

HUMAN RESOURCE - MANUALS

CODE OF ETHICS AND BUSINESS CONDUCT

DISCIPLINARY CODE

- Company expects acceptable behavior and adherence to the company's policies and procedures, regulations and standards of discipline from all of the employees.
- AFROZEH Embroideries (Pvt) Limited expects from its employees:
 - Not to take part in or subscribe to or aid or assist any activity against the laws of Pakistan.
 - Abide by the current rules and regulations
 - No employee shall seek, accept or permit himself for any member of his family to accept any gift or favor, the receipt of which will place him under any form of official obligation to the donor.
 - No employee shall lend money to, or borrow money from, or place himself under any pecuniary obligation to any person with whom he has any official dealing. This, however, does not include the normal client/lender relationship of private individuals and bankers/financial institutions.
 - Management can take disciplinary action through panel/inquiry committee against any employee who is involved in disobedience, false or misleading any one against company.

BUILD TRUST AND CREDIBILITY

- The success of our business is dependent on the trust and confidence we earn from our employees, stakeholders and operators. We gain credibility by adhering to our commitment, displaying honesty and integrity and reaching company goals solely through honorable conduct. It is easy to say what we must do, but the proof is in our actions. Ultimately, we will be judged on what we do.
- When considering any action, it is wise to ask: will this build trust and credibility for AFROZEH Embroideries (Pvt) Limited. Will it help create a working environment in which company can succeed over the long term? Is the commitment I am making one I can follow through with? The only way we will maximize trust and credibility is by answering “yes” to those questions and by working every day to build our trust and credibility.

RESPECT FOR THE INDIVIDUAL

- We all deserve to work in an environment where we are treated with dignity and respect. Company is committed to creating such an environment because it brings out the full potential in each of us, which, in turn, contributes directly to our business success. We cannot afford to let anyone's talents go to waste.
- Sexual harassment or harassment based on race, gender, color, region, national, origin, age, sexual orientation, disability or veteran status or any other negative activity which affects one's dignity shall not be tolerable in AFROZEH.

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Company follows the act and rules enforced by the Government of Punjab which includes Protection against Harassment of Women at Workplace Act 2010, Protection against Harassment of Women at Workplace Act (Amendment) Act 2012, and Rules 2013.

- It is mandatory for every employee in the company to follow the rules and regulations stated in Harassment Act 2010, 2012 and Rules 2013. In case of any violation, the employee shall immediately report to the Head of Human Resource Department. The **HARASSMENT COMMITTEE** shall investigate the allegation and on the basis of evidence the final decision shall be taken.

OPEN AND HONEST COMMUNICATION

- At AFROZEH, everyone should feel comfortable to speak his or her mind, particularly with respect to ethics concerns. Managers have a responsibility to create an open and supportive environment where employees feel comfortable raising such questions. We all benefit tremendously when employees exercise their power to prevent mistakes or wrongdoing by asking the right questions at the right times.
- HR department will investigate all reported instances of questionable or unethical behavior. In every instance where improper behavior is found to have occurred, the company will take appropriate action. We will not tolerate retaliation against employees who raise genuine ethics concerns in good faith.
- Employees are encouraged, in the first instance, to address such issues with their managers, as most problems can be resolved swiftly. If for any reason that is not possible or if an employee is not comfortable raising the issue with his or her manager, Human Resource Department does operate with an open-door policy.

SET TONE AT THE TOP

- Management has the added responsibility for demonstrating, through their actions, the importance of this Code. In any business, ethical behavior does not simply happen; it is the product of clear and direct communication of behavioral expectations, modeled from the top and demonstrated by example. Again, ultimately, our actions are what matters.
- To make our Code work, managers must be responsible for promptly addressing ethical questions or concerns raised by employees and for taking the appropriate steps to deal with such issues. Managers should not consider employees' ethics concerns as threats or challenge to their authority, but rather an effective form of business communication. At AFROZEH, we want the ethics dialogue to become a natural part of daily work.

UPHOLD THE LAW

At AFROZEH, integrity begins with complying with laws, rules and regulations where we do business. Further, each of us must have an understanding of the company policies, laws, rules and regulations that apply to our specific roles. If we are unsure of whether a contemplated action is permitted by law or company policy, we should seek the advice from a resource expert. We are responsible for preventing violations of law and for speaking up if we see possible violations.

SELECTIVE DISCLOSURE

At AFROZEH, employee will not selectively disclose (whether in one-on-one or small discussions, meetings, presentations, proposals or otherwise) any material nonpublic information with respect to AFROZEH, its securities, business operations, plans, financial condition, results of operations or any development plan. Employee should be particularly vigilant when making presentations or proposals to third party companies to ensure that our presentations do not contain material nonpublic information.

AVOID CONFLICTS OF INTEREST

We must avoid any relationship or activity that might impair, or even appear to impair, our ability to make objective and fair decisions when performing our jobs. At times, we may be faced with situations where the business actions we take on behalf of the company which may conflict with our own personal or family interests. We owe a duty to the company to advance its legitimate interests when the opportunity to do so arises. We must never use company property or information for personal gain or personally take for ourselves any opportunity that is discovered through our position with AFROZEH. Here are some other ways in which conflicts of interest could arise:-

- Being employed (you or a close family member) by, or acting as a consultant to, a competitor or potential competitor, supplier or contractor, regardless of the nature of the employment, while you are employed.
- Hiring or supervising family members or closely related persons.
- Owning or having a substantial interest in a competitor, supplier or contractor.
- Having a personal interest, financial interest or potential gain in any company's transaction.
- Placing company business with a firm owned or controlled by AFROZEH employee or his or her family.
- Accepting gifts, discounts, favors or services from a customer/potential customer, competitor or supplier, unless equally available to all employees.
- Determining whether a conflict of interest exists is not always easy to do. Employees with a conflict-of-interest question should seek advice from management. Before engaging in any activity, transaction or relationship that might give rise to a conflict of interest, employees must seek review from HR department.

If a conflict of interest arises at top level including board, the case will be referred to board Chairman for addressal.

CORPORATE RECORD KEEPING

- We create, retain and dispose of our company records as part of our normal course of business in compliance with all AFROZEH policies and guidelines, as well as all regulatory and legal requirements.
- All corporate records must be true, accurate and complete, and company data must be promptly and accurately entered in our books in accordance with AFROZEH and other applicable accounting principles.
- We must not improperly influence, manipulate or mislead any unauthorized audit, nor interfere with any auditor engaged to perform an internal independent audit of AFROZEH books, records, processes or internal controls.

PROMOTE SUBSTANCE OVER FORM

- At times, we are all faced with decisions we would rather not have to make and issues we would prefer to avoid. Sometimes, we hope that if we avoid confronting a problem, it will simply go away.
- At AFROZEH, we must have the courage to tackle the tough decisions and make difficult choices, secure in the knowledge that company is committed to doing the right thing. At times this will mean doing more than simply what the law requires. Merely because we can pursue a course of action does not mean we should do so.

ACCOUNTABILITY

- Each of us is responsible for knowing and adhering to the values and standards set forth in this Code and for raising questions if we are uncertain about company policy. If we are concerned whether the standards are being met or are aware of violations of the Code, we must contact the HR department.
- Company takes seriously the standards set forth in the Code, and violations are cause for disciplinary action up to and including termination of employment.

BE LOYAL

Confidential and Proprietary Information integral to the company business success is our protection of confidential company information, as well as nonpublic information entrusted to us by employees, customers and other business partners. Confidential and proprietary information includes such things as pricing and financial data, customer names / addresses or nonpublic information about other companies, including current or potential supplier and vendors. We will not disclose confidential and nonpublic information without a valid business purpose and proper authorization.

USE OF COMPANY RESOURCES

- Company resources, including time, material, equipment and information, are provided for company business use. Nonetheless, occasional personal use is permissible as long as it does not affect job performance or cause a disruption to the workplace.
- Employees and those who represent AFROZEH are trusted to behave responsibly and use good judgment to conserve company resources. Managers are responsible for the resources assigned to their departments and are empowered to resolve issues concerning their proper use.
- Generally, we will not use company equipment such as computers, copiers and fax machines in the conduct of an outside business or in support of any religious, political or other outside daily activity, except for company-requested support to nonprofit organizations. We will not solicit contributions nor distribute non-work related materials during work hours.
- In order to protect the interests of the company network and our fellow employees, AFROZEH reserves the right to monitor or review all data and information contained on an employee's company-issued computer or electronic device, the use of the Internet or company's intranet. We will not tolerate the use of company resources to create, access, store, print, solicit or send any materials that are harassing, threatening, abusive, sexually explicit or otherwise offensive or inappropriate.
- Questions about the proper use of company resources should be directed to the line manager.

NON-DISCLOSURE & NON-COMPETITION

Every employee will be required to sign a non-disclosure and non-competition agreement covering the confidentiality of:-

- Company's systems, techniques, patents, and inventions.
- All collected information including customer lists, pricing data, financial data, and marketing materials.
- Customer contact information (such as telephone number, address, social security number, etc.)
- Agreeing to not compete with AFROZEH in its domain & industry.

SOCIAL MEDIA

- Usage of social media websites and apps that are not required by your job at company is strictly prohibited.
- Longstanding and new employees will be required to sign a ***SOCIAL MEDIA POLICY*** that outlines what they can post about their work on social media sites such as Twitter, Insta, LinkedIn & etc.
- Employees are free to post where they work, along with any positive thing about their job and coworkers. However, they cannot post anything representing themselves as the spokesperson of AFROZEH unless it's within their job description to do so.
- Team members cannot post anything slanderous or defamatory about AFROZEH or any content harassing customers, clients, or other employees.

AUDIO AND VISUAL RECORDING CONSENT

- Employee authorize AFROZEH to record all inbound & outbound calls for quality assurance purposes. This is to protect employees, the company, and clients. These will also be used for trainings purposes.
- Additionally, microphones and cameras have been set up in certain common areas and workspaces to ensure safety. To protect privacy, no recording devices have been set up in restrooms.

DRUGS AND ALCOHOL

Employees cannot be under the influence of any intoxicating substances at work, & the consumption of drugs & alcohol in the office is strictly prohibited. Employees found to be under the influence of illicit substances or consuming alcohol or drugs while on shift will be subject to disciplinary action and risk termination of employment.

CLASSIFICATION OF DESIGNATIONS

Employees of the Company are classified into the following categories:-

Grades	Titles
M1	MD/CEO/COO & Directors
M2	General Manager (HOD's)
M3	Deputy General Manager
M4	Senior Manager
M5	Manager
M6	Deputy Manager
M7	Assistant Manager
M8	Senior Executive
M9	Executive
M10	Senior Officer
S1	Officer
S2	Junior Officer
S3	Assistants/Office Assistants/AMTO/Store Keepers
S4	DR's/Drivers/Office Boys/Guards etc.

CLASSIFICATION OF DESIGNATIONS

- The designations assigned from time to time are intended to describe the nature of responsibilities attached to the job in a general manner. The Company may assign a designation not stated in the grade, if such designation is considered more appropriate. However, the salary of an employee is dependent only upon the group and grade and not necessarily on the designation assigned to him.

ATTENDANCE

- All employees must use bio-metric devices and **SIGN THE ATTENDANCE POLICY**. It's a set of guidelines that help the company avoid attendance and understaffing issues.
- The attendance policy outlines how the company will address employee tardiness criteria, no-shows, early departures, etc.
- It also set limits for sick leaves, casual leaves, and other day-offs. Employees that frequently coming late will be subject to disciplinary action. Official timings of the company are 10 AM to 6 PM.
- There is a **SIX** working days in a week i.e.; Monday to Saturday.
- Sundays will be observed as off day.

BREAK UTILIZATION

- All of the staff is advised to follow the break time properly.
- Misuse of break will be considered as violation of company policy. Speak to your manager to know more about the break policy in effect.
- Break timing is 1:30 PM to 2:30 PM through out the week and 1:00 PM to 2:30 PM for Fridays.

EMPLOYEE RESIGNATION & RELEASE

- All of the employees are being managed by their team leads. Any issue either work-related or other must be initially discussed with the line manager.
- Resignations or exit of the employee will be handled by HR department. CEOs approval will be needed (on certain positions). During the probation period, an employee can resign by giving 7 days written notice. However, for the confirmed employee, it is mandatory to give three months notice for resignation. Every resignation has to be in writing and submitted to the HR department.
- Any employee resigning without notice will be dealt according to the terms & conditions mentioned in Employee Service Agreement.

TERMINATION / NOTICE PERIOD / LAY OFFS &SUSPENSION

- Notwithstanding anything contained in the HR Manual or the rules and regulations made thereunder, company may terminate or dismiss an employee, with or without issuing any notice or payment of salary in lieu thereof, if :-
 - The employee is found guilty of breach of contract.
 - There are reasonable grounds or conditions for termination as stated below in this policy.
- An employee shall be liable to be proceeded against if he is :-
 - Inefficient or has ceased to be efficient for any reason
 - Guilty of misconduct
 - Guilty of corruption or is reasonably considered to be corrupt
 - Engaged or is reasonably believed to be engaged in subversive activities, and his retention in service is prejudicial to national security, or is guilty of disclosure of official secrets to any unauthorized person.
- **SUSPENSION:**
 - The CEO reserves the right to suspend any employee upon documentary evidence and intimation of Departmental Heads. The Head HR shall intimate the employee reasons for suspension and allow a reasonable time for reply.
 - Suspended employee will get nothing during the suspension period (until he got clearance from **MANAGEMENT COMMITTEE**).

CONDITIONS FOR TERMINATION OR DISMISSAL

- Company may terminate an employment of the employee with the prior approval of the **HR MANAGEMENT COMMITTEE** (*HOD's and above*) if employee found guilty of or there are reasonable and prima facie grounds of assumptions that the employee is responsible for any of the following:-
 - Committed a criminal offence or an offence of moral turpitude. For the purposes of these offences the same meaning as defined in the Pakistan Penal Code, 1860 will be applicable.
 - Intentionally submitted incorrect information about his academic/professional qualifications and experience.
 - Disclosed any official or confidential information relating to the activities, operations, financial exigency, and/or affairs of AFROZEH to any person who is not entitled to receive such information.
 - Committed any act or omission outside the scope of the employment contract which resulted in damage or loss to property, monetary loss and/or damage to reputation of company.
 - Gross incompetence where the employee fails to discharge his/her job duties and responsibilities.
 - Unprofessional conduct including excessive tardiness, excessive absence, late coming, sexual harassment, or any other form of unsatisfactory behavior.

NATURE OF OFFENCE	1st show cause	SECOND	THIRD	FOURTH
<u>TIME KEEPING OFFENCE & WORK OUTPUT OFFENSES</u>				
Absence from place of work without permission	Verbal	Written	Final	Dismissal
Unauthorized absence from work for more than 7 day without contacting the office	Written	Final	Dismissal	-
Refusal to obey a lawful & reasonable work instruction	Final	Dismissal	-	-
Using company property for a purpose other than intended	Written	Final	Dismissal	-
Poor quality of work/Job inefficiency	Verbal	Written	Final	Dismissal
<u>SOCIAL OFFENCE DURING WORKING HOURS</u>				
Under the influence of alcohol or drugs	Dismissal	-	-	-
Threat of assault, assault, fighting	Dismissal	-	-	-
Unauthorized possession of weapons	Dismissal	-	-	-
Sexual Harassment	Final	Dismissal	-	-
<u>ATTITUDINAL OFFENSE</u>				
Insubordination; disrespect	Final	Dismissal	-	-
Gross Negligence	Final	Dismissal	-	-
<u>OTHER OFFENCES</u>				
Theft	Dismissal	-	-	-
Unauthorized possession of company, client or employee property	Dismissal	-	-	-
Divulgence of Confidential Information	Dismissal	-	-	-
Fraud/Corruption	Dismissal	-	-	-
Supplying incorrect or falsified information	Dismissal	-	-	-
Attempting or causing to bring company into disrepute	Dismissal	-	-	-
Failure to follow company Policy and Rules	Final	Dismissal	-	-
Failing to act in the best interest of the company	Written	Final	Dismissal	-
Competing with the Employer or any scope of work or mandate of the organization	Written	Final	Dismissal	-
NOTE: Nothing in this disciplinary code shall affect the employers right to summarily terminate an employees contract of employment on grounds recognized by law as sufficient after holding a disciplinary enquiry. For all Verbal warning a record shall be kept by the HR department.				

BENEFITS OF NORMAL TERMINATION/DISMISSAL

- If services of an employee are terminated or is dismissed on grounds other than due to reasons of economic / Financial position, reorganization or lack of work, company is not obligated to make payment of salary and any other perks in lieu thereof.

TERMINATIONS DUE TO ECONOMIC/FINANCIAL POSITION, REORGANIZATION, OR LACK OF WORK

- In these situations, employees whose positions are being discontinued will receive one month salary as of the date of termination / discontinuation of service.

APPEAL

- All terminated employees have the right to appeal. The appeal shall lie before the CEO of AFROZEH through its HR department.

LAY OFFS

- Organizational and/or financial limitations or changing needs in a department may result in the discontinuation of positions and the necessity to lay-off employees. In any such event, the affected employees shall be given a notice of layoff, or severance pay in lieu of notice.

CONDITIONS FOR LAYOFF IN CASE WHERE

- An employee services are no longer required by AFROZEH due to reorganization, financial position and downsizing.

NOTICE PERIOD

- Company will issue thirty (30) days' notice prior to the effective date of layoff.

BENEFITS IN CASE OF LAYOFF, EMPLOYEES WILL RECEIVE FOLLOWING BENEFITS:

- HR Department shall serve the termination notice to the employee with an intimation through email / letter to the concerned Head of Department of the organization.
- Terminated employee shall have the right to appeal to the **HR MANAGEMENT COMMITTEE** for reviewing the decision of the Company within 30 days.
- All individuals will get the necessary clearance as per the prescribed form before settling their accounts.

EQUAL OPPORTUNITY EMPLOYMENT

- The aim of this policy is to develop an organizational culture that promotes a sense of fairness, impartiality and justice among its employees leading to high job satisfaction and performance.
- As an equal opportunity AFROZEH does not negatively discriminate in either its Human Resources policies / gender or practices on any basis whatsoever; AFROZEH is committed to fair and equitable treatment of all employees.

EMPLOYEE GRIEVANCES

Stage - I: Head of Department

- The employees shall address their grievances verbally or in writing to their Line Manager, within one month of the day on which cause of such grievance arises, and seek redress of his / her grievance. The immediate head of departments is the first source of information, help, advice, encouragement and training and is the person directly responsible for assigning, directing and reviewing the employee's work.
- Line Manager shall deal with all grievances within 03 days of receipt of complaint, whether or not the grievance is addressed in writing. Before taking a legal route for redress of grievance, an employee shall first exhaust all grievance handling procedures of AFROZEH.
- In circumstances where a grievance of similar nature may apply to more than one person, the problem is resolved through Head of Department.

Stage - II: HR Department

- If the aggrieved individual is not satisfied with the decision of Head of Department / Line Manager, that individual may approach to the HR Department, either in person or through an application. HR Department shall ensure to redress the grievance within three (3) working days from the date of meeting with the individual concerned or receipt of application. All complaints beyond stage shall be in writing.
- Any resolution developed by the **GRIEVANCE COMMITTEE**, acceptable to the employee, will be approved by the HR Department before implementation.

PERFORMANCE APPRAISAL SYSTEM

- The aim of this system is to encourage a performance driven culture and open communication within AFROZEH. It also aims at providing a fair and objective review of employee's performance as an integral part of staff development, to ensure that employees receive periodic performance feedback, recognition, and corrective instructions to promote effective job performance.
- The performance appraisal process evaluates an individual's performance against objectives set jointly with line manager or respective department head for the period being assessed. These objectives will be set at the beginning of the review period, and updated if major changes in responsibilities or circumstances occur.
- Where more than one Supervisor or Departmental Head has supervised the work of an employee at the same time, both of them will be deemed to be, and act as, the assessor in respect of the employee for the purposes of performance appraisal.
- All Performance Appraisals will be documented on the Company's Performance Appraisal Form.
- The performance appraisal will be done after the one week of the date of anniversary of joining of employment. The process will begin by one month before to the date of anniversary of employment.

PERFORMANCE APPRAISAL PROCEDURE

- HR Department will be responsible for dispatching the performance evaluation forms to the Departmental Heads.
- Each individual employee meets concerned supervisor / line manager to mutually develop performance objectives based on the job description of the employee and departmental requirements, to set target levels for performance.
- The Appraiser (Supervisor) and the Appraisee (Employee) also agree to job specific core competency levels.
- Review of performance against objectives and the need for development of behavior should be discussed regularly by their Supervisors / Departmental Heads. During the year, the Appraiser and the Appraisee must hold Quarterly Review Meeting to determine the progress being made.
- At the end of the year, the Appraiser and the Appraisee must conduct a detailed meeting in order to assess the objectives and competencies as outlined during the earlier sessions. The Performance Appraisal Form will be filled by the Appraiser and used to discuss, agree and document objectives. After discussion with the Appraisee, the Appraiser shall:-
 - Evaluate the extent of achievement of the Appraisee's set objectives.
 - Evaluate the job specific competencies or behavior that the employee has demonstrated over the year.
 - Agree the next assessment period's objectives including the training needed and its purpose.
 - Complete the performance appraisal form of the Appraisee.
 - Record an overall performance rating for the employee.
 - Recommend promotions and increments according to the available departmental budget, if wanted.

PERFORMANCE APPRAISAL PROCEDURE

- After all the forms are completed, the supervisors will send the forms to the next manager for their comments. The Departmental Heads will consolidate all the completed forms and send them to the HR department.
- The Department Heads will consolidate the appraisal forms for all individuals in their departments and send them to HR Department. HR Department shall consolidate all the forms from various departments, check for omissions/errors, sort all cases recommended for special increments / promotion and consolidate them into a report format to be put up to the PROMOTION / INCREMENT COMMITTEE.
- The Committee will discuss and approve cases for final budgetary allocation. The Chairman retains the right to refuse any or all recommendations and to approve benefits to individuals not so recommended by the annual process.
- After the CEO's approval, the HR Department will update the employee records, send letters to individuals, update the salary sheets and inform the Finance department accordingly. The HR Department will update the new salaries of all employees in their payroll system.
- At the outset of the performance appraisal process, a copy of the appraisal forms will be kept in the employee's personnel file in the HR Department.
- The approval of all new salaries inclusive of increments / Promotions of the upcoming year shall be proposed by Head HR to Board of the Directors. Directors will deliberate on it and give their recommendations / approval / ratification upon those recommendations.
- However, management of AFROZEH have complete right to freeze the annual increment / promotion at any time keeping in view the country, business, market circumstances as well as on the scenario of company's expansion.
- No employee have legal right to ask annual increment / promotion if management of AFROZEH freeze the policy.

PERFORMANCE BASED ANNUAL INCREMENT PROCEDURE

- The annual increment percentages approval will be ratified by the CEO, which can vary from year to year.

Standard percentage will be as under :-

• Exceptional	-	13-15%
• Outstanding	-	10-12%
• Good	-	07-09%
• Average	-	04-07%
• Below Average	-	01-03%

- However, management have complete reserved the rights to announce any percentage basis on the exceptional work.

PROMOTION PROCEDURE

- An employee will be promoted if a suitable vacancy at a higher grade exists, or subject to the recommendation by the **HR MANAGEMENT COMMITTEE**.
- A promotion will also be considered if the, scope or level of responsibility (re-evaluated at a higher level).
- All promotions will be effective from the beginning of the month. Employees promoted from one grade to another will receive the starting salary of the next pay scale as specified in the policies.
- Promotions will form a part of the Employee Annual Assessment process. Depending on the performance of individuals, availability of a position and the need of the department, the concerned Departmental Heads will recommend individuals for promotion.
- An Employee must serve minimum 2 years at existing designation for getting next promotion.

WORK SCHEDULE

- Employees will be required to respect the work schedules specified for their employment. However, if the nature of the work requires, the regular work hours may be exceeded.
- The regular work week will consist of 6 working days (Monday to Saturday). Head office will remain close on Sunday's. Changes to work schedules may be made at any time, as deemed necessary by the management, based upon business needs and work load. Office timings and work schedules will be determined, established and enforced by the management from time to time.

OVERTIME POLICY

- Management of AFROZEH discourage employees working late in the offices. Employee needs to meet their targets within the official working hours. If employee habitual of the late sitting, the HR department will analyze the objectives & targets of the employee and will sort out the unusual late sitting issues.
- Based on business needs and work load there are few positions which are supposed to provide on and off services as and when required. All those position either generic (working) or at the time of interview they have been asked or told about the off time services.
- Only non-management employees are entitled for overtime (only who got permission from HR department).

ATTENDANCE & PUNCTUALITY

- Ongoing attendance policy will be the integral part of HR manual which has been approved by CEO and can be amended time to time on need basis.
- Tardiness will be subject to corrective discipline. Tardiness is defined as three or more instances of being late in a calendar month and is subject to corrective discipline. A grace period may be allowed to the employees for which the company shall intimate each department via the HR Department as and when need be. After the grace period is over, the employee will be considered as late.
- An employee's request to leave work early may be considered and granted by the HOD as well as HR Department.
- Where an employee absconds from his services and is absent from work without a plausible explanation, such absence may be intimated by the relevant department whereas it will be considered willful absence. In such cases, the salary of such employees may be deducted from his gross salary.
- All employees including Executive Grade will be required to mark their daily attendance in the Bio Metric system.
- Where an employee, in case of performance of his official duty, is unable to mark their attendance in the Bio Metric System at work, he shall apply for Attendance Regulation to the HR department on very next working day.

COMPENSATION & BENEFITS

LEAVE CATEGORY & PROCEDURES

- An employee shall be entitled to the following kinds of leaves:-
 - Casual Leave
 - Sick Leave
 - Leave without Pay
 - Annual Leave (after completion of one year service)
 - Maternity Leave
 - Marriage Leave
- Leave shall not be claimed by any employee as a matter of right, grant of which is subject to the exigencies of the Company's business. Submission of an application shall not be sufficient for proceeding on leave until leave is formally sanctioned by the Competent Authority/Head of Department.
- The Leave year shall be dependent as per the employee date of joining. For those employees who are confirmed during the year, various leave entitlements will be calculated on pro rata basis. No leave can be carry forward or encashed.
- Sick leave and Casual Leave cannot be combined and the entitlements switched between each other.
- No other leaves can be availed in the month, Annual leaves have been availed by an employee.
- Extension of leave shall be allowed under special circumstances only.

LEAVE CATEGORY & PROCEDURES

CASUAL & SICK LEAVES

- Employees are entitled to a total of **10 days** of casual and **8** days of sick leaves per year. Employee on probation shall normally be entitled to casual / sick leave not exceeding 1 day in a month during the probation period.
- Casual leave may be granted up to a maximum period of **2** working days at a time. Closed Holidays and Sundays can either be prefixed or suffixed with the leave and will count as additional leave. More than 2 days leave will be allowed only on medical grounds and on production of medical certificate from any registered medical practitioner.
- Sick leave for an additional period of **10** days may be admissible to cover up exceptional cases at the discretion of the CEO. This may be on account of serious medical conditions such as surgery, etc. The same may be extended upon written approval of CEO, subject to recommendation from an authorized hospital. Furthermore, in critical medical cases, competent authority may approve financial aid / grant for the employee in order to cover over and above health insurance limit.
- Un-availed casual / sick leave can neither be accumulated nor encashed.

LEAVE CATEGORY & PROCEDURES

ANNUAL LEAVES

- Employee shall not be entitled to annual leave during his first year of service. Annual leave will only be entitled to those employees who have completed a one year of service.
- In case of prolonged sickness, annual leaves may also be converted into Sick Leaves at the discretion of the Competent Authority.
- Employee need to request in writing for annual leaves a month before the actual date of leave.
- After one year of service, the employee can avail the full annual leaves by getting permission from HR department.
- Initially employee needs department HOD approval, then the request forwarded to HR department for further review. HR department is responsible to reply with in 10 days after submission of the written request.
- If the employee has availed all the annual leave and decided to resign or has been terminated as per the policies laid down in this HR Manual then excessive due leaves shall be deducted from the salary amount.
- No other leaves can be availed along with annual leaves in the same month.

LEAVE CATEGORY & PROCEDURES

LEAVE WITHOUT PAY

- Extra ordinary leave, without pay, may be granted in special circumstances involving absence from duty, at the discretion of the CEO up to One Week (7 days). However, CEO reserves the right to enhance the duration depending upon the nature of circumstances.

MATERNITY LEAVE

- Application of maternity leave shall deem to be approved as soon as maternity leave application is moved to the immediate superior.
- Women employees are not required now to provide fitness certificate on joining after availing maternity leave.
- Allowed maternity leaves are 60 days.

MARRIAGE LEAVE

- Allowed marriage leaves are 3 days.

PROCEDURE FOR APPLYING LEAVES

- All leave applications except Sick leave, must be submitted in advance through the Leave Application Form (Annexure “O”) to the immediate Supervisor / Department Head.
- The Supervisor or Departmental Head will approve the Leave Authorization Form of the employee. The approved Leave Authorization form will be forwarded to the HR Department_ for further processing at least a day before the leave period begins.
- Leave shall be sanctioned by the Competent Authority or any other authorized rank, after title to leave has been verified by the HR Department.
 - If the leave is refused, or postponed, the reasons thereof shall be recorded.
 - Application for casual leave of absence for two days or over shall normally be made on the prescribed form at least two days in advance of the date from which the leave is required, except in cases of sickness and emergency.
 - Application for extension of leave shall be submitted by the employee to the HR Department before the expiry of leave already granted and well in time for orders to be communicated to him before the commencement of the leave extended.
 - An employee who remains absent in excess of the period of leave originally sanctioned or subsequently extended, shall be liable to disciplinary action according to the rules in force, unless he/she is able to explain his/her over-stay in a satisfactory manner to the Competent Authority.
 - Leave Account of each employee shall be maintained by the Human Resources Department of the Company.
 - If an employee intends leaving his station of duty on a closed holiday / Sunday, he/she must first inform his immediate superior.
 - An employee before availing leave shall inform the HOD & HR department in writing of his address and contact number while on leave.
 - Leave taken without submitting approved leave form to HR department will be consider as Leave without pay (LWOP).

TRANSPORTATION & FUEL ALLOWANCE

- In case of employee went out for official purpose and uses his own vehicle, he / she entitled to following :-
 - Motorbike - @ 20/- per KM
 - Car - @ 40/- per KM
 - Uber / Indrive - As per actual (only for AM's & above)