attend duty by going to the directed place whenever needed and as communicated and directed by NOC, Assistant Manager (HR &Admin) and Manager (HRFA)
- iv) Shall be able to reach office when directed within 1(one) hour

e) Support Staff

- i) Not allowed to work from home

SPECIAL CLAUSE

IN NO CASE, NO OFFICIAL CAN KEEP ANY WORK PENDING ON THE EXCUSE OF WORKING FROM HOME AND NOT BEING ABLE TO PHYSICALLY BE IN OFFICE. THIS CLAUSE WILL GET PREFERENCE ON ALL OTHER CLAUSES.

Mohammad
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Bangladesh Research and Education Network

[DIRECTIVES TO BE COMPLIED DURING COVID-19 PANDEMIC]

The following directives need to be followed by all BdREN employees during COVID-19 pandemic period till any further notice is promulgated:

Office Environment:

1. Office environment will be hygienic
2. Employees must maintain social distance
3. Sufficient Ventilation to be ensured
4. Sufficient fans to be ensured
5. All air-conditions should be preferably switch off
6. Sufficient hand sanitizer to be provided

NOC Duty:

1. NOC Room attached to Data Centre should remain closed for full-time duty works
2. NOC Engineer will monitor and supervise the network operations from Room No. 529
3. Every day (one shift) one NOC Engineer will be on-site duty and office will provide vehicle support to the respective duty NOC engineer staying in remote area
4. Other Two shifts will be off-site/Work-from-Home.
5. NOC will perform their regular daily activities including all reporting and monitoring

Support Staff:

1. All support staff will stay BdREN office
2. They will perform their duty in three shifts one-by-one.

Other Personnel

1. Are encouraged to work from home
2. In case if it is needed to reach office for getting access to a file or for getting any document, he or she must be available at office. Office will try its best to manage transport for the official.

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