

KaravanTech Solutions

Company Policies

HR Policies

KaravanTech is committed to building an inclusive, merit-based, and respectful workplace. All employment decisions are made in accordance with Pakistan's labor laws and without discrimination on the basis of gender, religion, ethnicity, or background.

- Equal opportunity employer compliant with EOBI and PESSI regulations
 - Bi-annual performance appraisals with documented feedback
 - Structured career progression framework across all departments
 - Zero-tolerance anti-harassment policy aligned with the Protection Against Harassment Act, 2010
 - Mandatory onboarding and code-of-conduct training for all new hires
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Leave Policy

Employees are encouraged to maintain a healthy work-life balance. All leave entitlements comply with the West Pakistan Industrial and Commercial Employment Ordinance.

- Annual Leave: 18 working days per year
 - Sick Leave: 10 working days per year (medical certificate required for 3+ consecutive days)
 - Casual Leave: 6 working days per year
 - Maternity Leave: 12 weeks as per the Maternity Benefit Ordinance, 1958
 - Paternity Leave: 5 working days
 - Bereavement Leave: 3 working days for immediate family
 - Unused annual leave may be carried forward up to a maximum of 30 days
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Workplace Conduct

All employees are expected to act with professionalism and integrity at all times, both in the office and while representing KaravanTech externally.

- Maintain strict confidentiality of company and client information
 - Avoid and disclose any conflicts of interest promptly
 - No acceptance of bribes, kickbacks, or gifts exceeding PKR 2,000 in value
 - Full compliance with information security and data protection policies
 - Respectful conduct in all communications – internal and client-facing
 - Adherence to dress code and professional standards in client meetings
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Remote Work Policy

KaravanTech supports a hybrid work model, recognizing the operational benefits and employee wellbeing advantages of flexible arrangements.

- Employees may work remotely up to 2 days per week with manager approval
 - Core collaboration hours: 10:00 AM – 4:00 PM PKT (Monday to Friday)
 - All remote work must be conducted using company-approved VPN and devices
 - Remote employees are responsible for maintaining a professional and secure work environment
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Disciplinary Actions

Violations of company policies are taken seriously and handled through a fair and documented disciplinary process.

- Verbal or written warning (for minor violations)
 - Performance Improvement Plan (PIP) for repeated or moderate violations
 - Suspension without pay (pending investigation for serious violations)
 - Termination of employment for severe or repeated violations
 - Legal action may be pursued where criminal conduct is involved
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Grievance Redressal

KaravanTech has a formal grievance process to ensure all employee concerns are addressed fairly and promptly.

- Employees may raise grievances in writing to their line manager or HR
- Anonymous complaints can be submitted via the internal ethics hotline
- All grievances are acknowledged within 3 business days
- Resolution is targeted within 15 business days of formal submission
- No retaliation against any employee who raises a good-faith grievance