

Work From Home

Emumba recognises that in such unprecedented times like Covid-19, it is beneficial for everyone to stay safe, hence we all are strictly following remote work until the Covid-19 situation gets better. However, one must acknowledge that working from home in normal circumstances is a **privilege** that the Company allows its people, due to either a personal commitment or unforeseen circumstances.

Work from home facility is essentially for people who demonstrate a high standard of responsibility and accountability. Managers have the discretion to allow or deny any work from home requests.

Make sure you are well versed with the [8 Rules to enhance Remote Work Productivity](#).

Guidelines on working from home

- Get an approval from your respective manager prior to availing the facility.
- Inform your work status via email to the leads and team members using this [email format](#).
- Inform HR when you plan on working from home by emailing at hr@emumba.com.
- Have an electricity backup system at home (UPS or generator).
- Have a reliable internet connection to ensure there is no interruption in your remote availability.
- Report working hours and hours worked to the lead.
- People are responsible for ensuring they are virtually present for important meetings. You must confirm your availability for meetings at least 30 minutes before the meeting begins. This confirmation should be given to the organizer of the meeting.
 - Use google meet for meetings (easy to use)
 - Use headphones during meeting (reduces echo)
 - Mute microphones, when not speaking (reduces background noise)
 - During stand up, when one person is done, hand over the meeting to the next person

- Use Slack app instead of web interface (voice call feature not available in web app)
- People are required to take reasonable care of all equipment they've taken along for remote work. Keep it secure and use it in accordance with the operating instructions. Equipment must NOT be left unattended in any vehicle at any time.
- It is mandatory for people working remotely to be available on Slack, Email and Phone.
- Use Slack status to let people know if you are on a lunch/prayer break or away.

Keep in mind that the option to work remotely is not a relaxation from work, but rather, a facility. You must ensure that you are communicative and responsive and show that you are working in the vicinity of everyone else.

Leaves

At Emumba, we strive to provide a flexible work environment to our people. Below is the policy governing the permissible paid leaves that people can avail. This policy is applicable to all full time employees.

All leave records are maintained on BambooHR.

Category	No. of Leaves
Paid Time Off	15 days (pro rata)
Sick Leaves	5 days
Maternity Leaves	12 weeks
Paternity Leaves	1 week

Special Occasion Leaves	10 days
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Below are the guidelines governing each of the above categories.

Paid Time Off (PTOs)

- People are required to plan and get managerial approval for leaves beforehand to minimize impact on project delivery and teamwork.
- A maximum of 6 PTOs can be carried forward in any given year. As an example, if 10 PTOs are unavailed at the end of any calendar year, only 6 PTOs will be carried forward to the next year.

To foster work-life balance, we sincerely encourage employees to thoughtfully utilize their Paid Time Off (PTO) days at various intervals, therefore, we have established a guideline regarding consecutive PTO days. We gently urge that no employee, irrespective of their role or seniority, surpasses the **limit of 10 consecutive PTO days**. This practice applies uniformly to each member of our team and is designed to ensure equitable opportunities for rejuvenation while sustaining seamless operations.

Sick Leaves

Sick leaves can be availed for any short-term illness or injury that renders people unable to perform. You may also avail sick leave for caregiving: to deal with an emergency involving someone who depends on you. This could be your parents, spouse, children or a family member.

Prolonged illness that may require a longer break will be considered on a case-to-case basis and will be subject to managerial discretion.

Unavailed sick leaves expire at the end of a calendar year and do not carry forward to the next year. If sick leaves are exhausted, PTO may be utilized in its place.

Maternity Leaves

Emumba recognizes the need for special care for expecting or new mothers. This fully paid time includes 6 weeks of prenatal, and 6 weeks of postnatal period - inclusive of weekends and public holidays.

Wherever applicable, the employee is required to inform their manager at least 2 months prior to availing the leaves. Exceptions can be made for unforeseen circumstances that require taking the leave earlier or later than the specified dates.

Paternity Leaves

Paternity Leave is a fully paid period of 1 week for new fathers who require time off to fulfill their new parental responsibilities. Expecting fathers are required to inform their managers at least a month ahead of time.

Special Occasion Leaves

In the spirit of celebrating special occasions, Emumba would like to gift its employees an exclusive 10 days leave that can be availed for Hajj, Umrah, or personal marriage. The special occasion leaves can be utilized **once every two years**.

People are required to get managerial approval of these leaves at least a month prior to the occasion. These additional leaves may be combined with PTOs if approved by your manager. Special occasion leaves cannot be carried forward.

How to Apply for Leaves?

All leaves should be applied for through [BambooHR](#). Once a leave is applied, your manager will receive the email notification. Once approved, the employee will receive the email notification. In case of emergency situations, where prior notice isn't possible,

please ensure you log the leave as soon as you are able.

To help you better understand the process, we suggest taking some time to watch our [informative tutorials](#) on how to apply for leaves.

While BambooHR will notify your direct manager, please make sure to inform **all relevant internal and external stakeholders** who may be impacted by your plan of leaves. This can be done through email or any other prevailing mechanism in your respective group.

What if my leaves aren't approved?

If your leave application has not been approved by your manager within 48 hours, please reach out to them directly. If your manager is unable to approve your leave or you require further assistance, please contact the HR team.

In the event of a prolonged delay, where your manager is unavailable or unable to approve your leave within 5 working days, the HR team will review and approve your application to ensure timely processing of your request.

Laptop & Accessories

Change/Replace

Emumba recognizes its responsibility to provide its people with the appropriate laptop & accessories so they can fulfil their duties and responsibilities. In case any equipment needs to be replaced or repaired, the request should be made through following the guidelines.

- Request of repair/change of laptop or accessory must be submitted through your Manager
- Managers, after a due diligence will use the [Requisition Form](#) to submit the request
- The operations team will respond back to your request within a day
- If there is a hardware or software problem with the laptop that cannot be resolved immediately, a loaner laptop will be given to you until your laptop is repaired

Guidelines on Reserving a Meeting Room

At Emumba, we have a right mix of meeting rooms and conference rooms to accommodate big and small groups of people. We have 5 meeting rooms on Level 1 and 2 on Level 2. Your google calendar allows you to see the availability of every meeting space in the office at a glance (as shown in the image below), making it easier to reserve the room.

The meeting rooms in Emumba are named after some of Pakistan's most noteworthy artists and poets, people who've contributed to the collective creative genius of the country. From Iqbal to Bakhsh, and from Sadequien to Gulgee, these huge names will act as a source of inspiration and creative thinking for those seeking it in these rooms.

Here are some meeting room etiquettes that we must follow;

- Delete your reservations from the calendar in case of meeting cancellation.
- To allow the next meeting to begin on time, try winding up the meeting within the reserved time slot.
- Remove recurring meetings on the calendar that no longer take place.

- Clean the board in the meeting rooms and public area once the session is over.
- Turn off the TV screen after the meeting has ended.
- Taking food in the meeting rooms and shared spaces is **strictly prohibited**.
- You may take tea/coffee/water with you inside the meeting room.
- Dispose of all tissues, wrappers in the dustbin before leaving the room.
- Take your belongings (mugs, notebooks, jackets) with you after the meeting.
- Check meeting room availability on the calendar to avoid multiple booking of the same room.

Smoking Area

Smoking is injurious to health therefore, we highly discourage it. To safeguard the health of all non-smokers and keep them from passive smoking and discomfort, we've set up some guidelines that all smokers must follow.

- To preserve the image of a clean workspace and to avoid setting off alarms and smoke detectors, smoking is **ONLY** permitted in the designated smoking areas.
- Sign board and cigarette bins have been placed on the **rooftop north-east corner** and **outside, next to the guard room**. Please use the cigarette bins to dispose of the butts and avoid littering around.
- All of you who wish to smoke are advised to **strictly** smoke at the designated areas only.
- Smoking is prohibited indoors at all times, not just during working hours. If you are staying late at work, you're still obliged to follow the guidelines.
- **DO NOT** smoke near the generator. It's a very serious fire hazard and if you do this, you'd be putting yourself, your colleagues and the entire building at risk.

Reimbursements

In cases such as client meetings and office supplies runs, an employee may end up using their own personal cash and credit accounts to cover the costs generated as a result of conducting business activities as a representative for Emumba.

These payments made by employees are considered eligible for expense reimbursements. **Such monetary returns are repaid to employees along with their next salary.** This payment is external to the calculation of their regular pay.

The end goal of expense reimbursement is to ensure that work-associated transactions are administered and settled with efficiency, accuracy, and accountability.

How do I process expense reimbursement?

Step 1: Fill in the [Reimbursement Form](#). All reimbursements require managerial approval.

Step 2: Attach expense receipt along with the bill.

Step 3: Add your signature at the end of the reimbursement form and submit it to Muhammad Bilal (Finance Manager) and Muhammad Yasir (Operations Manager).

What expenses can be claimed?

Reimbursable Employee Expense fall under 4 categories.

1. Meals

Late sittings, as a habit, is highly discouraged but there are some days when it becomes unavoidable for the sake of meeting promised deadlines. In such cases when you work overtime, Emumba will reimburse your dinner expense too (PKR 500 per meal per person limit). You can apply for reimbursement by simply submitting the reimbursement form, supported by meal purchase receipt.

In a situation where you have treated a client or contact to dinner, because it would positively impact the business relationship, the meal expense will also be reimbursed.

2. Travel Expense

Travel expenses include any kind of transportation and accommodation expenses that you incur when going on a business trip. Expenses related to this category include:

- Accommodation (Hotel booking)
- Legal document expenses (e.g. Visa)
- Plane and train tickets
- Necessary medical expenses (e.g. vaccinations)
- Local transportation during trips (taxi fares, rental cars etc.)
- Other minor expenses that have been approved by your manager (e.g. meals, business material)

3. Training and Certifications

Emumba sponsors certifications and training to help employees acquire new skills and adjust to organizational and technological change. **All sponsored certifications require prior managerial approval.**

In order to reimburse the certification expense, you must fill in the reimbursement form with details of the attended course/certification and fee. The fee will be reimbursed once you have achieved the certification.

4. Software Subscriptions

At times there might be a need to use a software in a project to improve team communication, coordination and track members progress throughout. These softwares can only be purchased by the Project Managers or Team Leads upon approval from the HR.

Maternity

The company recognizes the need for special care for employees who are expecting or who have recently given birth. Emumba have thus set out measures to support expectant or new mothers in this regard. This policy outlines the company's provisions for women employees who are expecting a child and/or require time to care and bond with their newborn.

Maternity Leave is a fully-paid, temporary absence from an employee's position and applies to expectant or new mothers who require time off for pregnancy, childbirth and child care.

Policy

- The policy applies to all female employees after their successful completion of probation
- As per the company leaves policy, the employee is entitled to take 6 weeks prenatal and 6 weeks postnatal paid maternity leave (inclusive of weekends and public holidays)
- Pregnancy is treated as a temporary physical disability, and as such will not be discriminated against in any situation. Therefore, any expecting employee cannot be asked to resign, or have their employment terminated solely due to them being pregnant
- The employee is required to inform their manager/team lead about their pregnancy at least 2 months prior to availing the leaves
- The manager/team lead of the expecting employee needs to take reasonable steps to ensure their health, and safety. Some steps that can be taken to ensure the same include:
 - Flexible working hours as long as the schedules overlap with those of their team members to complete the job duties effectively
 - Remote work facility
- The position of employee and the benefits associated with them will not be affected during the maternity leave. The company is allowed during that time to fill the position with a temporary replacement

- The company's health insurance partner caters a certain amount for the delivery of a child. HR will facilitate the employee's delivery charges claim, if the same is requested by the employee

Important forms related to maternity reimbursements:

[Maternity Claim Form](#) B

Documents for [Maternity Claim- Non Panel Hospital](#)

Paternity

Emumba recognizes the need for everyone in the company to be able to balance their job and family duties. Paternity Leave is a fully paid, temporary absence from an employee's position and applies to new fathers who require time off to fulfill their new parental responsibilities.

Policy

- The policy applies to all full time male employees who are expecting a child
- As per the company leaves policy the employee is entitled to take 5 days paid paternity leave (not inclusive of weekends and public holidays)
- Eligible employees may take their paternity leave within the first ten weeks of their child's birth
- The employee is required to inform their manager, team lead and HR about the expected date of the beginning of the paternity leave, at least 2 months prior to availing the leaves. We can make exceptions when there are unforeseen circumstances that force you to take leave earlier or later than the date specified.

Loan Application

The purpose of this policy is to provide a guideline on application of loan from Emumba.

Loans will be given to employees who have an immediate need for funds as the result of an

emergency and have no other source of money available at the time. The loan is intended as a personal benefit to the individual employee involved and is designed to help those who have exhibited good work practices and who are having financial hardships.

Eligibility

- The policy applies to all full-time employees who have completed **1 year of employment** at Emumba.
- The employee must be in good standing with the company.
- Loan requests can be made in the event of a personal or unexpected financial hardship.

Financial Hardship

An unexpected financial hardship is defined as an unplanned expense such as, but not limited to;

- A medical emergency not covered by medical insurance
- Unexpected transportation repairs
- University fee
- Rent and mortgage payments

Key Points

- Loan requests for the Housing Finance (purchasing of land/property, construction or renovation of house) will not be entertained.
- Requests for an interest-free loan can be made up to a maximum of thrice the base monthly salary of the employee.
- The loan must be paid back through monthly payroll deduction of PKR 10,000 or monthly deduction of 10% from the base salary, whichever is greater.
- An employee may not apply for an additional loan until there is a zero balance on prior loans.
- Emumba reserves the right to deny approval of a loan for any legitimate reason.

Application Process

1. To apply, send an email to hr@emumba.com with the following information
 - Purpose of the loan
 - Amount of loan
 - Preferred Payback Model: A monthly deduction of PKR 10,000 from the monthly payroll or monthly deduction of 10% from the base salary, whichever is greater.
2. Upon receiving the request, the submitted application will be forwarded to the loan approval committee. The committee will review the application and may ask for additional information if needed. The committee will share the approval/rejection decision through the HR.
3. Once approved, the amount will be transferred within 1-2 working days.

Guidelines on Team Building Activities

We strive to make Emumba the best place to work at and team building plays a vital role in it. To keep the positive energy going in the office and to find ways to keep excitement high, we encourage teams and verticals to re-energize through team building activities.

Guidelines

- There will be 1 annual company-wide trip
 1. It will be a 3-4 days trip
 2. It will be organized by Employee organizing committee (supervised by HR)
 3. It will be announced 3 weeks prior to travel date so everyone can manage their schedules
 4. Complete COVID vaccination is mandatory to go on the trip
- For Vertical & Project Team Building Activity
 1. Verticals can have one team event every 6 months
 2. Project teams can have one team event every 6 months
 3. Budget: PKR 5K per person, per event
 4. Activity should be planned and communicated a month in advance
 5. Teams to coordinate and manage planned activities themselves
 6. Submit plan to HR for review (including vaccination status)

7. Approval by Leadership
8. Budget allocated to Vertical Head or PM (person in charge)

Notes

- **COVID vaccination is mandatory for participating in team activities and trips**
- It is recommended that the team building activity be a single day activity
- It will be preferred if team activities are managed on a weekend. Weekday activities will require formal approval from the client(s)
- For any trip only the specified team members can be a part of the activity. Selective members from other verticals or projects cannot join in
- Project team activities will be approved subject to approval from the client
- Any payment over and above the specified budget per person amount will be paid for by the team themselves
- Each vertical/ project has the opportunity to hold 2 events per annum (Jan-June, July-Dec). Budgets will not be consolidated or combined
- There is no compensation leave granted by the Company against a sanctioned team activity
- You can review the [list of activities](#) that teams can opt from. Teams have a choice to come up with their own plan
- To ensure a fair and consistent reimbursement process, we kindly request that reimbursement claims be **supported by the corresponding bills**. While we are unable to include tips and similar gratuities in the reimbursement, please understand that we hold in high regard the considerate gestures that enhance these moments of togetherness
- Our team activity and dinner budget is allocated to ensure enjoyable and memorable experiences for all. If, by chance, the full budget is not utilized during an event, we kindly request that any remaining funds be returned to the finance department

