



# RULES FOR REMOTE WORK



**Corficolombiana**

Trabajamos e invertimos  
en el progreso del país

## 1. PURPOSE

To establish guidelines for Corficolombiana's Teleworkers and those of its Subsidiaries, in accordance with the terms provided in Law 1221 of 2008, Decree 0884 of 2012 and the Internal Labor Regulations, and implement and regulate labor practices focused on the use of information and communication technologies (ICT) in accordance with current labor regulations, incorporating conceptual, technical, legal and procedural strategies in the application of remote work, defining the respective management evaluation indicators, seeking maximum productivity, improving efficiency and promoting a better quality of life for their employees and their families.

- Improve employees' quality of life
- Make work more dynamic by focusing on the achievement of objectives
- Increase corporate productivity
- Take advantage of existing technological platforms and social networks
- Optimize the company's local, infrastructure and service resources
- Improve market competitiveness

## 2. SCOPE

This Rule applies to workers contractually employed by Corficolombiana and its Subsidiaries in Colombia, insofar as their jobs, positions and activities allow it, therefore those workers who hold positions whose duties are incompatible with remote work are excluded therefrom.

## 3. DEFINITIONS

**DISCONNECT FROM WORK:** This is understood as the right of all employees to have no contact, by any means or tool, whether technological or otherwise, regarding work-related matters, outside the ordinary workday or maximum legal workday, agreed upon time period, or during their vacations or breaks.

**REMOTE WORK:** A form of work, which consists of the performance of remunerated work-related activities using information and communication technologies (ICT) as a mechanism to establish and maintain contact between the Employee and the Company, without requiring the Employee's physical presence in the Company's facilities.

**TELEWORKER:** Employee who performs their work-related activities through the use of information and communication technologies (ICT) outside the Company's facilities.

**AUTONOMOUS TELEWORKERS:** Employees who use their own home or a chosen place to conduct their professional activity, this group includes people who always work outside the Company's facilities and only come to the office one day a week and on occasion.

**SUPPLEMENTARY TELEWORKERS:** Teleworkers who conduct their work-related activities from home two or three times a week, while working the remainder of the work days from the Company's facilities.

## 4. GENERAL RULES

### 4.1. Mutual Agreement

The process to migrate to working remotely is voluntarily, by mutual agreement between the parties, in accordance with the provisions of paragraph 10, Article 6 of Law 1221 of 2008, and with Decree 884 of 2012.

Every request will be studied, taking into account the responsibilities and duties of the position, and validating that the change does not affect the operation of the company.

In the cases of teleworkers who were hired to work under the remote work scheme from the beginning, the scheme may only be modified by mutual agreement.

### 4.2. Performance Evaluation Tools

When implementing remote work, the Company and the Teleworker will agree on the performance evaluation mechanisms for the activities developed by the Teleworker within the framework of application of the remote work scheme. Furthermore, mechanisms to monitor the report and results of the activities performed by the Teleworker will be established.

### 4.3. Place Of Work

Remote work is only allowed inside Colombia, due to the regulations in force that prohibit companies from extending their legal coverage outside the country. If for any reason the Teleworker needs to move to a different territory, such move may only occur under the scheme of vacation or unpaid leave and would not be covered under the figure of remote work.

The Teleworker must provide the Company with notice of the city, address and place from where he will work remotely. In the event that the Teleworker decides to change residence to another address within Colombian territory, he/she must inform the Company in writing at least 10 calendar days in advance.

#### 4.4. Workday

Given the special nature of their work, the provisions on work hours, overtime and night work will not be applicable to Teleworkers, in accordance with the provisions of paragraph 1 of Article 6 of Law 1221 of 2008.

Guarantee of the right to disconnect from work: Workers shall enjoy the right to disconnect from work, which begins once the workday ends. The exercise thereof shall respond to the nature of the position. Likewise, the Employer must guarantee that the worker can effectively and fully enjoy time to rest, leave of absence, permissions, vacations and personal and family life.

#### 4.5. Preventive Measures In The Workplace

The Teleworker is responsible for setting up a comfortable and safe working environment, safe from hazards and ergonomically correct for the performance of their activities, and to notify the Company of any changes to these conditions.

#### 4.6. Procedures In Case Of A Work Accident

- When an accident occurs, if possible, the Teleworker must seek first aid at the location where the accident occurred, and if necessary, go to the corresponding Healthcare Institution (IPS), in order to receive medical attention; the accident must be reported immediately to the Teleworker's immediate Supervisor and to the Occupational Safety and Health area ([seguridadsaludeneltrabajo@corficolombiana.com](mailto:seguridadsaludeneltrabajo@corficolombiana.com)).
- Once the accident is reported to the occupational health and safety area, it will be determined if the origin of the accident or event is of an occupational nature, in which case it will be reported to the Occupational Risk Administrator (ARL for its acronym in Spanish). The Teleworker may not report the accident directly to the ARL.
- The Teleworker will have to inform his employer of the accident in order for them to complete and send the Work Accident Report to the ARL, within the next 48 hours following the incident.
- The Teleworker will have to go to all citations and reviews to which they will be summoned, as part of the corresponding investigation of the event, in order that all corresponding correctives can be taken.

#### 4.7. Work Tools

The Employer agrees to provide and guarantee functional and updated equipment for the Teleworker to develop his activities, as well as equipment, connections and program maintenance.

In that sense, the Company will perform maintenance activities to the equipment and tools considered necessary for the proper performance of the duties associated to the Teleworker's job, and will provide adequate technical support and service thereto through the technical assistance hotline. The above, will be conducted in accordance with the Company's internal policies for the delivery and care of remote work tools.

The Employee agrees to take care of these tools and to use them only for work purposes, as a result, with the delivery of these tools the Employee assumes the following commitments and obligations:

- That the elements delivered by the Employer are a work tool and will be under the direct and personal responsibility of the Employee; that, in case of damage, loss or total or partial loss due to carelessness, improper use and/or bad treatment, the Employee will pay their value to the Company.
- The work tools may only be used for the development of the services rendered.
- The Teleworker agrees to abide by all the specific instructions given by the Company for the proper use of the tool.
- The Teleworker agrees to return the items delivered by the Company when requested and, in any case, upon termination of the employment contract, regardless of the reason for termination.

Failure to comply with any of the above obligations will be considered a serious misconduct by the Teleworker, in accordance with the provisions of section 6, paragraph a) of Article 62 of the Labor Code, a rule that was subrogated by Article 7° of Decree Law 2351 of 1965, and may result in disciplinary sanctions and allow for the unilateral termination of the employment contract with just cause by the Employer. The tools, work elements and information supplied or generated by the Teleworker, are under their custody and care, so their loss, damage or destruction will be the Teleworker's responsibility.

#### 4.8. Non-Wage Fringe Benefit

In compliance with the provisions of paragraph 7 of Article 6 of Law 1221 of 2008, the Company may recognize a non-wage fringe benefit, which will have no effect over the salary or benefit settlement of labor claims in accordance with the provisions of Articles 128 and 129 of the Labor Code, a regulation

which was subrogated by articles 15 and 16 of the Law 50 of 1990 and article 17 of the Law 344 of 1996, with the purpose of providing and guaranteeing the maintenance of the Teleworkers' equipment, connections, programs, power expense, and transfers to and from the office, needed to carry out their duties.

#### 4.9. Reversibility Or Retraction

Reversibility or retraction is the power held by a teleworker who was initially hired to provide their services in a conventional manner and then changes to a remote work scheme, to request that the Company terminate the employment relationship under the remote work scheme and return to a traditional scheme, as provided in Law 1221 of 2010, and only while this possibility is in force. In this case the Company will verify whether it has an available workplace for the Employee. In any case, the Teleworker must notify the Company at least two (2) months in advance of their desire to return to a traditional work scheme.

The Company may implement retraction or reversibility and, therefore, terminate the remote work scheme for an employee and have the Employee return to a traditional work scheme in an office or facilities designated by the Company. The Company will inform the Teleworker of this decision at least one (1) month in advance.

Reversibility will not apply when the Teleworker has been hired by the Company under a remote work scheme from the beginning of the work relationship. The right to reversibility or retraction will not apply in the event that the current rules that regulate it eliminate or modify this concept.

#### 4.10. Report On Teleworkers

The Company will report the hiring of the Teleworkers to the Ministry of Labor and to the Occupational Risks Administrator in accordance with the terms set forth in the labor regulations in force on the matter.

#### 4.11. Trainings

According to reasonability criteria and operational possibilities, the Company will organize training activities, induction or re-induction days, or opportunities for the socialization of remote work-related issues. Teleworkers have the same access to training activities and career development opportunities as employees under an in-person work scheme.

Teleworkers will have access to training activities that include office automation concepts and tools, management of collaborative work tools (Teams, Sharepoint, Calendar, etc.) and time management courses, which will be enabled through e-learning methodologies.

## 5. OBLIGATIONS

### 5.1. Company Obligations

- Complete the self-report change form, indicating that the worker is going to have the condition of teleworker, to send the form to the Occupational Risks administrator, attaching the employment contract or the amendment signed by the parties
- Inform the worker about the policy for the use of equipment and software, the current legislation on personal data protection, intellectual property, information security and in general the penalties that could result in non-compliance therewith
- Request the constant support of the Occupational Risks Administrator for remote work risk coverage
- Comply with the legal provisions on working remotely provided in Law 1221 of 2008, Decree 884 of 2012 and other complementary rules, or any that modify them in the future
- Sign an amendment to a remote work agreement and provide a copy to the payroll department, to ensure there is a copy of it in the worker's employment file
- Verify the conditions of the area destined for remote work, in order to fulfil the Occupational Health and Safety conditions, with the assistance of the corresponding Occupational Risks Administrator
- Implement the preventive and corrective measures recommended by the Company's Occupational Health and Safety area and the Occupational Risks Administrator (ARL) for the Employer's workplace and the occupational and Occupational Health and Safety Management System (SG-SST for its acronym in Spanish) risks defined in regulations in force
- The immediate Supervisor has to monitor the Teleworker's work to ensure productivity
- Define periodic visits by the ARL to verify the Teleworker's work conditions and compliance with regulatory requirements
- Offer a training program directed to the Teleworker with respect to occupational health and safety, and others considered relevant. This should include preventive and control measures such as: order and cleanliness, electrical risk, site-related risks, transport, emergencies, habits and healthy lifestyles, biomechanical risk, hearing protection, psychosocial risks

## 5.2. Teleworker's Obligations

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The Teleworker specifically agrees to the following obligations, in the performance of their duties:

- Fulfill the special responsibilities inherent to their position
- Practice self-discipline to work during the stipulated workday and in accordance with the requirements of the labor legislation in force in the country and the Internal Labor Regulations
- Comply with their responsibilities and duties within the workday in accordance with their established work schedule, refraining from performing and/or executing activities other than work
- Work productively, without the need for direct supervision, ensuring that the quality of work is maintained as if performed from within the Company's facilities
- Notify their immediate Supervisor in advance any scheduled absences (unforeseen events, changes in health, etc.)
- Allow visits to the workplace of during working hours, whenever an ergonomic or technical inspection is required
- Notify the Company immediately whenever problems or difficulties of any nature are identified for the safe and productive performance of their responsibilities
- Provide services during the workday and shift exclusively, clarifying that given the special nature of their work as teleworkers, the provisions on working hours, overtime and night shift will not be applicable, except as provided in the paragraph of Article 6 of Law 1221 of 2008
- Be available to be contacted by the Company during working hours, and answer the requirements made by the Company in a timely manner through the tools provided for this purpose, such as email, teams, cell phones, telephones, among others
- Participate in on-site meetings and / or trainings scheduled by the Company when requested by the direct Supervisor
- Notify of any change of domicile or previously evaluated working conditions
- Comply with work shifts, and establish limits to the work to be performed in order to avoid work overloads, ensuring that times and tasks are measurable

- Submit the Incidents, Acts and Unsafe Conditions Self-Reporting format on an annual basis
- Comply with the training program defined by the Employer
- The Teleworker must understand and comply with Company policies that are relevant and applicable to the execution or performance of their duties
- Separate family and private workspace: one of the biggest challenges faced by teleworkers is achieving a balance between family and work life, creating adequate time and space between them, so the following recommendations are made:
  - Provide an isolated area within the home, exclusively for work purposes
  - The environment must provide the necessary motivation, as well as favor mental activities and the protection of health and safety
  - Guarantee the correct provision of internet service in accordance with the technical conditions determined by the Company for this purpose
- Immediately report any hazards present in the workplace to the Employer, in order that the Employer implement the necessary corrective measures, in accordance with the recommendations given by the Occupational Risk Administrator
- Comply with the recommendations issued by the Occupational Risks Administrator and the Occupational Safety and Health area
- Provide clear, truthful and complete information regarding their health
- Cooperate and ensure compliance with the obligations agreed with their employer
- Immediately report any work accidents to the Employer, in accordance with current legislation
- Use the equipment and tools provided in an adequate manner and participate in programs and activities for the promotion and prevention of occupational hazards

Failure to comply with any of the above obligations will be considered a serious misconduct by the Teleworker, in accordance with the provisions of section 6, paragraph a) of Article 62 of the Labor Code, a rule that was subrogated by Article 7° of Decree Law 2351 of 1965, and may result in disciplinary sanctions and allow for the unilateral termination of the employment contract with just cause by the Employer.

## 6. MISCELLANEOUS

- The Head of Welfare and Occupational Safety and Health shall inform the Occupational Risk Administrator of the Teleworker's duties and place of work, in order that this entity determine the level of risk to which the Employee will be exposed.

The Employee will have to give authorization for that the Occupational Risks Administrator to conduct the necessary visits in his home with the purpose of guaranteeing that the place of work complies with the provisions required to guarantee the safety of the Employee.

The Employee must abide by the care and prevention measures defined by the Occupational Risk Administrator.

The Employee must report any accident suffered during the workday to the Employer so that the Employer may report it to the Occupational Risk Administrator in a timely manner.

- The Compensation, Benefits and Labor Relations area (USC) shall report to the Ministry of Labor the list of employees who work under the remote work scheme, and inform when they no longer work under this scheme.

## 7. NON-COMPLIANCE

Any non-compliance by the Employee of this policy is considered a **SERIOUS MISCONDUCT** and, consequently, the Company may adopt the corresponding disciplinary measures and even terminate the employment contract with just cause in accordance with the provisions of the Internal Labor Regulations and the Law, as the case may be, in accordance with the provisions of section 6, paragraph a) of Article 62 of the Labor Code, a rule that was subrogated by Article 7° of Decree Law 2351 of 1965, in accordance with Articles 58 and 60 of the same Statute.

## 8. REGULATORY FRAMEWORK

- Law 1221 of 2008 and Decree 884 of 2012 and other regulations that regulate, complement, modify or substitute it.
- Labor Code.
- Internal Labor Regulations.

## 9. MODIFICATIONS AND CHANGES

The Company reserves the right to unilaterally modify, suspend or cancel the contents of this Policy at any time and without it being deemed as a deterioration of the Employees' working conditions.

## 10. REFERENCE DOCUMENTS AND APPENDICES

N/A

## 11. TRACKED CHANGES TO THE PROCEDURE

Date	Version	Nature of the Change
Aug-27/2021	1	Initial document.
May-31/2022	2	Document is modified <ul style="list-style-type: none"> <li>○ The definition of supplementary teleworkers and adjustments to rules 4.6 and 4.11 are included.</li> <li>○ Adjustments of some areas in the process and activities corresponding thereto.</li> <li>○ The explanation of total disconnect from work is included in the workday, the.</li> <li>○ The issue of Request for remote work scheme and Retraction of the request are moved to the USCPRGH29 Procedure for the Standardization of work scheme.</li> </ul>

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