

Shayan Solutions

Human Resource Policy

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WARNING

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Company Profile

SHAYAN SOLUTIONS AS AN ORGANIZATION

Shayan Solutions is a group of the top IT professionals who have worked on a variety of projects and IT solutions for a number of years and have given us the confidence that we are a quality-focused IT solution provider. Our developers are highly skilled and knowledgeable in a variety of technologies including PHP, Laravel, Vue.js, Node.js, Angular, React.js, Symfony, MySQL, CSS, HTML, and Java providing you with the best platform for exposing your business to the world and fostering its healthy growth. Our design team provides you with efficient and attractive web layouts that will assist you in attracting the attention of a large audience and achieving your business sales and branding goals. Our expert team consists of qualified designers, developers, quality assurance analysts and project managers who are well-versed in the latest tools and technologies along with keen problem-solving sense to produce high-quality products.

CORPORATE VISION

Gain prominence as a leading provider of quality IT services.

CORPORATE MISSION

To be the leading, most innovative, and dynamically-growing company in the IT sector in order to: provide high-quality IT solutions to customers; earn their trust by making their satisfaction our top priority; and become the client's first choice.

CULTURAL VALUES

- S ● Secure future of employees
- H ● Hiring on merit for equal & discrimination free opportunities
- A ● Altruism approach towards employees
- Y ● Yearn learning attitude for new skills is highly supported
- A ● Attitude of acceptance for behavioral, religious, and cultural differences
- N ● Nuanced approach to our work

CORPORATE VALUES

- ❖ Customer Focus
- ❖ Continuous Business Improvement
- ❖ Employee empowerment and growth
- ❖ Teamwork and Communication
- ❖ Respect
- ❖ Innovation
- ❖ Professionalism
- ❖ Performance

HUMAN RESOURCE STRATEGY

Shayan Solutions views its human capital as the organization's most valuable asset. As the global IT sector is becoming increasingly competitive, Shayan Solutions aims to attract, develop, and retain the best human capital available on the market in order to gain a competitive advantage. The company has therefore adapted the following HR policies.

- ❖ Employee selection and hiring based on merit.
- ❖ Conducive environment to all its employees.
- ❖ Consistency in knowledge management through periodic training needs analysis and implementation of individual training plans.
- ❖ Be effective paymasters in the IT sector in order to meet the financial and personal needs of its employees.
- ❖ Development of employer-employee relationship to foster a culture of teamwork, trust, and job security.
- ❖ By implementing interim and annual performance appraisal system, provide employees with a fair opportunity to grow and advance in their careers.
- ❖ To ensure the implementation of the best management practises.
- ❖ To advise management on HR trends, policies, and procedures, and to involve line managers in the implementation of HR policies in an equitable manner.

FUNCTION OF HUMAN RESOURCE DEPARTMENT

- ❖ HR planning & management
- ❖ Recruitment & selection
- ❖ Resource Management
- ❖ Employee Record Management
- ❖ Employee development & training
- ❖ Employee Grading (A/B/C)
- ❖ Employees performance review & forecasting training requirements
- ❖ Succession planning
- ❖ Creating policies & their implementation
- ❖ Maintaining company culture & values
- ❖ Payroll Management
- ❖ Social Media Management
- ❖ Administration work
- ❖ Dealing with Govt. Agencies on behalf of company or CEO

INTRODUCTION TO THE HUMAN RESOURCE MANUAL

The purpose of this Human Resources Manual is to document the current policies that must be applied to all Shayan Solutions employees. It will assist reduce the requirement for management staff meetings to address common policy issues. It will foster the equitable and uniform application of company policies. It will serve as an aid in the recruitment of new employees and in making policies that comply with government labor laws.

OBJECTIVES OF THE HUMAN RESOURCE MANUAL

The purpose of this manual is to outline the policies, procedures, and forms applicable to all aspects of employment for use by Shayan Solutions and to ensure that the company deploys uniform rules through the application of company policies in a fair and consistent manner.

MAINTENANCE AND DISTRIBUTION OF THE HUMAN RESOURCE MANUAL

This document's process owner is the Shayan Solutions HR Manager. He/She should be contacted with any questions or concerns regarding the HR Manual. Copies of this manual are provided to the following stakeholders:

- ❖ Chief Executive Officer
- ❖ Chief Operating Officer
- ❖ Accounts & Finance Department
- ❖ Human Resource Department.

This Manual's content is strictly confidential and intended for internal use only. The content of the HR manual should not be divulged to a third party without the written consent of the CEO, and for making any change in this document approval from the CEO is strictly required.

EMPLOYMENT POLICY

RECRUITMENT & SELECTION

- ❖ The purpose of this policy is to use consistent and fair methods of recruitment and selection in order to attract and choose candidates who meet the job requirements.
- ❖ Internal candidates will be given first preference in hiring only if they meet the open job requirements.
- ❖ Blood relatives, i.e. Father/Mother/Brother/Sister/Son/Daughter/ of current employees are prohibited from being recruited.
- ❖ The selection criteria will be based on job description and the required skills to perform the job.
- ❖ If necessary, all recruitment will be subject to verification of previous employers. references and a medical exam (if required).
- ❖ In the case of an internship, the university or the department manager must submit a request to the HR department. The HR department processes the

application in order to obtain approval from the relevant department head and the CEO.

- ❖ In the event of contractual employment, the department manager is required to complete and submit the contractual worker's employment form. Contractual employees will only receive the monthly total compensation.

REQUISITION OF NEW RESOURCE

- ❖ When a department has hiring needs, the department manager contacts the head of human resources to initiate a search for the required talent.
- ❖ For recruitment, the HR department checks company CV databases, uses internal references, advertises the position in newspapers or uses online talent hunting platforms.
- ❖ In the case of replacement, CEO approval is not required.
- ❖ Depending on the nature of the job, suitable candidates will be invited for an initial interview and aptitude test. The HR department will organize and schedule all of these activities and interviews.
- ❖ The successful candidates from the initial interview and aptitude test will be invited for the final interview.
- ❖ The chosen candidate will sign an employment contract. The employment contract along with a full set of academic documents , identity documents and experience certificates will be kept in the employee's file.
- ❖ The human resource department will then conduct an orientation programme for the selected candidate.

EMPLOYMENT CONTRACT

The employment contract will outline essential contract terms and conditions, including:

- ❖ Personal Details
- ❖ Gender/Blood Group/DOB
- ❖ Designation/Grade/Dept.
- ❖ Salary Package

- ❖ Academic Credentials
- ❖ Experience Certificates
- ❖ References
- ❖ Copy of CNIC

SALARY STRUCTURE

The company adheres to a policy that incorporates the following fundamental provisions of labor law:

- ❖ Basic Salary: 90%
- ❖ Medical allowance: 10%

DEDUCTIONS FROM THE SALARY

Parking charges that will be deducted from the employee's salary along with applicable taxes (include all kinds of taxes) and penalties.

Bike Charges	600
Car Charges	1400

TRAVEL EXPENSE POLICY

The employee will be reimbursed for travel and other expenses incurred while carrying out their responsibilities for the company, as long as these expenses have been approved by his/her supervisor or his/her supervisor's designee. These costs include travel and training expenses etc if attendance is required by the company. Employees who arrive on off days for any reason which is not mutually agreed with management are ineligible for travel reimbursement.

ORIENTATION & INDUCTION

After the selection process is complete, a new employee must undergo orientation to become a productive contributor in organization growth. Orientation not only improves the rate at which an employee is able to perform their job, but it also helps employees to feel themselves a part of the organization's social fabric. The HR department provides

a brief overview of the organization and its policies, and then introduces newly hired personnel to the relevant department.

PROBATION & CONFIRMATION

- ❖ After being hired by the company, the candidate will serve a three-month probationary period, which may be extended by the management if deemed necessary. Upon successful completion of the probationary period, the management will issue a letter of confirmation of your services.
- ❖ During the probationary period, absences are not allowed. Any leave will result in deduction from salary.
- ❖ During the probationary period, you can be terminated by the company without notice or compensation in lieu thereof.

DUTIES & RESPONSIBILITIES

You are required to work at least 40 hours per week, Monday through Friday and/or Saturday (decision about working on Saturday will be taken according to workload). The daily working hours will be from 10:00 a.m. to 7:00 p.m., with a one-hour break as specified by your manager in accordance with the company's work requirements.

You will be responsible for completing the duties and responsibilities assigned to you by your immediate supervisor or by any other individual designated by company management for this purpose. In the performance of your assigned duties, you will be expected to utilize your highest level of intellectual capacity and professional expertise.

Type	Timings	Break Timings
Week Days	10:00 AM – 07:00 PM	02:00 PM – 03:00 PM
Fridays	10:00 AM – 07:00 PM	01:15 PM – 02:45 PM
Saturday/Sunday*	Off	

*Shayan Solutions reserves the right to rearrange/reschedule your National holidays and/or off-days to working days in extreme situations involving tight deadlines for deliverables to clients and/or a requirement to remain on track with respect to project plans committed to clients.

You will be required to start your shift at precisely 10:00 AM. After 10:00 AM, following actions will be taken by the company.

Incident	Action
1st & 2nd late arrival	Formal warning with no deduction
3rd onwards late arrival	Deduction as per deficient minutes

In the event of a half-day or full-day leave, no penalty will be assessed if the employee has notified management beforehand via email; otherwise, both late arrival and short leave will be charged. Considering emergency situations, every month up to two late arrivals will be exempted. In the event of more than two late arrivals, all late arrivals will be deducted from salary. Prior to the start of your shift, you must inform about your late arrival to HR via direct message on slack. In the event of an emergency, you must notify HR within thirty minutes once you start your shift.

No SHORT LEAVE IF LATE

If an employee arrives late for work, they will not be eligible to avail themselves of a short leave on the same day. It is imperative to prioritize punctuality and adhere to the designated work hours.

HALF-DAY TIMEFRAMES

The first half-day concludes at 2:30 PM, and the second half-day begins at 2:30 PM if the shift is from 10 AM to 07 PM (4 hours & 30 minutes time-frame). Please ensure you are aware of these timeframes when making any half-day arrangements. There will be no break during half-days.

OVERTIME WORK

You are eligible for overtime pay if you already worked the required 40 hours per week. If an employee works less than the required 40 hours, he will not be eligible for overtime pay. Only if the team manager requests overtime in advance or the employee has taken

specific steps to complete a crucial task that will affect the performance of deliverables will overtime be permitted. Weekends and national holidays will be subject to overtime.

On the basis of the hourly gross wage, overtime will be compensated based on the number of hours required to complete a crucial task. When an employee works additional hours to meet a deadline that was previously agreed upon between the employee and his team manager, no overtime will be paid. The team manager has the sole authority to compensate overtime by providing alternative days off or increasing the leave quota.

PAID OR UNPAID LEAVES

This Policy will apply after the completion of the probationary period successfully. You are entitled to paid leaves in accordance with the rules of the company, which are periodically enforced. The leave balance of an employee who does not use his leaves during the year expires on December 31 of each year. The employee is entitled to 18 paid leaves beginning on January 1 of the first year of employment. If an employee joins the company in the middle of the year, the accrued leave will be applied to the remaining months. The employee is permitted no more than three leaves (full or half) per month, and a corresponding leave quota will be maintained. However, leaves may be extended based on special circumstances and HR approval. The standard notice period for booking any type of leave is two weeks (14 days notice). In the event of an emergency, the minimum notice period is 60 minutes prior to the start of your shift. In the event that you do not adhere to the notice period rules outlined above. Then, your particular leave will be marked as unpaid and salary deductions will be made. If you arrive more than two hours late, you will be considered to be on half-day.

Situation	Communication channel
Leaves with 14 days notice period	Email at hr@shayansolutions.com
Emergency Leaves	Drop a msg with reason on HR slack direct message

LEAVE REQUEST FORM

Effective from April,2023 onwards, it is mandatory for all employees to submit their leave request forms by the last working day of the month. Failure to do so will result in automatic unpaid leave. This policy has been implemented to ensure accurate record-keeping and consistency in leave policies.

LEAVE FORM

<https://forms.gle/6mhVVuCVDVKwaVZo6>

MONTHLY ACTIVITY

Employee engagement is the most important aspect of any organization, designed to enhance an employee's feelings and emotional attachment to the company, their job responsibilities, their position within the company, their coworkers, and the company culture. "Shayan Solutions" organizes monthly activities with this essential aspect of professional development in mind. Quarters of a year are considered when developing the schedule. This schedule will be implemented four times per year.

Below is the schedule of monthly activities:

Activity	Schedule
1st & 2nd	Indoor
3rd	Outdoor

ANNUAL DINNER/LUNCH

Annual dinners and lunches are a great way to boost employee morale, acknowledge their contributions to the company, and foster their creativity. In addition, it contributes to the development of highly-motivated and company-focused teams. Consequently, "Shayan Solutions" organizes an annual dinner/lunch in December, maintaining a firm commitment to this principle.

RAMADAN IFTAR

Being a Muslim, Ramadan is the most anticipated month. Thus, once per Ramadan, "Shayan Solutions" will host an "Iftar" for all employees every year.

BIRTHDAY CELEBRATIONS

Finding reasons to celebrate, like a colleague's birthday, can boost morale, which is an asset to any company. It strengthens bonds within teams and between departments by making employees feel valued and bringing everyone in the company closer together. "Shayan Solutions" acknowledges these considerations. Thus, we do our best to honor each and every one of our employees by throwing a party in their honor on their birthday.

WORK ANNIVERSARY CELEBRATIONS

Work anniversaries serve as a time to honor employees for their dedication and service. Holidays and anniversaries at work serve to remind workers of the many things they appreciate about their employer. When executed properly, anniversaries serve as a gentle but effective reminder to employees that their employer values and supports them. Accordingly, "Shayan Solutions" celebrates each employee's work anniversary each year as a way to thank them for their hard work and dedication throughout the previous year.

LEAVE ENCASHMENT

Depending on the remaining balance of leaves, leaves will be cashed in on December 31 of each year. No leave can be carried forward into the following year.

- ❖ 1 – 5 leaves encashment at 50%
- ❖ 6 – 10 Leaves encashment at 100%
- ❖ 11 – 15 leaves encashment at 150%
- ❖ 15 – 18 leaves encashment at 200%

After serving the notice period, neither paid leaves nor the cashing in of accrued leave will be permitted. Leaves will expire at the end of the year, and no carry forward will occur. The leaves will all be cashed in. The leave encashment will be based on the salary applicable on January 1 of the given year. For example: your leave encashment of 2022 in 2023 will be at the rate of January 2022 or joining month salary of 2022.

SANDWICH LEAVE

“Before or after scheduled off day/public holidays”

If an employee takes leave prior to or following to scheduled off day/public holidays, his total leaves will be counted including scheduled off days/public holidays & weekends in between along with the leave prior to or following scheduled off days/public holidays.

e.g

If your scheduled off day or a public holiday falls on a Friday and you also take a day off on Monday, you will have accrued four leaves from your leave balance. Same applies if you make normal offs making sandwiches on weekends with Friday & Monday.

If scheduled time off or a holiday falls on a day, such as Wednesday, and you take a day off on Tuesday or Thursday, it will be counted as two days of leave. Same applies if you make normal offs making sandwiches on weekends with Friday or Monday, but in this case you will have accrued three leaves from your leave balance.

“Before & After Eid”

Government announced three holidays for eid. Let's make sure you & company should be on the same page. Suppose orange highlighted days are announced holidays.

Case No#	Monday	Tuesday	Wednesday	Thursday	Friday	Saturday	Sunday	Monday	Tuesday	L-Count
1	Yes	Yes	Yes	Absent	Present	Sat	Sun	Present	Present	04
2	Absent	Yes	Yes	Yes	Absent	Sat	Sun	Present	Present	05
3	Present	Absent	Yes	Yes	Yes	Sat	Sun	Absent	Present	07
4	Present	Present	Absent	Yes	Yes	Sat	Sun	Absent	Present	06
5	Present	Present	Present	Absent	Yes	Sat	Sun	Absent	Present	05
6	Present	Present	Present	Present	Absent	Sat	Sun	Yes	Absent	05
7	Present	Present	Present	Present	Absent	Sat	Sun	Yes	Yes	04

NOTE:

Scheduled off day means any off scheduled by the company due to unforeseen circumstances or announcement in the country. "OR" It can be weekends (Saturday, Sunday).

Normal off means any off that is being made by you for any personal reason. And it is totally your choice to make it with or without the consent of management.

Depending on the severity of the situation, there is still room for discussion and minor diversion in the case of extreme emergencies (Like death/accident etc).

There is a relaxation policy for out-of-town employees prior to and the day after the Eid holidays. However, this is an **Eid-only exemption** and limited to one day before & after only (Including weekends also). Due to travel issues, the company permits out-of-town employees to work from home one day before and one day after Eid. As we know on chand raat, local transportation is overloaded, so employees can leave the night before and work from home the following day. Similarly, if they are unable to return to work immediately after Eid due to a lack of transportation, they can perform their duties from home and return the following day at work when transport resumes normal levels. Permanent residents of Lahore and employees who make casual travel during Eid holidays are not eligible for out-of-town **Eid-only exemption** privilege.

In the event that there is a sudden announcement of a lockdown or road/building closure due to a strike on Monday, and an employee was absent on Friday. And, at the time of his request for Friday leave, there was no official announcement regarding Monday leave. Thus this Monday leave was sudden due to changes in country conditions. So no sandwich will be applied then.

MEDICAL FACILITIES

You are entitled to medical facilities for yourself and eligible dependents, in accordance with the company's rules that may be introduced and made applicable to employees from time to time.

Company is providing medical allowance of 10% from the gross salary to all employees.

PROMOTION

The promotion is contingent upon the employee's outstanding performance as determined by the performance reviews time to time as decided and his/her service requirements for any other position. In the best interest of the organization, the competent authority may, at its discretion, promote any employee to the next position or grade. The duration of promotion varies based on the employee's designation and responsibilities.

TERMINATION OF APPOINTMENT & EXIT INTERVIEW

The employment contract may only be terminated as follows:

- ❖ By the employer "for cause" or upon the employee's passing. "For Cause" includes: lack of integrity in the performance of duties, sexual harassment, violent acts against the government, customers, employer and/or any employee, defamation of the employer, immoral conduct that affects the project or company, breach of contract claims, poor performance claims, excessive absences (absence of 5 working days without notifying your supervisor), deceit, fraud, financial misconduct, nepotism, bribery, and unethical practises. Under these conditions, you will receive no compensation following the termination of the agreement.
- ❖ By the employer "without cause," Shayan Solutions will provide you with a four-week notice of its intent to terminate this agreement and will pay salary and benefits for the notice period as agreed or negotiated.
- ❖ By the employee: If you wish to leave the company, you must provide at least four (4) weeks' notice in writing. The company will pay the agreed-upon or negotiated salary and benefits for the notice period. Noncompliance with this policy grants Shayan Solutions the right to forfeit the employee's current month's salary, deny him/her an experience certificate, or both. On management's acceptance of an employee's resignation, the employee's remaining leaves will

be forfeited, and any full-day absences, half-day absences, or tardy arrivals will be deducted from the final salary settlement.

- ❖ If a pattern is identified. Which employee exhausts all leaves prior to resigning, or whose resignation is submitted within three months of leave utilization. In such cases, the administration may deduct accrued leaves from the final settlement account.
- ❖ Resigning during the term of a contract is a grave offense. The company may impose a Rs 1,000,000 (one million rupees only) fine on an employee. In any court of the Islamic Republic of Pakistan, a business may pursue legal action against an employee.
- ❖ If an employee leaves during the term of his contract, the company will revoke his experience certificate. The company will not confirm an employee's experience or relevance. This employee will be placed on a blacklist and the company will never conduct business with him or her again. The company has the right to publicly or privately report this incident with contractual evidence on any platform.

FINAL SETTLEMENT

The accounts department shall recover all advances and other recoverable dues by the employee, as well as such liabilities which have been paid or become payable by the organization on behalf of the employee, based on the clearance certificate duly signed by all parties involved, for the final settlement of the employee's account upon his separation from service. It will be ensured that the formalities are completed by the release date.

RE- APPOINTMENT

Reappointment is determined on a case-by-case basis, and the CEO has the final say regarding reappointment.

DISCIPLINARY POLICY

The company will be responsible for establishing fair and consistent guidelines for the behavior standards expected from employees during and outside of work hours. The policy also specifies the corrective measures that will be taken if an employee displays unacceptable behavior.

- ❖ The employee shall not accept any other assignment, engagement, or employment while employed by Shayan Solutions, and by signing the offer letter, the employee affirms that he is not obligated to any other employer.
- ❖ The employee's entire service shall be devoted to Shayan Solutions, and he shall under no circumstances, whether for payment or otherwise, offer his services to any other organization without the prior written consent of Shayan Solutions.
- ❖ During his employment period with Shayan Solutions and following the termination of this appointment, the employee may not accept another assignment, engagement, or employment in any capacity with any of Shayan Solutions' clients, customers, and individuals/entities. Infractions may result in legal action against the employee.
- ❖ Shayan Solutions reserves the right to release you from this restriction upon the conclusion of your current employment. This release must be obtained in writing from the authority of the concerned company.
- ❖ The employee is responsible for the safekeeping and return in good condition all company property provided for use during the course of employment. Shayan Solutions shall have the right to deduct the monetary value of all such items from your dues and take any other action it deems appropriate if employees fail to satisfactorily account for such items. These materials are the property of the company and are provided solely for use on its premises.

CONFIDENTIALITY

The employee agrees not to disclose, either directly or indirectly, any knowledge or information obtained regarding the affairs, property, enterprises, and undertakings of

Shayan Solutions, its affiliates, or subsidiaries. Moreover, he is prohibited from taking or removing from the company's premises, without the consent of the management, any data, tables, calculations, letters and/or other documents or items of property or confidential information pertaining to the company's business and/or affairs, in any form (paper, diskette, tape, CD, optical or magnetic etc.)

- ❖ You are expected to maintain complete confidentiality regarding the Company's business activities and not to divulge or communicate any information acquired during your employment with Shayan Solutions to other company employees or non-employees. This restriction applies during your employment with us as well as after your employment has ended.
- ❖ During his or her employment with Shayan Solutions, the employee shall not discuss his salary/remuneration, salary review, or benefits with any other company employee. This restriction applies to all communications with the exception of those expressly determined and authorized by the company.

INVENTIONS

The employee is prohibited from disclosing inventions, improvements, and developments (including HR Outsourcing) made or conceived as a result of his employment or association with Shayan Solutions or any affiliated company, as these remain Shayan Solutions's property. In addition, the employee is prohibited from retaining or sharing information pertaining to any Shayan Solutions product, as well as transmitting or removing such information via any means, including email, printouts, or other storage media. Such products shall belong to and be the sole property of Shayan Solutions, and he shall have no claim thereto. We shall have the exclusive right to obtain copyright, letters patent, or similar protection for any such invention, improvement, or development, and he shall assist the company in acquiring such copyright, letters patent, or similar protection in Pakistan or any other part of the world for any such invention, improvement, or development, and shall execute all instruments and do all things necessary for vesting the letters patent or other similar protection and all rights thereto.

WARNING & SHOW CAUSE NOTICE

In the event that the employee is found guilty of lack of integrity in the performance of duties, sexual harassment, violent acts against the government, customers, employer and/or any employee, defamation of the employer, immoral conduct that affects the project or company, breach of contract claims, poor performance claims, excessive absences (absence of five working days without permission from your supervisor), deceit, fraud, financial misconduct, nepotism. Under these conditions, the company may issue a warning or terminate the contract.

- ❖ In the event that an employee receives two (2) warnings, the agreement between the company and the employee is deemed terminated, and the company is only obligated to pay compensation for the number of days the employee served before being found guilty.
- ❖ The company may take additional action against the employee if he fails to respond to a demand for explanation.

IMPORTANT MISCELLANEOUS

All emergency cases should be informed on slack dm to HR. And in case of schedule cases email should be made at hr@shayansolutions.com.

I have read the entire document and fully comprehend all of its clauses. I understand that this document will apply to me as of the date of my joining." Also I agree that the policy can be the same or modified depending on the situation.

28-02-2023