POLICY AND COMMITMENTS FOR REMOTE WORK

STATEMENT OF INTENT

This document outlines **MiningiDEAS**' commitments and key actions to create efficient, effective, respectful, and collaborative work environments based on the "remote work" methodology applicable to all activities undertaken by MiningiDEAS.

MiningiDEAS' values aim to convey and instill principles of action to all individuals who are part of the company. We perceive flexible work as a commitment to social progress, equal opportunities, work-life balance, and economic growth within sustainable environments.

Commitments and Purposes for Remote Work Undertaken by MiningiDEAS

MiningiDEAS' commitment to its collaborators, and vice versa, to create favorable environments for remote work will be based on the following pillars:

1. **Requisitos Técnicos**

   — Collaborators working remotely must have the necessary technical resources to carry out their responsibilities effectively. This may include a computer with high-speed internet access, required software, and communication tools provided by MiningiDEAS.
   — Remote collaborators should protect their Wi-Fi network with a secure and encrypted password. Secure and reliable networks are strongly recommended, and connecting to unsecured public networks should be avoided to protect the confidentiality and security of data.
   — Collaborators should have updated security software, such as antivirus and firewalls, to safeguard their equipment and data from potential online threats. MiningiDEAS can provide specific guidelines on recommended security software.
   — Remote collaborators should keep their equipment and software up to date with the latest versions and security patches. This will help prevent security vulnerabilities and ensure optimal performance.
   — Remote collaborators are expected to regularly back up their important data using systems or storage services approved by MiningiDEAS. This will help prevent data loss in equipment failures or other issues.
   — MiningiDEAS may provide training on using specific tools and technologies required for remote work. Collaborators should participate in

these training sessions to ensure they use the tools effectively and securely.

2. Working Hours

— Collaborators working remotely will follow a flexible work schedule coordinated with the activities MiningiDEAS is engaged in at a given time and region.
— Collaborators should be available during regular working hours for meetings, collaboration, and communication with the team, according to each case in alignment with the client's time zone.
— Remote collaborators must be available during regular working hours unless otherwise agreed with the project lead. Availability entails responding to emails and messages within a reasonable time frame and participating in scheduled meetings.
— If collaborators are on technical field visits at the client's premises, the work schedule will be adjusted to the specific client's schedule.
— If remote collaborators are in different time zones, they must coordinate their work schedules and availability to facilitate real-time collaboration and communication.
— It's essential for remote collaborators to maintain a healthy work-life balance to prevent burnout. MiningiDEAS can provide guidelines on time management and setting clear boundaries.

3. Communication

— Regular and effective communication is crucial. Remote collaborators should stay in touch with their team and leaders through approved communication tools like email, chat, and video calls.
— Collaborators working remotely should communicate consistently with their team, supervisor, and other relevant collaborators. This includes reporting on project progress, changes in availability, and any other relevant updates.
— Collaborators are expected to use the communication tools provided by MiningiDEAS to facilitate efficient collaboration and communication. These tools may include email, instant messaging, video conferencing, and project management tools.
— Virtual meetings are an integral part of remote work communication. Collaborators should actively participate in scheduled meetings via video conferencing platforms. They are expected to use cameras and engage actively in discussions.
— A significant portion of remote work communication is through writing (emails, messages, etc.), emphasizing clarity in written communication.

Collaborators should be concise and clear in their messages to avoid misunderstandings.

— Collaborators are expected to respond to messages and emails promptly. If they cannot provide a complete response immediately, they should acknowledge the receipt of the message and estimate when a complete response will be provided.

— Collaborators are encouraged to engage in social and team communication besides work-related communication. This may include chat channels for non-work discussions, informal video calls, and virtual activities to strengthen relationships among team members.

— If conflicts or misunderstandings arise, remote collaborators must address the issue professionally and seek a constructive resolution through open and direct communication with the involved parties.

— Leaders and managers should provide additional guidance and support regarding communication with remote collaborators. This may include regularly scheduling one-on-one meetings to maintain ongoing communication and provide feedback.

— Effective communication is the backbone of successful remote work. By following these communication guidelines, remote collaborators can stay connected, collaborate efficiently, and contribute to the overall success of MiningiDEAS.

4. Confidentiality and Security

— Remote collaborators must adhere to MiningiDEAS' security and confidentiality policies. This includes data protection, information security, and secure access to systems and resources from MiningiDEAS and our clients.

— Remote collaborators working remotely are responsible for securely and protectively handling MiningiDEAS' confidential information.

— This includes, but is not limited to, customer data, business proposals, financial information, intellectual property, business strategies, and other sensitive data.

— Remote collaborators should only access systems and data necessary for their job responsibilities. Accessing or disclosing unauthorized information is prohibited.

— Remote collaborators should secure their devices (computers, phones, tablets, etc.) with strong and updated passwords. The use of two-factor authentication (2FA) is recommended whenever possible. Additionally, a secure and encrypted internet connection should be used.

— Confidential information should not be stored on personal devices. MiningiDEAS' provided systems and tools should be used for data storage and collaboration, as they are often configured with appropriate security measures.

— Remote collaborators should ensure their work environment is secure and suitable for handling confidential information. This includes avoiding displaying sensitive information in public places and ensuring devices and documents are securely stored when not in use.
— Remote collaborators should immediately report any security incidents, such as device loss, unauthorized access, or exposure of confidential data, to their team leader within MiningiDEAS.
— Remote collaborators must comply with all applicable laws and regulations regarding data privacy and information security, locally and internationally, as appropriate.

5. Performance

— The performance of remote collaborators will be measured based on achieving goals set with MiningiDEAS and our clients.
— Clear objectives will be established, and regular meetings will be conducted to share progress and performance updates.
— Remote collaborators should collaborate with their supervisors to set achievable goals aligning with MiningiDEAS' overall objectives. These goals should be Specific, Measurable, Achievable, Relevant, and Time-bound (SMART).
— Supervisors should clearly communicate expectations regarding work quality, quantity, deadlines, and expected outcomes. This helps collaborators understand their expectations and manage their time effectively.
— Performance in remote work should be measured based on outcomes and achieving established objectives, rather than just the time spent working. Quality and efficiency are valued more than the number of hours worked.
— Productivity can be measured through successfully completing tasks and projects, the quality of delivered work, meeting deadlines, and contributing to the team and MiningiDEAS' objectives.
— Project leaders should provide regular and constructive feedback to remote collaborators. This includes acknowledging achievements, identifying areas for improvement, and collaborating on professional development plans.
— Remote collaborators should be able to effectively manage their time and demonstrate self-discipline. This includes establishing a work routine, minimizing distractions, and meeting agreed-upon deadlines.
— MiningiDEAS will periodically review and communicate achievements, challenges, and improvement opportunities to its collaborators. These virtual (and whenever possible, in-person) meetings can be conducted quarterly, semi-annually, or annually.
— Despite working remotely, collaborators should actively engage in collaboration and teamwork. Contributing to joint projects, sharing knowledge, and assisting other team members are essential aspects.

— Remote collaborators should demonstrate problem-solving skills autonomously. The ability to overcome obstacles and seek effective solutions is crucial for success in remote work.

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