Working From Home Policy

Douglas OHI Corporate Policy

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1. Purpose

Douglas OHI recognises that, where appropriate, working from home can provide flexibility while supporting business continuity, employee wellbeing and effective ways of working.

This policy establishes a clear, consistent framework for working from home across Douglas OHI while maintaining business performance, collaboration, customer service, operational requirements, information security and accountability.

Working from home is a working arrangement approved by Douglas OHI. It is not an automatic employee entitlement and does not change an employee's contractual obligations, responsibilities, working hours or expected standards of performance.

The policy is intended to provide flexibility where this can be achieved without compromising the needs of the business.

2. Scope

This policy applies to employees of Douglas OHI in Oman, the United Arab Emirates, the Kingdom of Saudi Arabia and the Kingdom of Bahrain, subject to:

- The employee's employment contract;
- Applicable local labour and employment legislation;
- Immigration and residency requirements;
- Company policies and procedures;
- Information security and data protection requirements; and
- The operational requirements of the employee's role and business function.

Where local legislation or an employment contract provides a different or more specific requirement, the applicable local requirement will take precedence.

This policy does not replace any contractual, statutory or operational requirement to work from a Douglas OHI office, project, client site or other designated workplace.

3. Policy Principles

Douglas OHI's approach to working from home is based on the following principles:

3.1 Business first

Working from home must support the effective operation of the business. Business requirements, customer commitments, project requirements, collaboration and operational priorities will take precedence when determining whether working from home is appropriate.

3.2 Role suitability

Not every role is suitable for working from home.

Eligibility will depend on the nature of the role, the employee's responsibilities, the level of physical presence required and the ability to perform the role effectively away from the normal workplace.

Roles involving site-based activities, operational responsibilities, physical supervision, equipment, facilities, customer-facing requirements or other duties requiring a physical presence will generally not be suitable for regular working from home.

3.3 Accountability

Working from home does not reduce an employee's responsibilities or expected level of performance.

Employees working from home are expected to maintain the same standards of productivity, responsiveness, conduct, confidentiality, collaboration and service delivery that apply when working from a Douglas OHI workplace.

3.4 Flexibility with accountability

Douglas OHI supports appropriate flexibility where there is a clear business case and where the arrangement works for both the employee and the business.

Flexibility must be balanced with accountability.

3.5 Collaboration and connection

Employees working from home remain part of their team and are expected to maintain effective communication and collaboration.

Employees may be required to attend meetings, workshops, training, business events or other activities at a Douglas OHI location or other designated workplace, including on a day originally approved for working from home.

4. Eligibility

Working from home may be considered for employees whose roles are suitable for remote working and where the arrangement can be accommodated without adversely affecting business requirements.

Factors that may be considered include:

- The nature and responsibilities of the role;
- The employee's performance and level of accountability;
- The employee's ability to work independently;
- Business and operational requirements;
- Team and stakeholder requirements;
- Customer and project commitments;
- The need for collaboration or physical attendance;
- Information security requirements;
- Availability of suitable technology and equipment;
- The employee's proposed working environment; and
- Applicable local legal requirements.

Eligibility does not create an entitlement to work from home.

Managers may decline, amend or withdraw approval where business requirements or performance considerations require this.

5. Working from Home Arrangements

Working from home may be approved on one of the following bases:

5.1 Occasional working from home

An employee may request to work from home on an occasional basis where there is a legitimate business or personal reason and the role is suitable.

Examples may include:
- Focused work requiring limited interruption;
- Temporary personal circumstances;
- Exceptional travel or logistical circumstances;
- Short-term business continuity requirements; or
- Other circumstances agreed with the employee's manager.

Approval should normally be obtained in advance.

5.2 Regular working from home

A regular working-from-home arrangement may be considered where the role is suitable and there is a clear business rationale.

Any regular arrangement must be approved by the employee's manager and HR, in accordance with the applicable local process.

The agreed arrangement should specify:
- The frequency of working from home;
- The normal working days;
- Core working hours;
- Communication and availability expectations;
- Office attendance requirements;
- Review arrangements; and
- Any specific conditions attached to the arrangement.

5.3 Temporary working from home

Douglas OHI may approve temporary working from home where circumstances warrant it, including business continuity, exceptional personal circumstances or other situations approved by management.

Temporary arrangements will normally have a defined end date and will be reviewed as appropriate.

5.4 Emergency or business continuity arrangements

During circumstances that affect access to a Douglas OHI workplace, including emergencies or other business continuity situations, Douglas OHI may require employees to work from home where reasonably practicable.

Such arrangements may be implemented separately from the normal approval process.

6. Approval Process

Employees must obtain approval before working from home unless otherwise instructed by Douglas OHI.

The employee should discuss the proposed arrangement with their line manager and provide sufficient notice wherever reasonably practicable.

The line manager will consider:
- whether the role is suitable;
- current business requirements;
- team coverage;
- meetings and stakeholder commitments;

- workload and deadlines;
- employee performance;
- operational requirements; and
- any other relevant circumstances.

For regular or longer-term arrangements, HR approval will also be required.

Approval may be subject to specific conditions.

Managers should apply the policy consistently and should avoid arrangements that create operational or team coverage issues.

7. Working Hours and Availability

Employees working from home must work their normal contractual hours unless an alternative arrangement has been formally approved.

Working from home does not mean that employees can determine their own working hours.

Employees are expected to:
- be available during their normal working hours;
- remain contactable through agreed communication channels;
- attend scheduled meetings;
- respond to work-related communications within reasonable timescales;
- maintain agreed deadlines and deliverables; and
- inform their manager promptly if they are unable to work.

Employees must comply with applicable working-time, rest-period and overtime requirements in their country of employment.

Working outside normal working hours must not be undertaken unless required or authorised in accordance with Douglas OHI procedures and applicable law.

8. Office Attendance

An employee working from home may be required to attend a Douglas OHI office, project, client location or other designated workplace when business requirements dictate.

This may include:
- important meetings;
- client or stakeholder meetings;
- team activities;
- training;
- workshops;
- project requirements;
- business events;
- management meetings;
- operational requirements; or
- other circumstances where physical attendance is considered necessary.

Where reasonably practicable, managers should provide advance notice.
A requirement to attend the workplace takes precedence over a previously approved working-from-home day.

9. Performance and Accountability

Employees remain fully accountable for their responsibilities when working from home.

Managers should manage performance based on agreed objectives, deliverables, quality, responsiveness, behaviours and outcomes rather than physical presence alone.

Employees are expected to:

- deliver agreed objectives and work;
- meet deadlines;
- maintain appropriate responsiveness;
- participate actively in meetings;
- maintain effective communication with colleagues and stakeholders;
- raise issues or delays promptly; and
- comply with all Douglas OHI policies.

Working from home must not be used as a substitute for appropriate performance management.

Where performance, availability, communication or business requirements are not being met, Douglas OHI may review, amend or withdraw the working-from-home arrangement.

10. Communication

Employees working from home must remain connected with their teams and stakeholders.

The normal Douglas OHI communication channels should be used, including approved email, telephone, Microsoft Teams and other company-approved systems.

Employees should maintain appropriate status on company communication platforms and ensure colleagues know when they are unavailable.

Managers should ensure that working-from-home arrangements do not create communication gaps, particularly where teams operate across Oman, UAE, KSA and Bahrain.

11. Meetings

Employees working from home are expected to attend meetings in the same way as employees working from a Douglas OHI workplace.

Employees should:

- join meetings on time;
- ensure they have an appropriate working environment;
- use video where appropriate;
- maintain professional standards;
- avoid unnecessary distractions; and
- ensure confidential discussions cannot be overheard by unauthorised individuals.

Where physical attendance is required, employees must attend the designated location.

12. Work Location

Working from home means working from the approved home address or other location specifically authorised by Douglas OHI.

Employees must not routinely work from another country without prior written approval from Douglas OHI.

This is particularly important where working from another country could create implications relating to:
- immigration;
- tax;
- employment law;
- social security;
- insurance;
- data protection;
- cybersecurity;
- corporate presence; or
- other regulatory requirements.

Approval to work from home does not automatically constitute approval to work remotely from another country.

13. Home Working Environment

Employees are responsible for maintaining a suitable working environment that enables them to perform their duties safely and effectively.

The working environment should:
- provide sufficient space to work safely;
- allow appropriate concentration;
- support the use of required equipment;
- provide suitable internet connectivity;
- protect company information and conversations; and
- meet reasonable health and safety requirements.

Employees should notify their manager if their working environment prevents them from performing their role effectively or safely.

14. Health and Safety

Douglas OHI has a responsibility to support a safe working environment, including where employees are approved to work from home.

Employees are responsible for taking reasonable care of their own health and safety while working from home and should follow Douglas OHI health and safety guidance.

Employees should ensure that their workstation is arranged appropriately, including suitable:
- seating;
- desk or work surface;
- screen position;
- lighting;
- ventilation; and
- access to electrical power.

Employees should take appropriate breaks and avoid prolonged periods of uninterrupted work.

Any work-related accident, injury or health and safety concern arising while working from home must be reported promptly to the employee's manager and HR in accordance with Douglas OHI procedures and applicable local requirements.

15. IT Equipment and Technology

Douglas OHI may provide equipment required for employees to perform their duties remotely.

Company equipment remains the property of Douglas OHI and must be:

- used appropriately;
- protected from loss or damage;
- kept secure;
- used in accordance with IT policies; and
- returned when requested or when employment ends.

Employees must not install unauthorised software or allow unauthorised individuals to use Douglas OHI equipment.

Employees must ensure that their home internet connection and other technology used for work are sufficiently secure and reliable.

16. Information Security and Confidentiality

The same information security and confidentiality requirements apply whether an employee is working from a Douglas OHI workplace or from home.

Employees must:

- use only approved systems and applications;
- protect company devices and credentials;
- use appropriate passwords and authentication;
- prevent unauthorised access to company information;
- avoid discussing confidential information where it can be overheard;
- securely store company documents;
- follow Douglas OHI information security requirements; and
- immediately report suspected security incidents.

Company information must not be stored on personal devices or personal cloud storage unless specifically authorised.

Confidential documents should not be printed at home unless there is a legitimate business requirement and appropriate controls are in place.

Employees must securely dispose of confidential information in accordance with company requirements.

17. Personal and Family Responsibilities

Working from home is not intended to provide an alternative form of childcare, eldercare or other personal care arrangement.

Employees remain responsible for ensuring that personal responsibilities do not prevent them from meeting their work commitments during working hours.

Where personal circumstances affect an employee's ability to work, the employee should discuss the situation with their manager and HR.

Douglas OHI will consider reasonable and appropriate arrangements in accordance with applicable law and company policy.

18. Expenses and Additional Costs

Unless specifically approved, employees working from home should not assume that Douglas OHI will reimburse additional household or personal expenses arising from working from home.

Any reimbursement of expenses must comply with the applicable Douglas OHI expenses policy and local requirements.

Where Douglas OHI requires specific equipment or services to enable an approved working-from-home arrangement, the provision or reimbursement of those items will be determined on a case-by-case basis and in accordance with local requirements.

19. Insurance and Liability

Employees must take reasonable care of Douglas OHI equipment provided for home working.

Employees are responsible for informing Douglas OHI of any circumstances that could affect the safe use or security of company equipment.

Douglas OHI may require confirmation of relevant insurance or other arrangements where appropriate.

Nothing in this policy alters Douglas OHI's obligations under applicable law.

20. Monitoring and Review

Working-from-home arrangements may be reviewed periodically to ensure that they continue to meet business and employee needs.

A manager may review an arrangement where:

- business requirements change;
- the role changes;
- performance or productivity concerns arise;
- communication or availability becomes an issue;
- customer or project requirements change;
- the team requires greater physical collaboration; or
- the arrangement is no longer considered appropriate.

Douglas OHI may amend or withdraw an approved arrangement where there is a legitimate business or operational reason, subject to applicable law and contractual requirements.

Where reasonably practicable, employees will be given appropriate notice of changes.

21. Local Country Requirements

21.1 Oman

Working-from-home arrangements in Oman must comply with the Oman Labour Law and applicable regulations.

Oman's Labour Law recognises remote work as a form of work in which an employee performs work or duties using information and communications technology outside the employer's premises, either partially or fully. Working hours and other employment requirements continue to apply to employees working remotely.

Douglas OHI will therefore ensure that approved working-from-home arrangements in Oman remain consistent with applicable working-hour, rest-period, health and safety and employment requirements.

21.2 United Arab Emirates

Working-from-home arrangements in the UAE must comply with applicable UAE employment legislation and the employee's contractual arrangements.

UAE employment legislation permits an employee to perform work remotely, including inside or outside the UAE, with employer approval. The employer may specify working hours for approved remote working arrangements.

Employees must obtain specific approval before working remotely from outside the UAE.

21.3 Kingdom of Saudi Arabia

Working-from-home arrangements in KSA must comply with applicable Saudi employment legislation, contractual requirements and any relevant Ministry of Human Resources and Social Development requirements.

Saudi Arabia operates a formal framework for remote work and provides an official platform for documenting certain remote-work arrangements.

The Saudi flexible-work regime is a separate contractual arrangement with its own requirements and must not be assumed to be the same as an ordinary Douglas OHI working-from-home arrangement.

HR will determine, where necessary, whether a proposed arrangement requires additional documentation, registration or other local compliance measures.

21.4 Bahrain

Working-from-home arrangements in Bahrain must comply with applicable Bahrain employment legislation, including Law No. 36 of 2012 promulgating the Labour Law for the Private Sector, as amended, and the employee's contractual arrangements.

Bahrain's Labour Law does not establish a general statutory entitlement to work from home. Working-from-home arrangements should therefore be agreed and documented between Douglas OHI and the employee, taking account of business requirements and applicable employment obligations.

Employees working from home must continue to comply with applicable requirements relating to working hours, rest periods, occupational health and safety, confidentiality and information security.

HR will review proposed arrangements where necessary to ensure that they are appropriately documented and comply with relevant local requirements.

22. Management Responsibilities

Managers are responsible for:

- applying this policy consistently;
- assessing requests objectively;
- considering business requirements and team coverage;
- setting clear expectations;
- maintaining appropriate communication;
- monitoring agreed deliverables;
- ensuring employees attend the workplace when required; and
- escalating concerns to HR where appropriate.

Managers should not approve working-from-home arrangements that compromise operational delivery, customer commitments, project requirements or team effectiveness.

23. Employee Responsibilities

Employees working from home are responsible for:

- obtaining approval before working from home;
- maintaining their normal working hours;
- remaining available and contactable;
- delivering agreed work and objectives;
- attending required meetings;
- attending the workplace when requested;
- maintaining confidentiality;
- protecting company equipment and information;
- maintaining a suitable and safe working environment;
- complying with all Douglas OHI policies; and
- immediately raising any issue that prevents them from working effectively.

24. Non-Compliance

Failure to comply with this policy may result in the working-from-home arrangement being reviewed or withdrawn.

Serious or repeated breaches may be managed in accordance with Douglas OHI's disciplinary procedures and applicable local employment legislation.

Examples of non-compliance may include:

- working from home without approval;
- failing to remain available during agreed working hours;
- failing to attend required meetings or the workplace;
- misuse of company equipment;
- breaches of confidentiality or information security;
- failing to meet agreed responsibilities; or
- misrepresenting working status or availability.

25. Exceptions

Any exception to this policy must be approved by the appropriate authority within Douglas OHI and, where required, HR.

Exceptions must remain compliant with applicable local law and contractual requirements.

26. Policy Review

This policy will be reviewed periodically by HR to ensure that it remains appropriate for Douglas OHI's business requirements and aligned with applicable legislation in Oman, UAE, KSA and Bahrain.

Douglas OHI reserves the right to amend this policy where necessary.