



WALK TO WORK & WORK FROM HOME Standard Operating Procedure

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1. Objective

To implement immediate, practical, and measurable measures that reduce fuel consumption by employees of GIC Bhutan Reinsurance Co. Ltd. in line with the Royal Monetary Authority of Bhutan's (RMA) directive, thereby supporting national energy security, lowering operational costs, and contributing to the Government's efforts to mitigate the impact of the ongoing global fuel crisis and the recent surge in fuel prices.

2. Purpose

This SOP establishes a structured framework for "Walk to Work & Work from Home" to:

- Promote sustainable commuting practices.
- Enable work from homeing arrangements wherever operationally feasible.
- Establish clear guidelines, responsibilities, and monitoring mechanisms so that all employees actively participate in reducing individual usage.
- Reduce fuel consumption amid rising global fuel prices and their impact on the national economy.
- Ensure business continuity during crises (fuel shortages, emergencies, lockdowns)
- Maintain productivity, accountability, and service delivery
- Safeguard employee health, safety, and data security

3. Scope

This Standard Operating Procedure applies to all regular, contract, deputation and probationary employees of the GIC Bhutan Reinsurance Co. Ltd. It covers:

- Walk to work initiative
- Work from home/Hybrid working arrangements
- Flexible /staggered working hours
- Record- keeping and internal monitoring

4. Core Initiative

4.1. Walk to Work Initiative:

- 4.1.1. Employee residing with a reasonable walking distance (approximately 30 to 60 minutes) from the workplace are encouraged to walk to office whenever feasible.
- 4.1.2. Feasibility will be assessed based on weather conditions, personal health/safety and road safety.
- 4.1.3. Eligible employee are encouraged to walk to office at least three times a week, considering the weather condition.
- 4.1.4. To support the above initiatives, the GICB will implement flexible reporting and departure times of 30 minutes to support walking commutes, wherever operationally viable.

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1.1. Work from home arrangements

- 1.1.1. Departments may facilitate work from home/hybrid working for roles that can be performed effectively from home without compromising work standards.
- 1.1.2. Work from home may be enabled based on the situation, depending on the operational needs.
- 1.1.3. Employees must ensure secure access to company's system (VPN, Equipment, Internet service & Resource management, etc.) and maintain the same level of productivity and confidentiality as in the office.

1.2. Roles and Responsibilities

1.2.1. Management

- a. Set overall direction and fuel saving targets aligned with Governments walk to work and work from home guidelines.
- b. Approve the final SOP and ensure resources are available to implement it.
- c. Review performance and effectiveness quarterly.
- d. Arrange Virtual meetings as and when required.

1.2.2. IT Department:

- a. Ensure secure remote- access system (VPN, Email, Internet Service, Collaboration tools).
- b. Provide and maintain required devices and software.
- c. Deliver cybersecurity and data- protection awareness for work from home employees.
- d. Monitor security logs and system usage.
- e. Troubleshoot technical issues and maintain devices used both onsite and remote.
- f. Termination of work from home arrangement as per Government Directives and management decision.
- g. Revoke remote system access and return equipment issued during work from home.



1.2.3. Department Head (HoDs):

- a. Assess which roles can be performed work from home.
- b. Approve and monitor individual walk-to-work/work from home arrangements.
- c. Ensure performance and service-level targets are met.

1.2.4. Administration Department:

- a. Maintain employee attendance and movement records (onsite/walk to work days).
- b. Assist in scheduling and organizing meetings or briefing to walk to work and work from home SOP.
- c. Act as a first – contact point for administrative queries related to work from home arrangements.
- d. Coordinate with IT and HR to ensure smooth onboarding and offboarding or work place changes.
- e. Carpooling logistic arrangement.
- f. Recording and verifying employee travel pattern.

1.2.5. Employee:

- a. Follow the procedures and comply with security and productivity expectations.
- b. Report any issues (Technical, safety-related, or work load- related) promptly.
- c. Use safe pedestrian routes and avoid high-traffic or dangerous area.
- d. For work from home employees must maintain a safe and ergonomic workspace.
- e. Submit daily/weekly work status to immediate supervisors.
- f. Attend virtual meeting as required.
- g. Follow IT security protocols (No sharing of login credentials, use approved devices, secure wifi).
- h. No misuse of work from home privileges or falsification of attendance.
- i. Maintain the same level of productivity and service quality whether working onsite or remotely.

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- j. Complete the assigned tasks and meet deadline, proactively inform your HoD of any delays.
- k. Follow the company leave policy during work from home.

1.3. Supporting measures

1.3.1. Carpooling and Public Transport:

- a. Employees living beyond walking distance shall be encouraged to carpool or use electric vehicle/public transportation to minimise individual vehicle usage.
- b. Employee must agree on advance and take turns driving where possible.
- c. Employee shall use public transport (Bus, Taxi, etc.) instead of private cars where feasible and safe.

1.4. Reasonable Exceptions and Staff Welfare

- a. Staff with caregiving responsibilities including school and daycare drop-off or pick-up obligations
- b. Pregnant and breastfeeding mothers should be accorded enhanced flexibility, work from home preference, and reduced movement expectations where feasible.
- c. The walking-first requirement shall not apply to staff residing beyond approximately one hour walking distance.
- d. Does not apply to staff with disability, temporary injury, chronic illness-related mobility limitations, or age-related difficulties.
- e. Walking expectations shall be suspended during unsafe weather, poor visibility, public safety alerts, or hazardous route conditions.

2. Review and Update

- a. SOP shall be reviewed periodically.
- b. Update based on Government Directives, organizational need and technological changes.

