



## EMPLOYEES POLICY FOR 2024

## ***1. General***

- 1.1 These policies shall apply to all employees of the Softnox in all categories.
- 1.2 Softnox reserve the rights to modify, cancel or amend all or any of these policies in whole or part, or subsequent rules issued in connection with these rules from time to time.
- 1.3 Any difficulty faced due to any conflicting or ambiguous implications during or after implementation of these policies shall be referred to the CEO/COO and HR for issuing clarifications or ruling.
- 1.4 CEO/COO are the final authority for the interpretation of the rules contained herein and decisions made by him shall be final and binding on all employees of Softnox.

## ***2. Recruitment & Referrals***

### **2.1 Hiring and career development**

These decisions will be fair and objective. Immediate family members and partners of employees may be hired as employees or consultants only if the appointment is based on qualifications, performance skills with experience and provided that there is no direct or indirect reporting relationship between the employee and his or her relative or partner. In case of a relative, any member of selection committee may be barred to be a part of selection process. These principles of fair employment will apply to all aspects of the employment.

### **2.2 Non-Eligibility**

Following people shall not be eligible for employment at Softnox

- ❖ Those who have been previously terminated or dismissed because of fraud and forgery from any organization.
- ❖ Those who have been convicted for major offences by the law enforcing agencies or have any criminal record.
- ❖ "Close relatives" may not be employed in positions where such employment will result in the existence of a supervisor/subordinate relationship.
- ❖ "Close relatives" may not be employed in positions where one will have responsibility for reviewing and approving financial/budget/purchase transactions or in recommendations and/or decision making in any matter concerning appointment, promotion, salary, retention or termination of employment of a "close relative".

## 2.2.1 Probation & Confirmation

- ❖ All new hires of Softnox will be hired on six months of probation period. In the span of probation Softnox reserves the right for terminating the service of particular. An employee posting resignation shall serve 2 weeks' notice period while being on probation
- ❖ On satisfactory completion of probationary period the employee concerned shall be confirmed in service.

## 2.2.2 Remote Working

No employee shall be given the right for performing remote work.

## 2.2.3 Requisition of a position

- ❖ The requisition of positions shall be made on FIFO basis. The Head of the Department has to send an email to HR department for requisition of specific position. A requirement for recruitment shall arise in order to fill a position which may have become vacant due to departure of an existing employee or budget of additional staff requirement.

## 2.2.4 Documentation

All the new hires shall submit following documents to the HR department on the very first day of their joining

- ❖ Three copies of CNIC
- ❖ One utility bill copy

### ***3. Promotion***

- ❖ The selection of individuals for promotion is closely related to performance appraisal, recommendations of line manager(s), potential etc. This policy is applicable to all regular staff whose service in Softnox is confirmed.
- ❖ All promotions shall be made on merit and at the sole discretion of the management. No employee can claim promotion to any particular designation/grade by virtue of seniority or qualification as a right.
- ❖ The performance of each employee is established, based on the Annual Performance Review. These reports contain a comprehensive list of character traits and the performance evaluation against already set targets and objectives.

## ***4. Asset Management***

- ❖ All the employees shall be responsible for managing and taking care of their assigned assets.
- ❖ Admin Staff has to maintained the record of assets and recover the loss/damage of assets caused by particular employee.
- ❖ All employee shall shutdown their systems before leaving. An employee shall be liable to pay the loss of the broken/loss/damage of assets provided to them. The assets involved:

- Chair
- Desktop
- Laptop
- Headphone

## ***5. Anti-Smoking Policy***

- ❖ To protect and enhance our indoor air quality and to contribute to the health and well-being of all employees, Softnox shall be entirely smoke free. Additionally, the use of all tobacco products, including chewing tobacco, is banned from the workplace. Inhaling of vape within the office premises shall be banned for all employees. Employees can use stairs for smoking, chewing tobacco and for inhaling of vapes. Whoever will be caught doing that shall be penalized. All line manager (s) has to keep a check of their team members to maintain the policy.

## ***6. Welfare Loan***

- ❖ The objective of this policy is to financially help the employees of Softnox by providing them welfare loan subject to availability of sufficient funds.
- ❖ Employee's requiring loan facility shall email to HR department about the requirement. This activity shall only be proceeded after the approval of CEO.
- ❖ Employees who have completed one year of service shall be eligible for loan policy.

In order to regulate the loan facility subject to availability of sufficient funds under the head in line with criterion as follow.

|   |  |
|---|--|
| Service period for one year                                     | Equal to one months' salary at maximum   |
| Service period for more than one year but less than three years | Equal to three months' salary at maximum |

- ❖ Finance Manager shall arrange payment for the sanctioned loan to the concerned employee.
- ❖ Finance department shall update the HR Department regarding recovery of loan installments & over all funds position at the end of each month by the last date of each month.

## ***7. Leaves Structure***

### **7.1 Guidelines**

The yearly Leave cycle will be calculated from January,2024 till December, 2024.

- ❖ While employees are entitled to leaves, business exigencies will take precedence before the approval/ grant of leaves.
- ❖ It is expected that employees will proceed on leave, only when the approval for leave has been granted.
- ❖ For all new employees joining the business at any time between the yearly Leave Cycle, all leaves shall be on pro- rata basis.
- ❖ Leave deduction for unreported absence shall be deducted and would be unpaid.
- ❖ In case an employee's leave entitlement is exhausted, the absence shall be treated as unpaid.

## 7.2 Types of Leaves and their Entitlement

The types of leaves and their entitlements per year – in days are defined in the table below. These entitlements are applicable to all permanent Management Employees.

| Annual Leave | Casual Leave | Medical Leave | Total leaves |
|--------------|--------------|---------------|--------------|
| 8            | 6            | 6             | 20           |

## 7.3 Annual Leaves

- 7.3.1 Annual leaves are earned leaves. In order to have planned as well as productively managed work flow, employees are required to plan their Annual Leave beginning of each Leave cycle (January-December) and agree with their Line Manager. Exceptions to the so agreed Leave Plan can be made only with authorization of the concerned Head of Department on recommendation of the concerned Line Manager, as a very special case only.
- 7.3.2 8 days' Annual leave are earned on completion confirmation on service and may normally be used in the succeeding year. However, an employee is eligible for Annual Leave from the date of joining. If an employee has been appointed at any time during the yearly Leave Cycle, the Annual leave

entitlement for that yearly cycle shall be calculated on a pro rata basis (i.e. proportionately) and eligibility thereof will become operational upon successful completion of probationary period.

## 7.4 Casual Leaves

- 7.4.1 An employee can avail Casual leave to cater for unplanned or unforeseen circumstances.
- 7.4.2 Maximum of up to 1 casual leave can be taken at one time.
- 7.4.3 If an employee has been appointed in service at any time during the yearly leave cycle, the casual leave entitlement shall be calculated on a pro rata basis (i.e. proportionately).
- 7.4.4 Casual leaves cannot be combined with any other type of leave except for medical leave.

## 7.5 Medical Leave

- 7.5.1 Medical leave is to be taken by an employee if he/she falls ill or is undergoing a medical procedure or sustains any injury including industrial injury.
- 7.5.2 Employee can avail medical leave during his/her probation period by showing their medical prescriptions.
- 7.5.3 Medical certificate will be required from Registered Medical Practitioner, if an employee was absent owing to illness for more than 2 consecutive days.
- 7.5.4 In case of any emergency or Medical Leave, it is advisable that the employee informs the line manager and also HR at the earliest available opportunity, so as the leave and attendance records are updated accordingly.
- 7.5.5 If the medical leaves taken, exceed the available medical leave balance, the leave over and above the balance (for all types of leave) shall be treated as leave without pay.
- 7.5.6 In case of any major illness/, the MD/ED shall have the authority to review the situation on case-to-case basis, whether the medical leave shall be with pay or without pay.



## ***8. Leave Application Procedure***

- ❖ An employee wanting to go on annual leaves has to email Managers and also HR at least 1 week in advance. Upon approval, they are required to place their requests from FlowHcm.
- ❖ The leave will be granted by the respective Line Manager, or anyone authorized on their behalf, post verification from the HR Department.
- ❖ In case of business exigencies, the leave request may not be accepted, or deferred. The reasons for such shall be recorded.
- ❖ Employees are expected to apply for leave of three days or more, well in advance, of the date from which the leave is being requested, ideally a week before. However, exceptions are there in cases of medical emergencies, and or any other sickness etc.
- ❖ Before going on leave, an employee is required to share their address with line manager while on leave.
- ❖ Leave account of each employee shall be maintained by the HR Department.
- ❖ Employees may be called on duty during the period of sanctioned leave in case of business exigencies; those days will not be counted as days of leaves.

Management reserves the right to restrict the number of days an employee can take off at one time. Time off will be granted in accordance with the needs of our business and to ensure that there is equal opportunity to avail such time for everyone.

## ***9. Working hours***

- ❖ Every employee has to serve 8:30 hours where one hour can be counted as break. Every employee must serve 8:30 hours, less then these spending would be counted as short hour. 3 Short hours would be equivalent to 1-day deduction.

## 10. Sandwich Policy

- ❖ Sandwich leave policy is a practice followed by organizations where if a weekly off is “sandwiched between” the days for which you have applied leave, it is counted as a leave too.
- ❖ For e.g., if an employee applies for a leave on Friday and the following Monday, (i.e., 2 days and weekly off is on Saturday and Sunday); your leave is deducted for 4 days instead of two or if you don't have required leave quota remaining there will be 4 days deduction.

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