

Policy and Standard Operating Procedure for Work from Home (WFH)

1. Introduction

This Policy and Standard Operating Procedure (SOP) for “Work from Home” (WFH) of NSET enables its staff to work remotely from any suitable workplace without being physically present in the office. This SOP is based on “NSET Personnel Policy Clause # 5.3 “Provision of flexible workplace other than office”. This SOP has been prepared to continue the possible official activities when one or more staff cannot attend office but are able to work from home and or a remote location. WFH shall be applicable in the following conditions:

- 1.1. When an individual is not able to attend office due to personal conditions like illness requiring physical rest, limited mobility, family healthcare, care for family members etc. but can work from home to accomplish her/his assignments.
- 1.2. When one or more staff are not able to attend office due to any adverse condition beyond their control like transportation and or public strike, partial blockade, curfew etc. but can work from home to accomplish their assignments.
- 1.3. When the office cannot operate normally requiring complete close down due to curfew, disaster, emergency, epidemic etc. but NSET staff can work remotely from home or another suitable workplace to accomplish their assignments.
- 1.4. Administrative, financial and or any other genuine reason when work from home is essential for single or group of NSET staff.

2. Activation of WFH:

WFH shall be activated after approval from NSET Executive Director based on situation analysis and recommendations from the concerned officials as stated here under:

- 2.1. Recommendation from the concerned supervisor on the request from an individual as stated in clause # 1.1 in the prescribed WFH Application Form, annex 1.
- 2.2. Recommendation from NSET Administration based on the endorsement of the request from one or more individuals by the concerned supervisors as stated in clause # 1.2 in the prescribed WFH Group Application Form, annex 2.
- 2.3. Recommendation from NSET Administration based on the situation analysis by NSET Emergency Response Team as stated in clause # 1.3 in the prescribed NSET WFH Activation Form, annex 3.
- 2.4. Recommendation from NSET Administration based on the request from Division Directors, Project Managers or any other concerned official to grant WFH permission for conditions stated in clause # 1.4 in the prescribed WFH Group Approval Form, annex 4.

3. Emergency Situation Analysis

NSET Emergency Response Team (ERT) assess the overall impact on NSET operation during any adverse and or emergency situation either known by any external reliable source or request from NSET Administration based on one or more of the following information.

- 3.1. Impact of any adverse condition like local, regional, national or international epidemic, disaster and or any emergency situation.

- 3.2. Advise, request, instructional guidelines and or mandatory conditions as issued by the local, provincial and or federal government.
- 3.3. Advise, request, instructional guidelines and or mandatory conditions stated by Donor and or partner of NSET.
- 3.4. The duration of such emergency condition will vary depending on the intensity and impact of the adverse and or emergency situation from a few days, weeks or a month at an initial stage.
- 3.5. Normal opening of office and or extension of the emergency will be decided by NSET Executive Director based on the constant follow up assessments from NSET ERT based on # 3.1, # 3.2 and #3.3.

4. Eligibility of WFH

WFH is not possible for all types of activities it varies due the nature and location of various assignments as stated here under.

- 4.1. Preparing audio visual presentations, email communication, tele/video conference, important documents like new and or revision of curricula, guidelines etc. requires a laptop or a desk top computer along with reliable internet connection. These assignments could be enough for a month or more.
- 4.2. Preparing activity reports, documentations, coordination, acquiring services through telecommunication etc. can be easily conducted from a remote workplace even without a computer and internet facility. These types of assignments could be performed from a remote workplace for a week or more.
- 4.3. Preparing GIS maps, graphical designs, large data processing will require high resolution large monitor and reliable internet with high band width and may go longer than two weeks.
- 4.4. Administrative, financial and secretarial assignments may be performed partially for a couple of days.
- 4.5. The basic minimum requirement for a remote workplace of an individual as annex 5 should be ensured.
- 4.6. Physical assignments like dispatch of letters, cleaning office space, gardening, works in cafeteria, driving of vehicles will not be possible to work from a remote place.
- 4.7. Building inventory, damage assessment, construction supervision, social mobilization, earthquake mobile clinic, etc. does not require WFH and can run smoothly unless there are similar adverse and or emergency conditions in the working area.

5. Approval of WFH

The initiation request and approval for implementation of WFD will be as tabulated here under

Condition	Request from	Recommend from	Endorsed by	Approved by	WFH Form
Clause # 1.1	Individual	Supervisor		ED	Application
Clause # 1.2	Individual	Administration	Supervisor	ED	Group Application
Clause # 1.3	Not Required	ERT	Administration	ED	Activation
Clause # 1.4	Director / Manager	Administration		ED	Group Approval

6. Performance/Work/Task Management for WFH.

The management system for work generation, tasking, work plan; including, supervision, monitoring and evaluation shall be done as per the existing management organogram/system of NSET but from a remote location. The concerned Division Directors, Project Managers may form a separate task groups, add or remove certain level of supervisory system as and when required to increase efficiency for WFH with prior approval from their respective supervisors and or NSET Management. The roles and responsibilities of the key actors shall be as provided in the following sections.

6.1. Each individual staff of NSET who is eligible to WFH as stated in # 3 shall be responsible to:

- 6.1.1. Prepare a tentative work plan based on the activities that the person is involved in various projects and programs for the duration as instructed by the supervisor in the prescribed format, annex 6.1.
- 6.1.2. Prepare a list of logistics, tools, equipment that is essential to perform the work assignment from a remote workplace, annex 7.
- 6.1.3. Perform the assignment as stated in the workplan approved by the supervisor to the best of her/his knowledge from a remote workplace. Maintain daily detailed activities, annex 6.2 and daily activity log, annex 6.3
- 6.1.4. Normal workdays and hours of NSET will apply for Work from Home as well (Monday – Friday; 9:00am - 5:30pm. However, there may be flexibility on workdays and hours as designed between the concerned professional and the supervisor. Staff may fulfill their responsibilities in their convenience, provided it should be clearly informed to the supervisor. It will be more of a output and delivery based work.
- 6.1.5. Report about the development of assignment and or any other official business each day to the supervisor on an agreed time slot. Report to and or get instructions about any urgent/important issues as and when necessary.
- 6.1.6. Maintain a daily diary stating the key activities performed and achievement as applicable.
- 6.1.7. Shall report immediately if the staff has to discontinue WFH about the reason and duration of absence, work compensation plan or apply for an appropriate leave.
- 6.1.8. Abide to the code of Standard Operation Procedure (SOP) and Code of Conduct for Work from Home as approved and circulated by NSET Administration.

6.2. Roles and Responsibilities of Supervisors:

- 6.2.1. Identify and prepare list of staff under each category as stated in # 3 and present to NSET Administration.
- 6.2.2. Review and finalize the list of essential items as # 6.1.2 and request/recommend to NSET administration including those required for the supervisor for necessary arrangement and supply.
- 6.2.3. Review and finalize separate work plan prepared by each individual staff and assign task and communication plan accordingly.
- 6.2.4. Prepare a tentative work plan based on the activities that the staff is involved in various projects and programs for the duration in the prescribed format, annex 6.1.
- 6.2.5. Prepare a list of logistics, tools, equipment that is essential to perform the work assignment from a remote workplace, annex 7

- 6.2.6. Provide necessary guidance as requested/required and establish contact to get an update from each staff every day at a preset time.
- 6.2.7. The supervisor while providing the assignments for the staffs should make Work plan and all the staffs are obliged to follow and complete the given task timely.
- 6.2.8. The supervisor should ensure timely reporting of the work. In case of any negligence in reporting or found not reachable on phone will not be entertained.
- 6.2.9. Abide to the code of Standard Operation Procedure (SOP) and Code of Conduct for Work from Home as approved and circulated by NSET Administration.
- 6.2.10. Perform the assignment as stated in the workplan approved by the supervisor to the best of her/his knowledge from a remote workplace. Maintain daily detailed activities, annex 6.2 and daily activity log, annex 6.3
- 6.2.11. Although the normal workdays and hours are preferred, Work from home (WFH) is a special situation, and flexibility is allowed. Staff may fulfill their responsibilities in their convenience, provided it should be clearly informed to the supervisor. Therefore, concerned staff should plan and agree with the supervisor about the preferred time and duration of the work.
- 6.2.12. Report about the development of assignment and or any other official business each day to the supervisor on an agreed time slot. Report to and or get instructions about any urgent/important issues as and when necessary.
- 6.2.13. Maintain a daily diary stating the key activities performed and achievement as applicable.
- 6.2.14. Report immediately if the staff has to discontinue WFH about the reason and duration of absence, work compensation plan or apply for an appropriate leave.

6.3. NSET Administration shall be responsible to:

- 6.3.1. Activate WFH as stated in #2.
- 6.3.2. Arrange essential logistics, tools, equipment as requested under #6.1.2, annex 7
- 6.3.3. Arrange a suitable internet based remote work platform to facilitate sharing of documents, tele/video conference, transfer large data files, daily attendance record etc. for the smooth running of WFH
- 6.3.4. Plan and organize orientation programs for the required staff on WFH prior to initiating WFH activities.
- 6.3.5. Assignment alternative tasks and or make arrangements for the maximum utilization of the staff that are not eligible for WFH as stated under # 3.
- 6.3.6. Enforce, monitor and evaluate the safeguarding the Standard Operation Procedure (SOP) and Code of Conduct for Work from Home as approved by NSET Administration.

7. Code of Conduct

All NSET staff working from home shall abide to the NSET Code of Conduct. Apart from the Code of Conduct NSET staff shall follow the following points for a pleasant and effective Work from Home.

7.1. Assign Workplace

Assign a dedicated workplace in an appropriate location with easily available power socket, internet connectivity and optimum comfort so that you feel like it's an office within the home. If you can spare a room for the workplace it will be even better and you can feel as if you are in office.

7.2. Organize Workspace

You need to spend a lot of time working from home, try to make your workspace as enjoyable a place to be as possible. Get all the stationery items like Note books, reminders, pens, highlighters, punching machine, stapler, staples and tissues etc. Try adding pictures or photos of family and friends, a notice board, and even a houseplant or two.

7.3. Dress Up Appropriately

Proper dressing will make you comfortable and feel that you are in an official business. Dressing up in the usual office dress probably isn't necessary. Take a shower, brush your hair, and put on something presentable. You may not like to be caught on camera in a clumsy appearance if you need to join official meetings through video conferencing.

7.4. Define Working Hour

Normal working hour in NSET office is 09:00-17:30 and it may be good to follow this timing to the possible extent. However, you may make your working hour flexible so as to accomplish your assignments and or meet deadlines with consent from your supervisor. Provide ample time to your family members whenever necessary.

7.5. Take Short Breaks

Take short breaks at appropriate time sitting in the same position for long will not only make you tired but also reduce your efficiency. Stepping away from the computer screen for even a short while at certain intervals can protect you from headaches, eye strain and back pain. Short breaks apart from lunch time are energizers but keep them short. For an extra creative boost, you may try 10 minutes of mindfulness or meditation twice a day.

7.6. Lunch and Refreshment

You have a liberty in taking lunch and refreshments at any time of the day when you are working from home. It is always better to take lunch, tea and snacks in a fix time as we do in the office. This will help you to keep healthy and avoid chance of adding more fat into your body with snacking all the day.

7.7. Keep in Touch

Working from home does not mean to stay aloof and work on your own, continue close contact and interactions through telephone and video calls at optimum intervals. Working from Home is almost the same as working from the office. You can use Mobile phones, Viber, Skype GoToMeeting, Zoom, MS Teams and many other mediums to interact with your colleagues for a friendly conversation apart from official business.

7.8. Entertain Yourself

Working from home may be monotonous you may listen to melodious song or music in a low volume to keep you refreshed. It is better to avoid listening in higher volume and or opening a television may be distracting. The trick is to find a balance in breaking the

monotony and keep you refreshed for a healthy and creative state of mind. **Keep Yourself Updated**

Apart from your professional duty keep yourself updated in the current burning issues. Share and circulate important information on contemporary concerns applicable for public consumption. Seek for new innovative science and technological development in your profession.

7.9. Aspire Creativity

Make use of the time saved in commuting distance to and from office during Work from Home. Continue your creativity in the field of your interest and or hobby. Creating innovative ideas, writing articles, literary works, painting, gardening, cooking and even assisting your family members in daily household chorus.

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Annex 1: WFH Application Form (for an individual)

Work from Home Application Form
For an Individual Staff

Name of Employee:					
Division / Unit / Project:					
Designation:				Date:	
Reason for requesting Work from Home:					
Health	Family	Children	Strike	Curfew	Other
Brief note on the reason for Work from Home					
Work from home applied for:					
Date	Day	Hours		Work from Home Time	
		From	To	Total	Unit
Work plan for Work from Home:					
Date	From	To	Assignment		
Recommendation from Supervisor:					
Name:		Designation	Signature	Date:	
Approved by:					
Name:		Designation	Signature	Date:	
Endorsed by NSET Administration					
Name:		Designation	Signature	Date:	

Note:

- Additional sheets should be attached to clear assignments if required.
- Work from Home for an individual is allowed only after formal approval.

Annex 2: WFH Group Application Form (for a group of staff)

Work from Home Group Application Form

For a Group of Staff

Name of Person Requesting WFH:							
Division / Unit / Project:							
Designation:				Date:			
Reason for requesting Work from Home:							
Transportation / Pubic Strike			Curfew		Other		
Brief note on the reason for Work from Home							
Work from home Recommended for:							
SN	Staff recommended for Work from Home				Date		
	Name	Division	Designation	From	To		
1							
2							
3							
4							
5							
Work plan for Work from Home:							
SN	Name	Date		Assignments			
		From	To				
1							
2							
3							
4							
5							
Recommendation from Supervisor:							
Name:		Designation		Signature		Date:	
Approved by:							
Name:		Designation		Signature		Date:	
Endorsed by NSET Administration							
Name:		Designation		Signature		Date:	

Note:

- Additional sheets should be attached if required.
- Work from Home for group may be allowed in advance and or endorsed through online / email / Telephone request in case of a sudden requirement like in emergency.

Annex 3: WFH Activation Form (for NSET lock down)

Work from Home Activation Form
For Whole NSET Staff

Name of Person Requesting WFH:				
Division / Unit / Project:				
Designation:			Date:	
Duration of Work from Home Recommended Date			From:	To:
Reason for requesting Work from Home:				
Transportation / Pubic Strike		Curfew		Other
Brief note on the reason for Work from Home				
Brief note on the request from Emergency Response Team (ERT) Team Lead:				
Name:	Designation		Signature	Date:
Recommendation for the staff not eligible for Work from Home:				
SN	Name	From	To	Assignment
1				
2				
3				
4				
5				
6				
Recommended by:				
Name:	Designation		Signature	Date:
Approved by:				
Name:	Designation		Signature	Date:

Note:

- Additional sheets should be attached if required.
- Work from Home Activation for Lock Down, Curfew or any other adverse condition may be allowed in advance and or endorsed through online / email / Telephone depending on the situation.

Annex 4: Group WFH Approval Form (for certain groups as special demand)

Group Work from Home Approval Form

For Group of Staff

Name of Person Requesting WFH:						
Division / Unit / Project:						
Designation:				Date:		
Reason for requesting Work from Home:						
Transportation / Pubic Strike			Curfew		Other	
Brief note on the reason for Work from Home						
Work from home Recommended for:						
SN	Staff recommended for Work from Home				Date	
	Name	Division	Designation	From	To	
1						
2						
3						
4						
5						
Work plan for Work from Home:						
SN	Name	Date		Assignments		
		From	To			
1						
2						
3						
4						
5						
Recommendation from Supervisor:						
Name:		Designation		Signature		
Approved by:						
Name:		Designation		Signature		
Endorsed by NSET Administration						
Name:		Designation		Signature		

Note:

- Additional sheets should be attached if required.
- Group Work from Home for any groups is allowed only after formal approval.

Annex 5: Minimum requirements to work from home.

1. Comfortable workspace with the basic requirements
2. Laptop and or a desk top computer
3. Internet
4. Application of video conference – MS Teams, Skype, GoTo meeting, Zoom, whats-up, viber
5. Inter division/program goggle drive or share point
6. Working table and chair
7. Be ready/presentable for required meetings (specially in senior management team)
8. Proper Staff training about WFH

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Annex 6: Action Plan, Daily Detail Activity and Daily Activity Log

Annex 6.1: Action Plan for activities during Work From Home (for each staff)

Date	Time		Assignment	Remarks
	From	To		

Annex 6.2: Detail Daily Activities Record Format (for each staff)

Date	Brief description of Work	Time			Project / Program	Remarks
		From	To	Total Hours		

Annex 6.3: Daily Activity Log (for each staff)

Date	Activity	Project/program	Remark

Annex 7: Logistics Request (for logistic, tools and equipment required to each staff)

SN	Description of Materials and or Services	Quantity	unit	Duration	
				From	To
1					
2					
3					
4					
5					
6					

	Requested by	Recommended by	Approved by
Name			
Position			
Signature			
Date			