Remote Work Management Protocol

Excellence Awards Academy
Dubai - United Arab Emirates

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Founder's Message for the Remote Work Best Practices Award

Excellence Awards Academy - Dubai, which specializes in consulting and managing excellence awards in the Arab region, is pleased to present to you a remote work management protocol in order to facilitate the tasks facing some institutions in managing their work during crises.

After imposing the measures to prevent "COVID-19", the institutions are required to act immediately and transfer their strategies from long-term plans to urgent plans, with the aim of protecting society from the risks of the rapidly spreading virus.

Facing with this situation, and based on the principle of necessity, some institutions rushed to adopt unusual solutions to advance production, while other institutions were ready to deal with these changes.

Institutions and companies can be classified in relation to dealing with the requirements of forced digital transformation due to "COVID-19" into 3 sections, Firstly, future institutions, which are ready for global fluctuations, thus are able to adapt to the changes, and continued to provide their services to dealers, and will be in the leadership position of In terms of competitiveness, while the secondly category is represented in institutions that revolve slowly, and may face challenges affecting productivity during this period, while what falls into thirdly classification is what can be called "past institutions", which operate with non-modern administrative tools, and then its work has been exposed to many a Fluctuations.

Therefore, Excellence Awards Academy develops a protocol for remote work management to benefit from it in organizing the required tasks for the proper functioning of the remote and through this protocol presented the required tasks in remote work, starting from the executive management and human resources through information technology and ending with the heads of departments and employees publicly we have presented Some contributions to deal with these variables.

God Bless All

Pierre Moukarzel
Founder

Executive management tasks

- Supervising the implementation of the remote action plan in light of emergency conditions.
- Find mechanisms for some jobs to work remotely.
- Ensure that the performance of tasks and the provision of services are not affected by the application of work remotely.
- Providing the necessary support to complete the tasks assigned to implement the remote work in this regard.
- Forming emergency work teams.

Human resource management tasks

- Publish relevant decisions to remote work to all employees, each according to his expertise
- Follow all the periodic and daily reports received from the head departments regarding remote work and act accordingly.
- Follow the extent of the head department commitment to the work plan and ensure that all the required support is required for them in this regard.

IT management tasks

- Ensuring the readiness and effectiveness of electronic systems and networks required by remote work.
- Ensure the optimum use of technical systems by remote employees.
- Provide technical support to organizational units such as devices required to implement the work remotely.
- Totally responsible supervision information security and accurate use.
- Provide a hotline for emergency calls with the employer.

Head Departments duties

- Adopting the employee's daily work schedule plan and ensuring it's sufficient to settle the required time.
- Follow up on employee performance on daily basis and provide all aspects of support, awareness, guidance and supervisory guidance.
- Inform the employee of any meetings that require his presence and participation in it.
- Ensure that remote work application does not lead to a violation of the business interest.
- Provide the requirements to complete the remote work whenever needed.
- Present periodic reports on the remote work employees to the executive management.

Employee's tasks

- Achieve the required task to be accomplished through optimal remote work.
- Maintaining a high-level productivity and quality of performance remote work application.
- Commitment to the scheduled work, ensure the work as determined by his direct supervisor, and confirm of work start and end dates due to the use system.
- Facility of communication and interaction with the direct supervisor and all the concerned team to complete the work.
- Commitment to be present at the workplace to attend meetings and events upon request.
- Prepare daily achievement reports and submitting them to the supervisor electronically.
- Maintain confidentiality of information data and ensure the integrity of the material resources under his custody.