

# GUIDELINES ON HOW TO WORK FROM HOME



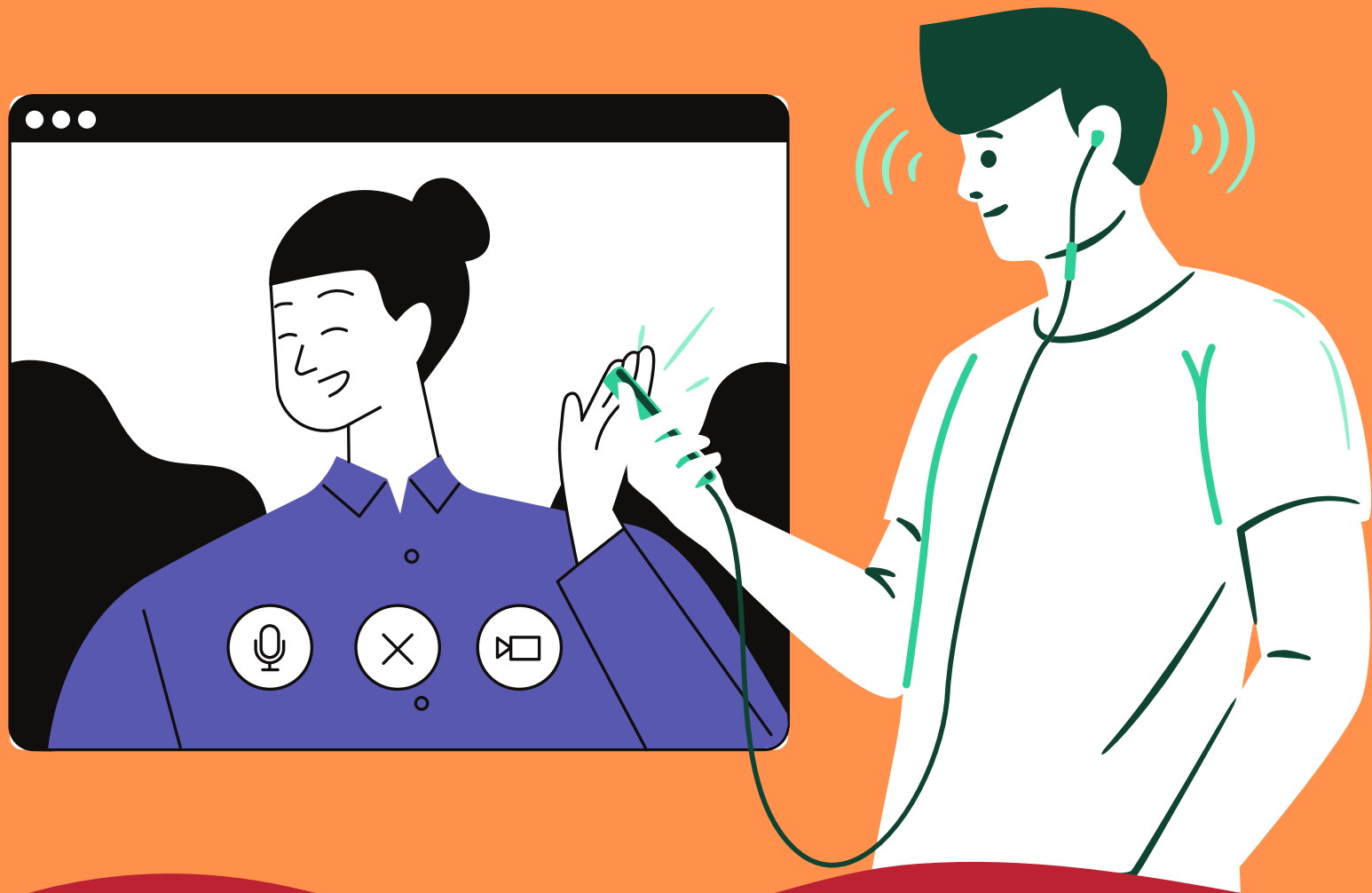
Some guidelines to assist you in setting up your work environment, and guide our team on how we work together remotely.

# Your Availability

Maintain your normal business hours - this will ensure that you are able to step into the home office every day at the same time. This is very important in order for you to remain in work mode throughout the day.



# Communication

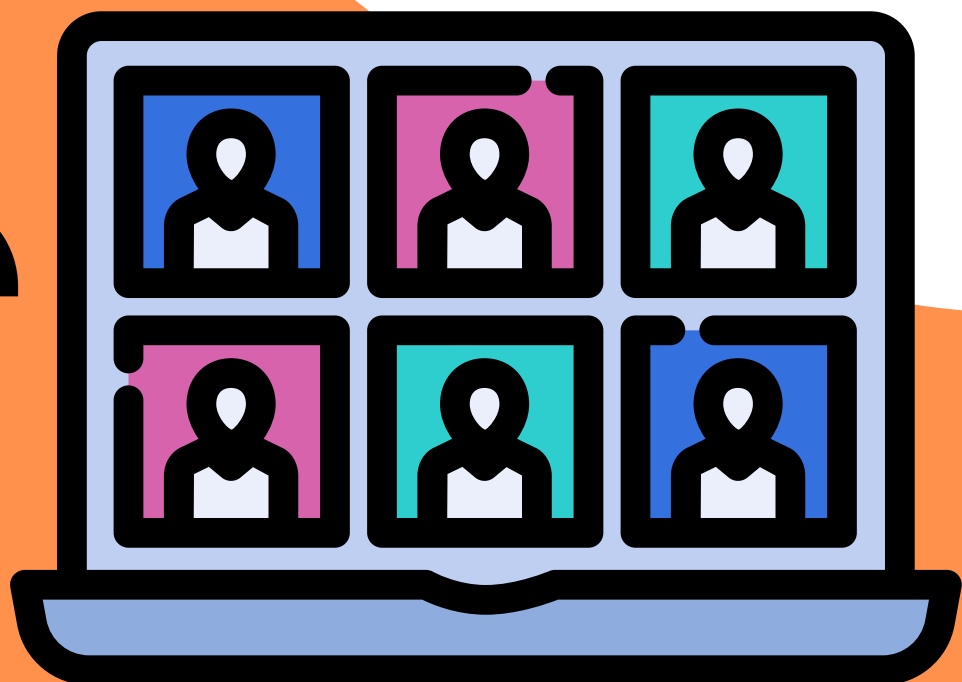


Working from home may make you feel isolated from the usual pulse of your working day. We aim to create a few simple rules to mitigate the impact and stay connected.

When coming to work, and leaving your home office, everyone is required to check-in and out of their office through their respective “whereabouts” channel.

For teams, the best way to stay in touch and to start your day is a daily morning standup. This will keep you feeling connected to your colleagues, as well as being able to focus on your daily activities.

We have various channels already established for communication with your colleagues. Generally, we use Slack - if you are not already on slack, please register yourself on the respective channels for your business



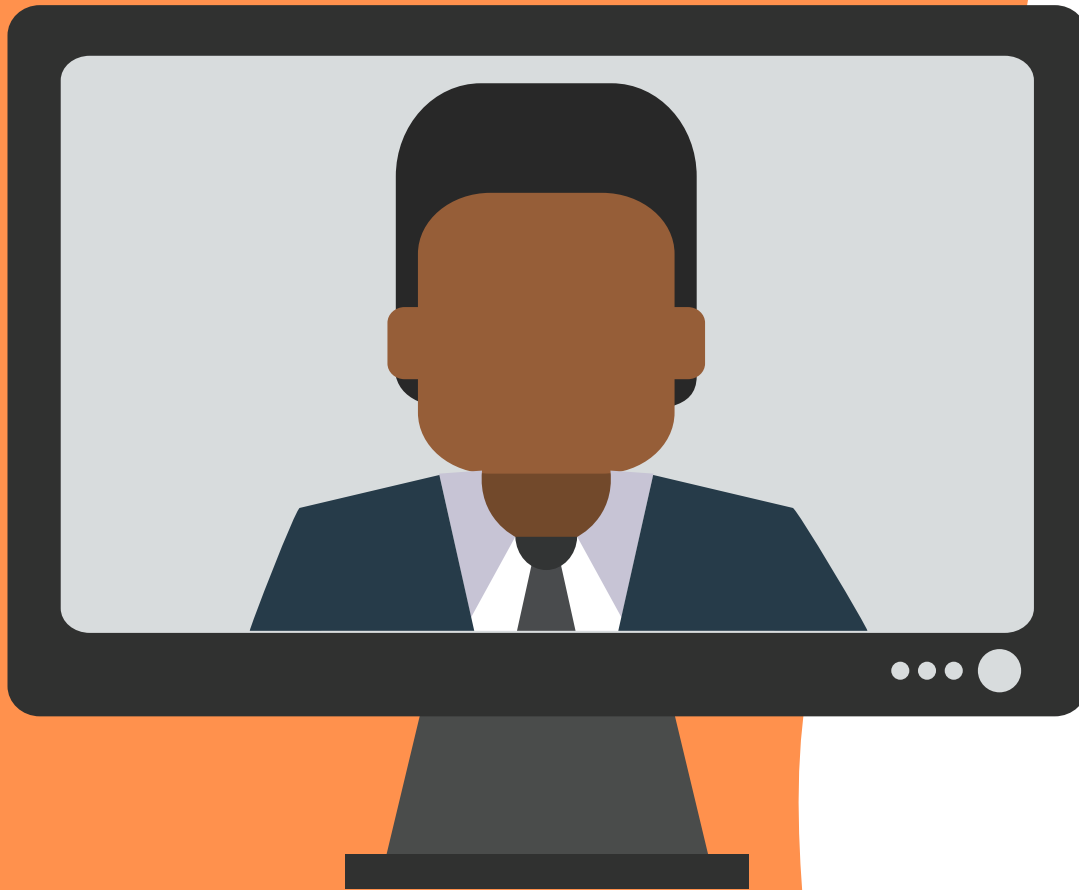
Remember, you are not in the office, where you can walk up to your colleague to discuss something.



## COMMUNICATION IS A KEY

Phone your colleagues when you have things to discuss, or put meetings into their calendars. If the internet connectivity allows, default to video rather than voice only. Seeing your colleague's faces, reactions and emotions make a big difference. Staying in touch daily is important to feel connected to your colleagues and the job at hand.

# Setting up Business Calls



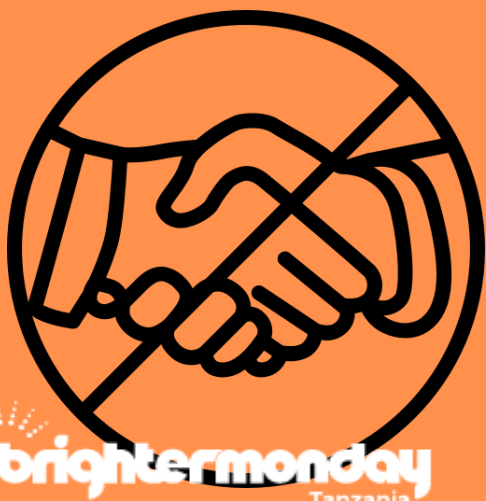
When you work remotely, everything needs to be scheduled. We generally use google hangouts for video calls and slack for chats. If you use skype for external calls, please ensure that you remember to put your skype username into the meeting request to save time and be prepared.



# Scheduling Time with Clients or External Meetings

Naturally seeing clients or business partners face to face may not always be feasible or sensible at this moment. Default to phone or video calls where possible.

Do remember to call them or set up meetings with them, so that you can keep in touch regularly.



Where physical meetings are really necessary, politely avoid handshakes, and always ensure personal hygiene.

# Logistics for Working from Home

You will need your office computer, but more than that you will need internet connectivity. If you already have the internet at home, please let your manager know. For those of you who do not, the company will ensure that you are set up for productivity. If you have questions please contact your HR officer.



Create a Workspace within your home: Set up a defined working area that is dedicated to just that - your workspace. This is essential as it sets apart your newly created workspace from the rest of your home





If you have any questions or require anything additional to being able to effectively work from home - please contact your HR officer.

Remember: raise any concerns or issues early and proactively, so we can create pragmatic solutions together.

If you are not feeling well, please advise your manager that you may not be online during the day, and please contact your doctor or health authorities - via phone.