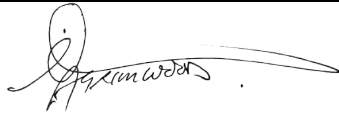




# HR: Work From Home Policy

EXCO REVIEW	
Signature Date	29 September 2025
Name	Ashraf Grimwood
Signature	



## Introduction

Human Resources is responsible for guiding and managing the overall provision of Human Resources services, compensation, benefits, policies, and programs for the entire organization. The mission of Human Resources is to maximize the productivity of the organisation by optimizing the effectiveness of their workforce maintaining a fair, equitable, progressive and positive work environment for all employees, in support of the mission of the organisation. It is based upon the belief that the success of the organisation, and its ultimate value, is primarily dependent upon its people; and that the development of the full potential for each employee will create job satisfaction and career opportunities for individuals and provide maximum benefit to the organisation and the communities it serves.

It is advisable that the HR policies are read in conjunction with the provisions of the following ACTS:

- (BCEA) Basic Conditions of Employment Act of 1997
- (EEA) Employment Equity Act of October 1998
- (SDA) Skills Development Act of 2008
- (OHS) Occupational Health and Safety Act of 1993
- (POPI) Protection of Peoples information Act of 2013
- (LRA) Labour Relations Act of 1995 Work from Home Policy

## Purpose

Kheth'Impilo's (KI) work from home policy aims to ensure that working from home is beneficial to the beneficiaries we serve, the organisation as well as the employee. This work from home policy establishes guidelines for employees who work from a location other than the Kheth'Impilo head office, district/sub-district/node offices, hereafter referred to as remote work.

## Types of Remote Work

- Remote work arrangements may be regular, occasional, or temporary. Regular remote work may occur as follows:
  - Full-time at remote workplace
  - Daily division of works hours split between KI office and remote workplace.
  - Pre-arranged days spent working at KI office with remaining days at remote workplace.
- Mandatory 8me in KI office may be requested by KI Management based on organisational and workload needs as required.
- Reasons for temporary remote work may include but not be limited to:
  - Completion of work-related administrative duties
  - Parental/family responsibilities
  - Unfavourable weather
  - Medical reasons
  - Commuter delays
  - Political unrest

## Eligibility

- Employees eligible for remote work are those whose roles can be effectively performed outside of KI's official office(s) without overall productivity and quality of work of being compromised.
- If not indicated as a condition of employment during the recruitment process, requests for remote work will be considered on an individual basis and will require the submission of a formal request to the Program Lead outlining the reasons for remote work and a proposed work schedule.

- Field and / or facility-based employees are not eligible for full-time remote work although they may be granted permission at the discretion of Management to temporarily work remotely due to specific reasons indicated above.

#### Approval Process

- All remote work must be pre-approved by the employee's immediate Program lead, which is subject to the collaborative discretion of the Programmes Director and HR Manager.
- Employees are allowed to work from home only if their job duties permit it. For example, people who are obliged to come in direct physical contact with beneficiaries/parents are not eligible to telecommute under this policy. However, employees who carry out most of their work on a computer can occasionally work off-site.

#### Workplace and Equipment

- It is the responsibility of the employee to ensure that their remote workplace is free from distraction, meets ergonomic standards to prevent physical injury, and complies with health and safety regulations.
- KI will issue necessary equipment, such as laptops and mobile telephones, in accordance with the employee's job function.
- Company-issued equipment must be used responsibly and for work-related purposes only.
- Employees that work remotely, must ensure they have the necessary internet connectivity to perform their job duties adequately, i.e. adequate bandwidth and speed as well as regular connectivity.
- Equipment issued is at the discretion of the manager and the job function.

#### Confidentiality and Data Security

- KI will ensure that that relevant IT security protocols are in place.
- Employees working remotely must adhere to KI's company's confidentiality and data security and storage policies (refer document retention policy) and protocols, as breach thereof may result in disciplinary action.

#### Availability and Communication

- Employees that work remotely are required to maintain a consistent work schedule that aligns with their aligned program and team needs.
- Employees that work remotely must be available and responsive during KI's core working hours via email, phone, and virtual meetings, unless otherwise approved at the discretion of management.
- Outside of these core hours, employees may arrange their work hours flexibly, so long as required tasks are completed, and effective communication is maintained with their team and manager.
- Should an employee take ill whilst working remotely, the employee must inform their supervisor immediately and adhere to KI's organisational sick leave policy and procedures (refer Leave policy).
- In case of emergencies, employees should communicate their situation to their supervisor and HR promptly.

#### Productivity and Performance

- Employees that work remotely are expected to adhere to agreed-upon work schedules. Any deviations must be communicated and approved in advance by their supervisor.
- Productivity and performance standards are standardised across KI and therefore remain the same across all types of work conducted, with key performance indicators (KPIs) and goals mutually established, monitored, and reviewed regularly.

- Failure to achieve set KPIs and targets set may result in HR interventions to address poor performance and ultimately in disciplinary action if performances remain below par.
- Remote work arrangements may be terminated at the discretion of the company based on performance, business needs, or policy violations.

**Training and Development**

- All KI employees, including those that work remotely, have equal access to training and development opportunities, which include virtual training sessions and online resources.

**Insurance and Liability**

- The organization is not responsible for any accidents, injuries, or damages that occur in the employee's home during work hours. KI will ensure that equipment issued to employees working remotely, is covered by the organization's comprehensive insurance.
- All employees are responsible for the care and safekeeping of organization-issued equipment.
- Any employee suffering loss, theft, or damage of equipment whilst working remotely, must immediately report their loss to their supervisor and KI's IT and Facilities Departments.
- Insurance coverage may be void in cases of negligence, unauthorized use, or violation of company policies, and in the event of intentional damage or loss resulting from the employee's misconduct.
- KI is not responsible for any accidents, injuries, or damages that occur in the employee's home during work hours.

Employees should ensure their home insurance covers remote work.

**Termination of Remote Work Agreement**

- KI reserves the right to terminate remote work arrangements and recall all remote staff to return to the office within 48 hours, if it is deemed to be in the best interest of the organization.

**Policy Compliance**

- All KI's organizational policies, procedures, disciplinary code, and disciplinary measures remaining in effect are applicable to all employees that work remotely.
- Failure of any employee to comply with KI's policies and procedures, including the Work from Home Policy, may result in disciplinary action.
- This policy will be reviewed periodically and may be revised to meet changing organizational needs and circumstances.

I hereby confirm my understanding and acceptance of Kheth'Impilo's Work from Home policy, and agree to adhere to the terms indicated herein whilst working remotely.

Employee Signature	
Name & Surname	
Supervisor Signature	
Name & Surname	
HR Representative Signature	
Name & Surname	