



**MINISTRY OF PUBLIC SERVICE, ADMINISTRATIVE AND INSTITUTIONAL
REFORMS
MAURITIUS**

22 March 2021

Ministry of Public Service, Administrative and Institutional Reforms
Circular Letter No. 14 of 2021
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From : Secretary for Public Service
To : Supervising Officers in charge of Ministries and Departments

Work-From-Home Protocol for the Public Service

As you are aware, the Government introduced in May 2020, the Work-From-Home scheme, on a pilot basis, in response to the COVID-19 Pandemic and with a view to ensuring business continuity. Presently, there are some 1,700 public officers in 29 Ministries/Departments working from home as compared to 220 officers last year.

2. Government has, now, adopted the Work-From-Home Protocol developed by the UNDP Consultant, PriceWaterhouseCoopers Ltd in the context of the development of a Business Continuity Plan model for the Public Service to ensure business continuity and agility in public service delivery in times of crisis. The salient features of the protocol are as follows: -

- (i) Introduction of flexible and agile working policies that balances the needs of Government and Public Officers;
- (ii) All Public Officers should discuss the working arrangements with their Head of Department/Division/Section and the latter should take every possible step to facilitate the process;
- (iii) The Protocol is applicable to all Public Officers and does not change or replace their existing terms and conditions of employment;
- (iv) The Protocol makes provision for officers with caring responsibilities and disabilities to be provided with additional flexible working options such as revised work targets or flexible working hours;
- (v) The Protocol set out clear criteria to be used for assessing and approving applications for Work-From-Home, monitoring progress and evaluating performance. One of the main criteria for qualifying an officer for Work-From-Home is a minimum of three hours per day for the task assigned; and
- (vi) The policies of the Government, including the terms and conditions of employment and policies to Safety and Health, data protection and security will apply during a Work-From-Home arrangement.

A copy of the Protocol is attached.

3. The Work-From-Home Protocol also makes provision for a Steering Committee under the chair of this Ministry to drive the implementation of the Work-From-Home pattern of work across the Public Sector. The Steering Committee will be activated once the confinement period is over.

4. All officers working from home should be provided with appropriate IT equipment and paid a monthly cellphone and internet allowances as stipulated in this Ministry's Circular No. 32 of 2020. Ministries and Departments should also consider procuring laptops with appropriate software and other equipment required for employees in lieu of desktop PCs. The transition from desktop PCs to laptops should be done in a phased manner.

5. It would be appreciated if you could make appropriate arrangements at your end for the implementation of the Work-From-Home Protocol at the level of your Ministry/Department and Local Authorities/Parastatal Bodies/State-Owned Enterprises falling under your purview.

A handwritten signature in blue ink, appearing to read 'S. Ragen', is written over a horizontal line.

S. Ragen

Secretary for Public Service

Enc.



Government of Mauritius

Work-From-Home Protocol

of the

**Ministry of Public Service,
Administrative and Institutional Reforms**

Building a resilient Public Service

Table of Contents

<i>1. Introduction</i>	2
<i>2. Definitions</i>	2
<i>3. Statement of Intent</i>	2
<i>4. Protocol Statement</i>	3
<i>5. Work From Home Commitment</i>	3
<i>6. Scope and Applicability</i>	4
<i>7. Implementing the Protocol</i>	4
<i>8. Determining Eligibility</i>	5
<i>9. Reporting on Progress and Performance Evaluation</i>	6
<i>10. WFH Terms and Conditions</i>	7
<i>11. Compensation and work hours</i>	8
<i>12. Review of Policy</i>	9
ANNEXURES	10
A – Guidance to Heads of Departments/ Divisions/ Sections	11
B. Work From Home Application Form	13
C. Progress Reporting Form	20
D. WFH Performance Evaluation Form	21

1. Introduction

In response to the coronavirus pandemic, public administrations globally, have transitioned rapidly to home-based work or Work From Home (WFH). This switch poses new challenges and novel constraints for millions of public officials across the globe, some of whom are working to fight the impacts of COVID-19 while others are continuing the normal work of government. As the crisis continues to evolve, public administrations must enact immediate measures to help public officials perform as effectively as possible.

The Government of Mauritius implemented various degrees of stay-at-home orders and one of the most immediate challenges Public Officers faced was the inability to conduct business in person or on site.

The Ministry of Public Service, Administrative and Institutional Reforms had, in this context, introduced a Work From Home Scheme, on a pilot basis, on 9th May 2020 as a crisis response measure with the intent of providing structural support to public administrations to ensure business continuity. The purpose was also to set aside traditional ways of collaborating and interacting within the government, or with citizen and businesses to ensure business continuity and agility in public service delivery in times of tremendous demand on government.

COVID-19 continues to test the strength of public administrations around the world. It compelled the Ministry of Public Service, Administrative and Institutional Reforms to innovate and introduce new ways of working as never before.

This Work From Home Protocol aims to support the Government of Mauritius by laying the foundation for an enhanced public sector productivity by not only strengthening the public administration of today but also building resilience for tomorrow.

2. Definitions

For the purpose of this Protocol,

“Agreement or Arrangement” means an approved WFH Application Form by Public Officer and Supervising Officer

“Public Officer” has the same meaning as in the Constitution

“Work From Home” has the same meaning as in the Workers’ Rights (Working from Home) regulations 2020

3. Statement of Intent

WFH as a public health measure in response to the pandemic has been a crucial factor in mitigating the transmission of the virus amongst the general population. There are many predictions about what the social, political, economic and business environment post COVID-19 will look like.

Trends, where momentum is shifting or has shifted as a direct result of COVID-19, includes Work From Home, automation and low-density workplaces.

In an attempt to increase the resiliency of public administration and agility in public service delivery, this WFH protocol is being introduced.

This Protocol should be applied across any Public Institutions where working from home is possible.

4. Protocol Statement

This Protocol shall be used as a tool for an ongoing and continued shift in public administration policies towards incorporating higher levels of Work from Home in a post-COVID landscape.

In this document, the requirements for Work From Home (WFH) in the Public Sector are being defined. It outlines expectations, definitions, applicability, inclusions/exclusions, duration, approvals and references to support the implementation of the WFH protocol.

The Protocol gives due consideration to the relevant rules and regulations currently in force in the public sector.

5. Work From Home Commitment

Introducing flexible and agile working policies that balance the needs of Government and Public Officers increases productivity and improve work-life balance.

Public Institutions should, wherever possible, make every reasonable effort to make working from home a reality.

As set out in this Protocol, all Public Officers should discuss their working arrangements with their Heads of Departments/ Divisions/ Sections and the latter should take every possible step to facilitate Public Officers working from home.

Supervising Officers of Public Institutions should support Public Officers to work from home for those activities/tasks that can be performed remotely and for which clear key performance indicators and targets could be established and monitored.

Heads of Departments/ Divisions/ Sections should not ask or direct Public Officers to commit an offence, nor should they put in place any arrangements which would encourage or allow their officers to infringe the existing rules and regulations.

6. Scope and Applicability

This Protocol covers measures and practices of the Ministry of Public Service, Administrative and Institutional Reforms under a WFH arrangement. WFH does not change or replace the existing terms and conditions of employment of Public Officers.

This Protocol will be applicable to all Public Officers. Heads of Departments/ Divisions/ Sections will need to translate this into the specific actions to be taken depending on the nature of work (i.e. Field work, Office based work, etc). As each Ministry is different, Supervising Officers should determine how best to apply the Protocol in their specific circumstances. There may be cases where some Public Officers can perform their tasks from home, while other Public Officers in the same grade would not qualify for the WFH.

Supervising Officers shall ensure that any practices being undertaken on working from home are inclusive, which will include considering what they can do to mitigate the impact that working from home will have on, for example, those with caring responsibilities (which disproportionately affects women) and disabled workers. Heads of Departments/ Divisions/ Sections shall be aware that their responsibility to provide reasonable adjustments for Public Officers continues while working from home. Heads of Departments/ Divisions/ Sections may refer to Annex A for guidance.

All Public Officers undertaking work from home, are required to be familiar with the contents of this Protocol. Heads of Departments/ Divisions/ Sections reserve the right to change, modify, or discontinue the arrangement for any Public Officers at any time as they deem fit, following which the officer shall resume the normal working arrangement.

7. Implementing the Protocol

A WFH Steering committee is being set up under the aegis of the Ministry of Public Service, Administrative and Institutional support to coordinate the implementation of the WFH protocol. The composition and term of reference of the steering committee would be as follows :

- Composition

- Chairperson – Secretary for Public Service
- Members
 - A representative of the Prime Minister’s Office
 - A representative from the Ministry of Finance, Economic Planning and Development
 - A representative from the Ministry of Local Government, Disaster and Risk Management

- A representative from the Ministry of Information Technology, Communication and Innovation
 - Director of Human Resource Management
 - Director of the Central Informatics Bureau
 - Director of CISD
 - A representative of the IT Security Unit
 - A representative from the Pay Research Bureau
- **Terms of reference**
- To define requirements in relation to the implementation of the WFH
 - To monitor the implementation of the WFH protocol in Ministries/departments
 - To identify bottlenecks and provide guidance
 - To ensure dissemination of the WFH protocol by Ministries/Departments to all levels of staff
 - To advise Government on policy issues to promote the WFH culture

The WFH Steering Committee shall meet on a regular basis, preferably every 3 months or as decided by Chairperson of the WFH Steering Committee.

Role of Management – It is the responsibility of Heads of Departments/ Divisions/ Sections to promote the WFH Protocol within their areas of operation. They are expected to actively contribute to the adoption of WFH practices as per the defined protocols and ensuring that their staff are familiar with the Protocol.

Role of Officer – Each Public Officer shall read, be familiar with and strictly comply with the Policy. The Ministry shall ensure that each employee is provided with a copy of this Protocol or otherwise has online access.

Role of HR Executive – The HR Executive has the responsibility to ensure effectiveness and adequacy of internal control systems in place to determine eligibility for WFH, ensure progress reporting and performance evaluation is being conducted. HR Executives shall also assist the WFH Steering Committee by reporting on statistics to measure and monitor WFH adoption in their respective institutions.

8. Determining Eligibility

Applications for WFH will be considered for

- i. Public Officers as from the General Services Cadre;
- ii. Assignments allocated have verifiable performance indicators and for which there can be no disagreement on what is needed for the target to be achieved;
- iii. Minimum Duration of Work: A minimum of 3 hours per day for the task assigned would qualify an officer for WFH.

Public Officers who wish to benefit from Work From Home shall fill in the Application Form provided at Annex B. To ease the processing of application, an Application Form will be made available to Public Officers electronically, through the e-Human Resource System in due course.

Supervising Officers, in consultation with the immediate Heads of Sections/Units/Divisions, will duly assess eligibility for a WFH Application **within 48 hours** from submission. Valid reasons should support approval or rejection of applications.

The following parameters will be used for approving or rejecting a WFH application:

- i. Ability of Public Officer to control and schedule work.
- ii. Clear and understandable work assignment objectives.
- iii. Work independently.
- iv. Concentration required.
- v. Back office work.
- vi. Extent of face-to-face contact required.
- vii. Extent of telephone communication required.
- viii. Extent of in-office reference material required.
- ix. Extent of data security required.

A WFH arrangement cannot commence until the following issues have been considered and satisfactorily addressed by Heads of Departments/ Divisions/ Sections:

- i. The Public Institution is not disadvantaged by the arrangements and the benefits and potential savings balance out any additional expenditure incurred;
- ii. Proper arrangements are made in with regards to health and safety of Public Officers;
- iii. Necessary equipment and technical support are in place in a cost-effective manner and any business applications required are available for Home Working;
- iv. Appropriate contact and communications methods are in place and the impact on other Public Officers or stakeholders of the Public Institution has been considered and addressed;
- v. Appropriate arrangements are in place for securing data, equipment and any other resources provided;
- vi. Approval has been obtained from respective reporting lines.

9. Reporting on Progress and Performance Evaluation

During the WFH arrangement, Public Officers must submit progress of work at a frequency approved in the Application Form. The Public Officer must use the format provided in Annex C Progress Reporting Form. The Progress Reporting Form details activities planned to be performed, actual completion status and hours spent.

The Heads of Departments/ Divisions/ Sections shall approve, allowing the WFH arrangement to continue or reject the Progress Report which will entail cancellation of the WFH arrangement.

Upon completion of the WFH arrangement, both the Public Officer and the Heads of Departments/ Divisions/ Sections shall fill out a Performance Evaluation Form (Annex D) to evaluate the quality, completeness and adequacy of work performed. The Performance Evaluation Form should be completed within 5 days from completion of the arrangement.

Similar to the WFH Application, Annex C and D will be made available to Public Officers electronically.

10. WFH Terms and Conditions

The policies of the Government of Mauritius, including the terms and conditions of employment, and policies relating to safety and health, data protection and security, still apply during a WFH arrangement. These include:

Data Protection and Information Security – Public Officers working from home must ensure that they adhere to the Official Secrets Act, Data Protection Act and Government Security guidelines in relation to Information Security and data protection.

Use of approved IT Equipment - All Officers must use IT equipment and devices that are approved by the ITSU for conducting operations. These devices include laptops, office phone, charging cables, USB sticks, Wi-Fi dongles, etc. Officers must not use personal devices unless they have been approved by ITSU. Any damage or theft of Government property or suspected data breaches must be reported to Supervising Officers immediately.

Internet Connectivity – Officers shall, at all times, use Virtual Private Network (VPN) connections provided by the Ministry of Information Technology, Communication and Innovation (MITCI) through the Government Online Centre (GOC). Otherwise, Officers must have access to a secure Internet Connection approved by ITSU.

Document Collaboration Platform - Officers working from home shall use a Government approved collaboration and document sharing platform where they share or edit documents.

Digital Signatures - Officers shall use Digital Signatures provided by the Government to provide approvals electronically.

Safety and Health - All officers must ensure compliance with safety and health legislations during WFH arrangements such as the Occupational Safety and Health Act 2005. Officers also have obligations under the Act to ensure that they do not anything which might endanger themselves, their colleagues or visitors to their home engaged on official business.

All officers have the responsibility to take care of their own physical and mental well-being during WFH and ensure they are physically active, eat and sleep well, and exercise regularly. It

is important for all workers to maintain work-life balance, stick to the agreed work schedule, and take a necessary break and rest to stay active and healthy.

The tools and equipment being used shall comply with the safety and health norms and should not lead to any safety and health issues.

Workspace - Officers are required to have a workspace at home for placement and installation of government assets equipment to be used in a safe condition. This designated area of the home is deemed to be free from safety and health hazards, as well as other distractions.

Ethics at home - The WFH arrangement is based upon trust between Heads of Departments/ Divisions/ Sections and officers concerned. Any breach of trust may lead to the termination of the Work-From-Home arrangement. Officers are expected to abide by the standard of conduct set out in the Code of Ethics (available on the Ministry of Public Service, Administrative and Institutional Reforms website at <http://civilservice.govmu.org>).

Dependent care and other family responsibilities - Officers with dependent care and other family responsibilities at home must inform their respective Heads of Departments/ Divisions/ Sections and agree on a flexible homeworking arrangement, such as different work hours, reduced workday or working hours with revised work targets or flexible deadlines where possible. Officers shall take responsibility for their work during official hours.

Emergency and illness - In the event that the Public Officer is sick on the day of the WFH arrangement, respective Head of Department/Division/Section must be notified immediately. Once they resume work, they must record the sick leave as per existing practices.

11. Compensation and work hours

The contractual weekly hours of work of officers, i.e. 33¾ hours weekly remains unchanged under a WFH arrangement.

Officers shall be available within a core time of 8.45 hrs - 12.00 hrs in the morning and 12.30 hrs – 16.00 hrs in the afternoon respectively to respond to any call or email, whether they are in the office or working from home, unless a flexible homeworking arrangement has been duly authorised.

Officers are expected to be available to come to the office on any working day, should the need arise. This may include a situation when they are unable to connect to the IT systems or if they are asked to do so by their Supervising Officers / Heads of Departments/ Divisions/ Sections.

Overtime payment for WFH arrangements - Officers are not entitled to claim for overtime allowance, unless prior authorisation has been obtained.

Expenses – The Public Institution will not be liable for any additional household costs as home working arrangements is to be of mutual benefit.

12. Review of Policy

This Protocol will be reviewed as and when required and in the event of any changes in prevailing laws and regulations in the Public Service.

ANNEXURES

- A. Guidance to Heads of Departments / Divisions / Sections
- B. Work From Home Application Form
- C. Progress Reporting Form
- D. WFH Performance Evaluation Form

A – Guidance to Heads of Departments/ Divisions/ Sections

This checklist is aligned to international practices and is designed to be used by Heads of Departments/ Divisions/ Sections in conjunction with the WFH Protocol.

Employee Wellbeing

- Consider support mechanisms to promote positive mental health and wellbeing in the workforce, supporting public officers who may be anxious for many reasons relating to changes in the work environment.
- Ensure that consideration of wellbeing forms part of regular support
- Ensure public officers are taking regular breaks and continue to work their usual hours, in accordance with the working time directives
- Consider individual circumstances of public officers and where appropriate offer additional flexible working options such as reduced hours, compressed hours and flexible start and finish times

Safety and Health

- Signpost staff to appropriate Occupational Safety and health advice
- Support public officers to complete a risk assessment of their home workspace
- Establish an emergency point of contact

Caring Responsibilities

- Consider and support the individual circumstances and needs of public officers who have caring responsibilities
- Discuss appropriate workload with those with caring responsibilities
- Consider making use of additional flexible working options such as reduced or flexible working hours

Communication and Engagement

- Heads of Departments/ Divisions/ Sections and public officers should work together to agree on the method and frequency of communication
- Public Officers should ensure the workforce is using fully accessible communication channels

Expectations

- Ensure public officers have a clear understanding of what is expected of them, and that they will be subject to a performance appraisal exercise
- Ensure current work priorities and expectations are achievable
- Supervising Officers should consider providing support and training for Heads of Departments/ Divisions/ Sections to help them successfully manage remote workers

Equipment and IT Systems

- Discuss with Public Officer any digital issues they may need to be supported with to work from home, such as broadband connectivity, or any reasonable adjustments they may need
- Discuss, agree, and provide Public Officer with the relevant equipment necessary to carry out their regular duties, such as a laptop and work phone
- Ensure the IT network has capacity to support the number of Public Officers who will be working from home
- Heads of Departments/ Divisions/ Sections should consider ways to protect themselves from cyber-attacks. This includes include securing accounts, utilising VPN and cyber training

Pay, Expenses and Finances

- Inform Public Officers that while they are working from home the usual contractual terms and conditions should apply, and pay will remain the same if they are working the same hours
- Consider your Public Institution's policy on expenses incurred from working from home and signpost this to staff
- Heads of Departments/ Divisions/ Sections should keep a record of the approved WFH Application and track their progress.

This checklist and guidance can be used multiple times to continuously evaluate homeworking policies.

B. Work From Home Application Form

PART 1: Instructions to Applicants and Supervisors

Applicants and Supervisors should first carefully read the Work from Home (WFH) Protocol set by the Ministry of Public Service, Administrative and Institutional Reforms before completing this form.

This form is intended to provide employees and supervisors with the relevant information for successful WFH arrangements and to ensure a consistent and fair method of processing WFH requests.

Once the WFH arrangements have been approved, the terms and conditions set in the WFH Protocol should be respected.

PART 2: To be filled by applicant

Applicant Details

Surname

Forenames

Grade of Applicant:

Home Address:

Work Email Address:

Mobile Number:

Department/Division/Section where posted:

Office Address:

Supervisor Details

Surname

Forenames

Working Days: Monday to Friday

Working Hours: 9 am to 4 pm

Monday to Saturday

Flexitime

Predefined Roster

Tick as appropriate.

1. Please give reason(s) for requesting for Work from Home

.....

2. What is the nature of work and expected output to be performed? Tick as appropriate.

Nature of work	Expected Output
<input type="checkbox"/> Report writing	<input type="checkbox"/> Final project report
<input type="checkbox"/> Data management/ Computer programming	<input type="checkbox"/> Research paper
<input type="checkbox"/> Sending/Receiving electronic mail	<input type="checkbox"/> Survey report
<input type="checkbox"/> Planning/Organising	<input type="checkbox"/> Draft project report
<input type="checkbox"/> Administrative support work	<input type="checkbox"/> Software code
<input type="checkbox"/> Batch work	
<input type="checkbox"/> Others <i>please specify</i>	<input type="checkbox"/> Others <i>please specify</i>
.....

3. Rate each of the following job characteristics according to the work to be performed. If there is a high requirement for this aspect of your job, then mark an “X” in HIGH column. If it has little importance, mark an “X” in the LOW column.

Job Requirements	HIGH	LOW
1. Ability to control and schedule work.	<input type="checkbox"/>	<input type="checkbox"/>
2. Clear and understandable work assignment objectives.	<input type="checkbox"/>	<input type="checkbox"/>
3. Work independently.	<input type="checkbox"/>	<input type="checkbox"/>
4. Concentration required.	<input type="checkbox"/>	<input type="checkbox"/>
5. Back office work.	<input type="checkbox"/>	<input type="checkbox"/>
6. Extent of face-to-face contact required.	<input type="checkbox"/>	<input type="checkbox"/>
7. Extent of telephone communication required.	<input type="checkbox"/>	<input type="checkbox"/>
8. Extent of in-office reference material required.	<input type="checkbox"/>	<input type="checkbox"/>
9. Extent of data security required.	<input type="checkbox"/>	<input type="checkbox"/>

Note: High rating for items 1 through 5 and low ratings for items 6 through 9 indicate likelihood that the job is compatible with a work from home arrangement.

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Work-From-Home Protocol*

4. Please provide your plan of work for the task to be completed.

No.	Activities to be completed	Date							Total Hours WFH
1.	<< Activity No.1 >>	Hrs							<< Hrs >>
2.									
3.									
4.									
5.									
Total WFH Hours									

5. What is the preferred frequency for conducting the above tasks on work from home basis?

- Once every two weeks
- Once every week
- Two days a week
- Three days a week
- Five days a week
- For special projects only

Resources requirements

6. What equipment do you need to enable you to work from home?

	Need	Currently Have
Personal computer/Laptop	<input type="checkbox"/>	<input type="checkbox"/>
Printer	<input type="checkbox"/>	<input type="checkbox"/>
Software <i>Please specify:</i>	<input type="checkbox"/>	<input type="checkbox"/>
VPN access	<input type="checkbox"/>	<input type="checkbox"/>
Internet connectivity	<input type="checkbox"/>	<input type="checkbox"/>
Digital signature	<input type="checkbox"/>	<input type="checkbox"/>
Additional phone line	<input type="checkbox"/>	<input type="checkbox"/>
Fax machine	<input type="checkbox"/>	<input type="checkbox"/>
Copy machine	<input type="checkbox"/>	<input type="checkbox"/>
Others <i>Please specify:</i>	<input type="checkbox"/>	<input type="checkbox"/>

7. What distractions or obligations might make it difficult to work at home? How are you planning to resolve these obstacles?

.....

.....

.....

.....

8. Do you require allowances? For example, Internet allowances, mobile phone allowances.

- Yes
- No

Emergency contact person (in case of emergency and primary person cannot be reached)

Surname

Forenames

Mobile Number:

Relationship with applicant:

*Ministry of Public Service, Administrative and Institutional Reforms
Work-From-Home Protocol*

I,, confirm that the information provided above are true and that I have read an understood the terms of the Work from Home Protocol.

Applicant's signature

Date

PART 3: Supervisor Approval Form

If Application has been approved,

I,<<Name of Supervising Officer>>....., have reviewed and **approved** the WFH application from<<Name of Applicant>>....., with the following conditions:

Conditions to Approval	
1. The job duties to be performed are conducive for work from home.	<input type="checkbox"/>
2. The employee's job performance is conducive for work from home? (consider the employee's work habits and past job performance)	<input type="checkbox"/>
3. Arrangements for the equipment required be made without presenting a financial hardship on the department.	<input type="checkbox"/>
4. Amount allocated for Internet expenses:	Rs
5. Amount allocated for mobile phone expenses:	Rs
6. Agreed frequency of Work from Home:	
<input type="checkbox"/> About once every two weeks <input type="checkbox"/> About once every week <input type="checkbox"/> Two days a week <input type="checkbox"/> Three or four days a week <input type="checkbox"/> Five days a week <input type="checkbox"/> Occasionally for special projects	
7. Frequency at which employee should report to Supervising Officer:	
<input type="checkbox"/> Daily <input type="checkbox"/> Weekly <input type="checkbox"/> Others <i>please specify:</i>	
8. I agree to the attached workplan.	

Supervising Officer signature

Date

PART 4: Supervisor Rejection Form

If Application has not been approved,

I, ...<<Name of Supervising Officer>>..., have reviewed and **rejected** the WFH application from ...<<Name of Applicant>>..., because of the following reasons:

Reasons for Rejection	
1. Job duties to be performed are not conducive for work from home.	<input type="checkbox"/>
2. Is the employee's job performance conducive for work from home? (consider the employee's work habits and past performance)	<input type="checkbox"/>
3. Arrangements for the resources required has financial implications on the department.	<input type="checkbox"/>
4. I do not agree with the attached workplan.	<input type="checkbox"/>

Supervising Officer signature

Date

C. Progress Reporting Form

The Progress Reporting Form below should be submitted by the Applicant to Supervising Officer on the timeline to report the progress of the work from home.

PART 1: Submission of Progress Report

Surname

Forenames

1. Please report progress made on the approved WFH tasks:

No.	Activities to be completed	<<Date>>								Status (Completed, In Progress, Not yet started)
1.		<<Hrs>>								
2.										
3.										
4.										
5.										

Employee's signature

Date

PART 2: Confirmation of Progress / Cancellation

The above Progress Report has been

Approved

Rejected, Cancel WFH Arrangement

Supervising Officer signature

Date

D. WFH Performance Evaluation Form

The below Performance Evaluation Form below must be submitted immediately upon completion of the WFH arrangement. The form should be filled by both the employee and respective Supervisor(s).

The evaluation should be done through a discussion and clarifications provided, where necessary.

Employee Surname

Employee Forenames

Period for WFH

PART 1: WFH Evaluation and Rating

	Employee Self-Appraisal		Supervisor Appraisal	
	Yes	No	Yes	No
1. Has the work been completed?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
2. Have there been any delays in the work planned?	<input type="checkbox"/> <i>Please explain why:</i>	<input type="checkbox"/>	<input type="checkbox"/> <i>Please explain why:</i>	<input type="checkbox"/>
3. Were there any issues encountered during the WFH arrangement?	<input type="checkbox"/> <i>Please explain why:</i>	<input type="checkbox"/>	<input type="checkbox"/> <i>Please explain why:</i>	<input type="checkbox"/>

*Ministry of Public Service, Administrative and Institutional Reforms
Work-From-Home Protocol*

4. Rate the following competencies based on the following:

- 1 – Intensive development required
- 2 – Minor development required
- 3 – Meets standards
- 4 – Serves as an example to others

	Employee Self-Appraisal	Supervisor Appraisal
Quality of work a. Employee delivered work which consistently met standards of quality.	1 2 3 4 <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	1 2 3 4 <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Communication a. Employee made use of the appropriate available technological tools to effectively communicate with his/her peers and Supervisor.	1 2 3 4 <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	1 2 3 4 <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
b. Employee was readily available whenever needed during the agreed period of the WFH arrangement.	1 2 3 4 <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	1 2 3 4 <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Job Knowledge – Technical Skills a. Employee applied the appropriate technical or professional knowledge in his/her work.	1 2 3 4 <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	1 2 3 4 <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
b. Employee incorporated creative and innovative work methods to conduct his/her work.	1 2 3 4 <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	1 2 3 4 <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
c. Employee required minimal guidance and supervision.	1 2 3 4 <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	1 2 3 4 <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Reliability a. Employee showed commitment, dedication and accountability in carrying out assigned tasks.	1 2 3 4 <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	1 2 3 4 <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Collaboration a. Employee worked harmoniously within his/her project team, if applicable.	1 2 3 4 <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	1 2 3 4 <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
b. Employee participated actively and positively towards achieving goals set.	1 2 3 4 <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	1 2 3 4 <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
Management Skills a. Employee planned, organised and monitored work through efficient and effective use of all resources.	1 2 3 4 <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	1 2 3 4 <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
b. Employee demonstrated effective decision making and problem-solving skills.	1 2 3 4 <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	1 2 3 4 <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>
6. Overall Performance Rating	1 2 3 4 <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>	1 2 3 4 <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/> <input type="checkbox"/>

*Ministry of Public Service, Administrative and Institutional Reforms
Work-From-Home Protocol*

	Employee Self-Appraisal	Supervisor Appraisal
7. Areas of improvement		

PART 2: Acknowledgement of Performance

We confirm that the above evaluation was discussed and agreed by both parties.

Employee signature

Supervising Officer signature

Date

Date