
An Employers' Guide to Drafting

A Work From Home Policy





Not sure where to start ? Here are some tips

1

Be Clear in Communication

Have a clearly defined work from home (WFH) policy which is shared and explained to all staff emphasizing the employers expectations from them along with the do's and don'ts.

Stating the objective and scope of the policy.

Do a presentation on the same on a regular basis until everyone get used to the new normal.

Frequent reminders will be beneficial in the long run to ensure everyone adheres to the policy.

2

Be Open

Keep the policy accessible in a common location and assign a dedicated team who can be reached for any clarifications on the policy.

3

A Hybrid Model

Work from home policy can be in hybrid model based on the requirement of the company.

One can be for emergency situations like bomb blasts, curfew, COVID-19 etc.

Other can be providing the WFH as a facility to employees.

For both situations to have two different policies separately explaining the expectation, objectives.and guidelines.

4

Transparent Process

Make sure to communicate the process for requesting a remote work agreement.

Who/where should the application be submitted to?

The decision maker that gives approval.

Are there other factors outside of eligibility criteria considered before giving approval?

5

Termination

WFH policy to include a termination clause and how this will be revoked, what consequences the employee will have in such a scenario should be stated clearly in the process.

6

Measuring Performance

Have a tool to measure productivity, and success of the project deliveries.

Use a dashboard to see the tasks and status of the tasks which can be made visible to the Team Leader.

Generate weekly updates from Teams on the task to immediate reporting manager.

7

Responsiveness

Be transparent about expected response times for the primary communication channels of the team (Ie: Slack, email, calendar invites, etc.).

Clearly mention turnaround time for email responses, activity completion etc.

8

Meetings

Consider what are the mandatory meetings employees should attend to, compulsory team reporting, and updates which are to be provided; such as daily reporting, weekly team updates, and briefings.

9

On-Site Requirements

If the person is required at the office on a specific date, mention to them about the allocated space, any guidelines to be followed before entering the premises. If approval is needed, clearly state the approval process.

10

Work Schedule

Hours of each day /week should the worker be active and available in specific time zones especially when teams are working with different time zones and rosters.



11

Worksite Closures

Description of paid leaves, holidays and working hours in accordance to the remote working arrangement.

12

Communication Guide

Clearly mention the different communication channels to be used for various types of communications. For example, client communications should be distributed via email, internal rapid response questions could be on Whatsapp or intranet apps.

13

Communication Channels

What is the process to notify offsite employees of company updates, new regulations, leadership messages, and what is the mode of acknowledgment such as digital signatures, intranet sign offs etc.



Every organization is unique, design a policy which complements your work culture

14

Reimbursement

Mention about the policy and procedures on WFH claims and reimbursement. limits and how to claim the same. Give clear information on where employees can access policies on same.

15

Feedback

A guideline for virtual feedback, filing complaints, incident reporting.

16

Career Progression and Promotion

Clearly articulate the company's evaluation process for promotions and increments in a remote work arrangement. Make the policy transparent and independent to avoid biases and conflicts.

17

Learning and Development

Communicate opportunities that the employer provides during remote work policy for workers to encourage career growth, including online certifications/courses, personal mentoring, special trainings, promotion frequency etc.

Sri Lankan Employment Laws

Ensure awareness of both employer and employee regulations required by Sri Lankan employment laws including paid leaves, final pay, special benefit schemes etc.

At the end, it's all about empathy, trust, and ethics

During remote working only the physical work place is shifted to a home environment whereas processes, policies remain unchanged. It is the responsibility of both employer and employee to facilitate trust, empathy and self-discipline especially in a remote working environment. Empathy brings out the best in people.

In most cases, physical separation from office and co-workers can breed these complications. Because we are not in physical proximity, it is sometimes forgotten that we are working with people who have their own lives, families, problems etc.

Trust is a virtue that need to be with both employee and employer especially in a remote working environment. Both parties need to be transparent in what is been said and done. Moment this is weak from either party conflicts arise where it could tarnish the employer employee relationship.

In addition, professional ethics plays a major role when you're operating in a remote work environment. It is the responsibility of both employer and employee to maintain ethics at all times adhering to core values of the organization.

Disclaimer: The information on this guide is general in nature only, the information included here does not substitute any consultation advice. You should consider whether the information is appropriate to your needs, and where appropriate, seek professional advice from an advisor.

Although every effort has been made to verify the accuracy of the information contained in this document, SLASSCOM, its officers, employees and agents disclaim all liability, for any error, inaccuracy in, or omission from the information contained on this website or any loss or damage suffered by any person/organization directly or indirectly through relying on this information.