



Dear Employee,

RE: Capability BPO (CPBO) Work From Home Policy

We confirm that you have been working from home on a temporary basis. We thank you for your commitment and hard work from your home and hope that you and your families are safe.

This temporary arrangement is due to the COVID-19 pandemic as a measure to secure our services to our customers. The length of this temporary home based set up will be dependent on the duration that the pandemic measures are in place. Once the pandemic restrictions have been lifted, you will be required to return to the office upon our instruction.

All other terms and conditions of your employment remain the same. We would like to remind you of your obligations whilst you work from home.

Home Based Requirements

Security At Home

- You have the obligation to arrange for an appropriate safety and security standards in your home/apartment.
- Mobile phones or all other electronic devices must be switched off while you are working.
- Precautionary measures include but are not limited to adequate locks for doors and windows in order to prevent intrusion to the premises.
- You are still required to clock in your times via UJet, iNcontact or Opentime whichever clock in system is applicable to your campaign.

WorkStation and Internet Access

- You must ensure that the equipment which is provided by CBPO cannot be tampered with and is securely stored away when you are absent for a period of time. External visitors should not have direct access to your workstation.
- The workstation should be free from distractions and background noise.
- The company router and/or data sim cards provided to you are to be utilised only for the purposes of performing your work function and duties.
- We confirm that you are required to store all CBPO equipment in a safe place.
- Any damages must be reported immediately and should the equipment be stolen a police case number will be required. Should the equipment be damaged, you will be liable for the costs excluding wear and tear.

Equipment

- You are responsible for ensuring that the condition of the equipment remains maintained and kept in good working order.

Protection against unauthorised views of sensitive information

- The workstation must be preferably situated in a separate room, but if that is not available, must be positioned at least in a way that no unauthorised person can view the screen.
- You must use a headset provided by CBPO at any given time in order to prevent that unauthorised parties can overhear sensitive information like credit card data or personal details.
- If you need to take notes of sensitive details, he/she must ensure that such notes are completely destroyed by tearing the notes into various pieces and discarding such information.
- Credit card details, personal information or other sensitive data must be wiped off immediately after the transaction is finished.
- Due to the sensitive data and information you will be working with, please familiarise yourselves with the below policies.
 - Under no circumstances a CVV code may be written down or any CC details.
 - Mobile phones or all other electronic devices may not be used while working. Should a device be used it must be switched to a silent mode.
 - This document is in line with the CPBO’s Acceptable Use and Information Security Policies which are applicable to all employees.

Adherence to Schedule – Sign In and soft phone exceptions

You are encouraged to use their best endeavours to promote the interests of the company by:

- practicing good time management skills and ensuring that your objectives/tasks/deadlines are met.
- Please be signed in punctually at the beginning of your shift. Go straight to AVAILABLE mode and avoid being on “Break zero” at all times (that is if someone is neither on AVAILABLE nor on a proper break code exception).
- Respect and do not exceed your break/ lunch times (a short break time is max 15 minutes; a lunch time is max 30 minutes. Non adherence is monitored and noted.)
- Please call your Manager for all exceptions as they have the responsibility that the floor runs at its optimum. Make sure to always use the correct exceptions (e.g. Error resolve to correct errors, Technical, any non-call exceptions like e-mail and queues).

Sincerely,

Human Resource Manager

Site Operations Manager

ACKNOWLEDGEMENT OF RECEIPT

I hereby confirm that I have received, read, and understand the contents of this letter and am aware of what is expected of me as a Capability BPO Employee.

Employee Name: _____
Employee Signature: _____
Date: _____