**OBJECTIVE**

Establish guidelines and procedures that allow outsourcing to be adequate and that all legal, environmental and human resources requirements are met. Likewise, one can identify which positions or activities within the organization can be taken through a job from home.

**INTRODUCTION**

The implementation of systems and processes will allow the administration to have the most information necessary to determine whether outsourcing and/or work from home will be effective and that can be met with all the requirements that abide by the law.

**RESPONSIBILITIES**

The management and direct heads will be responsible for determining whether it is applicable and functional to carry out the outsourcing and whether work from home will be effective for the activities to be carried out.

**PROCEDURE**

1. **Outsourcing**

Before initiating any outsourcing procedure, it will be necessary to carry out a study of the resources and means available to the company, as well as all external determinants.

The first thing to value is the ability of the company itself to do the work, which parts of it is able to execute, based on its resources and which will be outsourced. This must be defined by the management of the company, although it is recommended to analyze at all levels and make the comments and suggestions that are deemed appropriate.

**The main customer must be informed that the transaction will be carried out by means of outsourcing.**

-All those parts of the work to be outsourced must be governed by a contract between the company and the outsourcing one. This must be drafted in accordance with current regulations. In addition, the contracting company, prior to the signing of the contract, must ensure the following:

* The requirements required are defined.
* Possible differences between the outsourcer and the company have been resolved.
* The outsourcer has the ability to fulfill the contract.

The only valid basis for an outsourcing procedure is the contract that is established between the company and the outsourcer. The controller should review it and verify that it includes all the basic obligations arising from the outsourcing act. Similarly, the contract must agree on the control procedures by the contracting company in the face of the actions of the outsourcing company.

-Once all the conditions have been agreed and the contract has been signed, the outsourcing company must be responsible for the execution of the outsourcing party, complying with the stipulated clauses. At this stage they must take into account mainly the distribution of responsibilities between the two companies:

* Wage Responsibility: the main company is responsible, without the legal limit, for what would be due to it if it had been treated for its fixed staff in the same category or job.
* Responsibility for social security: the main company will be jointly and severally liable for the payment of social security debts incurred by the outsourcing company with respect to its workers during the period of contracting.
* The main company will publicize its social responsibility policies including child labour and emphasizing that it does not allow the recruitment of child labour to perform its products or services.
* Disciplinary responsibility: the contracting company can and must sanction anyone who does not comply with the instructions given by the Directorate regarding the prevention of occupational risks in the outsourcing company and will work based on the Code of Conduct, which will be known.

-Systems must be established to carry out reviews to ensure that the production process and quality controls established are complied with.

-Once the work is completed, the outsourcing is finished, for this it will be necessary to review everything, for this purpose, the conclusion of the contract will be signed by both parties.

1. **Work from home**

The good implementation of hiring staff to work from home is to identify which positions are susceptible to moving to this scheme, according to the industry and the activities of each team.

If a collaborator's work is fully operational or requires the use of the facilities or equipment in the office, this cannot be work that can be done remotely. Those who can work autonomously and under objective fulfillment are the positions that can and should lead to flexible work.

The company must define the work plan, how many days a week one can stay at home to work and how many will be in the office, what tasks one should perform and what goals one should achieve. One should stay available during business hours and in communication with one’s peers.

The company will publicize its social responsibility policies to workers from home emphasizing its rejection of the use of child labour.

If the company is going to require work from home to persons outside the country, it must ensure that the company has accepted Convention C189 of the International Labour Organization (ILO) on work from home.

**FREQUENCY**

When an outsourcing and/or a hiring of a job from home is required.

**RELATED DOCUMENTS**

* Document that certifies the outsourcing.
* Contract for the provision of services from home.

**CORRECTIVE ACTIONS**

Systems and processes should be reviewed and analyzed before determining whether outsourcing should be carried out and whether work from home will be effective.

**VERIFICATION**

* This document should be reviewed at the beginning of each season, at least annually, or when any changes are necessary.
* The General Manager, in conjunction with the staff involved, will have to review annually the effectiveness and applicability of this document.

**Reviewed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Approved: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_­­­­­­­­­­­**

**Head of HR Department General Manager**