



REMOTE WORK POLICY

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1. PURPOSE

Montego Pet Nutrition has a *Remote Work Policy* that allows eligible employees to work from a location other than their base office.

However, these employees must attend work at their *base office* for five (5) days every month to collaborate with colleagues and attend meetings as needed. The *Remote Work Policy* is a voluntary alternative method of meeting Montego Pet Nutrition's requirements.

All employees who qualify and receive approval to work remotely will do so voluntarily and at their own expense.

2. DEFINITIONS

Under this *Remote Work Model*, the following definitions will apply once it is agreed between Montego Pet Nutrition and the employee to work remotely regularly:

TERM	DEFINITION
Employment Policies & Procedures	Remote workers will be subject to the same Conditions of Service, Policies, and Procedures as any other Montego Pet Nutrition employee. All existing Policies and Procedures, in addition to special arrangements about remote work, will apply to the <i>Remote Work Model</i> and should be consulted in addition to this Policy.
Expenses	Montego Pet Nutrition provides a laptop / computer and existing cellphone arrangements for ongoing <i>remote work</i>. The remote employee will be expected to provide all other equipment to enable working as part of the <i>Remote Work Model</i>.
Base Office	Also known as the Dedicated Office / Primary Office, refers to the specific location designated as the employee's main workplace, at the time of their employment agreement initiation with Montego Pet Nutrition. This is the <i>Central Hub</i> where the employee is expected to perform most of their duties unless otherwise agreed upon in terms of flexible or remote working arrangements. <i>Base office</i> work can take place in several different types of workspaces, including: • Dedicated workspace: Workspaces are assigned to a specific employee(s), particularly Montego Pet Nutrition buildings, locations, and sites. • Shared workspace: Workspaces that employees, like Montego Pet Nutrition Production Units, Factories and Depot, share. • Collaborative workspace: Workspaces that are provided to teams for collaborative purposes.

Remote Work	<i>Remote work</i> is an organisational practice available to employees who reside beyond a radius of eighty kilometers (80km) from their dedicated Montego Pet Nutrition <i>base office</i> and can perform their duties away from the <i>base office</i>. Remote employees will be required to be at their <i>base office</i> for a combined total of five (5) working days a month. Employees who reside within the eighty kilometers (80km) radius will not be eligible for <i>remote work</i> but will have the option of working on the <i>Hybrid Model</i> should they meet the criteria.
Remote employee	Employees with approved remote work status may work <i>off-site</i> but come to their <i>base office</i> for meetings and collaboration.
Off-site / Remote work	<i>Remote work</i> is the act of working from a location outside of the <i>base office</i>. For example, a remote worker will perform all essential duties related to their role from home rather than in a shared office setting. Remote workers can be in various locations to succeed in their jobs. The Montego Pet Nutrition <i>Remote Work Model</i> is voluntary for qualifying positions.
Travel costs	Remote workers are responsible for covering their travel and subsistence expenses, including attending their <i>base office</i> for five (5) days each month. However, if the remote worker is required to travel to another Montego Pet Nutrition site or attend to clients, then the Company will cover these expenses.
Work schedules and deliverables	Schedules for <i>remote work</i> may vary depending on business needs and will be determined in consultation with the applicable Supervisor / Manager.

3. POLICY / PROCESSES AND PROCEDURES

3.1 Eligibility

When evaluating remote work eligibility, employees in qualifying positions may voluntarily apply under this model, subject to an approval process by Montego Pet Nutrition.

The following will be considered:

- The needs of the organisation.
- Specific position requirements.
- Can the role be performed as part of the *Remote Work Model*?
- The employee's available resources to work remotely.
- The needs of the team/department.
- The distance from the employee's dedicated Montego base office.

Employees in qualifying roles may volunteer to be considered for remote work only if the following criteria are met:

- If the position has been identified as eligible for remote work.
- If employees voluntarily make themselves available to work as part of the *Remote Work Model*.
- If their Supervisor / Manager agrees that remote work is appropriate for the individual.

To be considered for remote work, employees should have the following in place at their home / off-site office:

- A home / off-site office space and furniture that will enable remote working and reliable Internet / *Wi-Fi* connectivity.
- *Bandwidth* requirements may vary depending on job function and assignment. Remote employees will be expected to have an Internet speed of at least 50Mbps in their home / off-site office space.
- *Wi-Fi* connectivity will be for the employee's cost, and Montego will not contribute to Internet costs.

3.2 Remote Principles

- If all duties can be accomplished at an equal or higher level at an home / off-site location, the position may be appropriate for remote work.
- Expectations for timely work completion, meeting attendance, responsiveness, and other performance criteria are the same for remote and office-based employees.
- The applicable Managers and decision-makers will apply the same performance standards and requirements to employees, regardless of work location.

3.3 Approval

Montego Pet Nutrition Executive Committee (EXCO) will approve all remote work applications.

- Employees must ensure their Supervisor / Manager agrees and approves their remote work arrangements.
- Participation in the *Remote Work Model* will always be subject to continuous review by the Human Resources Department, the individual's Supervisor / Manager, and Senior Management.
- Montego Pet Nutrition reserves the right to withdraw remote work participation approval upon reasonable notice.

3.4 Remote Conditions of Employment

- As per the *Labour Relations Act (LRA)*, unless explicitly agreed to in writing, a remote work employee's *Terms and Conditions* are the same as those of office-based employees, including required compliance with all Montego Pet Nutrition Policies and applicable Labour and other applicable Legislation within South Africa while working off-site.
- If a position is eligible and approved, the applicable Management will be responsible for managing remote employees on the same terms as they manage office-based employees.
- Regardless of remote work arrangements, employees may be required to work from the base office when required to do so, at the sole discretion of their Supervisor / Manager.

4. PROCESS

4.1 Application

Before applying, employees should ensure that their position qualifies for remote work.

- Employees should have discussed with and received their Manager's approval if all eligibility criteria are met.
- Employees in qualifying positions should use the *Remote Self-Assessment Checklist (Annexure A)* to determine whether they can apply for remote work.

4.2 Role Suitability

Due to the nature of the job, certain roles cannot be performed from a non-Montego Pet Nutrition facility.

Such examples include, but are not limited to:

- Any roles requiring onsite physical presence (e.g., manufacturing, factory, maintenance, employee-serving, manufacturing, and other equipment operating roles).
- Any roles with a technology constraint (e.g., drivers, packers, forklifts, receptionists).
- Any roles with a security constraint that cannot be maintained from a non-Montego Pet Nutrition facility (e.g., dealing with employee contracts, etc.)

4.3 Evaluation

With the assistance of the Human Resources Department, the relevant department's HOD will evaluate the suitability of positions for remote work. If the position is found to be eligible for remote work, the following aspects will be discussed and confirmed:

- **Role responsibilities:** The employee and Manager will discuss the job responsibilities and determine if the job is appropriate for a remote arrangement.
- **Confirmation** by an employee that they have the required equipment and IT Infrastructure to work as part of the *Remote Work Model* and that they understand that they will be required to provide their equipment, internet connection, and off-site workspace, apart from a laptop, to enable them to work as part of the *Remote Work Model*.
- **Scheduling issues:** The employee and Manager will review the physical workspace needs and the appropriate location for the remote IT Provisions and Requirements.

4.4 Final Approval

The final approval remains with the Executive Committee (EXCO) if all criteria are met.

5. ONLINE TEAMS MEETINGS

- Employees will be expected to make themselves available online for any required work interactions during normal working hours.
- Camera-on requirement: Remote employees must follow a "camera-on" approach during *Microsoft Teams* meetings.

6. ABSENCE FROM WORK DUTIES

Remote employees shall be subject to the same accident, sickness, and absence reporting requirements as the Montego Pet Nutrition facility employees.

7. SCHEDULE

The employer and/or remote employee must create a schedule and/or identify daily and/or weekly tasks.

The remote employee can keep track of work priorities by creating a schedule. Important work and/or tasks should be prioritised so that the rest of their functions and/or work can be completed comfortably throughout the day. This will assist remote employees in structuring their days and ensuring efficiency and effectiveness while working from home / off-site.

The remote employee must ensure that the same work deadlines they are expected to meet at the office are adhered to while working from home / off-site. The employer shall supervise and/or ensure the remote employee adheres to the same.

8. AVAILABILITY

Remote employees must ensure that communication channels are open and reachable when required.

Client interaction must be a top priority, regardless of whether a remote employee is home-based or working from an off-site location.

9. COMMUNICATION & PRESENTATION

Communication and information sharing are important while working remotely.

Remote employees must check in regularly with their Manager, Supervisor, or respective teams via online platforms such as *Microsoft Teams* and email correspondence.

9.1 Reachability

Remote employees must remain reachable and responsive at all material times during the stipulated working hours through various means, such as telephone calls, email correspondence, and *Microsoft Teams* video conferencing. This obligation applies to remaining in contact with us as the employer and extends to remaining in contact with the employer's respective client(s).

9.2 Meetings

Remote employees must ensure they avail themselves at the agreed-upon date and time.

If remote employees are experiencing issues while working from home / off-site, including technical issues or even illness, this must be communicated to us as the employer as soon as possible.

9.3 Social Media

Social Media should be limited during allocated working hours to avoid unnecessary distractions. This will allow the remote employee to work efficiently and effectively without distractions, which can be time-consuming.

9.4 Dress Code

Remote employees must wear appropriate attire while conducting / attending meetings via *Microsoft Teams*. Professionalism must be followed even while working from home / off-site.

- The employee shall properly and professionally dress for any *Microsoft Teams* and/or other meeting and/or consultation.
- The employee shall respond timeously (within 24 - 48 hours) to all correspondence and/or requests from clients and/or Management.
- The employee shall update and/or inform Management of progress daily and/or weekly (as agreed) and/or any challenges and/or problems encountered in rendering professional services.

10. FACILITIES

10.1 The Off-site Working Office

All Remote employees are responsible for setting up their own designated home / off-site workspace and will be responsible for the following:

- Identifying a workspace conducive to performing their job duties may require a quiet and/or private workspace.
- Maintaining safe working conditions, including proper ergonomics, and practicing the same safety habits as at the base office.
- Employees are responsible for adhering to Montego Pet Nutrition's *Quality, Safety, and Security Standards* while working at home / off-site.
- Montego Pet Nutrition assumes no responsibility for injuries resulting from activities that do not arise primarily out of and in the course and scope of employment.
- Managers should be notified of workspace injuries immediately,

10.2 Base Office Workspaces

Remote employees are expected to be at their base office for a combined total of five (5) days every month.

All costs associated with this arrangement are the responsibility of the remote employee. To accommodate base office work, Montego Pet Nutrition will:

- Provide team members with dedicated / shared workspaces, depending on business needs and individual employees' work arrangements.
- Provide collaborative workspaces for project teams.
- Allow space for individual and shared work items (e.g., secure storage for personal belongings, workspace for physical network equipment, shared office supplies, etc.).

- Employees cannot submit mileage and/or meal charges concerning travel to/from an off-site work location to a Montego Pet Nutrition facility within an employee's local area of employment.
- Employees must discuss the business justification for any exceptions with their Manager and submit expenses per Montego Pet Nutrition's applicable Policies.

11. TOOLS, EQUIPMENT AND TECHNICAL SUPPORT

Montego Pet Nutrition will provide employees in qualifying posts who have been approved to work under our *Remote Work Model* with the following equipment:

- Laptop / computer and online headset.
- IT Support Services - These services include central management of the laptop or other computer workstations, anti-malware, firewall, and host-based security features.
 - Services requiring in-person assistance from *IT Service Delivery* must occur at the employee's office base.
- The employee must have a secure internet connection of at least *50Mbps* for their account. **Montego Pet Nutrition will not cover any internet connectivity costs.**
- Montego Pet Nutrition will supply the employee with appropriate office supplies (pens, paper, etc..) as deemed necessary.
- It should be noted that no additional expenses are covered under the *Remote Work Model*.
- Employee expenses, such as additional costs for business calls, travel, or legitimate business expenses, will be approved case-by-case by the remote employee's Manager. They will be subject to the agreement signed between the employer, the employee, and Montego Pet Nutrition and in line with the most recent reimbursement Policies and Procedures.
- The *Remote Work Agreement* will set out all specific arrangements related to each employee's remote work arrangement.

12. INFORMATION TECHNOLOGY & SECURITY

Remote Employees must ensure adequate Wi-Fi/Internet connection to carry out their work-related tasks. If an employee does not have an adequate Wi-Fi/Internet connection or no such connection, they must notify the employer promptly so alternative arrangements can be made.

12.1 Off-site Security

Consistent with the organisation's expectations of information security for employees working at the office, remote employees will be expected to protect proprietary Company and customer information accessible from their home / off-site office.

Steps include using locked file cabinets (if applicable), regular password maintenance, and other measures.

12.2 Online Security

Remote employees will be expected to take responsibility for securing their home / off-site office network by ensuring that all devices on their home / off-site network, including those used for the Montego Pet Nutrition business, have the latest software updates.

For this purpose, remote workers should take note of the stipulations outlined in the *Information Technology Policy* and the following sub-Policies in particular:

- *Policy 2 - Montego Pet Nutrition Owned Mobile Device Acceptable Use*
- *Policy 5 - Montego Pet Nutrition Owned Mobile Device Acceptable Use and Security*
- *Policy 8 - E-mail*
- *Policy 13 – Internet & Annexure D (BYOD)*

13. DISCIPLINE

The employee will be expected to acknowledge and/or agree that the employer reserves the right to discipline the employee for all and/or any transgression of the Disciplinary Code, including the additional considerations above, irrespective of whether such disciplinary action is taken via *Microsoft Teams*, written and/or verbal warning or is deferred to a hearing in person.

The employee also acknowledges and/or agrees that they shall adhere to the principles of professionalism and standard of work normally required and must be professional in their dealings with clients and Management.

This includes the following:

13.1 Work Ethic

Remote employees must be self-sufficient and exercise proper time management and self-discipline.

Remote employees shall adhere to their respective online diaries to avoid missing meetings and/or conferences while maintaining the utmost good faith and honesty when corresponding with their Manager, colleagues, or clients, especially regarding work-related tasks, outputs, and time usage.

13.2 Confidentiality

The employee will remain contractually obligated to adhere to his/her Confidentiality and Restraint Agreement.

14. AD-HOC ARRANGEMENTS

- Temporary remote arrangements may be approved in certain circumstances.
- These arrangements are agreed as needed, with no expectation of ongoing continuance.
- Other informal, short-term arrangements may be made for employees on family or medical leave to the extent practical for the employee and the organisation and with the consent of the employee's health care provider, if appropriate.
- All informal remote arrangements are made case-by-case, focusing on the organisation's business needs.

15. LOADSHEDDING

- Remote employees will be expected to stay informed about *Loadshedding Schedules* and take the necessary steps to remain connected (laptop/cellphone charged) during planned *loadshedding* periods.
- If electricity or connectivity from the home / off-site work location is impossible, remote employees will be expected to work from their Montego Pet Nutrition base office.
- In cases where loadshedding is unplanned, remote employees must attempt to continue working as far as is reasonably possible.

16. HEALTH & SAFETY

The *Health & Safety Procedure* (available on the *Employee Manual* under the Health & Safety tab) addresses the typical hazards to which employees may be exposed by working at home / residence (only as far as it relates to the functions that they carry out in the course and scope of their employment).

17. QUERIES

The Human Resources Department is available to assist with any inquiries related to remote working.