

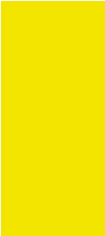


# Qatar Foundation Remote Work Guidelines

March 2020



# Overview

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## Organizational Resilience

# We Are Ready.

In Qatar Foundation, the health and well being of our community come first. We have taken careful measured steps designed to reduce the risk of infection and transmission of COVID-19, to protect our staff, faculty, students, visitors and community.

We have full confidence in our ability as an organization to respond and adapt to incremental change and any sudden disruptions in order to learn, survive and prosper.



## Current Situation Overview

- On March 11, 2020 the World Health Organization (WHO) declared the coronavirus disease 2019 (COVID-19) a global pandemic
- As of March 12, 2020 the number of confirmed cases in Qatar had a sudden and significant increase reported by the Ministry of Public Health (MoPH). The Ministry continues to update the number of cases at national level on a regular basis.
- The Ministry of Public Health (MoPH) had issued Educational Materials, including Workplace Guidance advising local organizations to develop work from home policies and providing other useful technical guidelines for preventing COVID-19 spread at the workplace
- Local health authorities recommend the use of social distancing strategies to increase the physical distance among employees and between employees and the community
- As an organization, we are ready to manage any dynamic and unpredictable challenges with resilience and we have contingency plans in place
- We had prepared and tested adaptable policies on flexible and remote working and those have now been activated
- Line Managers are responsible for ensuring effective remote working arrangements that are flexible and also ensure opportunities for scheduled, real-time interaction among teams

## Code of Conduct

- **A foundation of trust is essential to the success of our remote work program; two principles are at the core of our professional code of conduct for remote work:**
  - **Employees to trust that Qatar Foundation will always act in their best interest and enable them to be successful**
  - **Leaders to trust that their employees will act responsibly when working remotely**
- **Our success depends largely upon the achievement of high standards of business practice and behavior**
- **Conduct of employees within and outside The Foundation implies a standard of performance and behavior, which fully supports its business policies**
- **All employees are expected to be self-disciplined, of exemplary conduct and of impeccable integrity**
- **The guidelines of the Human Capital Policy for Employee Conduct and Work Ethics will continue to apply during the remote work program**
- **Given the very unique context of the COVID-19 outbreak, please continue to obtain and share information only from verified official sources, don't pay attention to or get involved in spreading rumors on social media or work channels; follow MoPH guidelines and official communication from Qatar Foundation regarding any status changes**
- **If staff are unable to work from home, they are required to inform their line manager and apply for leave through ERP Employee Self-Service selecting the applicable type of leave as per Human Capital Policy Chapter 8. Moreover, employees are encouraged to utilize their annual leave balance as an opportunity for mental and physical relaxation to cope with any psychological pressure causes by the COVID-19 outbreak. The health and wellbeing of our staff remains a priority.**

## Ways of Working

- Focus on communication, coordination, and culture values and behaviors, enabled by short-term specifically designed processes and frequent progress measurement to ensure business continuity
- As an organization, we will follow a de-centralized approach, where line managers under the guidance of senior leadership will take responsibility for managing their teams for optimal performance and accountability in a remote, virtual work setting
  - Employees will observe flexible hours but managers and teams should mutually agree times where people are expected to be available in real time
  - Employees should sign in and sign out remotely using that ability on Maktabi
- Open and frequent communication organization-wide and between managers and their teams
  - Managers should test and employ regular virtual meetings using Microsoft Teams to ensure people are informed and connected
- Clear and transparent performance expectations based on outcomes, not just activities or the amount of time spent on tasks
- Define goals, deliverables, scope, resources, schedules, and milestones
- Track progress towards milestones on a weekly and monthly basis

## Ways of Working

- Frequent performance feedback from line managers and additional interventions to keep the teams motivated and engaged
- Help each other to master the technologies and manage tech glitches through QF IT Service Center
- Fully utilize the existing technologies that enable us to work and operate remotely like Microsoft Office 365, including Microsoft Teams for virtual collaboration, Human Capital ERP automated services for employee relations and government affairs available for all staff and their dependents, digital library and online resources for life-long learning, etc.

## Microsoft Teams

- We would like to support you in transitioning into a digital workspace. That's why we have created a digital workspace tutorial that will help you get started with Microsoft Teams.
- We have covered important topics such as downloading and installing Teams, chatting, calling, working in a team, and collaborating on files. We have also included a couple of useful files regarding VPN access and organizing meetings with Teams.
- If you're a manager or team lead, we would like to encourage you to create a team for your unit where your team members can collaborate. You will find all the details about creating a team in our tutorial.

[CLICK HERE](#)





## Frequently Asked Questions

### 1. Who is eligible for working remotely?

In most cases, for office staff, work can be conducted remotely. See your line manager for details.

### 2. Instead of working from home, can I opt to take my annual leave?

Yes, you can. It is subject to your line manager's approval. You can apply for leave through ERP Employee Self-Service as usual.

### 3. If I'm working remotely, should I sign in and sign out using QF laptop?

You should sign in using the portal. You don't need a QF laptop. But you should use the "I am an employee" link on the sign-in page.

### 4. Can I bring my family members to EC facilities that are only open for staff using my QF ID?

No.

### 5. I don't have a laptop, will QF provide me with one?

As an interim solution, employees are encouraged to use their personal devices, where they are able. Please request a laptop from the IT Store on Maktabi Portal Services using the link below. You will be notified if / when your laptop is ready for collection

<https://portal.qf.org.qa/Pages/Services/IT-Store.aspx>

### 6. Can IT provide me with a VPN access?

Yes, it should have already been installed. If not, please send a request to [itsupport@qf.org.qa](mailto:itsupport@qf.org.qa).

### 7. Does self-isolation count toward sick day allowance?

Yes it does, if you show any of the COVID-19 symptoms. Please obtain medical certificates as required by the Human Capital Policy. If your health condition is good, we encourage you to work from home during the isolation period. In both cases, please inform your line manager and Human Capital Employee Relations as per Human Capital Policy.

## Frequently Asked Questions

**8. Who do I need to notify at work if I need to self-isolate?**

You can notify your line manager if you will need to self-isolate.

**9. How will I be informed if there are further decisions made re COVID-19 impacting QF?**

Check Maktabi emails and Maktabi Portal's COVID-19 page.

**10. What online platforms are available if employees are instructed to work from home?**

QF employees can use Microsoft 365 applications such as Teams to continue working on their projects and collaborating with their team members.

**11. What is the current and latest international travel advice?**

Business travel is cancelled until further notice. The State of Qatar has advised all residents to avoid international travel until further notice.

**12. Who is my point of contact for further questions?**

Your line manager is always your best choice to contact for more information.

**13. How long are schools, universities, and facilities going to stay closed?**

The nationwide closure of schools and universities came into effect on March 10th and the suspension will take place until further notice.

**14. If I'm working remotely, how can I get QF IT support when facing a technical issue?**

You can either reach them by emailing IT Service Centre ←[itsupport@qf.org.qa](mailto:itsupport@qf.org.qa)→ or by calling 44540070.

**15. Can we access shared drives from home?**

Yes, if you are using a corporate device and are connected through VPN.

## Frequently Asked Questions

16. How can I connect to ERP from a non-QF network?

You can use this link to access QF's network remotely:

<https://qfservices.qf.org.qa/>

Other systems that are accessible from outside the QF network are listed below:

Maktabi Portal

<https://portal.qf.org.qa/>

MARAFIQ

<https://marafiq.qf.org.qa/>

Business Process Management (BPM)

<https://absher.qf.org.qa/qfapp>

Financial Aid System

<https://fas.qf.org.qa/>

Immigration Systems

<https://immigration.qf.org.qa/immigrationbc>

<https://immigration.qf.org.qa/eimmigrationbc>

QF Call Center

[https://immigration.qf.org.qa/callcenter\\_enu](https://immigration.qf.org.qa/callcenter_enu)

Open Text (ECM)

<https://ecm.qf.org.qa/otcs/cs.exe>

## Frequently Asked Questions

17. Can I pass by my office to pick up some files and belongings?

Yes

18. Am I allowed to travel abroad in case of an emergency?

For your own safety and protection, Qatar urges all citizens and residents to avoid all travel at this time. There are countries on the temporary suspension list, we advise you check that regularly on [Qatar Airways' page](#).

19. Will QF/QLM cover my health insurance if I have corona?

Staff should also be aware that most medical insurance policies, including our QLM policy, carry restrictions that apply in the case of global epidemics or pandemics. In Qatar, care will be provided by Hamad Medical Corporation, using your HMC medical card.

20. If we are to work remotely, does this mean we need to avoid public places?

To reduce the chance of infection and transmission of coronavirus (COVID-19), please avoid confined spaces with large numbers of people.

21. How long will we have to work remotely for?

Staff are required to work remotely effective Sunday 15th of March until further notice. We urge you to continuously check your emails and Maktabi Portal for updates.

22. My job requires to have meetings with other team members, how will that be conducted?

Please arrange your meetings using the video call option on Microsoft Teams.

23. Due to travel restrictions, if I'm unable to consume my annual leave by the end of the year, what happens? Will it be forfeited or paid out?

All matters regarding medical leave and salary entitlement in cases of illness continue to be governed by QF Human Capital policy, and should anything change in this regard, we will ensure you are informed. Should you have any questions, please speak to your line manager.

## Frequently Asked Questions

24. Is there a helpline or contact point for urgent Human Capital, finance and immigration-related queries?  
You can contact [employeerelations@qf.org.qa](mailto:employeerelations@qf.org.qa) for any employee-related matters.

25. If I develop symptoms of coronavirus while working at home, what should I do?  
If you experience [symptoms of coronavirus](#), please make plans to self-isolate for up to 14 days and notify your manager or Human Capital and seek appropriate medical advice via the Ministry of Public Health hotline at 16000.

26. My KPIs depend on things that are now curtailed. How will that affect my next review?  
Your line manager will have more information on measuring your performance.  
We encourage staff working remotely from home to maintain high levels of performance in the spirit of the QF values and behaviors. Where performance objectives and indicators should be revised, your line manager will guide you in setting new achievable goals properly recorded and managed through the Employee Performance Management (EPM) system.

27. What if there are cases of COVID-19 among QF staff or students?  
The measures we have taken are proactive, precautionary, and in the interests of public health and wellbeing, which is always our top priority. We have put clear procedures in place in case a QF student or staff member shows symptoms of COVID-19. Medical staff are continuing to work at Education City and are trained on how to assess and refer any suspected cases for either self-isolation or to a medical facility. Staff who are working remotely have also been given instructions on what to do if they experience symptoms. If anyone is experiencing a high fever and difficulty breathing they should contact MoPH by calling 16000. If any cases of COVID-19 are confirmed, we will update Maktabi. Anyone who needs to take further action will be contacted directly by MoPH or other competent authority. If we do notify the community of a confirmed case and you have not been contacted, no action on your part is required.



[qf.org.qa](http://qf.org.qa)