

JSE HYBRID WORKING POLICY

Approved by: JSE Executive Committee via round robin

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1. PURPOSE

This policy serves as a guide to help our employees understand the expectations of flexible working at the JSE and feel well-supported throughout their experience. All employees are encouraged to consider 2022 as a transitional year in which they adopt this hybrid working policy and work interchangeably from home and the JSE building. During this time, the JSE will consider the many variables that may influence employees returning to the JSE building, including employee vaccination rates, the emergence of new variants, and family circumstances. This policy will be reviewed and adapted as may be required depending on the impact of the policy on the business.

The purpose of this policy is to define the Hybrid working model and rules to ensure business continuity and optimisation. The policy is to provide organisational guidelines in line with operational requirements and amendments to the disaster management regulations. The aim is to maintain employee safety and demonstrate that our disaster management preventative efforts are sustainable in line with JSE values and culture.

2. SCOPE

This policy applies to all permanent employees of the JSE (and all subsidiaries of JSE Limited including JSE Clear Pty Ltd, JSE Private Placements Pty Ltd), all temporary, fixed term and contingency workers as defined below – hereafter referred to as “JSE”.

This policy must be read in conjunction with other JSE policies and various pieces of legislation, which are available on https://www.gov.za/sites/default/files/gcis_document/201409/a38-053.pdf and <https://www.gov.za>

- JSE Information Technology Policy
[JSE Information Security Policy.pdf \(Shared\)- Adobe Document Cloud](#)
- JSE Information Security Policy
[JSE Information Security Policy.pdf \(Shared\)- Adobe Document Cloud](#)
[JSE Information Technology Policy v1.0.pdf \(Shared\)- Adobe Document Cloud](#)
- Occupational Health and Safety Act
[Occupational Health and Safety Act 85 of 1993 | South African Government \(www.gov.za\)](#)

3. EMPLOYEE WELLBEING AND MENTAL HEALTH

The advent of the COVID-19 pandemic has required the JSE to review our ways of work to ensure employee safety and reduce exposure to the COVID-19 virus. In line with our culture, employee wellbeing is a key guiding principle in our management of the impact of COVID-19 on our business. We would therefore like to emphasise the availability of the Employee Assistance Programme (EAP) available to all employees. Whilst COVID-19 is a debilitating physical illness we are acutely aware of the emotional strain it may place on employees and their immediate families, therefore if you are in need of any support, please contact the EAP service provider.

4. DEFINITION

For purpose of this policy, the following definitions of work arrangements apply:

Hybrid: where (in agreement with JSE management) an employee lives within commuting distance from the JSE building and renders employment services to the JSE both from home and in-office.

Remote: where (in agreement with JSE management) an employee works on a full-time basis rendering employment service to the JSE from a location other than the JSE building in Gauteng and will be required to come to the office as agreed with the JSE management and aligned to their team/divisional manifesto. Travel costs will be at the employee's own expense.

Working Hours: 8 (eight) hours per day (excluding from these hours of work the 1 (one) hour lunch interval) from Monday to Friday, excluding national public holidays. Starting and finishing times will be discussed and agreed by the employee at the discretion of JSE management.

Critical connectors: employees who are responsible for critical operational systems of the JSE and must be able to connect both onsite and offsite to access these systems to ensure that JSE is operational resilient and business continuity is not impacted by their inability to connect to high-speed internet to access JSE operating systems.

5. EMPLOYEE ELIGIBILITY

This policy applies to all permanent employees, fixed-term contractors, labour broker employees and other non-permanent employees of the JSE and JSE Clear (for purposes of this policy, collectively referred to herein and hereafter as “**employees**” and/or “**JSE**”).

The JSE, aspires to be an employer of choice and trust our employees to be able to work diligently and efficiently from wherever they may be located. We believe that valuable work can be done remotely, but also recognise as important the time that our teams spend in the office to collaborate and strengthen our social capital and culture.

Employee circumstances may change from time to time, and as such, we encourage employees to discuss their specific circumstances and schedule time with their line manager or HR Business Partner. Nonetheless it will be at the discretion of each divisional head to make the final decision on whether an employee who performs essential duties is able to effectively perform their role from an operational perspective on a remote basis. Your current performance, as well as team and business requirements may also be considered (together with the operational requirements of your role) to determine whether remote work is appropriate in your circumstances or what would otherwise be the most appropriate work arrangement.

Examples of roles that, *inter alia*, would not be eligible for remote or hybrid working arrangements are listed below, though this list is not exhaustive:

- Roles that require access to specific people, on-site files, or specialised space/equipment/technology to effectively perform the job;
- Roles that require in-person, and/or client-facing tasks.

It is important to note that some roles may be suitable for hybrid working arrangements, however, may not be suitable for remote working arrangements.

To thrive using remote or hybrid working arrangements, the work rendered by you must be at the expected work quality standard and be capable of being performed easily and effectively off-site; service, quality and organisational operational standards must not be negatively affected: and these working arrangements should not negatively impact the employee and/or team performance. While work flexibility is encouraged, there are employees whose roles specifically may require that they be physically present at the JSE premises on a regular basis or when the situation requires it.

6. WORKING HOURS, ATTENDANCE, & AVAILABILITY

Regardless of whether the role is remote, hybrid or performed in-office, all employees are required to work a minimum of 40 hours per week (or as agreed with your line manager), from Monday to Friday and to attend any required meetings, imbizos and or training on-site as agreed in the divisional and or department team manifestos; or any other meetings, imbizos and or training required by the business. Employees must remain contactable during agreed working hours and/or as agreed with the line manager to ensure that the JSE can maintain its reputation for excellence with all our stakeholders, clients, and foster a spirit of team collaboration within and across divisions.

7. PERFORMANCE EXPECTATIONS

The performance expectations of an employee working remotely or in a hybrid working arrangement is no different from those that apply to an employee working in-office. Should an employee perform below the required standards, the line manager can, at his or her discretion require the employee to work at the JSE building if the line manager is of the view that such might improve the employee's performance.

Although we expect all our employees to remain aligned to ethical practices and in line with our values, there may be instances where we need to monitor employee conduct and utilise consequence management. Any employee who wilfully ignores or refuses to abide by any regulation, policy or process related to the management of new ways of work may to be subject to disciplinary action.

8. DESIGNATED REMOTE WORKSPACE

- a. It is the responsibility of employees working remotely to designate a secure workspace and ensure that they are readily contactable during working hours.
- b. This designated remote workspace must enable you to work safely and with sufficient light, ventilation and at a comfortable temperature and must allow you to work, free from hazards to yourself and the equipment of the JSE.
- c. Employees must ensure that all equipment of the JSE is always kept safe.
- d. Employees must ensure that they have in place suitable internet facilities to allow for uninterrupted and seamless connection to the JSE systems with which they work.
- e. Interruptions to work caused by electrical or internet outages may require the employee to work from the JSE building or at an alternate location for the remainder of the day until the outage is resolved. (The JSE does provide financial support to staff to purchase a UPS, please reach out to the HR Division for more information.)
- f. The employees designated workplace must allow for privacy of communications and appropriate protection of all JSE data without any undue interruptions. The same applies to any alternate location that the employee uses to ensure stable internet connectivity.
- g. All injuries sustained while working remotely must be reported to the JSE to investigate the circumstances of the incident, and to determine whether the injury is covered as a work-related injury, and to provide additional support as may be required.
- h. To ensure the confidential and protection of JSE information, the use of public places for remote work meetings, such as cafes and restaurants is not permitted.

9. EQUIPMENT

- a. All employees must utilize JSE issued/approved laptops to perform their work.
- b. The JSE will provide employees following a hybrid or remote working approach with a laptop and data in the form of a 3G card or a fibre allowance in exceptional circumstances.
- c. Employees who work off-site (work from home or on a hybrid basis as contemplated herein) must meet the technical specifications set out by IT and as indicated below the employee should consider between 4MPS and 10MPS for their fibre line as this is more than sufficient for work purposes. Employees are encouraged to migrate to home fibre, the cost of which will be for the employees own account.
- d. Home office, electricity, fuel for generators during load-shedding or stationery allowance may not be claimed from the JSE, nor will the JSE reimburse any related expenses to the employee where permission is granted for a hybrid work arrangement.
- e. Employees must connect to the systems of the JSE through the VPN and the Duo Mobile authentication tool or any other authentication tool authorised by the JSE IT department.
- f. Employees who work off-site must use MS Teams (or similar JSE authorised application) for business calls (this is important to reduce the JSE communication cost).
- g. Cell phone calls for business that employees are unable to make via the CISCO application must be itemised and follow the claim process as detailed in the JSE Reimbursement Policy.

- h. It is recommended that the home-office/working area must present with minimum noise disturbance and other disruptions and interruptions and this area and the employee must be professionally presented in all interactions, to preserve the JSE image and brand when interacting with fellow employees and external clients and stakeholders. When engaging with clients via MS Teams employees are required to use JSE branded backgrounds that have been provided.
- i. Employees must adhere to the ways of work etiquette, be visible for at least the first five minutes of an online meeting and remain visible on all electronic platforms when engaging or attending a client meeting and present a professional appearance in all interactions conducted remotely.
- j. Employees must ensure that they have provided their team members and line managers with their correct contact details and ensure that these details are kept updated on JSE Connect.
- k. The JSE is only responsible for insuring JSE owned assets; personally owned equipment should be covered by the individual homeowner's insurance policy of the employee, at their own cost.
- l. Employees must ensure that their JSE Laptop, resources are used in a safe environment to limit the risk of theft.

10. HEALTH AND SAFETY

- a. As per the team manifestos, for those employees working remotely, their home office/working area (or remote location from which they are working, other than their home) will automatically become a workplace for purposes of Occupational Health and Safety Act 85 of 1993 ("OHSA") and this applies during working hours and while the employee is working on JSE matters and business outside of working hours.
- b. Given the limited control that the JSE can exercise over an employee's place of residence, the JSE will to the best of its ability perform certain of these health and safety obligations, as follows:
- c. Employees will be provided with guidelines that cover matters, which include, safe and legally compliant working arrangements whilst working from home, conducting of risk assessments, as well as fatigue management and ergonomic support etc.; and
- d. The JSE will provide Health and Safety training to ensure that employees are aware of their responsibilities in respect of ensuring appropriate health and safety measures when working in and outside the office (including working from home, on a hybrid arrangement or remotely other than at home).
- e. To assist the JSE in ensuring the health and safety of employees whilst working remotely, employees must:
 - Ensure that their remote working environment is safe, clean, and clear of any potential health/safety hazards to themselves and the technology or equipment of the JSE and has proper light, ventilation, and a proper ambient working temperature; and
 - Keep the JSE updated should the remote working environment become unsuitable to conduct work or unsafe, in which case the employee will be required to work at the JSE building.
 - Where an employee is allowed to work remotely, an attestation must be completed, where the employee declares that they will keep their remote working environment safe and clear of any potential health and safety hazards to themselves and JSE issued work equipment.

- All injuries sustained while working remotely must be reported to the JSE to investigate the circumstances of the incident, and to determine whether the injury is covered as a work-related injury, and to provide additional support as may be required.
 - The JSE is required to submit all claims for occupationally incurred injuries or diseases (even when it is of the opinion that the injury is not work related) so the need of the employee to report such occurrences is important. Occupational injury refers to an injury or sickness incurred as a result of your work. Occupational injuries can both occur as the outcome of a workplace accident or occupational diseases.
 - The JSE will take the necessary steps to ensure that such injury is reported to the relevant authorities and a claims process in terms of the Compensation for Occupational Injuries and Diseases Act will ensue where appropriate.
- f. If the Compensation Commissioner is of the view that the injury was not sustained during the course of work or as a result of the work being done, the claim will be repudiated, and any costs incurred by the JSE will be for the account of the employee.
- g. Employees must note that injuries sustained as a result of a criminal act while working at home must be reported to and investigated by the South African Police Service (SAPS).

11. CONFIDENTIALITY AND SECURITY OF PROPERTY

Employees working remotely or on a hybrid basis remain strictly bound by the provisions of their employment contracts and all the policies of the JSE; most particularly those in place for the maintenance of the security and protection of confidential and personal information of the JSE and its stakeholders. Employees are expected to take all necessary and reasonable steps (including but not limited to IT Security standards in line with JSE policies and guidelines) to maintain the security and confidentiality of JSE information when working remotely or otherwise, and to ensure that no documents are left open to disclosure even to the disclosure of members of the employee's household.

12. INFORMATION SECURITY

- a. All aspects of the JSE's Acceptable Use Policy and JSE's Information Security Policy must be adhered to and continue to apply to all JSE employees while working remotely from home or elsewhere or on a hybrid basis.
- b. IT manages and deploys up-to-date anti-virus signature files to all users. Users who work remotely must ensure that their laptop is connected to the JSE corporate network to enable the anti-virus software to be updated on a regular basis.
- c. Please refer to the JSE Information Security Policy link provided under Scope for more information.

13. ACCESS CONTROL DATA STORAGE AND PROTECTION

- a. The JSE's Acceptable Use Policy and JSE's Information Security Policy governs access control and data protection, including VPN usage and password protections.
- b. Employees are reminded that JSE equipment and connectivity platforms are monitored.
- c. Employees are reminded that they should not store inappropriate material on JSE equipment and the JSE reserves the right to take appropriate action, including reporting any incidents such as child pornography etc. to the local authorities. JSE equipment must not be used by anyone other than the employee or any JSE authorised person and when not in use JSE equipment must remain safely stored.
- d. Refer to the JSE Information Technology Policy link provided under Scope for more information.

14. COMMUNICATION

- a. All employees (onsite and offsite) must always be available during working hours on their phones, MS Teams, email, team WhatsApp group etc., unless their line manager has been made aware of their unavailability.
- b. Employees are required to keep their cameras on during meetings.
- c. Online protocols would be identical to that of physical interactions in relation to meeting attendance and preparation. Employees will be required to meet expected deliverables in terms of Physical attendance at meetings when required.
- d. The employees' home address, as recorded by the JSE, will be deemed to be their primary residence and remote working address.
- e. Employee mobile phone numbers must be included in their email signatures to ensure that they are contactable by all stakeholders.
- f. Employees must ensure that they inform their line managers should they intend working from a location other than their home address; or from a location that may make it impractical to physically report for duty in the event of an emergency. For example, working from another province or at an unreasonable distance from the JSE building. Such remote working arrangements must be specifically agreed to by the employee's line manager and such authority to work remotely in these circumstances may be withdrawn on reasonable notice at the discretion of the line manager. In this event, suitable arrangements must be put in place for remote working that protects the business of the JSE and does not impact on its operations.

15. GENERAL

- a. All the JSE's rules policies and procedures will continue to apply while working remotely or on a hybrid basis.
- b. These policies include, but are not limited to, policies regarding work attendance, confidentiality, and conduct and ethics.
- c. Employees are reminded that this policy is not to be used as a substitute for the taking of sick leave, and in such circumstances the relevant section of the JSE Human Resources policy will be fully enforced.

- d. All other policies, provisions and guidelines for employee benefits and compensation remain unchanged.
 - e. JSE business and operational requirements will always take precedence over the various provisions of this policy, therefore employees are expected to be available (either remotely or physically on-site) to respond immediately and at all times as determined by business requirements, regardless of the agreed or required working arrangement.
 - f. All employees working off-site are required to perform their assigned duties remotely and must be available to report physically to the JSE premises as soon as possible in the event of a critical business requirement/operational failure dependant on their role and function within the JSE.
 - g. More information on the interventions in place for the combat of the COVID19 pandemic at the JSE are outlined in Annex A of this document.
 - h. This policy will be implemented and take effect immediately.
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Annex A

Hybrid Ways of Work Guideline

Remote working etiquette that aims to position us as an investment destination of choice with our clients



Plan ahead

Prior to going into the office, log into WizzPass to book a suitable working space. Ensure that you have all items that are required for working at the office.



Dress the part

Dress appropriately and in accordance with business requirements. This is also applicable in virtual meetings. We are all extensions of the JSE brand so how we present ourselves is critical.



Set yourself up for success at home

Ensure that your home workspace has a comfortable desk and chair, as well as appropriate lighting. Connect to the JSE's VPN regularly to ensure that important updates are pushed through to your machine.



Be considerate of your colleagues

Conduct all meetings in a meeting room and reduce noise levels around you. If you are not at your desk, divert your phone to your cellphone and let your colleagues know how to contact you. Use a pair of headphones when at the office as opposed to your laptop speakers.



Your wellbeing = your success

Avoid burnout and digital fatigue by exercising regularly, eating healthy, getting enough sleep and taking regular breaks during the day.



Meet like a pro

Prepare your participants ahead of the meeting by applying the 5P's of successful meetings in your agenda: Purpose, Planning, Preparation, Participation & Progress. Arrive at your meeting on time and don't allow the meeting to run over.



The customer is king

All client meetings should be conducted with your camera on, in a quiet space without disruptions. There are several JSE approved MS Teams backgrounds that should be applied.



Be email savvy

Respond to e-mails promptly. Apply your signature which should be inclusive of all contact info. If you are on leave, ensure that you have activated your out of office, diverted your phone and informed the colleague who will stand in for you.



Connect smart

Always connect to your home Wi-Fi or arrange for a JSE 3G card. If you experience connectivity issues, work from somewhere close to your home (remember to keep your conversation and information confidential) or travel to the office.



Know the meeting platform

Some clients use platforms other than MS Teams for virtual meetings. Ensure that you are familiar with their meeting platform i.e. Zoom, Google-Meet, etc. before the meeting.

Annex B

THE JSE LIMITED HUMAN RESOURCES POLICY VACCINATION AND RELATED INTERVENTIONS FOR THE COMBAT OF THE COVID 19 PANDEMIC AT THE WORKPLACE

1. The JSE Limited (“the JSE Limited”) confirms that at present it is a business employing less than 500 employees as defined in the Consolidated Directions on Occupational Health and Safety Measures in certain workplaces R 499 issued in terms of regulation 4 (10) of the Regulations made under section 27 (2) of the Disaster Management Act (the “Regulations”).
2. This policy on Related interventions for the combat of the Covid 19 Pandemic at the workplace (the “Policy”) will supplement the JSE Limited South Africa existing Human Resources Policies and Procedure as contained in the JSE’s Human Resources Policies and Procedure Manual.
3. In seeking to regulate the business operations of the JSE Limited to combat the Covid 19 pandemic (more particularly as the JSE Limited seeks to commence to return its employees to office work from the current working from home arrangement) the JSE will, as a minimum, ensure that it complies with the Regulations that are applicable to what is termed a medium business.
4. In this regard the JSE Limited will arrange the configuration of the workspace (where employees are required to work at the premises) in such a manner so that employees always work at least at a distance of one and a half meters apart from one another, or if this is not possible, the JSE shall place physical barriers between employees and other persons entering the JSE building.
5. The JSE Limited will ensure that employees that present with Covid 19 symptoms including a cough, sore throat, shortness of breath (or difficulty breathing) or the loss of the ability to taste, or loss of ability to smell, are not allowed into the business premises and must return home (and be advised to test for Covid 19 and isolate at home until the symptoms improve or until the employee is no longer able to transmit the disease generally following 7 days of self-isolation).
6. In this process of determining symptoms the JSE Limited may further inquire from the employee whether they are experiencing fever, body aches, redness of eyes, fatigue, nausea, vomiting, diarrhoea, weakness, or tiredness.
7. Where reasonable the JSE Limited may contact the Provincial Inspectorate for directions in respect of dealing with symptomatic employees at www.Labour.gov.za/Contacts/Provincial.offices.

8. If the employee is already in the workplace when the symptoms present, they must be immediately isolated from other employees, and arrangements must be made for the employee to return home to test for Covid – 19 and self-isolate.
9. An employee who has been instructed to return home, test and self- isolate must strictly comply with this instruction, or the employee may face disciplinary action for serious misconduct.
10. In line with the regulations, it is no longer mandatory to wear a face-mask inside the JSE building
11. Colleagues who choose to, may continue to wear face masks if that is their preference.
12. The JSE shall provide all employees at work with soap and clean water to wash their hands and encourage washing of hands on a regular basis.
13. The JSE shall supply all employees with hand sanitizer at work and with appropriate disinfectant to disinfect their workstations.
14. Employees will be required to sanitize their hands and disinfect their workstations on a regular basis while at work. The JSE will additionally see that all common areas, toilets, and the like are regularly disinfected.
15. In addition, and to the extent that customers, clients, service providers and/or members of the public attend at the JSE building, the JSE will ensure that the number of customers, clients, service providers, members of the public and others attending at the workplace (at any one time), are limited in number to provide safety and protection to JSE employees, and to ensure that customers, clients, service providers, members of the public and others are kept at least at a distance of one and half meters from employees.
16. The JSE shall undertake Covid 19 symptom screening measures for all customers, clients, service providers, members of the public or others attending at the workplace, including taking the temperatures of these people on entry, and reasonably determining if they have any of the symptoms described in clause 5 (through questioning and observation) and forbidding them entry to the workplace if they display symptoms or have elevated temperatures. An employee (or any suitable security personnel) will be dedicated to performing this symptom screening function.
17. The JSE will regularly review its personnel to determine which personnel can efficiently work remotely from home or work on a hybrid basis and allow such personnel (at its discretion) to perform their employment services remotely from home or some other place as provided for in the JSE's remote or hybrid work policies. In this regard the JSE will give preference to employees with co-morbidities and who are 60 years or older to work from home or on a hybrid basis where this is operationally feasible.
18. Any employee may apply to the JSE if he or she has a reasonable justification that circumstances exist in the workplace that pose an imminent and serious risk of the employee being exposed to SARS – Cov-2 virus infection, to work from home; and the JSE will reasonably consider such request and grant the request if it is justified. If the issue cannot be resolved, the JSE will notify an OHASA inspector and take direction from the inspector.

18. The JSE encourages all of its employees to be vaccinated and boosted as soon as they are eligible for such vaccination in terms of the Government vaccination roll-out plan. Employees who are entitled to booster vaccinations must also submit for booster vaccinations as they become eligible for same.
19. The JSE acknowledges that employees may refuse to be vaccinated on medical grounds and / or recognized Constitutional Law grounds.
20. If an employee seeks to rely on Constitutional Law grounds to refuse to be vaccinated these grounds must be reasonably motivated by the employee and must be grounds genuinely held by the employee. In this regard, employees must also bear in mind that article 24 of the Constitution provides that everyone has the right to an environment that is not harmful to their health or well-being, and that the Occupational Health and Safety Regulations aforesaid require that the JSE reasonably secure the health and safety of all employees at the workplace.
21. If an employee refuses to be vaccinated for reasonable medical or reasonable and genuinely held Constitutional Law reasons the JSE may seek to obtain counselling (including alternate medical advice) for that employee (at its discretion) to persuade the employee to be vaccinated.
22. If the employee (despite such counselling or medical advice) continues to refuse to be vaccinated based on genuine reasonable medical or reasonable Constitutional Law claims genuinely held by the employee, then the JSE may seek to provide reasonable accommodation to the employee so that the employee can perform his / her services without placing other employees at risk.
23. These may include requiring the employee to work at home, or in isolation, and /or to wear and N95 mask at work and / or to work at different times from the JSEs workforce.
24. The JSE may at its discretion also put in place additional measures for the combat of the Covid 19 pandemic including such interventions as appointing a Covid 19 compliance officer, implement additional sanitizing measures, disable biometric access control, implement additional ventilation measures, provide training and information about combatting the Covid 19 pandemic and general wellness and the like in line with the Regulations.
25. Employees are encouraged to take personal responsibility for their health and wellness and for the health and wellness of their colleagues and members of the public and ensure compliance with this policy and the Regulations.
26. Employees who negligently or wilfully neglect to comply with this policy and the Regulations (as may be amended from time to time) may face disciplinary action which may include their dismissal.