

INOVEDIA TECHNOLOGIES

HR SERVICE MANUAL

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CHAPTER 1

GENERAL

1. Scope

- (1) This manual is called Inovedia Technologies HR Service Manual, 2025.
- (2) It applies to all employees of Inovedia Technologies (the “Company”), appointed from time to time.
- (3) The terms and conditions of local employees transferred to or engaged in foreign office(s) of the Company will be determined by the Chief Executive on case to case basis keeping in view the provisions of this manual and the laws of the respective country.

2. Definitions & abbreviations

In this manual, unless there is anything repugnant in the subject or context:

- a) “Appointing Authority” means the Chief Executive Officer of the Company;
- b) “Client” means a client of the Company carrying on business with the Company;
- c) “Competent Authority” means the Chief Executive Officer of the Company;
- d) “Employee” means an employee of the Company falling under any one of the categories specified in clause 1 of Chapter 2 of this manual;
- e) “HOD” means the head of department
- f) “Pay” means the amount drawn on monthly basis by an employee as pay fixed for him/her and includes any other emoluments classed as pay;
- g) “Permanent Position” means a position / employment in the Company declared as such by the Chief Executive Officer of the Company;
- h) “Year” means a period of twelve months starting 1st July of each calendar year and ending 30th of June next calendar year.

3. Power to make changes

The Chief Executive Officer of the Company have the powers to amend, modify or omit all or any of the provisions of this manual as may be deemed appropriate or necessary from time to time.

4. Delegations of Powers

- (1) The decision making powers lies with the Chief Executive of the company solely.
- (2) The Chief Executive may, where considered necessary, delegate any of the powers to any of the employees' of the Company.
- (4) The powers delegated by the Chief Executive to any employee of the Company may, where considered necessary, be withheld by the Chief Executive wholly or to such extent as may be specified.

5. Removal of Difficulties

If any difficulty arises in giving effect to any provision of this manual, the Chief Executive of the Company makes such order in writing as may appear to him/her to be necessary for the purpose of removing the difficulty.

6. Conflict with HR Policy

In case of any conflict between any provision or provisions of this manual and the Inovedia Technologies HR Policies, provisions of this manual will prevail.

7. Amendments

1. The company reserves the right to amend or modify this manual at any time.
2. All amendments to this manual will be communicated to employees in writing by the HR department.

CHAPTER 2

1. Classification of Employees

Employees of the Company are classified as under:

i) Permanent/Confirmed Employee:

A Permanent/Confirmed employee is a person employed by the Company against a permanent position who has satisfactorily completed the probationary period specified in his/her employment contract or such further probationary period as extended at the end of his/her initial probationary period through a written order via email in accordance with this policy and has been issued a confirmation letter followed by an indemnity agreement.

Provided that the appointing authority in his discretion may dispense with probationary period in respect of an employee at the time of his/her appointment through a specific provision in his/her employment contract in which case the employee will be considered as a permanent/confirmed employee from the date of his/her appointment.

ii) Probationer:

A probationer is an employee who is employed by the Company against a permanent position and has not satisfactorily completed his first probationary period. The probationary period can either be a minimum of **three (3) months** to a maximum of **six (6) months** and will be specified in the employment contract of the employee.

Provided that if at the end of first probationary period the appointing authority considers necessary in its discretion it may extend the probationary period for another period not longer than the initial probationary period. However, probationary period cannot be extended for more than once.

iii) Contract employee:

A contract employee is a person employed by the Company for a specific period against any position either permanent or otherwise through a contract agreement.

iv) Project employee:

A project employee is a person employed for a specific project or to cater needs of a specific client of the Company through a contract agreement.

2. Employment Cycle

1. Appointment

- (1) Appointments in the Company are made both by direct recruitment and promotion.
- (2) All appointments are made in the Company by the Appointing Authority strictly on merits.
- (3) All appointments in the Company are through an offer letter followed by an employment contract.

2. Probation

- (1) New employees who are hired will be on probation.
- (2) The probationary period for new employees will be of 3 to 6 months.

3. Confirmation

- (1) On satisfactory completion of probationary period, within initial or extended period, services of an employee will be confirmed through a confirmation letter with effect from the date of completion of the probationary period and indemnity agreement.
- (2) There shall be no confirmation against a temporary, contract or project employment.

3. Recruitment (On-Boarding) Process

Job Requisition and Approval

1. Job Request: Department manager submits a job request to the HR department, outlining the job requirements, responsibilities and necessary qualifications.
2. Job Description: HR creates a job description based on the job request as desired by the concerned department manager.
3. Approval: The job requisition is finally approved by the CEO.

Job Posting and Advertising

The job is advertised externally through various channels, such as:

1. Company website
2. Job boards (e.g., LinkedIn, Indeed)
3. Social media
4. Recruitment agencies
5. Employee referrals

Application Collection and Screening

1. Application Collection: Applications are collected through either job boards or email.
2. Application Screening: HR screens applications based on the job requirements, qualifications and experience desired.

Shortlisting and Interviews

1. Shortlisting: HR shortlists candidates based on their applications and screening results.
2. Interview Scheduling: Interviews are scheduled with the shortlisted candidates and an interview schedule log is created alongside. Prospect candidate will fill in the online job application form https://docs.google.com/forms/d/e/1FAIpQLSfAm5EIE7OcklG-oEcU7DYj9xrf4rvIh-R0vd2xsajEPjzTWQ/viewform?usp=sf_link
3. Interviews: Interviews are conducted by the hiring manager and/or HR representative.

Assessment and Evaluation

1. Assessment: Candidates may be required to complete online assessments, such as skills tests or personality evaluations on the advertised portals.
2. Evaluation: The hiring manager and/or HR representative evaluate the candidates' performance during the interviews and assessments.

Job Offer and Onboarding

1. Job Offer: The selected candidate is extended a job offer, including salary details and other employment details.
2. Onboarding: The new employee then undergoes an onboarding process, which includes orientation, training and introduction to the team.

CHAPTER 3

LEAVES

1) Kinds of admissible leaves

Employees of the Company are entitled to the following leaves in accordance with and subject to the conditions and limits as provided in this chapter:

- A. Casual Leave;
- B. Sick Leave;
- C. Annual Leave; and
- D. Maternity Leave.

A. Casual Leave

- (1) All permanent/Confirmed employees of the Company are entitled to avail up to **10 casual leaves** every year not more than 2 casual leaves per month.
- (2) All contract and project employees are entitled to avail up to **6 casual leaves** every year not more than **2 casual leaves** per month.
- (3) Application for casual leave, duly approved by the Head of Department / incharge of the concerned department, shall be submitted to HR department of the Company at least one day before the commencement date.

Provided that in case of a domestic emergency an employee shall ensure that HR Department and his/her supervisor/incharge are informed at earliest possible time not later than **two hours** before stating of his duty time;

Provided further that the HR Department may require, in its discretion, production of proof of the domestic emergency claimed by an employee.

- (4) Un-availed casual leave shall lapse automatically at the end of year and **no encashment** shall be paid.
- (5) Casual leave will not be allowed during the period of probation or internship.
- (6) Casual leave cannot be combined with any other leave nor can be carried forward to the next year. Year at Inovedia Technologies is from July – June.

B. Sick Leave

- (1) All permanent/confirmed employees of the Company are entitled to avail up to **8 sick leaves** every year.
- (2) All contract and project employees are entitled to avail up to **6 sick leaves** every year.

- (3) In order to avail sick leave, an employee shall ensure that HR Department and his/her Head of Department/In-charge are informed at the earliest possible time not later than **two (2) hours** before stating of his duty time.
- (4) In order to avail sick leave for a period more than two days an employee shall submit a medical certificate from a registered medical practitioner.
- (5) Un-availed sick leave shall lapse automatically at the end of year and **no encashment** shall be paid.
- (6) Sick leave cannot be combined with any other leave nor can be carried forward to the next year. Year at Inovedia Technologies is from July – June.

C. Annual Leave

- (1) All permanent/confirmed employees of the Company having completed continuous service of the Company for a period of one year are entitled to avail **14 annual leaves** starting from the beginning of next year.

Provided that the period of probation or internship shall not be considered while counting the period of one year mentioned in this clause.

- (2) Application for annual leave, duly approved by the Head of Department/incharge of the concerned department, shall be submitted to the HR department of the Company at least **15 days before** the date of commencement of annual leave in case of leaves more than week you must have to inform **30 days before**.
- (3) Un-availed annual leaves in excess of fourteen shall lapse automatically at the end of the year and **no encashment** shall be paid in this regard.
- (4) Annual leave cannot be combined with any other leave nor can be carried forward to the next year. Year at Inovedia Technologies is from July – June.
- (5) Weekly, public and all types of departmental calendar holidays during the period of annual leave availed shall be considered part of the approved annual leave.
- (6) Annual leave shall not be allowed during the notice period of resignation or termination etc.

D. Maternity Leave

- (1) All permanent/confirmed female employees of the Company having completed continuous service of the Company for more than a year may avail maternity leave to a maximum of **12 weeks**.
- (2) Application for maternity leave supported with a certificate from a medical practitioner (gynecologist), duly approved by the Head of Department/In-charge of the concerned department, shall be submitted before HR department of the Company at least **two (2) months** before the date of commencement of maternity leave.

- (3) Weekly, public and all types of departmental calendar holidays during the period of maternity leave availed shall be considered part of the approved maternity leave.
- (4) Maternity leave can be availed maximum for **two (2) times** during employment with the Company.
- (5) Maternity leave cannot be combined with any other leave.
- (6) Maternity leave shall not be allowed during the notice period of resignation or termination etc.

2) Applicability of the leave policy

Subject to the conditions and limits prescribed in this policy, this leave policy shall apply to all the employees of the Company except temporary employees, internees and probationers who shall not be eligible to the benefits of this policy.

3) Leave cannot be claimed as a matter of right

An employee cannot claim leave as a matter of right and the competent authority may, in its discretion, refuse or postpone leave of any description.

4) Reasons for refusal of leave

The competent authority may refuse to grant leave, amongst other, on any of the following grounds:

- i) No leave is available in the credit of the employee;
 - ii) Leave application has been received by the HR Department after the period provided in this chapter to apply such leave;
 - iii) Exigencies of work do not permit grant of leave;
 - iv) A number of employees in the concerned department are already on leave or absent;
- 3. In response to direction, the employee has not appeared before the medical practitioner or the medical board;
 - 4. Any other reason deemed appropriate by the CEO and specified in writing by email.

5) Consequences of overstayed after sanctioned / approved leave

- i) Unless leave of an employee is extended by the CEO, an employee who remains absent after the end of his approved leave period, without prejudice to disciplinary action that may be taken against him/her in this regard, each such absence will be debited against his/her salary account.

Notes:

- *If employees take any leave on Friday and Monday it will be considered as a Sandwich Leave i.e of 3 days.
- * Employee must submit a leave application form to the HR Department before getting leave approval.

6) Holiday Policy

The purpose of this policy is to outline the holiday entitlements for employees of Inovedia based on their location and departmental holiday calendar.

6.1 Departmental Holiday Calendars

The company operates in multiple regions and each region has its own departmental holiday calendar:

1. US Holiday Calendar: Applies to employees based in the United States.
2. UK Holiday Calendar: Applies to employees based in the United Kingdom.

6.2 Holiday Entitlements

1. US-PK Employees: **15** paid holidays per year, as per the US-PK holiday calendar.
2. UK-PK Employees: **15** paid holidays per year, as per the UK-PK holiday calendar.

6.3 Observance of Holidays

Fixed Holidays: Employees will observe fixed holidays as per their departmental holiday calendar.

6.4 Holiday Pay

1. Paid Holidays: Employees will receive their regular pay for observed holidays.
2. Holiday Pay for Non-Working Days: Employees who are required to work on a holiday will receive a compensatory day-off.

6.5 Requesting Time Off

1. Advance Notice: Employees must provide advance notice to their concerned supervisor for requesting time off at least **2 days** prior to the leave.
2. Approval: Supervisors may approve or deny holiday requests based on company's business needs.

6.6 Conflict Resolution

In case of conflicts or discrepancies, the HR department in coordination with the concerned department manager will resolve issue(s) in a fair and equitable manner.

7) Working hours

The employees must work the agreed number of hours per day as per instructions of the concerned supervisor. A five day working week from Monday to Friday will generally be observed. To ensure teamwork and timely availability of an individual, all employees need to adhere to office / department timings. An employee should inform the respective manager or HR in the event of any variance from the office hours. We generally work on a 40-hours work per week basis, which after excluding one hour lunch/Jumma breaks, are our regular working hours.

Monday through Friday:	12:00 pm to 9:00 pm
Lunch Break:	5:00 pm to 6:00 pm except Friday
Lunch & Jumma Break:	1:00 pm to 2:00 pm

Notes:

1. The work hours may be adjusted for the members who will be working late.
2. The lunch/Jumma breaks are there for the employees to take lunch/prayer break or to do their personal work. As such, these breaks are not considered part of a weekly workload.
3. While maintaining a 40-hour work per week, Ramadan timings may be adjusted according and will be notified by the HR department.

For the support staff, there is a flexible timing policy. Under this policy, all employees are required to be present in the company on regular working days during core hours, as defined above. While handling the flexibility of core hours, the expected 40-hours/week workload needs to be maintained.

To ensure teamwork and productive use of group efforts, all employees are expected to be in the office during core hours. If an employee's working hours fall below the core **7 hours** on a particular day, it shall not be considered a workday.

Although we follow a 40-hour work per week, it is important to note that in certain cases such as meeting deadlines or emergencies, employees are expected to work late or on holidays to cope with the defined deadlines.

The company maintains a holiday policy including Saturday and Sunday as days off except for the support team and they get the leave adjustment any day during a week if they have been working on weekends.

8) Updating Shift Roster

Managers are supposed to update and submit departmental shift rosters to the HR Department at the beginning of every month.

9) Attendance Policy

- a) Punctuality and Regularity: All employees are expected to be punctual and regular in attending the defined office hours.
- b) Attendance Recording: Attendance will be recorded using the biometric attendance machine (fingerprint scanner) installed at the entrance.
- c) Entry and Exit Procedures:
 - i) Entry: Employees must scan their fingerprints on the attendance machine upon arrival.

- ii) Exit: Employees must scan their fingerprints on the attendance machine before leaving the office premises.
- d) Late Arrival and Early Departure: Any late arrival or early departure will be recorded and may result in disciplinary action if HR is not informed.
- e) Absentees: Unauthorized absences will be treated as a serious offense and may lead to disciplinary action.
- f) Leave Policy: Employees must apply for leave in advance through the leave application form and submit it to the HR department.

10) Bio-metric Attendance Machine Usage Instructions

10.1 Fingerprint Scanning:

- a. Ensure your fingers are clean and dry before scanning.
- b. Place your finger on the scanning surface, making sure to cover the entire fingerprint area.
- c. Hold your finger steady for a few seconds until the machine beeps and displays a confirmation message.

10.2 Attendance Machine Location: The attendance machine is located at the main entrance of the office.

10.3 Machine Malfunction: In case of machine malfunction, please inform the HR / operations department immediately.

11) Penalties for Non-Compliance

1. Late Arrival: **3** instances of late arrival within a month will result in a verbal warning. Subsequent instances may lead to a written warning and/or disciplinary action.
2. Early Departure: **3** instances of early departure within a month will result in a verbal warning. Subsequent instances may lead to a written warning and/or disciplinary action.
3. Unauthorized Absence: Unauthorized absence for a **single day or Sandwich Leave** will result in a warning. Subsequent instances may lead to disciplinary action and defined day(s) pay cut.

CHAPTER 4

APPRAISALS, INCREMENTS & PROVIDENT FUND (PF)

1. Performance Appraisal Policy

The purpose of this policy is to establish a fair and transparent performance appraisal process that evaluates employee performance, provides feedback and identifies areas for growth and development.

1.1 Performance Appraisal Cycle

Performance appraisals will be conducted annually or as determined by the CEO.

1.2 Performance Appraisal Process

1. Goal Setting: Head of departments will set performance goals with the employee at the beginning of his/her appraisal cycle.
2. Performance Evaluation: Supervisors will evaluate employee performance based on predetermined criteria, including job responsibilities, goals, attitude and competencies and filled the performance evaluation form accordingly.
3. Appraisal Meeting: Supervisors will conduct a formal appraisal meeting with employees to discuss their performance, provide feedback and set new goals.

1.3 Performance Rating Scale

1. Exceptional: Consistently exceeds expectations and makes significant contributions to the organization.
2. Strong: Meets and often exceeds expectations, demonstrating a high level of competence and commitment.
3. Meets Expectations: Fulfills job requirements and meets expectations, demonstrating a satisfactory level of performance.
4. Needs Improvement: Fails to meet expectations, requiring significant improvement in specific areas.
5. Unsatisfactory: Consistently fails to meet expectations, demonstrating a lack of competence or commitment.

2. Increment Policy

The purpose of this policy is to establish a fair and transparent increment process that recognizes and rewards employee performance and contributions.

2.1 Increment Criteria

1. Performance: Employee performance will be evaluated based on the performance appraisal process.
2. Market Rate: Increments will be determined based on market rates and industry standards.

3. Company Performance: The company's financial performance and budget will be considered when determining increments.

2.2 Increment Process

1. Increment Cycle: Increments will be awarded annually or as determined by the senior management after every annual performance appraisal.
2. Increment Percentage: The increment percentage will be determined based on the company's budget and market rates.
3. Increment Amount: The increment amount will be calculated based on the employee's current salary and the increment percentage as mentioned below:

Managers : 5%

Senior Engineers / Assistant Managers : 10%

Engineers : 12%

Junior Engineers / Executives : 15%

2.3 Increment Guidelines

1. Exceptional Performance: Employees with exceptional performance ratings may be eligible for higher increments.
2. Promotions: Employees who are promoted may be eligible for a salary increase, which will be determined based on the company's senior management decision.
3. Retention: Employees who are identified as exceptional may be eligible for retention increments.

2.4 Implementation and Review

1. Implementation: This policy is implemented and applies to all employees.
2. Review: This policy will be reviewed annually, or as necessary, to ensure it remains fair, transparent and aligned with the company's goals and objectives.

3. Provident Fund (PF) Policy

Provident Fund (PF) is a retirement savings scheme where employees contribute a portion of their salary and the employer matches the contribution.

1. Employee Contribution: The portion of the employee's initial salary contributed to the PF.
2. Employer Contribution: The portion of the employer's contribution to the PF, matching the employee's contribution.

3.1 Eligibility

1. All permanent employees of Inovedia Technologies are eligible to join the PF scheme.
2. Employees must complete a minimum of **12 months** of service to be eligible for employer matching contributions.
3. Employees leaving before completing **12 months** will get only their part.

3.2 PF Contribution Scale

1. Employee Contribution: Defined percentage (%) of the gross monthly salary of the employee's first pay will be applicable till the end of employment.

2. Employer Contribution: Defined percentage (%) of the gross salary, matching the employee's contribution.

3.3 Payment Schedule for PF

1. Employee contributions will be deducted from his/her salary on a monthly basis.
2. Employer contributions will be made on a monthly basis.

3.4 PF Withdrawal Rules

1. Employees can withdraw their PF balance upon resignation, retirement or termination.
2. Withdrawal requests must be submitted in writing to the HR department via filling the PF Form.
3. Withdrawals will be processed within 90 working days after receiving withdrawal request.

3.5 Loan Facility

1. Employees can avail a loan against their PF balance after completion of **1 year** of service.
2. Loan applications must be submitted to the HR department.
3. Loan approvals will be subject to management discretion.

3.6 Amendments

1. The company reserves the right to amend or modify this policy at any time.
2. All amendments to this will be communicated to employees in writing.

3.7 Acknowledgement

By participating in the PF scheme, employees acknowledge that they have read, understood and agreed to comply with this policy.

CHAPTER 5

OTHER RELAVANT POLICIES

1. Conflicts Policy

Inovedia Technologies is a fast-growing international company, in many cases with young employees and managers. While growing fast, the need for structured interaction, collaboration and communication especially in a multicultural environment grows in parallel. It is very normal that under such circumstances, intern-personal conflicts occur. This is to give some guidance on how one should approach these.

This document intends to give guidance on how we want to resolve disagreement to find solutions, based on understanding, respect, awareness, mindfulness and appreciativeness.

1.1 Non-personal Conflicts

If you have any issue at work that you can't resolve yourself, then think about what you need ideally to solve that issue. Do you need more time, tools, resources, access to certain people, authority, permission to do something, training, etc. Make a finite list of what will help you to completely solve the problem. Once you have a solution and clear requirements, discuss with your manager. Don't burden your manager by coming with problems only. Come with a problem and requirements.

Do you have an issue that in your view needs change or development, an unsatisfactory situation of any possible kind, then do the following:

1. become clear what you think and/or feel is wrong, unjust, unsatisfactory, needs change or development, support from others, etc.
2. find out what and/or who can support the desired change or development and how. It is quite helpful if you write all these things down for yourself, which needs to be settled.

1.2 Personal conflicts

If A has a conflict with B, the procedure to follow is:

A should have a discussion with B and tell him/her about his/her concerns. A should say what he/she sees (objectively), feels (subjectively), and what he/she would prefer the situation to be like.

Try to find a solution to compromise together that you both can agree with. If you can't find a compromise or if things don't improve even after a month or so, ask to have a discussion with B and the manager of A and B (or the manager(s) if several entities are concerned).

Here again, do NOT escalate directly to management if you haven't expressed your grievance to B and if you have not been transparent with B about that you are going to escalate. Anything else is behind-the-back mobbing and politics which we don't approve of.

Also, make your grievances clear. Don't say "I want to move to another department; I want to change the job; I want to change my assignment", if in fact you really have a problem with a person. If you have a problem with a person, state it.

1.3 Conflict with your Superior

Here same procedure applies as for "personal conflicts". This takes courage. Disagreeing with your superior is fully accepted, as long as it's done in a constructive and transparent way, not behind the backs and with the benefit of Inovedia Technologies in mind.

A sign of a good manager is that his/her subordinates surpass him/her on technical skills and grow, work autonomously and more independently and that large responsibilities are delegated. Managers are evaluated on how well they can perform on social and team issues, how well they perform as a coach and whether they help improve the processes for which they are responsible of. How he/she handles conflict situations, especially if he/she is himself/herself involved, are the key performance indicators.

1.4 Escalation

If your discussion with your manager doesn't bear the desired results, escalate to the next manager or HR and only then to the CEO. In each escalation step, copy all managers underneath. Do a proper escalation through multiple steps and don't take shortcuts and don't wage vendettas because that means burning bridges for nothing.

The only exception is if there is criminal wrongdoing (fraud, theft, extortion, harassment...) - in which cases you can go directly to the HR manager or to the CEO.

1.5 Still decided to quit? How to quit?

We understand that one might want to leave Inovedia Technologies for whatever reason and there are no hard feelings if the splitting is done fairly. Inovedia Technologies is interested in having a good alumni network and having a reputation as an employer that made you grow. The world we operate in is not large. Our paths will cross again and it's very likely that later in your career you'll revert back to your previous organization in one or the other role. Therefore, we recommend both parties don't burn bridges, even if our paths quit. Don't leave in an open conflict with your colleagues or superiors and vice versa.

Inovedia Technologies needs to understand what your career ambitions are and it's fair that both sides get a chance to meet the ambitions - Inovedia Technologies as an employer and you as an employee. Don't stop without trying and clearly stating what you are missing in your existing job, especially in senior positions.

Still if you have decided to leave, make sure that you properly document your work, work in progress, tools and methods that you used. At the same time, you can count on Inovedia Technologies to give you up-front warnings and time to prepare if Inovedia Technologies should decide to terminate and also to give you recommendations, if/ where required.

Make sure to do a proper handover of all work that you have done, both for your clients and colleagues.

Be transparent about it towards Inovedia Technologies. Even if you are looking for a new job, Inovedia Technologies might still want to continue as long as possible with you. But don't state to others (colleagues/social networks, customers) that you are looking for a new job.

2. Ethics Policy

This policy applies to all employees including all personnel affiliated with third parties.

2.1 Managers Commitment to Ethics

1. Top management within Inovedia Technologies sets a prime example. In any business practice, honesty and integrity must be top priority for managers/executives.
2. Managers/Executives must have an open door policy and welcome suggestions and concerns from their team members. This will allow employees to feel comfortable and sense of belongingness within their departments.

2.2 Employee Commitment to Ethics

1. Inovedia Technologies employees will treat everyone fairly, must have mutual respect, promote a team environment and avoid the intent and appearance of unethical or compromising practices.
2. Every employee needs to apply effort and intelligence in maintaining ethics value.
3. Employees must disclose any conflict of interests with regards to their position within Inovedia Technologies.
4. Employees will help Inovedia Technologies to maintain and increase customer satisfaction by providing quality & secure products/services and timely response to customer inquiries/concerns.

2.3 Maintaining Ethical Practices

1. Inovedia Technologies will reinforce the importance of the integrity messages and the tone will start at the top. Every employee needs to consistently maintain an ethical stance and support ethical behavior.
2. Employees at Inovedia Technologies, should encourage open dialogue, get honest feedback and treat everyone fairly with honesty and objectivity.

2.4 Unethical Behavior

1. Inovedia Technologies will avoid the intent and appearance of unethical or compromising practice in relationships, actions and communications.
2. Inovedia Technologies will not tolerate harassment or discrimination.
3. Unauthorized use of company trade secrets, operational, personnel, financial, source code & technical information integral to the success of our company will not be tolerated at all.
4. Inovedia Technologies will not permit impropriety at any time and will act ethically and responsibly in accordance with the applicable laws.
5. Inovedia Technologies' employees must not use corporate assets or business relationships for personal use or gain.

2.5 Enforcement

1. Any infractions of this code of ethics will not be tolerated and Inovedia Technologies will act instantly in correcting the issue if the ethical code of conduct is broken.
2. Any employee found to have violated this policy may be subject to disciplinary action and may result in termination of employment.

3. Dress Code Policy

This policy outlines requirements concerning attire, personal hygiene and appearance. Though we don't have to be in formal dressing all the time but when we are facing the customers or we are on-site, please ensure that you are properly dressed.

The following rules / guidelines apply to formal & casual dressing:

3.1 Business / Casual Dressing

- Neatly dressed
- Tie up the buttons properly
- Use fragrance to avoid unhealthy odor
- Proper shoes (avoid slippers during working hours except for prayers)
- Brush your hair, beard properly so that it gives a neat look

While the Business / Casual clause does allow employees to relax their professional attire, you must still present yourself in a professional manner and dress in a way that will not create negative perceptions about the Company.

Clothing must always be clean, pressed and fit appropriately. This applies to both standard professional business and casual attire.

4. Work Environment Policy

Inovedia Technologies is committed to providing a safe, healthy and supportive work environment that promotes employee well-being, productivity and job satisfaction.

Inovedia is dedicated to maintaining a work environment that is:

1. Safe: Free from hazards and risks that could cause injury or harm.
2. Healthy: Promotes physical and mental well-being.
3. Respectful: Free from discrimination, harassment and bullying.
4. Supportive: Encourages open communication, collaboration, confidence and employee growth.

4.1 Responsibilities

1. Employees: Responsible for adhering to this policy, reporting any concerns or incidents and contributing to a positive work environment.
2. Managers/Supervisors: Responsible for ensuring compliance with this policy, providing support and resources to employees and addressing any concerns or incidents.
3. Inovedia Technologies: Responsible for providing a safe and healthy work environment, implementing policies and procedures and ensuring compliance with relevant laws and regulations.

4.2 Workplace Practices

1. Smoking: Smoking is allowed in the designated smoking area only.
2. Substance Abuse: Inovedia has a zero-tolerance policy for substance abuse in the workplace.
3. Violence: Any form of violence, including physical, verbal or emotional abuse, is strictly prohibited.
4. Harassment: Inovedia is committed to providing a workplace free from harassment, including sexual harassment, bullying and discrimination.
5. Confidentiality: Employees are expected to maintain confidentiality and handle sensitive information with care and confidentiality.

4.3 Reporting Incidents

1. Incident Reporting: Employees must report any incidents, including accidents, injuries or near-misses to their supervisor or HR representative.
2. Confidential Reporting: Employees can report any kind of incident or concern, confidentially to the HR department.

4.4 Disciplinary Action

Failure to comply with this policy may result in disciplinary action including termination.

4.5 Review and Revision

This policy will be reviewed and revised as necessary to ensure compliance with relevant laws and regulations and to maintain a safe and healthy work environment.

4.6 Acknowledgement

By working at Inovedia, employees acknowledge that they have read, understood and agreed to comply with this policy.

5. Human Security Policy

5.1 Purpose

To establish a system to ensure that employees and contractors:

- understands their responsibilities, and are suitable for the roles they are considered for and to reduce the risk of theft, fraud or misuse of information & facilities.
- are aware of information security threats and concerns, their responsibilities and liabilities and are equipped to support Inovedia Technologies' Information Security Policy in the course of their work.

5.2 Process

a) Prior to Employment

At this stage, the objective is to ensure that employees and contractors understand their responsibilities and are suitable for the roles for which they are considered.

b) Screening Stage

Background verification checks by HR on all candidates for employment are being carried out in accordance with relevant laws, regulations, proportional to the business requirements, the classification of the information to be accessed and the perceived risks.

Verification checks take into account all relevant privacy, protection of personal data and/or employment based legislation and should, where permitted, include the following:

- a) availability of satisfactory character references, e.g. one business and one personal
- b) a check (for completeness and accuracy) of the applicant's curriculum vitae
- c) confirmation of claimed academic and professional qualifications
- d) independent identity check (passport or CNIC); and
- e) more detailed checks, such as credit checks or checks of criminal records.

c) Terms and Conditions of Employment

The agreements that Inovedia Technologies will enter into with employees and contractors would clearly state their and the organization's commitment for information security.

The terms and conditions of employment reflect Inovedia Technologies' security policy in addition to clarifying and stating:

- i) that all employees and contractors who are given access to sensitive information should sign a confidentiality or non-disclosure agreement prior to being given access to information processing facilities
- ii) the employee's / contractor's legal responsibilities and rights, e.g. regarding copyright laws or data protection legislation, etc.
- iii) responsibilities for the classification of information and management of organizational assets associated with information systems and services handled by the employee or contractor
- iv) responsibilities of the employee or contractor for the handling of information received from external parties
- v) responsibilities of the organization for the handling of information, including personal information created as a result of, or in the course of, employment with Inovedia Technologies.
- vi) responsibilities that are extended outside the organization's premises and outside normal working hours, e.g. in the case of remote working; and
- vii) actions to be taken if the employee or contractor disregards Inovedia Technologies' information security requirements.

HR department will ensure that all employees and contractors agree to terms and conditions concerning information security appropriate to the nature and extent of access they will have to Inovedia Technologies' assets associated with information systems and services.

Where appropriate, responsibilities contained within the terms and conditions of employment may continue even after the end of the employment.

d) During Employment

At this stage, the objective is to ensure that employees and contractors are aware of and fulfill their information security responsibilities as discussed above.

Inovedia Technologies' management requires that employees and contractors apply information security protocols in accordance with established HR Service Manual.

e) Information Security Awareness, Education and Training

All employees of the organization and where relevant, contractors would receive appropriate awareness education and training and regular updates in organizational policies and procedures, as relevant to their job function.

f) Disciplinary Process

There is a formal and communicated disciplinary process in place to take action against employees who have committed an information security breach, which is described as:

- When an employee is found to have committed a security breach, it is reported to the concerned HOD, who in consultation with the HR Manager evaluates the seriousness of the security breach and decides about the disciplinary action to be taken against the offender.
- The disciplinary process cannot commence without prior verification that a security breach has occurred (and there is clear evidence of the breach).
- The formal disciplinary process aims to ensure correct and fair treatment for person(s) who are suspected of committing breaches to information security.
- Our disciplinary process provides for a graduated response that takes into consideration the factors such as:
 - the nature and gravity of the breach and its impact on business;
 - whether or not this is a first or repeat offence;
 - relevant legislation; and
 - other factors, as required.
- Disciplinary action could range from a firm warning to reporting to the police depending on the gravity of the crime / mistake.
- In serious cases of misconduct, the accused is instantly removed from duties and barred access rights/privileges and immediately escorted out, if necessary.
- The accused is given a chance to appeal to the HR Manager within 3 days of the incident. In such cases, the matter is investigated and a final decision is taken on the disciplinary action(s).
- The disciplinary process is a deterrent to prevent employees from violating organizational security policies and procedures and any other security breaches.

g) Termination and Change of Employment

Here, the objective is to protect the organization's interests as part of the process of terminating employment.

- Information security responsibilities and duties are communicated to the employee or contractor and enforced. In case of an employee or contractor, the HOD is responsible for the overall termination process in coordination with the HR manager.
- The communication of termination responsibilities includes ongoing security requirements and legal responsibilities and where appropriate, responsibilities contained within the contract agreement.

- Responsibilities and duties will still remain valid after termination of employment as contained in the employee's / contractor's contract agreements.
- If necessary, other employees, customers or contractors are informed of the changes to personnel and operating arrangements.

h) Removal of Access Rights

- The access rights of all employees and contractors to information gets removed upon termination of their employment contract or agreement.
- Access rights for information assets and information processing facilities are reduced or removed before the employment terminates or changes, depending on the evaluation of risk factors.
- The Manager HR along with concerned HOD would intimate the system administrators of the information processing facilities about the exit of the employee. The operations & HR departments would then remove / change the system access rights and privileges.

6. Physical Environment Security Policy

a) Purpose

The purpose of this policy is to prevent unauthorized access, damage and interference to the company's premises and information. Information processing facilities are housed in secure areas, protected by defined security parameters, with appropriate secure entry and exit controls. They are protected from unauthorized access, damage and interference. The preventive measures are proportionate to the identified risks.

b) SCOPE

The scope of this policy applies to all those who have access to Inovedia Technologies premises.

c) Policy

Inovedia Technologies provides appropriate level of security. All employees are allowed to access the relevant areas as per their need. The building of the information processing facilities is physically sound, card/fingerprint based entry to employees, locked rooms and controlled entry through the gate to building is only permitted.

Visitor access will be limited to non-sensitive areas only. Visitors will be escorted during their stay in the premises.

Under normal circumstances, a single access point is the entry and exit point for all personnel and visitors. In case of emergency other defined access points are used to exit the building. Similarly, contingency measures are defined and taken to reduce the impact and likelihood of natural and/or human disaster.

d) Security

i) Offices, Rooms and Facility

Office and rooms are spacious and ventilated. These rooms are equipped with air conditioners and exhaust fans to keep the atmosphere pleasant. Alternate exits allow secure passage in case of any

incident. Security Cameras are installed to keep regular monitoring. Internal MS SharePoint One-Drive is securely maintained by the IT department.

ii) Protection of Equipment

All equipment is properly protected to reduce the risks from environmental threats and hazards and opportunities for unauthorized access.

Power and network cables are protected from interception or damage through proper ducting and insulation. All cables are inspected by the operations department to verify proper functionality and unauthorized interception.

Equipment are protected from power failure, electric surges and other disruptions by using UPS and heavy duty generator. Equipment maintenance is only carried out either by trained admin personnel or outsourced to third parties to ensure continued availability and integrity.

All items containing storage media are checked to ensure that any sensitive data and licensed software has been removed or overwritten prior to disposal.

iii) Protection from External and Environmental Threats

Physical premises and boundaries help restrict unauthorized access and environmental threats. Equipment, information cannot be taken out of the office premises without prior authorization. The notebooks/laptops of personnel authorized to work outside the office premises are backed up weekly on cloud storage. To minimize the risk of potential physical threats, e.g. theft, fire, dust, electrical supply & communications interference, proper measures are adopted.

Smoking is only allowed in the designated areas. Temperature and humidity is monitored for conditions, which could adversely affect the operation of information processing facilities. Proper ventilation and air conditioning facilities are provided.

All hardware or devices containing sensitive information, once not required, comes in the control of operations department and are deleted or overwritten as per need. It is assured that information is non-retrievable. Proper disposal mechanism is documented in the Data Retention and Disposal Policy.

e) Enforcement

Any employee found to have violated this policy may be subject to disciplinary action which may result in termination of employment.

7. Employee Retention Policy

a) Purpose

The purpose of this policy is to outline the company's approach of retaining its employees and reducing turnover. The company recognizes that employee retention is critical to its success and is committed to creating a work environment that supports and engages its employees.

b) Scope

This policy applies to all employees of the company.

c) Objectives

The objectives of this policy are to:

1. Reduce employee turnover and improve retention rates.
2. Improve employee engagement and job satisfaction.
3. Develop a positive and supportive work environment.
4. Recognize and reward employees for their contributions and services towards the company.

d) Strategies

The company will implement the following strategies to achieve its employee-retention objectives:

1. Competitive Compensation and Benefits: Offer competitive salaries, bonuses and benefits to attract and retain top talent.
2. Employee Recognition and Rewards: Recognize and reward employees for their contributions and services, including employee of the month/year awards, bonuses and other incentives.
3. Career Development and Training: Provide opportunities for career development and training, including mentorship programs, training workshops, etc.
4. Work-Life Balance: Support work-life balance by offering flexible scheduling, remote working, etc.
5. Open Communication: Foster open communication by holding one-on-one meetings between employees and managers.
6. Employee Feedback and Suggestions: Encourage employee feedback & suggestions and respond promptly to their concerns and valid ideas.
7. Team-Building and Social Events: Organize team-building and social events, such as team lunch/dinners, outings, birthday celebrations, etc to promote camaraderie and teamwork.

e) Metrics and Monitoring

The company will track and monitor the following metrics to measure the effectiveness of its employee retention policy:

1. Employee Turnover Rate: Track the number of employees who leave the company and calculate the turnover rate.
2. Employee Satisfaction Surveys: Conduct random verbal employee satisfaction surveys to measure employee engagement and job satisfaction.
3. Employee Retention Rate: Track the number of employees who remain with the company and calculate the retention rate.

f) Review and Revision

This policy will be reviewed and revised annually, or as necessary, to ensure that it remains effective and aligned with the company's goals and objectives.

CHAPTER 6

WARNINGS, TERMINATION, DISMISSAL & RESIGNATION

1. Warning, Termination, Dismissal & Resignation Policy

This section of the manual provides the policy concerning resignation, warnings, termination and dismissal of an employee from the Company.

1.1 Policy

It is the policy of the Company to have on its payroll, efficient, motivated and satisfied staff. The Company would not like to retain dissatisfied, de-motivated and inefficient or corrupt staff. This rule will not provide flexibility to the employees.

a) Employment at Will

Inovedia Technologies subscribes to the policy of employment at will. Therefore, Inovedia Technologies can separate at any time and for any valid reason.

Permanent employment or employment for a specific term is not guaranteed or promised.

Employment with Inovedia Technologies is normally terminated due to one of the following reasons / actions:

- Resignation by the employee; and
- Dismissal of substandard performance, misconduct/corruption or inability to perform the duties required of the position.

2. Warnings

In case of any misconduct as identified in the scope of this policy, HR will issue a warning letter to notify an employee that he/she has violated a policy of Inovedia Technologies. The purpose of the warning letter is to inform the employee of his/her unacceptable conduct or behavior and also the consequences of their actions in case the violation is not rectified in the future. A written notice is given to an employee if he/she continues to violate company policies even after receiving a verbal warning in order to protect the company's rules against future disputes. If **three (3)** written warnings are issued, the employee will be terminated with immediate effect and/or will be eligible to legal proceedings, if deemed necessary by the senior management.

3. Termination

Termination means the end of service of an employee. In the event of an employee's service being retrenched, he/she will be provided with his/her current month's salary till the date he/she has performed his/her duties.

1. Services of a permanent / confirmed employee may be terminated by the CEO by giving notice through the HR department for the period prescribed in his/her employment contract.
2. The Company has the right to terminate services of a permanent employee who is declared unfit for service by a medical practitioner or by his/her concerned department manager.
3. The Company has the right to dismiss or terminate an employee without any notice or payment in lieu thereof.
4. If at expiry of probationary period or extended probationary period, as the case may be, if a confirmation letter is not issued to the employee, his/her employment will be terminated automatically.
5. Services of a probationary employee may be terminated by the company at any time without any notice or payment in lieu thereof.
6. Services of a contract/project employee will come to an end automatically at the end of his contract period specified in his/her contract agreement. Moreover, the company shall have a right to terminate employment of a contract / project employee before expiry of the period provided in his/her contract agreement without any notice or payment in lieu thereof.

3.1 Dismissal

Dismissal, as defined above is the end of an employee's service with the company due to reasons including incompetence, serious misconduct intemperance, breach of trust including but not limited to breach of confidentiality, or neglect of duty, fraud, misappropriation of funds, sexual harassment, assault, theft, serious misconduct as defined above. Inovedia Technologies reserves the right to dismiss or discharge an employee if he/she is found guilty of the aforementioned charges.

4. Resignation

- a) Any employee may resign from the service of the company after providing **3 months** prior notice in writing to his/her Manager as well as the HR department or otherwise paying the company an amount equal to his/her **3 months** pay for the foregoing notice period.
- b) A probationer, contract employee or project employee may resign from his/her service at any time through a written resignation letter.

5. Procedure upon Separation

At separation, employees will be responsible for getting clearance from all the concerned department heads. All assets belonging to Inovedia Technologies including Laptop, Company ID Cards, Entry Access and all other property belonging to the Company in the employee's custody or possession must be returned for the final settlement to be processed and Employee clearance form needs to be filled.

6. Experience Acknowledgement

An experience letter may be issued upon an employee's request as an acknowledgement of his/her services with the company after separation. In case of termination, no experience letter will be issued.

7. Letter of Reference

A letter of reference may be given to the prospective company/organization for the purpose of employment, which may approach Inovedia Technologies for the verification of employee's details. Any details pertaining to the employee records shall be forwarded only by the HR Manager, who will ensure that any confidential information is not disclosed.

However, in the case of an employee who has been dismissed/terminated from service, Inovedia Technologies will make it a point to disclose any disciplinary proceedings that may have been taken by the Company against the employee as well as also the reasons for dismissal and /or criminal record within the knowledge of the Company.