



EMPLOYEE REMOTE WORK POLICY

OF

CHABO & JOUBERT AIRCONDITIONING (PTY) LTD

INDEX

1.	THE PURPOSE AND OBJECTIVE OF THIS POLICY	3
2.	DEFINITIONS.....	3
3.	SCOPE & POLICY ELEMENTS.....	4
4.	RESPONSIBILITIES WHILE WORKING FROM HOME.....	4
5.	REPORTING AND CHECKING IN WHILE WORKING FROM HOME	5
6.	KEY OUTPUTS AND REMUNERATION WHILE WORKING FROM HOME	7
7.	THE EMPLOYEE'S OBLIGATION TO REMAIN IN COMMUNICATION AND CONTACT WHILE WORKING FROM HOME	8
8.	HEALTH AND SAFETY AT THE REMOTE WORKPLACE.....	9
9.	COMPLIANCE WITH DISCIPLINARY CODE AND POLICIES AND DISCIPLINARY ACTION.....	10
10.	TIME FRAME	11
11.	APPROVAL OF POLICY.....	11

1. THE PURPOSE AND OBJECTIVE OF THIS POLICY

Flexible work practices are becoming more prevalent around the world in the current circumstances as technology enables different ways of working, with organisations becoming more globalised, spanning different time zones, and customers being accustomed to having access to services on a 24/7 basis.

This remote work policy outlines the CHABO & JOUBERT AIRCONDITIONING (PTY) LTD's guidelines for employees who work from a location other than CHABO & JOUBERT AIRCONDITIONING premises. This policy is aimed at ensuring that both the employer and employees benefit from the arrangement.

2. DEFINITIONS

In this policy, unless the context indicates a contrary intention, the following words and expressions bear the meanings assigned to them and cognate expressions bear corresponding meanings–

- 2.1 **“day”** means a period of 24 (twenty-four) hours measured from the time when the employee normally commences work, and **“daily”** has a corresponding meaning;
- 2.2 **“employer”** means the entity referred to on page 1 of this policy and also referred to as the **“company”**;
- 2.3 **“month”** means a calendar month;
- 2.4 **“overtime”** means the time that an employee works during a day or a week in excess of ordinary hours of work;
- 2.5 **“parties”** means the employer and employee described in this policy;
- 2.6 **“wage”** means the sum of money paid or payable to an employee in respect of ordinary hours of work or, if shorter, the hours an employee ordinarily works in a day or week;
- 2.7 **“week”** in relation to an employee, means the period of seven days within which the working week of that employee ordinarily falls;
- 2.8 **“workplace”** means–
 - a) any place(s) where employees work or the Company office premise(s); or
 - b) a remote location from which an employee works, including but not limited to the employee's home residence, office or movable workstation.
- 2.9 Any reference to the singular includes the plural and vice versa.
- 2.10 Any reference to a gender includes the other gender.

3. SCOPE & POLICY ELEMENTS

3.1 This policy applies to employees whose primary work location is not situated on CHABO & JOUBERT AIRCONDITIONING's premises.

3.1.1 Policy elements:

3.1.1.1 Remote working refers to a permanent or temporary arrangement between the employee and the employer whereby the employee works from a non-office location; or

3.1.1.2 Working from home on certain days of the week on a recurring basis.

3.1.2 Remote working agreement:

3.1.2.1 Employees may work remotely on a permanent or temporary basis;

3.1.2.2 Employees who work from a remote location on a permanent basis should stipulate their primary working address in a written remote working agreement;

3.1.2.3 This policy outlines the responsibilities of remote employees;

3.1.2.4 Office-based employees may also work remotely at the discretion and with the express written consent of the employer;

3.1.2.5 Employees who are new parents or suffer from a short- or long-term disability may agree to longer periods of remote working only with the express written permission of the employer.

3.1.3 The applicable legislation includes but is not limited to the following:

- Basic Conditions of Employment Act, 1997 (BCEA)
- Labour Relations Act, 1995 (LRA)
- Occupational Health and Safety Act, 1993 (OHSA).

4. RESPONSIBILITIES WHILE WORKING FROM HOME

4.1 **Accountability:** Reporting to line management in respect of tasks completed for the day and/or matters of importance that ought to be followed up, must be duly prioritised in the said report.

4.2 **Health and wellbeing:** Ensuring that the designated work area and/or chosen location is hygienically sound and/or does not pose threat to the life and/or personal wellbeing of the remote working employee.

4.3 **Safety:** Maintain the designated work area and/or chosen location, ensuring that it is safe and without risk to the personal safety of the remote working employee.

4.4 **Equipment and tools provided by the employer:** The equipment and/or devices acquired from the Company and/or in the care of the remote employee, which is deemed to be the property of the Company, should–

4.4.1 be maintained at all times; and/or

4.4.2 remain unaltered in respect of its condition and/or appearance; and/or

4.4.3 at all times be returned in the same condition as it was received; and/or

4.4.4 never be left unattended and shall be kept in an area free from any danger and/or possible harm; however, reasonable wear and tear shall be acceptable.

4.5 **Confidentiality and/or protection of Company information:** Property in the form of soft- and/or hardcopies should not be made accessible and/or brought within the reach and/or grasp of unknown third parties and/or must safeguarded at all material times.

4.6 **Communication with clients via satellite and/or skype and/or any other form of telecommunication:** The importance of the environment in which communication takes place with Company clientele should not be

underestimated given that the background and/or visuals and/or audio surrounds impact not only on the professionalism and/or image of the employee concerned but can also potentially affect the reputation of the Company.

- 4.7 **Accessibility and/or availability to effectively communicate:** The remote working employee is responsible for maintaining and/or mandated to ensure a secure internet connection for timeous communication and/or fluent responses to Company clientele. An employee who is obliged to discharge duties from a remote workstation cannot expect the Company to accept responsibility for basic amenities in order for them to discharge their duties, and/or cannot rely on frivolous excuses and/or expect the employer to facilitate same.
- 4.8 **Staying vigilant against phishing attacks:** Employees must at all times refrain from opening links that are of no relevance and/or guard against social engineering / hacking, whereby the remote working employee hands over access and/or remote desktop access to anyone pretending to be a part of the Company's IT department. Employees working from home may not communicate with any person except approved Company IT department personnel and/or people with whom the remote employee has worked in the past or where the employee has been given strict instructions by a manager to communicate with the said individual.

5. REPORTING AND CHECKING IN WHILE WORKING FROM HOME

- 5.1 The employee Working from Home (EWFH) agrees to work online during specific times and/or at all reasonable times if required to do so by CHABO & JOUBERT AIRCONDITIONING.
- 5.2 Alternatively, the employees and Management may determine working hours on a case-by-case basis given the employee's responsibilities and the employer's preference.
- 5.3 The employee agrees that the employer shall set daily/weekly/monthly tasks with specified deadlines.
- 5.4 Employees working from home shall use **Microsoft Teams (Teams)** as a virtual office and shall conduct conversations and/or hold meetings with co-workers on Teams. They should use these channels, rather than email or group chats, for team-level conversations. The camera must be turned on during meetings, while Live Events should be used for larger gatherings. If the organisation makes provision for it, meetings should be recorded so that the transcript can be accessed later.
- 5.5 It is important to note that Teams is not used only for one-on-one meetings or small stand-ups. Such meetings can range from informal "coffee breaks" in channels, to highly collaborative quarterly planning meetings offsite with a hundred employees or more.
- 5.6 Employees must ensure that–
- 5.6.1 they are contactable at all relevant times while working from a remote location.
 - 5.6.2 time logs are completed as specified by the employer.
 - 5.6.3 they list or report in detail on the tasks and/or duties as assigned to them by the employer.
 - 5.6.4 they attend meetings as and/or when required to do so by the employer.
 - 5.6.5 they refrain from working in public settings and/or on public Wi-Fi networks for security purposes,
 - 5.6.6 all communication conducted via email and telephone with clients takes place within the stipulated SLA timeframes.
 - 5.6.7 correspondence and/or response(s) to requests from their co-workers via Teams, takes place within the stipulated SLA timeframes and that time-sensitive matters are given priority.
 - 5.6.8 WhatsApp and Google Hangouts are used for instant messaging, while Teams, Skype and Zoom is used for face-to-face communication with clients and co-workers.
 - 5.6.9 technical difficulties experienced while working from home are reported to the IT support technicians within the stipulated timeframes.

- 5.6.10 they save files to the Cloud so that management can co-author within the Office 365 suite of products. Users should save individual documents and drafts on the employer's system, where files are private by default but can be shared. They should save shared documents to the sites where groups work.
- 5.6.11 they share links rather than attachments in email to make sure everyone is using the latest version of a document.
- 5.6.12 that electronic mail or internet facilities are used only for official CHABO & JOUBERT AIRCONDITIONING business. Any abuse of e-mail or internet facilities shall result in disciplinary action in terms of the disciplinary code.
- 5.6.13 they keep their Outlook Calendar updated should they need to attend to clients and keep appointments.
- 5.6.14 they take all reasonable precautions to secure the provided equipment (i.e. laptop, laptop charger, mouse, laptop carrier, internet dongle or Company cell phone). Should the employee cause any damage or loss to the employer due to negligence, wilfulness or non-compliance with any rule or policy implemented by the employer, the employer may deduct such damage or loss from the employee's wage / salary, provided that such deduction may not exceed 25% (twenty-five per cent) of the employee's wage / salary at a time, and only after an inquiry had been conducted into the circumstances of the incident.
- 5.7 The Manager must–
 - 5.7.1 ensure that each employee in his/her department understands their duties and responsibilities.
 - 5.7.2 ensure that he/she provides the required level of support on a daily basis to all his/her departmental employees.
 - 5.7.3 invest in ongoing communication and raise awareness of prospective problems and find practical solutions to ensure that his/her department functions at the professional level as required.
 - 5.7.4 introduce and implement technical and practical mechanisms to monitor and evaluate progress made with flexible working.
- 5.8 The employer may–
 - 5.8.1 implement a task-management platform that shall assist and protect the employees and the business. All communication shall be encrypted.
 - 5.8.2 provide electronic equipment, depending on the circumstances of each case, to its employees, which equipment shall remain the CHABO & JOUBERT AIRCONDITIONING's property.
 - 5.8.3 provide reasonable technical support in case employees experience technical difficulties while working from home. However, it remains the responsibility of the employee to ensure that the employee has the means to perform duties from home.
 - 5.8.4 provide remote desktop sharing software so that technical support representatives can access an employee's computer remotely.
 - 5.8.5 implement software that tracks employees' Internet Usage and performance.
 - 5.8.6 gauge productivity by tracking completed tasks or use a task-management platform to make work progress visible.
 - 5.8.7 supervise employees remotely.
 - 5.8.8 prohibit personal use of CHABO & JOUBERT AIRCONDITIONING's communication systems.
 - 5.8.9 block websites that do not meet CHABO & JOUBERT AIRCONDITIONING's standards.

6. KEY OUTPUTS AND REMUNERATION WHILE WORKING FROM HOME

- 6.1 The employer and/or employee must create a schedule and/or identify daily and/or weekly tasks. By creating a schedule, the employee can keep track of work priorities. Important work and/or tasks should be prioritised so that the rest of their tasks and/or work can be completed comfortably throughout the course of the day. This will assist employees to structure their days and ensure efficiency and effectiveness while working from home.
- 6.2 The employee must ensure that the same work deadlines that they are expected to meet at the office are adhered to while working from home. The employer shall supervise and/or ensure that the employee adheres to same.
- 6.3 Employees need to ensure that they have a dedicated and/or suitable workspace with all necessary electronic tools. Refer to section 8 of this policy.
- 6.3.1 The employee's family should be informed that the employee is expected to use the dedicated workspace without unnecessary disruptions; and/or
- 6.3.2 The employee must immediately notify the manager in writing if he/she does not have a dedicated and/or suitable workspace and/or the necessary tool(s) to perform his/her duties;
- 6.3.3 The employer must provide the employee with suggestions and/or methods to remedy same;
- 6.3.4 Any requests to improve the designated work area with the assistance of the employer shall be assessed at the discretion of CHABO & JOUBERT AIRCONDITIONING (PTY) LTD.
- 6.4 Employees must ensure that communication channels are kept open, especially with those clients who are operating during the lockdown period. Communication is essential in order to reassure clients that we are available to assist despite the fact that we are currently home based. Phone calls and/or skype and/or WhatsApp calls to clients who are amenable to same must be used. Clients will appreciate knowing that they are being taken care of or assisted even during such trying times.
- 6.5 Employees must also ensure that while conducting meetings or disciplinary hearings via **Skype, Teams and Zoom**, appropriate dress attire is worn. Professionalism must be adhered to even while working from home.
- 6.6 While working from home, communication with the employer is very important. The employer should be informed of communication with clients and any support or assistance being provided. Clients may not always communicate via email and therefore the employer should be aware of communication other than email so as to be aware that the employee is performing his/her duties. Should the employer request a virtual meeting, employees must ensure they avail themselves at the agreed-upon date and time. In the event that employees are experiencing issues while working from home, which could include technical issues or even illness, this must be communicated to the employer as soon as possible.
- 6.7 During allocated working hours, social media should be limited to avoid unnecessary distractions. This will allow the employee to work efficiently and effectively without said distractions which can be rather time consuming.
- 6.8 REMUNERATION AND BENEFITS – The employee's compensation and benefits may be affected while working from home. Benefits such as cell phone allowances are vital to ensure that employees can work from home and should therefore not be suspended. However, as employees will be saving on the cost of fuel while working at home, CHABO & JOUBERT AIRCONDITIONING shall in its discretion elect to either pay the full benefit or a portion thereof. Those employees who receive a car allowance to cover car repayments should inform the employer of same to avoid such benefit being suspended while working from home.

7. THE EMPLOYEE'S OBLIGATION TO REMAIN IN COMMUNICATION AND CONTACT WHILE WORKING FROM HOME

- 7.1 It is imperative to be mindful that the freedom that comes with working from home places an enormous responsibility on employees, especially in the absence of the employer's ability to exercise direct supervision and control. Employees are tasked with balancing work and family responsibilities, managing their technological systems, staying connected and remaining productive and efficient while working in a remote environment.
- 7.2 Accordingly, employees must adhere to the following rules and/or regulations when performing their duties and responsibilities:
- 7.2.1 Employees must ensure that they have adequate Wi-Fi/Internet connection to carry out of their work-related tasks. Should an employee not have adequate Wi-Fi/Internet connection or no such connection, he or she must timeously notify the employer in order for alternative arrangements to be made.
 - 7.2.2 Employees must remain reachable and responsive at all material times during working hours through various means, such as telephonic calls, email correspondence and Skype/video conferencing. This obligation is applicable in respect of remaining in contact with the employer and extends to remaining in contact with respective client(s) of the employer.
 - 7.2.3 Employees must ensure that they check in daily with the employer and their respective teams via online platforms such as **WhatsApp Group Chats, Microsoft Teams** and email correspondence.
 - 7.2.4 Employees must ensure that they are self-sufficient at all material times in that they must exercise proper time management and self-discipline.
 - 7.2.5 Employees shall ensure that they adhere to their respective online diaries so as to avoid missing meetings and/or conferences.
 - 7.2.6 The employee shall maintain the utmost good faith and honesty when corresponding with the employer and/or manager, especially regarding work-related tasks and outputs and time usage.
 - 7.2.7 The employee agrees that the ordinary business hours shall continue to apply and that the employee must present themselves via the above platforms to be available to work during those hours.
 - 7.2.8 The employee acknowledges and/or agrees that the employer reserves the right to discipline the employee for all and/or any transgression of the disciplinary code, including the additional considerations above, irrespective of whether such disciplinary action is taken via Skype, Microsoft Teams, written and/or verbal warning or is deferred to a hearing in person once the National Lockdown ends.
 - 7.2.9 The employee acknowledges and/or agrees that they shall adhere to the principles of professionalism and standard of work normally required while at work and must be professional in their dealings with clients and management. This includes the following:
 - 7.2.9.1 The employee shall be properly and professionally dressed for any Skype, Microsoft Teams and/or any other manner of meeting and/or consultation.
 - 7.2.9.2 The employee shall respond timeously (within 24-48 hours) to all correspondence and/or requests from clients and/or management.
 - 7.2.9.3 The employee shall update and/or inform management of progress on a daily and/or weekly basis (as agreed) and/or any challenges and/or problems encountered in the rendering of professional services.
 - 7.2.10 Although work practices in the current circumstances have changed our businesses, the employee shall still be contractually obligated to adhere to his/her Confidentiality and Restraint Agreement.

- 7.2.11 A breach of the confidentiality undertakings constitutes a material breach of the terms and conditions of the employee's appointment.

8. HEALTH AND SAFETY AT THE REMOTE WORKPLACE

- 8.1 The REMOTE WORKPLACE referred to in the policy refers to the following locations:
- 8.1.1 A designated work area within your house where you perform your duties, excluding the kitchen and the bathrooms; and/or
 - 8.1.2 The client's premises where work is performed; and/or
 - 8.1.3 Accommodation during travels.
- 8.2 An employee must ensure that the designated work area as per section 8.1.1 is free from hazards that might cause harm to their personal health and safety.
- 8.3 The employee may first be required to complete an Induction course before working from home.
- 8.3.1 The employee has familiarised him/herself with the requirements and provisions of the Occupational Health and Safety Act and the Compensation for Occupational Injuries and Diseases Act, in order to comply with regulations for a safe working environment.
 - 8.3.2 Upon completion of the Induction course, the employee acknowledges his/her responsibility regarding a safe working environment and has completed the applicable indemnity form.
- 8.4 Where specific resources might be required, a formal request may be submitted to your manager and shall be approved at the discretion of the Company. Refer to section 4.4 regarding the equipment and tools provided by the employer and to section 6.3 regarding a suitable workplace.
- 8.5 Defining the different locations where an Injury on Duty (IOD) may occur:
- 8.5.1 Injury on work premises: An incident or accident that has occurred within the working premises or office space provided for by the employer in relation to the duties performed by the employee.
 - 8.5.2 Injury outside work premises: An incident or accident that has occurred outside the premises of the employer while acting in the course and/or scope of their employment.
 - 8.5.3 Injury at home: An incident or accident that has occurred at home in the designated work area as identified in section 8.1.1 while duties in relation to the scope of their employment are performed.
- 8.6 The onus is on the employee to ensure that their designated work area complies with all the necessary regulations in terms of Health and Safety. The employer does not have any control over the designated working area at the employee's home and therefore no claim relating to IOD can be made against the employer if such injury occurred within a designated working area at the employee's home. The employee shall be responsible for any IOD that occurred within a designated working area at home while performing duties assigned by the employer.
- 8.7 Duties and obligations of the employer and employee regarding reporting of an IOD:
- 8.7.1 In the event of an injury on duty, the employer is protected in terms of COIDA against all civil claims which may be instituted against him/her, even in the event of alleged negligence; therefore, the—
 - 8.7.1.1 Employee shall take all necessary and/or precautionary steps and/or measures and/or ensure that all such steps or measures are taken to avoid and/or prevent any injury;
 - 8.7.1.2 Employer and employee must comply with all the requirements of COIDA and/or ensure such all such requirements are met;
 - 8.7.1.3 Employee must immediately notify their employer of an injury;
 - 8.7.1.4 Employee must submit pictures of the area where the incident / accident occurred and submit it along with Annexure 1 of the Incident and Accident Investigation Procedure;

- 8.7.1.5 Employer shall, as soon as possible, compile and/or complete a report on the incident / accident;
 - 8.7.1.6 Employee shall, as soon as possible, assist the employer in obtaining a legible certified copy of the injured person's identification document;
 - 8.7.1.7 Employee shall assist the employer in obtaining the medical reports after the injured employee consults a doctor; and
 - 8.7.1.8 Employee must cooperate and/or provide and/or assist the employer with any and/or all necessary and/or requested proof and/or documentation and/or particulars.
- 8.7.2 In the event that the employee and/or employer is unable to fulfil his/her duties and/or responsibilities in terms of this policy, a duly authorised person may be appointed to assist herein.
- 8.7.3 Upon receipt of all necessary information and/or documentation, the employer shall forward all documents to the relevant department(s) as prescribed by COIDA.
- 8.7.4 The employee confirms and/or acknowledges that if notice is not given to the Compensation Commissioner within 12 months after the date of the accident / incident, the employee shall forfeit his/her right to compensation, as the claim cannot be considered in terms of the Act.
- 8.8 Uncertainty relating to an injury on duty:
- 8.8.1 The COIDA works on the proviso of "at the discretion of the Compensation Commissioner"; therefore, if there is any uncertainty relating to an injury (in and/or outside the working premises) but within the course and/or scope of employment, the relevant documentation and/or particular(s) shall be completed and submitted to the Commissioner for a decision.

9. COMPLIANCE WITH DISCIPLINARY CODE AND POLICIES AND DISCIPLINARY ACTION

- 9.1 CHABO & JOUBERT AIRCONDITIONING disciplinary code and disciplinary measures and procedures remain applicable to employees while working from home.
- 9.2 The employee hereby agrees and/or acknowledges that CHABO & JOUBERT AIRCONDITIONING disciplinary code and procedures shall remain in effect while the National Lockdown (as declared and set out by the President) is in operation and while the employee is working from home.
- 9.3 The employee acknowledges and/or agrees that all reasonable (daily and/or weekly) output, outcomes and targets agreed on by both parties shall be monitored and that any failure and/or refusal whatsoever to achieve and/or reach and/or account for the aforementioned outputs, outcomes and targets shall result in disciplinary action.
- 9.4 The employee agrees that the following is required and shall be in addition to and incorporated into the ordinary forms of misconduct while working from home:
- 9.4.1 The employee must remain at home and must remain contactable **via telephonic, email, Skype and/or Microsoft Teams** or any other communication platform during working hours and upon the request of the employee's manager.
 - 9.4.2 The employee must obey all reasonable instructions and/or perform all tasks given by their manager during working hours and within the scope of employment.
 - 9.4.3 The employee must take all precautions and/or reasonable measures to protect all CHABO & JOUBERT AIRCONDITIONING equipment and/or software and/or information which is in the possession and/or care of the employee while at home, which includes maintaining confidentiality.

- 9.4.4 The employee must maintain the utmost good faith and honesty when corresponding with the employer and/or manager, especially regarding work-related tasks and outputs and time usage.
- 9.5 The employee agrees that the ordinary business hours shall continue to apply and that the employee must present themselves via the above platforms to be available to work during those hours.
- 9.6 The employee acknowledges and/or agrees that the employer reserves the right to discipline the employee for all and/or any transgression of the disciplinary code, including the additional considerations above, irrespective of whether such disciplinary action is taken via Skype, Microsoft Teams, written and/or verbal warning or is deferred to a hearing in person once the above National Lockdown ends.
- 9.7 The employee acknowledges and/or agrees that they shall adhere to the principles of professionalism and standard of work normally required while at work and shall be professional when dealing with to clients and management. This includes the following:
- 9.7.1 The employee must be properly and professionally dressed for any Skype, Microsoft Teams and/or any other manner of meeting and/or consultation.
- 9.7.2 The employee must respond timeously (within 24- 48 hours) to all correspondence and/or requests from clients and/or management.
- 9.7.3 The employee must update and/or inform management of progress on a daily and/or weekly basis (as agreed) and/or of any challenges and/or problems encountered in the rendering of professional services.

10. TIME FRAME

This policy becomes effective on **1 May 2020** and shall remain in effect until the policy has been reviewed, amended or replaced by the company.

The employer shall monitor and review and amend this policy from time to time to ensure that the policy remains relevant and effective and for the business and employees to operate effectively.

11. APPROVAL OF POLICY

NAME OF DIRECTOR

CHABO & JOUBERT AIRCONDITIONING (PTY) LTD

DATE