



HUMAN RESOURCE EMPLOYEE HANDBOOK

2021

Handbook-
Pakistan
2020

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INTRODUCTION

All Human Resource policies and procedures enshrined in this handbook have been developed keeping in mind the business norms and market practices within the confines of the law. Any oral or written statements of promises to the contrary are hereby expressly disavowed and should not be relied upon by any prospective or existing employee.

It is intended to familiarize you with important information about the company, as well as provide guidelines for your employment experience with us to foster a safe and healthy work environment. Please understand that this booklet only highlights company policies, practices, and benefits for your personal understanding and cannot, therefore, be construed as a legal document. It is intended to provide general information about the policies, benefits, and regulations governing the employees of the company, and is not intended to be an express or implied contract.

It is obviously not possible to anticipate every situation that may arise in the workplace or to provide information that answers every possible question. In addition, circumstances will undoubtedly require that policies, practices, and benefits described in this handbook change from time to time. Accordingly, the company reserves the right to modify, supplement, rescind, or revise any provision of this handbook from time to time as it deems necessary or appropriate in its sole discretion with or without notice to you.

No business is free from day-to-day problems, but we believe our personnel policies and practices will help resolve such problems. All of us must work together to make the company a viable, healthy, and profitable organization. This is the only way we can provide a satisfactory working environment that promotes genuine concern and respect for others including all employees and our customers. If any statements in this

handbook are not clear to you, please contact HR representative for clarification.

CODE OF CONDUCT

OVERVIEW

Every professional organization and professional association have some core values, principles and general expectations that guide professional behavior of its members. When practiced over a period, these values shape norms and the organizational culture which defines the character of an organization. Work values and professional code help in establishing clear expectations, defining work ethics that safeguard the interests of individuals, roles, and groups, and minimizing conflict and further specifying procedures for dealing with such conflict when it occurs. Healthy work practices are an essential ingredient of a professional work environment that drives growth of both the individual and the organization.

The xiQ code of conduct is outlined below, the details of which can be found in the Employee Handbook. Since the effectiveness of any professional code is mainly determined by the commitment of its members, your cooperation in this regard is thus solicited.

All staff is to abide by the existing rules and regulations of the company and observes, complies and is to abide by all orders issued by the management from time to time. Company may take disciplinary action in any case where the conduct of team member varies from the expected disciplined conduct.

PROFESSIONAL CODE

- (a) xiQ team members are expected to establish a high standard of ethical behavior in every aspect of their professional conduct.
- (b) Contribute to establish work standards, norms and values that enhance the corporate image of the organization, and develop a work environment that is secure, healthy, and conducive to

personal, professional, and organizational growth and development.

- (c) All team members are expected to think and act beyond their individual or functional roles and work cohesively as a team as part of the xiQ family.
- (d) Work responsibly, learn continuously and strive to enhance the efficiency and effectiveness of operations and work practices.
- (e) Demonstrate sensitivity to the rights and needs of other coworkers to strengthen a mutually beneficial bond and maintaining a healthy working relationship with all team members.

ATTENDANCE

- (a) All team members are required to be at work at the time communicated to them by their Division Head or Team Lead.
- (b) Accurately sign in the arrival time in the Attendance system and sign out on exit from office.

WORKING HOURS

- (a) All team members except night shift staff, are expected to adhere to their shift timings communicated by team leads. Your Availability is essential to ensure reliable and effective coordination between team members and to avoid any unnecessary delays in decision making or work performance.
- (b) For a 24/7 operation, maintaining certain staffing levels during different hours of the day (and night) is necessary.
- (c) Members working in the morning shift are expected to arrive by 10:00 AM
- (d) A few members shall be designated to adhere an evening schedule, from 02:00 PM to 11:00 PM.
- (e) People serving in the evening shift may be rotated from time to time.
- (f) Evening shift timings are 3:00 PM to 12:00 AM

- (g) Other than the timings communicated by different team leads It is appreciated that due to time zone differences and other business contingencies, some team members may occasionally need to work late or adopt a different work schedule for a specific period. However, such instances should be on need basis only and later be reverted to standard work schedule.
- (h) Any nonstandard work schedule of a team or section requires management approval. A short term, temporary change though does not require formal approval but needs intimation to relevant stakeholders.
- (i) All section managers and project managers are required to submit the work schedules of their teams to Human Resources. Timely updates to such schedules should also be communicated to HR.
- (j) If an individual anticipates being late, the person is expected to inform the supervisor or leave a message with Reception.
- (k) The supervisor should be informed before leaving workplace during working hours. Break periods should not be abused, an any time-wasting activities be avoided.

LEAVE APPLICATION

- (a) A leave application should be submitted to the line Manager (or supervisor) supervisor well in advance to ensure smooth resource adjustments and avoiding any adverse impact to project, work commitment or overburdening of other team members.
- (b) For annual leaves or other anticipated leaves, the application should be submitted at least 15-30 days in advance. For unanticipated leaves, an application should be submitted as early as possible.
- (c) If submission of prior application is not possible, the individual is required to intimate the supervisor or Front Office about his unavailability.
- (d) If a timely leave application is not provided, and/or necessary resource adjustments is not possible, leave may not be granted for

the specified period and the individual may be asked to re-schedule the leaves.

- (e) Unauthorized absence from work or absence without intimation may lead to disciplinary action.

CONFIDENTIALITY AND INFORMATION SECURITY

- (a) All team members are required to maintain confidentiality. Any confidential information must not be disclosed to external parties or to undesired internal recipients within xiQ. This includes sharing of customer, product or process information, trade secret, personal salary, benefits, or sensitive information not relevant to the individual etc. Refer to Employee Proprietary Information Agreement for details of confidentiality.
- (b) To protect xiQ infrastructure, proprietary and sensitive data all team members are expected to be sensitive to possible breaches of security and report any possibility or eventuality to Manager Security and Compliance as soon as it arises or is anticipated to occur.

DRESS CODE

Appropriate dress is important in promoting a positive corporate image and a professional work environment. XiQ team members are expected to wear standard business attire. Shalwar Qameez and Open Chappals are not considered to be business attire.

HARASSMENT DISCRIMINATION AND RELIGIOUS TOLERANCE

- (a) Harassment consists of unwelcome conduct, whether verbal, physical or visual, that is based on a person's race, color, national origin, religion, age, sex, gender, or disability. It includes threats, derogatory comments, unwelcoming or obscene jokes, teasing, sexual advances, requests for sexual favors etc. xiQ is an equal

opportunity employer and is committed to provide a healthy work environment to its people free of any form of discrimination.

- (b) Employee harassment of any form will not be tolerated at xiQ.
- (c) Any individual who has faced or witnessed harassment should report to the supervisor or Human Resources.
- (d) xiQ respects the religious beliefs and practices of all employees. No individual at xiQ is allowed to condemn the religious beliefs of any employee, client, contractor etc. or to spread hatred against any sect, creed, or religion. Spread of religious beliefs, messages of any sect, creed, or religion in xiQ premises or using xiQ infrastructure is also prohibited.

PERSONAL CALLS AND USE OF CELL PHONES

- (a) While we understand that people occasionally need to receive or place personal calls during work hours, the team members however are required to minimize the incidence as excessive personal calls is disruptive for work and other team members.
- (b) The duration of the calls should also be kept minimal.
- (c) While at work, cell phones are required to be kept in silent mode.
- (d) Unauthorized capturing of photographs or videos using camera-equipped mobile or other devices is prohibited within xiQ premises.

COMPUTER AND INTERNET USAGE

- (a) xiQ infrastructure must not be used for transmitting, retrieving, or storing any communication or electronic (or even print) material of a defamatory, discriminatory, or harassing nature or materials that are obscene.
- (b) Transmitting emails that spread political messages or hatred against any group are also prohibited.
- (c) Sending bulk emails or non-work-related messages to groups should be avoided.

- (d) Non-work-related material should not be downloaded, transmitted, or stored.
- (e) To minimize prospects of network vulnerability, unauthorized or non-work-related software should not be downloaded from internet or installed on the system.
- (f) All software should be installed by or with the support of TAC.
- (g) E-mail is not guaranteed to be private or personal - xiQ reserves the right to examine, monitor and regulate e-mail messages, directories, and files, as well as Internet usage.
- (h) The use of MSN Messenger, Yahoo or other Internet messengers or chat software is prohibited. Skype is the authorized tool for instant messaging within xiQ.

COMPLIANCE WITH ANTI BRIBERY LAW

Employees are prohibited from all form(s) of Bribery. Employees will not violate the Requirements of Law, including the U.S Foreign Corrupt Practices Act of 1977 (FCPA), as amended, or any other applicable anti-corruption regulation, employees will not with a corrupt intent directly or indirectly pay, promise or offer to pay, or authorize the payment of any money or give any promise or offer to give or approve the giving of anything of value to a US or Foreign Official for the purpose of obtaining or retaining business for or with, or directing businesses to any Person. Employees, Agents, or Affiliates shall not offer, promise, or give directly or indirectly a financial or other advantage to a Foreign Official, any employee or representative, or any other Person (each a “FCPA Recipient”) if you, your employee, Agent, or Affiliate intends the advantage to induce or reward the FCPA Recipient or another Person to perform improperly or in violation of a requirement of Law.

ACTS OF MINOR MISCONDUCT

Following are examples of acts of minor misconduct / unacceptable behavior (not limited to the following list only):

- a) Inattention to duties / leaving workplace while on duty without permission.
- b) Tardiness
- c) Untidy workplace
- d) Making false, concealment or misleading statement
- e) In-efficient, careless, or wasteful working and negligence
- f) Failure to notify supervisor personally about the absent before the start of the time being absent from work.
- g) Inappropriate clothing

PENALTIES FOR MINOR MISCONDUCT

An individual found guilty of an act of minor misconduct is liable to any of the following penalties (at the sole discretion of Management):

- (a) Warning
- (b) Withholding annual increment for specified period not exceeding 6 months
- (c) Any other penalty as decided by management keeping in view the nature of circumstances.

ACTS OF MAJOR MISCONDUCT

Following are examples of acts of Major misconduct / unacceptable behavior (not limited to the following list only).

- a) Misappropriation of funds or fraud or other acts of dishonesty with the company
- b) Repeated absence from work without authorized leave
- c) Theft or misuse of company's or another team member's property
- d) Insubordination or unwillingness to comply with the directions of supervisor.
- e) Harassment (of any kind)
- f) Conviction in a court of law of any offence involved moral turpitude.
- g) Engagement in any outside employment of business without authorization of the company
- h) Failure to comply with xiQ service rules and regulations.
- i) Failure to work for the interests of company.

- j) Falsification of company documents, records, or reports
- k) Disclosure of company trade secrets
- l) Misbehavior with the xiQ clients
- m) Use of any sort of drugs during work hours.
- n) Violence / Assault on a colleague or client
- o) Gambling while on Company property
- p) Possession of any weapon during office hours
- q) Willful damage to company property
- r) Violation of The Foreign Corrupt Practices Act

PENALTIES FOR MAJOR MISCONDUCT

An individual found guilty of an act of major misconduct is liable to one / all the following penalties (at the sole discretion of Management):

- (a) Withholding of annual increment or promotion for a period specified
- (b) Demotion
- (c) Dismissal from services without pay (the outstanding dues may be adjusted to make good the loss incurred by the company)
- (d) Suspension without pay.

DISCIPLINARY PROCEDURE AND CORRECTIVE ACTION POLICY

- (a) Every individual working at xiQ is subject to xiQ corrective action policy (depending on the nature of the inappropriate behavior / action / problem). However, probationers, contractees & interns may be terminated immediately without having gone the following steps.
- (b) The above code highlights the organizational expectations, and the abuse of the code could lead to disciplinary action the details of which can be found in the Employee Handbook. The procedure for addressing code violation is being outlined hereunder.

COUNSELING BY SUPERVISOR

- (a) Individual found violating the code of conduct shall be counseled by the supervisor or the concerned manager, who shall clarify the organizational expectation and seek commitment for adherence to code.
- (b) If the individual fails to abide by the code despite counseling by supervisor or concerned manager, the case would be referred to Human Resources (HR)

HR COUNSELING

HR representative would hold a counseling session with the staff member, advise corrective measures, offer support if desired, specify consequences for undesired work behavior and seek commitment for compliance.

VERBAL WARNING

- (a) If the individual fails to comply with the code of conduct despite counseling from HR, a formal verbal warning would be issued.
- (b) The issuance of a verbal warning would reduce the individual performance score for that period by 5 points.

WRITTEN WARNING

- (a) In case of repeated violation of the code, a written warning shall be issued by HR. Written warning would identify behavioral issue, specify expected behavior and consequences of further violations. A written reply is sought from the individual within specified period. A copy of written warning with receiving from individual and the corresponding reply are to be recorded in the personal file.
- (b) The issuance of a written warning would reduce the individual performance score for that period by 10 points.

FINAL DISCIPLINARY ACTION

If the desired results are not achieved within a reasonable period because of counseling and warnings, Management reserves the right of making a final decision which may include but not limited to withholding of annual increment, suspension, demotion, dismissal etc.

RIGHT TO APPEAL

Should a staff member wish to appeal against the outcome of a complaint, he/she must appeal in writing within 10 working days of the receipt of the outcome letter to the Director of Human Resources, setting out the grounds of appeal and stating whether the appeal is in respect of the whole or in respect of any specified part of any finding of fact or decision. In the proceedings of the appeal, the member will not be entitled, except with leave of the Appeal Committee to rely on any grounds of appeal not specified in their written appeal.

The Director of Human Resources will appoint an Appeal Committee to hear the appeal, consisting of a “Management Committee (HOD's)” approved by CEO. The Appeal Committee should have no conflict of interest in the appeal, be unbiased, and have the appropriate qualifications and experience to be able to evaluate the issues under investigation. An HR representative will take on the role of Secretary to the Committee. The Appeal Committee will meet within 10 working days of its establishment to hear the appeal, or as soon as is reasonably practicable thereafter.

POLITICAL INVOLVEMENT POLICY

In xiQ, team members may not contest in elections or may not campaign for themselves or for anyone else, nor can they use company's equipment or resources for political activities.

PURPOSE

The purpose of this policy is to define the limits and parameters within which political involvement and activism may be allowed for employees of xiQ. This policy should also define what actions may be considered violations of this policy which may be subject to disciplinary action by the management.

ELIGIBILITY/SCOPE

This policy applies to all active employees of xiQ.

CATEGORY

Conflict of interest – Environmental Conflict which involves external pressures outside of the organization such as a changing government, new elections, political activities and family associations and pressure in this regard.

Policy Statement	Employees are not allowed to contest elections for any public office while being on the payroll of xiQ. Employees are also not allowed to campaign or lobby for any electoral candidate, party or faction while being on duty, and within the office premises. Employees would also not be allowed to use official equipment such as mobile phones, laptop or desktop computers, and network for any political activity. Furthermore, employees must ensure that any involvement in any political campaign does not adversely affect their ability to perform their duties as an employee of xiQ. Restrictions address the need for employees to be and to appear impartial.
Conditions	As per policy, the company would not allow political activism within xiQ Pakistan. Employees of xiQ should therefore refrain from political activism specially during work hours and in the office. No employee may canvass or work in support of a political candidate during working hours or in the company premises. No employee shall distribute pamphlets, wear clothing, buttons/badges or other paraphernalia, that advertise any political candidate, party, or faction, while at work and within the office premises.
	If employees are unsure about the appropriateness of their participation in

Implementation	political activities they should consult with their general managers/executive directors/division heads or HR for clarification.
Violations	Disciplinary action would need to be taken for open violations which would be determined by the management upon the case of violation.

PERSONNEL POLICIES

MANPOWER HIRING POLICY

xiQ strongly believes in hiring quality manpower. To ensure it, xiQ has a separate HRM department involved in efforts to get quality people.

EMPLOYMENT ON PROBATION

- (a) Mostly, we hire individuals to fill permanent vacancies in our different positions. That is why, we hire individuals on probation. A probationer has to go through a probation period of three months at least. Only on successful completion of probation period, employee's status is confirmed as a regular / permanent employee in writing. In case of poor performance during the probation period, probation period may be extended, or services may be terminated.
- (b) On confirmation of employment, employee becomes entitled to all company employment benefits. During probation period, there is no entitlement of such benefits.

INTERNSHIP

We offer three months internship to fresh graduates in IT, Commerce and in other fields. An intern has to go through an internship period of three to four months. Interns who successfully complete internship may be confirmed as permanent / regular employee of the company depending on their performance. During Internship there is no entitlement of any company employment benefit.

HIRING ON CONTRACT BASIS

Keeping in view the nature of project or temporary requirement of manpower, we may hire technical / professional services of individuals on contract basis. Such individuals are not entitled to any company employment benefits.

DAILY WAGES WORKERS

For the work which is essentially temporary in nature, or which is limited to some hours only, we hire workers on daily wages (such as office cleaning staff, security guard etc.).

NEW EMPLOYEE ORIENTATION

xiQ conducts an orientation for every new team member immediately following his / her day of joining XIQ. The objective of new employee orientation procedure is to assist the new team member to adjust to xiQ environment and to introduce him / her to the job so that he / she can:

- a) Develops a greater appreciation of his / her role in the overall operations of xiQ.
- b) Gets adjusted with colleagues at xiQ faster.
- c) Have least feeling of initial anxiety one is bound to have at the beginning of new job.
- d) Enjoy his / her work at xiQ fully.
- e) Have a better conceptual framework.

EQUAL EMPLOYMENT OPPORTUNITY

xiQ is an equal opportunity employer as in we hire manpower without any prejudice of age, race, sex, religion, color, disability, marital status, national origin, and any other protected status etc. We look forward to finding best people without any positive or negative influence of the above said factors of our on our hiring process.

WORKING HOURS

- (a) Office working hours differ from division to division according to nature of its working. The management reserves the right to determine the working hours or different divisions & for different categories of manpower from time to time. However, working hours are within the limits prescribed by the Law.
- (b) Office working hours are 10:00 A.M to 07:00 P.M / 9 hours a day, five days a week* Above may vary as per work requirement & mutual understanding with Supervisor.

XIQ EMPLOYEE IDENTITY CARDS

All team members are required to wear their xiQ employee ID cards during their duty timing. For the issuance of employee identity card, every team member is required to contact Administration department.

PUBLIC HOLIDAYS

Public / Gazetted holidays, as announced by the Federal and Provincial Government, are allowed with pay to team members at xiQ. However due to exigency of work team members may be required to work on such a holiday and will be allowed CPL as per rules. Administration department at head office communicates all holidays in advance to all XIQ staff.

EMPLOYEE TRAINING & DEVELOPMENT

The Company shall impart technical and other training to team member for the performance of the various functions and duties. A team member being imparted technical training is required to execute a training security bond of specific period as may be described by management. In case, a team member who has signed a security bond leaves company sooner than committed time specified in the security bond is liable to pay to the company liquated damages (an estimate of the cost incurred by the company in arranging for and imparting the requisite training to such team member).

Company may arrange on job training as well as off the job training at any time. For the development of team members, xiQ has practice of job rotations as well.

COMPANY PROPERTY

Company property assigned to team members (e.g., computers, CDs, tools, equipment, automobile, cellular phone, keys etc.) is for their official use, and is not to be given to, or used by another individual (not even another xiQ team member). Lost, theft, breakage must be reported immediately to the Administration Manager. Team members are responsible for the proper use, care and safeguarding of Company property assigned to them. All company property must be returned in its original condition when no longer needed and upon termination of service.

SAFE WORKING ENVIRONMENT

xiQ is responsible for providing and maintaining safe and healthy working environment with all necessary facilities for its team members. It is the responsibility of team members to follow safety rules and regulations for their own benefit. In case of emergencies, a First Aid Box is available in office. In case of some aid required, you just need to contact any representative available in Admin/HR office.

AWARDS

To reward the excellent performance, team member's long stay at the company and other performance related factors, xiQ gives awards to team members every year at the occasion of annual general meeting.

These awards include:

- (a) Fifteen years' service award
- (b) Ten years' service award
- (c) Five years' service award

- (d) Software Engineer of the Year
- (e) QA Engineer of the year
- (f) Client Success Employee of the year
- (g) Best IT Services
- (h) Top Lead/coach
- (i) Special Performance
- (j) Commitment to Work

TERMINATION OF SERVICES

Services of a team member may be terminated due to any of the following reasons.

DISMISSAL

Dismissal of any team member can be ordered by the department head only if a major offence has occurred. No notice period or pay is required in case of dismissal due to major offences. Any loss or damages caused by such person are to be recovered by his /her final settlement.

RESIGNATION / TERMINATION OF SERVICES BY THE TEAM MEMBER

- (a) Head of the department may accept the resignation of team member working at company. Confirmed employees / contractual employees of the Company may resign from their services by submitting a letter of resignation with giving one month notice or pay in lieu thereof. Probationers may resign from their services by submitting a letter of resignation, with giving 0-3 days' notice (based on the need and advice of the relevant head) or pay in lieu of notice. Any team member who has resigned continues to serve the Company till his / her resignation has been formally accepted. Non-compliance to this clause makes him/her liable to pay loss/damages caused to the Company. No resignation is deemed effective during the period of

disciplinary proceedings instituted against the team member concerned.

- (b) Functional Head on recommendation of respective Manager and with consent of HR Head may waive off notice period given by any team member on resignation and relieve him/her early. In that case there would not be any deduction from the salary of team member for remaining notice period days.
- (c) The company may terminate this appointment at any time without notice.

TERMINATION OF SERVICES BY THE COMPANY

- (a) xiQ may terminate services of any team member, without assigning any reason; by giving him / her one-month notice period or pay in lieu thereof (confirmed team members). Probationers / interns / contract employees may be terminated at any time, without assigning any reason and without giving them any notice or pay in lieu thereof.
- (b) On the termination of services from the company due to either reason, team member is liable to get necessary clearance from the company (on prescribed form available at HR department) along with proper handing over the pending assignments, tasks, and responsibilities to the designated team member. Filled clearance form is submitted to HR department and final settlement of dues is prepared by Accounts department according to company policy.

COMPENSATION AND BENEFITS POLICIES

LEAVE ENTITLEMENT

At xiQ, confirmed team member will be entitled to below mention leaves on the terms & conditions as mentioned below:

ANNUAL LEAVES

- (a) All xiQ confirmed team members will be eligible to 14 days annual leaves on completion of one year of continuous employment as confirmed team member with xiQ.
- (b) Application for grant of annual leave must be given at least 15 to 30 days before the starting date.
- (c) For leave entitlement calculation, a year is defined as a fiscal year from 1st July to 30th June.
- (d) For recently hired employees leave entitlement can be calculated on a pro-rata basis.
- (e) Annual Leaves not availed within the calendar year, will be encashed if exceeds total accumulated limit of 28 days.
- (f) Encashment of all un-availed accumulated leaves will take place only at the time of employee separation from the company.
- (g) Annual leaves cannot be taken after submission of resignation. Any leaves taken in the 30 days' notice period will result in salary deduction.

CARRY FORWARD OF ANNUAL LEAVES

A maximum of 28 days Annual Leaves can be carried forward at the end of one fiscal year for employees. No other kind of Leave can be carried forward under any circumstance.

ENCASHMENT OF ANNUAL LEAVES

Annual leaves left over after a maximum accumulation of 28 Days, will be encashed at the end of fiscal year. No other kind of Leave can be encashed under any circumstances.

CASUAL / SICK LEAVES

- (a) Ten (10) casual / sick leaves will be available to the confirmed team members during each year (starting from 1st July till ending

on 30th June) in accordance with their length of service at the company. These leaves will be dissolved after ending the year on 30th June.

- (b) Casual / sick leaves will not be allowed for more than two (02) days in a row if medical certificate not submitted.
- (c) It will be obligatory upon team members to get the requisite casual / sick leave application forms signed from department head.
- (d) All casual / sick leave application forms for casual / sick leaves availed during a month should be submitted to the administration department with the approval of the department head by end of month. In case employee fails to do so, Administration department will treat such leave as leave without pay.
- (e) No sick / casual leave is allowed during probation / internship. However, in case of emergency, probationer / intern may be allowed leave not more than one in a month with approval of department head.

COMPENSATORY LEAVES / CPL

- (a) Team members will be entitled to CPL equal to the number of weekends and Public Holidays he worked due to exigency of work.
- (b) Team member will be required to fill and get approval from department head for CPL on “Leave Application Form – Compensation Leave” section within a week. Same form will be used to avail the leave later.
- (c) CPL cannot be grouped with any other type of leave i.e. Casual, Sick or annual leave.
- (d) CPL will be treated as Casual Leave i.e., maximum two days of compensation leave can be availed at a time.
- (e) CPL can be taken any time during the fiscal year (July-June).

- (f) Compensation Leave facility will not be available for people On-Call or 24*7 Support.
- (g) This policy is applicable on Software division only.

MEDICAL LEAVES

- (a) In case of serious sickness, 60 (sixty) leaves without pay will be allowed to the confirmed team member.
- (b) Team member will have to apply to the department head for grant of medical leaves (on prescribed "Leave Application Form") along with the medical certificate.
- (c) Recommendation of department manager will be forwarded to Board of Management for final approval. This approval will be forwarded to HR department finally.
- (d) Before re-joining work, team member will intimate his / her department head and Administration department about expected date of re-joining. On rejoining, he will report his / her re-joining (on prescribed joining report form) and be required to submit medical fitness certificate to make sure that he is fit to perform his tasks fully. Rejoining the work will not be on Sundays, Gazetted holidays, or any other off days.
- (e) Period of medical leaves will not be considered while calculating term of employment of team member for any purposes e.g., annual leaves, provident fund etc.

BEREAVEMENT POLICY

A full-time employee of the company may request a leave of absence from casual/sick leave quota for bereavement upon the demise/loss of member(s) of the immediate family.

Members of the immediate family are defined as parents, spouse, children & sibling.

- Bereavement leave will not be allowed for more than 5 days in row.
- 5-day leaves will be deducted from quota of 10 casual/sick leaves.

- Additional days i.e., more than 5 days leaves will be treated from Annual leaves quota.
- All Bereavement leave application should require approval of the department head or HR as convenient at that time.

MATERNITY LEAVE POLICY

A) DEFINITION

Maternity leave is absence granted to a female employee for reason of maternity confinement for a period not exceeding 3 months. (In this context, the word ‘maternity’ would imply any matter concerning pregnancy and the word ‘delivery’ would cover miscarriage and DNC and 3 Months means 84 days including any weekends or national/provincial holidays)

B) ELIGIBILITY

All xiQ Female employees on regular confirmed appointment are eligible for maternity leave with a minimum continuous service tenure of 6 months.

C) PROCEDURE

The employee will initiate an application for maternity leave, preferably 8 weeks or as far ahead of the beginning of the leave as possible to facilitate a substitute. The employee must apply to the department head and the Department Head will forward approved leave application to Human Resources. The application must be supported by a medical certificate stating the expected date of delivery. The certificate must confirm to the requirements described for a medical certificate in support of sick leave. Further, as soon after the delivery as possible, the employee would submit to the HRD a copy of the birth certificate as a proof of actual date of delivery. And if DNC or miscarriage has taken place, a proper certificate indicating the same in that behalf.

D) DURATION AND OTHER STIPULATIONS

The leave is divided into two parts: 20 to 30 days before the expected date of maternity confinement and the balance after the delivery. Where the female employee has not availed the pre-delivery leave, or any part of that, such period will be added to the post-delivery leave.

During this leave the employee retains the right of her position or to an equivalent position. Maternity leave may be extended subject to the approval of Management and a female team member may request for additional unpaid leaves i.e., 1 week, 2 weeks or more up to 1 month. These leaves (if approved) will be unpaid.

Annual leaves cannot be clubbed with the maternity leave (including extended unpaid leaves, if approved) and to avail the same, a female team member must join office after completion of maternity leave.

Maternity leave will only be granted twice in the entire service of a female employee.

E) COMPENSATION

Company will compensate its female team members as per following:

- a) 1 Base salary per month during maternity leaves. However, the female team member will not be entitled for any variable pay (Company Revenue or Performance Share) during this tenure.
- b) Team members who are away on maternity leave continue to participate in their life insurance and health insurance.
- c) A female team member, who is already enrolled for company Provident Fund facility, would remain entitled for this facility during her maternity leaves (other than unpaid leaves).
- d) Tax and other standard payments e.g., EOBI will be deducted from the salary during maternity leaves.

- e) The period of the leave is included in the calculation of the employee's length of employment and seniority.
- f) During Maternity Leave, employee will not be entitled for Traveling allowance and fuel allowance (if otherwise entitled).

GENERAL RULES FOR GRANT OF LEAVE

For grant of any leave, team member concerned need to apply in writing on prescribed Leave Application Form available from Administration department. For the grant of annual leave, leave application must be submitted to department head for approval at least 15 to 30 days before the starting date and approved application forms must be submitted to Front Office Administration department for record. For Casual / sick leave and CPL, leave application forms should be submitted to the administration department with the approval of the department head before end of month failing to which Administration department will treat such leave as leave without pay / absent. Leave is not to be claimed by any team member as a matter of right. Grant of any leave is subject to exigencies of the Company business.

MEDICAL POLICY

Every team member is entitled to medical coverage benefits provided by xiQ with effect from his / her date of confirmation at the company. Medical coverage benefit will comprise of following:

- (a) Group Insurance
- (b) Outpatient Medical

GROUP INSURANCE

xiQ will get all its confirmed team members insured from Insurance company under Group Insurance Policy for the following:

- (a) Group Hospitalization (team members and their dependent i.e., one Spouse and children only).

- (b) Group Life Insurance (team members only)
- (c) Team members are entitled for above with effect from their confirmation date (after submission of insurance registration form). All Insurance benefits both Life and Health are according to policies signed by XIQ with Insurance Companies (Copy of policy available on request)
- (d) This is the responsibility of every team member to get his-self / his dependents insured (forms available with Administration department) immediately after his / her confirmation. He / she needs to attach all necessary documents with this form and submit it to Administration at Head Office (HR department will provide necessary guidance when required).
- (e) xiQ team members are divided into six grades for health and life insurance. Respective entitlements for each grade (for group hospitalization / life Insurance) can be seen in "Schedule of benefits". Every detail regarding health insurance coverage, entitlements, list of penal hospitals is described in the above booklet. However, some important points are as follow:
- I. All confirmed team members (for life insurance as well as group hospitalization) and their dependents (spouse & Children for group hospitalization only) are covered under group health insurance.
 - II. Any addition in the family i.e., spouse, new childbirth is also entitled to health insurance subject to provision of complete documents (form filling & attachment of all required documents) by the team members. They will be added in insured person list after submission of all these to insurance company through Administration.
 - III. Maternity coverage is available up to two children (two pregnancies). NO maternity coverage available to any pregnant i.e., pregnant at the time of registration with insurance company.

OUTPATIENT MEDICAL

- (a) xiQ will provide its confirmed team members financial assistance in case of outpatient.
- (b) For outpatient medical bill reimbursement, only 90 % of the bill amount will be reimbursed by the company. Remaining 10 % will be born by the team member.
- (c) For outpatient medical bill reimbursement, doctor's prescription will be must. There will be an audit on test basis; strict disciplinary action will be taken in case of misstatement.
- (d) Parents of confirmed team members would be covered in outpatient.

CHILD EDUCATION POLICY

- (a) xiQ provides education allowance to all its confirmed team members for the education of their children.
- (b) Rate of education allowance is Rs. 6000/- (Rupees Six Thousand) only per month or 50 % of monthly fee (whichever is lesser) per child of team member.
- (c) This allowance is limited up to the Two (02) children of a confirmed team member.
- (d) This allowance is given till the completion of Graduation of children of team member.
- (e) This policy is applicable on the fees of the recognized educational institutes.
- (f) All school fee bills submitted to Accounts department are subject to verification for fee break up (according to the procedure of Accounts department)
- (g) Transportation fee and stationery are not included.

PERFORMANCE EVALUATION & COMPENSATION

- (a) At xiQ, performance of all staff is evaluated on yearly basis. Performance year starts from 1st of January ending on 31st December every year. A web-based system, Halogen, of

performance evaluation is used to evaluate the performance without any bias.

- (b) Purpose of performance evaluation is to:
- (c) Give a feedback to the team members about their performance & to tell them what rise in pay / compensation they will get as a reward of their good performance.
- (d) To develop the staff by changing their designation & improving their pays.
- (e) To have documentation about the performance of staff. This serves as a source of history of team members during the whole year.
- (f) To reward the efforts of team members, xiQ has incentive policy in which project bonuses are given in achievement of targets. This target-based scheme for all staff.

TRAVEL POLICY

- (a) All xiQ team members may be required to visit outstation for company's business. Outstation visit cannot be undertaken without prior approval of department head (approval mandatory for all employment categories) on "Pre-visit Authorization". Form" available at Administration department.
- (b) xiQ will arrange accommodation in three main cities i.e., Karachi, Lahore, and Islamabad according to his entitlement.
- (c) However, in case company / client is unable to make arrangement for the stay of team member due to certain reasons, the employee can arrange his stay in a hotel and company will provide Hotel Compensation according to his allowed limit (as shown at end).
- (d) Hotel bills should be attached with "Traveling Expense Form".
- (e) Any bill in excess of allowed limit without department head's approval will not be entertained.
- (f) Any amount in hotel bill except room rent will be charged to team member's account.

- (g) If food and accommodation is provided by the company or by client, then company will pay disturbance allowance only, otherwise he will be entitled to daily allowance.
- (h) For a day long visit, employee will be entitled to disturbance allowance only, no daily allowance will be allowed.
- (i) Daily allowance in travel will be calculated based on total number of nights spent during a visit. For the extra daily / disturbance allowance claim (day without night stay) needs to be highlighted on the bill as favor and will require department manager's approval.
- (j) Accounts department will return bill to the concerned department manager if during the checking anything is found beyond company policy.
- (k) Department manager will have to give second look to the bill and only recommend (if special case) for the final approval of Country Manager.
- (l) xiQ will pay advance against visit up to 50 % of daily / disturbance allowance on submission of duly approved advance form.
- (m) Balance daily / disturbance allowance will be paid after proper verification and approval of bills.
- (n) None of the above will add automatically. Team member will have to claim for whatever he will be entitled to in his case.

MODE OF TRAVEL

- (a) While traveling outstation, employees are expected to utilize economical means of conveyance.
- (b) Traveling to such city where coach service is available team member is not allowed to travel in taxi.
- (c) Except grade 1, all employment / grades require approval of department head of mode of travel.
- (d) Approving Manager will be expected to strictly investigate taxi charges before approving.

MOBILE PHONE POLICY

Purpose

This document recognizes the need for using official mobile sets. The document establishes a procedure for the authorization, allocation and use of the official mobile sets.

Procedure

MOBILE PHONE SET ALLOCATION

- a) Company mobile phone facility is entitled for all employees who falls in Grade M3 upward as per predefined mobile phone entitlement amount and monthly limit.
- b) For grades P2 to M4, the requirement of having a mobile phone set must be judged & approved by the department head considering the nature & requirement of the job pertaining to the individual to whom a cell phone is to be given. The concerned department head / manager / supervisor will open a ticket on Administration OTRS requesting for provisioning of a mobile phone and SIMM to entitled employee.
- c) Department Head will decide whether GPRS /3G facility is required to be enabled on someone's mobile phone or not. A ticket would be opened by the department head stating the requirement to which Admin will respond.
- d) Administration Manager or deputed Executive after the approval of Director Admin, shall write an email to concerned Accounts to transfer the funds to the entitled employee of xiQ as per entitled amount.
- e) Accounts will transfer funds as per the entitlement and inform the individual under to Administration.
- f) If funds are transferred, concerned user shall purchase a new set within three (3) working days from funds transfer date. The set should contain all features which are required as per his official job requirement.
- g) Employee shall submit purchase receipt of the set to Admin upon purchasing it. Admin shall keep a copy of receipt in record and forward the original receipt to Accounts for settlement of given amount.

- h) If there is an official business need of having emails & alerts on some user's mobile set, and a reasonable phone set having required facilities cannot be purchased in his/her entitled amount then department head, keeping in view the official business need, may decide to approve higher price for that user (please confirm this amount from HR)
- i) The entitlement of the set will start from the date of transferring of funds through Accounts and it will remain valid for 24 calendar months. It would be responsibility of the employee to maintain the set-in functional state during his / her entitlement period i.e., 24 calendar months.
- j) Monthly billing limits has been defined in the table appended below. Since xiQ Services team and some other departments of xiQ may require excessive usage as official business need, hence their monthly billing limits shall be defined separately on case-to-case basis in consultation with respective Department Heads.
- k) 3G / GPRS services shall be activated to a user under an offered package by the operator after the approval of respective department head based on official business need.
- l) In case employee leaves the Company before 24 calendar months from the reimbursement date of phone set amount, amount equivalent to unexpired period of the phone entitlement will be recovered from the concerned employee. The amount will be calculated on pro-rata basis.
- m) The official mobile phone usage from the date of issuance of SIM shall be sole responsibility of the designated concerned employee. Only concerned employee shall use the official sim. Any misuse of it, which can lead to any offense, violation of the Govt / PTA policy shall be sole responsibility of the concerned employee and Company shall not take any obligation or responsibility in such situation.
- n) The phone set shall be considered property of the employee after expiry of 24 calendar months. Since the employee will be the custodian, and ultimately owner of the issued / purchased set, hence all types of repair & maintenance expenses shall be the responsibility of the concerned official to whom the cell phone is issued. Company will allow (if concerned department head

approves) further transfer of entitled amount after the expiry of 24 calendar months period.

- o) If a user is promoted to the next grade during a tenure of official mobile set usage for 24 calendar months, he/she shall have to complete 24-month usage of his existing entitlement and shall become eligible for new entitled amount after expiry of the said period.
- p) Safe keeping/recovery of contacts of data is concerned individual's responsibility. It is strongly urged to take backup of important data and contact information of your phone so in case of any mishap, data can be restored.
- q) The concerned employee is responsible to keep his / her official phone powered on always (on 24/7 basis). This would enable the availability of the concerned person for any emergent official task/discussion.
- r) Deputed Admin Executive will be responsible for maintaining complete record for mobile sets & issued Sim.

THEFT / LOST

1. In case of theft / snatching of the set, concerned employee shall report about it to his / her manager/supervisor and concerned Admin department immediately.
2. In case a phone is theft/lost/snatched, the individual needs to report it to the concerned police station, a copy of FIR should be submitted to concerned Admin department.
3. After approval of the department head, entitled amount for mobile phone set as per policy shall be transferred to the individual's account for purchasing a new set ASAP.
4. The tenure of 24 months shall start again from the funds transfer date.
5. Admin shall block the theft phone set by giving IMEI (International Mobile Equipment Identity) to the police / PTA.

PROVIDENT FUND POLICY

- (a) This policy will be applicable to the entire xiQ.
- (b) Every xiQ confirmed team member is eligible to benefit of provident fund.
- (c) This policy is based on equal contribution 10 % of per month basic salary of team member is contributed to provident fund account by team member as well as company every month with certain conditions.

After completion of one year of employment as confirmed team member at the company, team member is entitled to 33% of company's contribution in provident fund account apart from his own contribution in it.

After completion of two year of employment as confirmed team member at the company, team member is entitled to 66% of company's contribution in provident account apart from his own contribution.

After completion of three year of employment as confirmed team member at the company, team member is entitled to 100% of company's contribution in provident account apart from his own contribution.

LOAN AGAINST PROVIDENT FUND

- (a) A team member may apply for loan against his / her own contribution in provident fund as detailed below:
- (b) Up to 60 % of his / her contribution in the provident fund account after completion of one year of employment as confirmed team member at the company.
- (c) Up to 80 % of his / her contribution in provident fund account after completion of two year of employment as confirmed team member at the company.

- (d) Up to 100% of his / her contribution in provident fund account after completion of three year of employment as confirmed team member at the company.
- (e) Such loan application is to be approved at least fifteen days in advance.
- (f) Loan will be recovered in twelve equal installments for the team members up to 3 years or less than 3 years of experience with xiQ.
- (g) Loan will be recovered in twenty-four equal installments for the team members having 3 or more than 3 years of experience with xiQ.
- (h) Loan will be recovered in thirty-six equal installments for the team members having 10 or more than 10 years of experience with xiQ.
- (i) Service tenure is taken as continuous period. So, in case anyone has rejoined his tenure will be counted from date of rejoining.
- (j) Any accumulation (bonus / commission / leave encashment etc.) will be adjusted against the loan amount due on the part of team member till the clearance of ATS a/c. However, team member will be entitled to relief in fix monthly installment of loan maximum to 50 % after recommendation of department head.

RECREATIONAL TRIP POLICY

This policy is effective from January 01,2021.

xiQ's recreational trip policy provides its employees an opportunity to relax, rest and revitalize through leisure which is essential to stress management in busy and demanding work routine. We believe that recreational trips contribute to a full and meaningful life.

We want our employees to plan recreational trips which can help them in enhancing the self-esteem and positive self-image. Our rationale is to provide the opportunity to lead balanced lives and achieve your full potential.

We promote recreational activities among diverse teams as it furnishes leadership opportunities that build strong teams and advance positive culture. Our motive is to give an awareness of shared management and ownership of resources because a fit workforce is a productive work force. Recreational activities help you utilize your time effectively. The effort you put in a certain task is way below what you could have possibly put without any recreational activity.

With respect to recreational trips, Human Resource Department will be publishing a schedule in the beginning of the year containing all possible locations for such trips. Employees are encouraged to plan their trips with cross functional teams as this would facilitate in developing harmony among different teams and would result in better coordination across various teams and functions. Team members are required to get approval from their Heads of the department (HOD). Furthermore, the HODs can also nominate their resources for recreational trips.

Administration Department will facilitate in all travel arrangements.

The value and benefit of recreational activities is best seen in the form of skills that get developed and sharpened over the period. We wish, you not only are inclined to learn more things but are also motivated to be at your best.

For further details, please refer detailed procedure, mentioned in annexure.

ANTI MONEY LAUNDERING POLICY

- (a) On October 26, 2001, President Bush signed the USA Patriot Act into law. The primary purpose of the law is to prevent Terrorism. Title III, entitled "International Money Laundering Abatement and Anti-terrorist Financing Act of 2001" specifically addresses money laundering. Prior laws such as the Bank Secrecy Act required

financial institutions to report certain transactions and made money laundering a crime.

- (b) Title III of the USA Patriot Act directs expansion of the existing anti-money laundering regulatory schemes to encompass all financial institutions. It also centralizes the authority to oversee regulatory compliance in the Treasury Department, which is now charged to develop and implement responsive regulations.

Definition

Money laundering is the act of converting money or other monetary instruments gained from illegal activity into money or investments that appear to be legitimate so that its illegal source cannot be traced.

LEGAL OVERVIEW

- (a) Federal laws make it illegal for xiQ, or its employees or agents, to knowingly engage, or attempt to engage in a monetary transaction in criminally derived property. Violations are punishable by up to 10 years in prison or fines up to \$500,000.
- (b) It is also illegal to transport, transmit or transfer, or attempt to transport, transmit or transfer a monetary instrument or funds more than \$10,000 either into or out of the United States, if the purpose is to carry out an illegal activity, or to avoid reporting requirements. Penalties for violations are up to 20 years in prison and up to \$500,000 in fines.
- (c) Federal laws make it illegal for xiQ, or its employees or agents, to knowingly engage, or attempt to engage in a monetary transaction in criminally derived property. Violations are punishable by up to 10 years in prison or fines up to \$500,000.
- (d) Federal laws make it illegal for xiQ, or its employees or agents, to knowingly engage, or attempt to engage in a monetary transaction in criminally derived property. Violations are punishable by up to 10 years in prison or fines up to \$500,000.

- (e) It is also illegal to transport, transmit or transfer, or attempt to transport, transmit or transfer a monetary instrument or funds more than \$10,000 either into or out of the United States, if the purpose is to carry out an illegal activity, or to avoid reporting requirements. Penalties for violations are up to 20 years in prison and up to \$500,000 in fines.
- (f) Customs Service Regulations require a person to file a "CMIR" Report upon physically transporting, mailing, or shipping funds or monetary instruments in an aggregate amount of \$10,000 or more, either into or out of the United States.

In addition, Federal Law also requires financial institutions and other trades and businesses, to file an 8300 Form (Report of Cash Payments Over \$10,000 Received in a Trade or Business) with the Internal Revenue Service whenever they engage in a transaction or series of related transactions involving cash more than \$10,000.

XIQ'S POLICIES

- (a) Effective immediately, xiQ will implement the following policy:
- (b) Employees should use every effort to know the source of client funds used in the products and services of the Company. Funds derived from illegal activities should never be knowingly accepted.
- (c) Cash should never be accepted. Other monetary instruments (cashier's checks, money orders, bank drafts and traveler's checks) should not be accepted or transported into the

United States, unless the source of funds is verified to be legal, and all required disclosure forms are completed (CMIR).

Acceptable forms of payment for xiQ:

- 1.1.1. Personal or business checks drawn on a U.S. bank, or branch of a foreign bank located in the United States, and subject to the Bank Secrecy Act.
- 1.1.2. Third party checks where there is a clear connection of the third party to the underlying transaction.

- 1.1.3. Cashier's checks, money orders, bank drafts and traveler's checks for over \$10,000 in a single denomination.
- 1.1.4. Wires that are received and processed through banks located in the United States, and subject to the Bank Secrecy Act.

Unacceptable forms of payment for xiQ:

- (d) Cash, or checks made payable to "cash".
- (e) Personal or business checks drawn on a foreign bank.
- (f) Third party checks where there is no clear connection of the third party to the underlying transaction.
- (g) Routine payments by cashier's checks, money orders, bank drafts and traveler's checks for \$10,000 or less. Payments using these instruments will be evaluated.

WORK POLICY

Objective

The objective of this policy is to compensate employees who are required to work on gazetted holidays in Pakistan.

SCOPE

This policy will be applicable to the entire xiQ branches / offices divisions.

Types of Holiday Compensation

xiQ will compensate all its confirmed team members who are required to work on the holidays as per following:

- I. Official Eid Holidays - 2 x Basic Salary
 - II. Other Gazetted Holidays - 1 x Basic Salary
-
- a) Hourly rate will be applicable if required on extended or reduced shifts.
 - b) An employee required to work on a holiday has a prerogative to either avail Compensatory Leaves /CPL, (at the convenience of the Department Head), or holiday compensation.

- c) When an employee is required to work on a holiday, the employee's immediate supervisor must submit in writing to the Human Resources Office advance notice that the employee's services are required on the affected holiday.
- d) After the holiday work is performed, the immediate supervisor and manager must certify in a signed statement that the employee worked a specified number of hours on the affected holiday.
- e) * This policy is not applicable to employees who fall under Grade E-1, E- 2A, E-2, M-1, M-2A, M-2 and M-3
 - (a) * Employees working in the Accounts department (MAS), will only be compensated 1 x Basic Salary for all such holidays.

OTHER GENERAL RULES

- (a) Any matter or literature received from the Company during the tenure of the service of a team member should be returned to the Company at the time of termination of his / her services due to any reason including his / her resignation.
- (b) A team member is required as soon as possible, notify the Human Resource Department at the Head Office of any change in his / her personal status, including change of address, telephone number or change in marital status.
- (c) Written, typed or printed material should not be distributed, circulated, exhibited, or posted within the Company's premises or placed on Notice Boards without prior approval of Administration department head.
- (d) A team member is not permitted to criticize the Company, its policies, management, or personnel or make derogatory remarks, particularly to non-members of the Company. A team member having a suggestion or constructive criticism to offer should place it before his / her Department Head for onwards submission to management.

- (e) Business of personal nature or not connected with the duties of team member, shall not be transacted in the Company or on its premises at any time.
- (f) No team member on leave should engage himself / herself in any other service or business. Double employment is prohibited except with prior written permission of the Management.
- (g) No record of the Company should be taken out of the Company premises without specific authorization of the department head.

ANNEXURE:

The Company reserves the right to amend or modify rules mentioned in this employee handbook when considers appropriate.

SOP for Recreational Trip Policy

Purpose

This SOP describes the procedural requirements when planning and executing the Recreational trip across the company.

Scope

This policy applies to all employees of xiQ.

Recreational Trip Approval Procedure

- a) Teams will be invited at the beginning of the year to suggest locations where they wish to travel in the coming year. The most popular ones will be selected by HR and a tentative schedule will be announced. Preferred locations may be Galiat, Neelum Valey, Naran Kaghan, Swat.
- b) Head of Department (HOD) will nominate team members for each trip well in time and inform the HR. The HR will organize the teams from the nominations received ensuring a multi-team participation.
- c) Administration department shall help and coordinate with employees to finalize the complete trip plan and budget. The budget plan sheet should contain the information regarding the Travel Itinerary, Expense Summary and the names of team members going for trip.
- d) In the beginning of every fiscal year, Admin will get a recreational trips budget approved from CEO for the respective year.

Administrative Support

- a) All travel arrangements are made by Administration Department.
- b) To cover the expenses of trip, Admin will inform Accounts department to release funds to group leads (an active and responsible person from team going for trip will be predetermined) who would be responsible for cash management as well as overall management and discipline of the group.

- c) Admin will get an undertaking signed by each team member, going for a trip.

By signing the undertaking, an employee agrees to opt for a company sponsored optional trip for which company will not be liable for the safety, security, or any inconvenience. It is mandatory that all employees must mention their contact numbers, residence address & contact details of next of kin on the undertaking form.

Period of Trip

Recreational Trip Policy shall apply to any tour not exceeding 3 days including Saturday and Sunday or any Gazetted holidays. Employees can only take one day off from their available leave balance either before or after stated days to make it a trip of maximum 3 days. In case if no leave balance is available then they can take a leave without pay

Expense Reports

All authorized travel must be itemized on the expense report. It should be submitted by group leads upon trip completion to Admin who will then after verification forward it to the concerned Accounts department for settlement of account.

Reimbursement for items or activities requiring receipts will not be made unless receipts are attached with the Travel Expense Claim Form. All receipts must be original and must include sufficient information to establish the amount expensed, date, place, and the essential character of the expenditure. Credit card receipts are not considered adequate support if they do not detail the nature of the expenditure.

In the event the Travel Expense Claim Form is deficient, i.e., receipts are missing, the Travel Expense Claim Form will be returned to the group leads in its entirety and will not be paid until corrected and returned to concerned Accounts department via Administration.

Employee is expected to complete the standard Travel Expense Claim Form. No other forms will be accepted for reimbursement.

Miscellaneous

An employee cannot go for a company trip more than once in a calendar year. In case if he has gone for a trip at the end of a year then there must be a gap of 6 months before proceeding with a next tour.

It is mandatory that 2-3 cross functional teams will be paired for a tour. The minimum number of participants from each team is 5 and must not exceed 8.

The total group size must not be less than 18 and the maximum size of group must not exceed 22 persons based on the maximum number of passengers a coaster can carry. Experience dictates that group size above this are harder to manage.

No more than 2 trips can go in a month.

Employees must mark their attendance on a sheet of paper provided by Admin while leaving the office to trip and submit the attendance sheet to security office.

The agreed plan shall be deemed as final and must be followed without any change.

Employees are encouraged to arrange the necessities with respect to their safety and security.

EMPLOYEES ACKNOWLEDGMENT

I have read xiQ Employee Handbook. I understand that I am responsible for abiding by Company Policies and Rules made thereon from time to time. I further understand that this handbook, along with any employee policies, manuals and / or procedures published by the Company, is neither intended to, nor does, bestow any additional employment rights or benefits to the Company's employee.

xiQ considers that the information contained in this manual is confidential and the procedures are proprietary which I fully accept and intend to regard in future. I agree that any / sensitive / confidential information related to business of xiQ is not to be disclosed or photocopies given to anyone outside the Company without the written permission of Chief Executive. Any violation of proprietary rights shall be punishable under the law.

Employee Name

Employee Signature

Date