Phaedra Solutions - Phaedrites Handbook - V 3.0

Last Revision/Introduction Date: 01 June 2022

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Phaedrites are responsible for adhering to the aforementioned social media guidelines. Failure

to comply with the guidelines in this policy or on-line activity that otherwise cause harm to

the company may be subject to disciplinary action up to and including termination of
employment, as permitted by law.

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Welcome Message From CEO

Welcome, Phaedrites!

On behalf of Phaedra Solutions, I welcome you to the Phaedrite Handbook.

We believe that each Phaedrite contributes directly to the Phaedra Solutions' growth and success, and I hope you will take pride in being a valuable member of our Phaedra Family.

This handbook includes the guidelines, policies and procedures of Phaedra Solutions. It is developed to describe the expectations of Phaedra Solutions and our family members as well and to outline the programs and benefits available to our Phaedra Family. Phaedrites should familiarize themselves with the contents of the Phaedrite Handbook as soon as possible as it will answer many concerns of yours and will assist you in your professional life in many ways.

I hope that the Phaedrite Handbook will be helpful and effective for all of us.

Sincerely,

Abubakar Shams

Chief Executive Officer (CEO)

Phaedra Solutions

Abu Bakar Shams

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Purpose of Phaedrite Handbook

Last Revision/Introduction Date: 01 June 2022

This document has been prepared to facilitate all Phaedrites to have a better understanding and easy access to the organization's key policies and procedures and outline the culture. It is not all-inclusive or intended to provide interpretations of our policies, rather it offers an overview of the work environment we follow. This handbook communicates our company's mission, vision, values, policies and rules & regulations to our new and existing family members. It also has an introduction to our organization, the way our organization works/functions and what we expect from our Phaedrites. The most important function of this handbook is setting clear expectations for both parties, Phaedra Solutions as an organization and its family members (***we consider our employees as family members and we call them Phaedrites, so you might find these words written in official documents as well***). This handbook communicates what is expected from our family members regarding their workplace behavior & performance and what they can expect in return. We have put all of our efforts to formalize this handbook for our convenience and we are sure that we have informed everyone about all of the policies, procedures and expectations we have from you. The organization reserves the right to unilaterally revise, suspend, revoke, terminate or change any of its policies, in whole or in part, whether described within this handbook or elsewhere, in its sole discretion.

Employment-At-Will

Employment at Phaedra Solutions is at-will. An at-will employment relationship can be canceled at any time, with or without any reasons, through the written notice by the organization. Only the CEO of Phaedra Solutions is authorized to modify the at-will nature of the employment relationship, and the modification must be in writing.

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Our Mission

"To be an admired Tech Organisation, recognized for its software solution expertise, we strive to improve people's lives by promoting and implementing a sustainable environment"

Our Vision

"Our vision is to spread the word of technology, making it accessible for everyone, to formulate an ecosystem that encourages innovative & cutting-edge Business Solutions."

Our Values

Phaedrites use these values in their daily professional life to maximize and multiply the participation in the Phaedra Solutions family by creating more opportunities in terms of growth, productivity, results, the working environment and leadership.

1. We grow continuously to achieve the best.
2. We add value to generate results.
3. We are honest & fair.
4. We build a friendly & healthy environment.
5. We lead towards empowerment.

Our mission, vision and values are available in a presentation format [here](link).

Why Values Are Important for Phaedra Solutions?

Everyone who is part of Phaedra Solution irrespective of the designation comes under the "**Our**" and the "**Values**" define us as a family. We follow these values in our professional lives to achieve our goals. So we expect all Phaedrites will try to get professional excellence and our core values not only help them in becoming successful but will develop them as good human being too. Feel free to go through our values, their components and questions which you may ask yourself to see how much you are aligned with them?

1. We Grow Continuously To Achieve The Best

1.1. We believe in daily growth by learning new things and adapting enhanced processes that will evolve by continuous feedback. The **best** in our value defines the top-level market, skills, repute, respect and productivity.

    1.1.1. **Deep attention to details:** Ask yourself, if you want to know that you pay deep attention to detail;

        1.1.1.1. Does my completed work satisfy all requirements?

        1.1.1.2. Do I miss any minor or major details without making any assumptions?

        1.1.1.3. Do I ask relevant questions to understand all requirements?

    1.1.2. **Self-improvement:** Ask yourself, if you want to know that you do self-improvement;

        1.1.2.1. What have I done today to enhance my skills?

        1.1.2.2. Do I try to practice my new skills?

        1.1.2.3. Have I challenged myself today?

    1.1.3. **Seek innovation:** Ask yourself, if you want to know that you seek innovation;

        1.1.3.1. Do I find new or better ways to do things around me?

        1.1.3.2. Do I go the extra mile by breaking traditional work barriers?

        1.1.3.3. Do I create something creative which takes me out of my comfort zone or inspires others?

1.1.4. **Indulge passion:** Ask yourself, if you want to know that you indulge passion;

    1.1.4.1. Do I enjoy doing my work?

    1.1.4.2. Do I get rid of any negativity about my work or environment?

    1.1.4.3. Am I proud of my work?

1.1.5. **Learn lessons and use these as experience:** Ask yourself, if you want to know that you learn lessons and gain experience;

    1.1.5.1. Do I make the same mistakes again & again?

    1.1.5.2. Do I perform the exact task in the same time frame?

    1.1.5.3. Do I discuss my improvements with my team members?

2. We Add Value To Generate Results

2.1. We invest effort, time, commitment, dedication and work with responsibility & ownership to make our team proud, win customer satisfaction and retain them for future targets. By results, we don't mean profit or money as these are by-products and will come automatically.

2.1.1. **Deliver more with less using smart decisions:** Ask yourself, if you want to know that you deliver more with fewer resources;

    2.1.1.1. Is the delivered work the best I am capable of?

    2.1.1.2. Do I complain more than actually trying to deliver assigned work?

    2.1.1.3. Do I make smart decisions by taking calculated risks or relay others to help me?

2.1.2. **Take ownership to improve surroundings:** Ask yourself, if you want to know that you take ownership;

    2.1.2.1. Do I take initiative to get tasks done quickly and in time?

    2.1.2.2. Do I consider our interest on top of my personal interest?

    2.1.2.3. Do I focus on improving things for me and others?

2.1.3. **Execute with a suitable plan:** Ask yourself, if you want to know that you execute with a plan;

    2.1.3.1. Do I plan ahead of time?

    2.1.3.2. Do I organize things to avoid any roadblocks?

    2.1.3.3. Do I have executable action items for minimizing the risks?

2.1.4. **Keep things simple to achieve bigger goals:** Ask yourself, if you want to know that you keep things simple for bigger goals;

    2.1.4.1. Do I break down goals into milestones?

    2.1.4.2. Do I delegate items sensibly?

    2.1.4.3. Do I have a list of items with a clear line of action from start to end with definite dates?

2.1.5. **Satisfy the customer by using creative approaches and quality solutions:** Ask yourself, if you want to know that you satisfy the customer;

    2.1.5.1. Do I compromise or ignore quality standards?

    2.1.5.2. Do I set priorities for my customers?

    2.1.5.3. Do I have complete knowledge about my work, client and his expectations?

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2.1.6. **Reflect and react as per demand and situation:** Ask yourself, if you want to know that you reflect and react as needed;

2.1.6.1. Do I welcome suggestions for improvements positively and encourage others?

2.1.6.2. Do people convince me to follow directions that I disagree with, without getting my ego involved?

2.1.6.3. Do I respect other's decisions by considering the fact that they have better experience or analysis?

3. We Are Honest & Fair

3.1. We are ethically bound to our duties and responsibilities but we make sure to give our peers more than what they deserve by keeping transparent and trustful professional relationships. We discourage any favoritism but share open feedback in private that is needed for improvements.

3.1.1. **Build trust and support everyone:** Ask yourself, if you want to know that you build trust and support others;

3.1.1.1. Am I honest, kind, fair and trustworthy?

3.1.1.2. Do I advocate collaborative work culture and give credit & encouragement to the team?

3.1.1.3. Do I celebrate other successes?

3.1.2. **Promote face 2 face work communication:** Ask yourself, if you want to know that you promote face 2 face work communication;

3.1.2.1. Do I know the names, say Hello/Hi/Salam to everyone and communicate professionally?

3.1.2.2. Do I give value & respect to others' opinions during discussions?

3.1.2.3. Do I thank and appreciate others regularly?

3.1.3. **Give specific feedback and stay neutral:** Ask yourself, if you want to know that you give neutral feedback;

3.1.3.1. Do I discuss improvements with my juniors in private?

3.1.3.2. Do I motivate & reward people?

3.1.3.3. Do I share honest & open feedback with my seniors only when they request?

3.1.4. **Make sure that information is regular, transparent and easily accessible:** Ask yourself, if you want to know that you share positive information;

3.1.4.1. Do I share only information which is authentic without adding any gossip?

3.1.4.2. Do I avoid discussing people in public and blaming them in private for their failures?

3.1.4.3. Do people feel comfortable discussing their problems with me because I consider them my family and provide unbiased advice?

4. We Build Friendly & Healthy Environment

4.1. We are kind, courteous and polite with all and aim at building an environment so that everyone feels safe, relaxed, lively and encouraged. The environment should be on the top level of professionalism but built on moral and ethical grounds

4.1.1. **Adapt changes and keep a positive attitude:** Ask yourself, if you want to know that you have a positive mindset;

    4.1.1.1. Do I welcome changes positively, adapt to those and encourage others?

    4.1.1.2. Do I take part in fixing things or making them better?

    4.1.1.3. Do I consider shortcomings as positive opportunities for change?

4.1.2. **Encourage everyone to respect each other:** Ask yourself, if you want to know that you encourage everyone to respect others;

    4.1.2.1. Have I done something today to make our working environment better?

    4.1.2.2. Do I create win-win situations for everyone?

    4.1.2.3. Do I give due respect to everyone?

4.1.3. **Work together as a team:** Ask yourself, if you want to know that you are a good team player;

    4.1.3.1. Do my team members respect my decisions/feedback because I communicate positively?

    4.1.3.2. Am I annoying? or do I invade the privacy of others unintentionally? Or are they comfortable discussing professional difficulties with me?

    4.1.3.3. Am I a micro-manager or help my team to focus on its productive work?

4.1.4. **Accept that not everyone has the same behavior, skills, nature and capabilities:** Ask yourself, if you want to know that you accept that diversity exists;

    4.1.4.1. Do I welcome and accept new people?

    4.1.4.2. Do I help people who struggle or provoke their shortcomings?

    4.1.4.3. Am I a trainer, coach or leader who believes that people can be improved by providing mentorship?

4.1.5. **Follow professionalism:** Ask yourself, if you want to know that you are a professional;

    4.1.5.1. Do I follow rules & policies defined in religion, law or organization?

    4.1.5.2. Am I rude, unethical, inappropriate, unreasonable or ill-mannered?

    4.1.5.3. Am I loyal to my job/work?

4.1.6. **Avoid gossips, biases and have faith in others:** Ask yourself, if you want to know that you a positive human being;

    4.1.6.1. Do I involve myself in office politics or drag people down to gain success?

    4.1.6.2. Am I a toxic person who loves to spread hate and negativity?

    4.1.6.3. Am I a friendly, kind and flexible person?

4.1.7. **Feel proud to be part of the organization:** Ask yourself, if you want to know that you are proud of your organization;

    4.1.7.1. Do I refer my friends & family members to my organization without hesitation?

    4.1.7.2. Can I give a 5-star rating to my organization on any platform?

    4.1.7.3. Do I feel proud when someone discusses my organization?

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5.   We Lead Towards Empowerment

5.1.   We listen, listen and listen without discouraging anyone. We lead so that others can learn, improve, grow to become self-managers, creative, initiators and out-of-box-thinkers. We multiply ourselves to create more leaders by helping them to get things done.

   5.1.1.   **Support others to develop & grow:** Ask yourself, if you want to know that you support others;
      5.1.1.1.   Do I teach others to learn skills that I have?
      5.1.1.2.   Do I support others to grow to your level?
      5.1.1.3.   Do I participate in healthy discussions for development?

   5.1.2.   **Cooperate with others to gain confidence:** Ask yourself, if you want to know that you are a cooperative person;
      5.1.2.1.   Do I go above & beyond my duties to help others?
      5.1.2.2.   Do I just complete my shift and not be available to groom others?
      5.1.2.3.   Do I build confidence in others by giving them good opportunities?

   5.1.3.   **Be humble, respectable and approachable:** Ask yourself, if you want to know that you are humble, respectable and approachable;
      5.1.3.1.   Do I offer help without expecting a return and request help as a favor?
      5.1.3.2.   Am I arrogant, dominant or disrespectful?
      5.1.3.3.   Do I feel shame in doing chores and order things to be done?

   5.1.4.   **Create sustainability in work:** Ask yourself, if you want to know that you are a visionary person;
      5.1.4.1.   Do I complete work just to deliver them?
      5.1.4.2.   Do I envision the future and make long-term decisions?
      5.1.4.3.   Do I involve everyone in decision-making to produce sustainable and viable solutions?

   5.1.5.   **Aim for building a self-organizing team and celebrate team success:** Ask yourself, if you want to know that you build self-organizing teams;
      5.1.5.1.   Do I work with my team so that they can do their job effectively?
      5.1.5.2.   Do I cover their mistakes due to lack of experience?
      5.1.5.3.   Do I give them authority to make decisions, back those and celebrate their success with an open heart?

   5.1.6.   **Encourage others to have fun, feel motivated and rewarded:** Ask yourself, if you want to know that you are an encourager;
      5.1.6.1.   Do people feel comfortable working with me?
      5.1.6.2.   Do I have empathic relationships with others and motivate them when they are in trouble?
      5.1.6.3.   Do I give them the opportunity to have fun and provide a sense of family and friendship?

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PHAEDRASOLUTIONS

Perks/Benefits Offered

Last Revision/Introduction Date: 01 March 2023

Purpose

Phaedra Solutions believes in a healthy, friendly, honest and fun culture & environment. We try to facilitate our family members as per our business model but keep our family members' benefits on the top. We try to provide maximum perks without any bias other than regular compensation so that everyone feels safe and secure. Please note that Phaedra Solutions can pause, change or discontinue any of the following benefits in the larger interest of our family after making an organization-wide announcement.

Phaedra Solutions provides its family members with the following benefits:

1. **Competitive Base Salary & Incentives:** Phaedra Solutions provides competitive base salary and performance-driven incentives.
2. **Daily Lunch:** Organization provides a daily lunch facility to all family members.
3. **Fuel Support Allowance (Permanent Phaedrites):** Permanent female family members will get Fuel Support Allowance based on their mode of commute and distance from residence. Please note that this is a temporary allowance and can be changed/stopped anytime.
4. **We Care for You Allowance (Permanent Phaedrites):** Based on the current economic crisis of Pakistan where the inflation rate is surpassing the roofs, Phaedra Solutions has taken an initiative to cater the family members in this hour of need with a monthly reimbursement in their salaires against their house hold expenses. This allowance is "We care for you". This is a temporary allowance and can be changed/stopped anytime. The amount of the allowance will be decided on monthly basis by HODs'.
5. **Medical Health Insurance (Permanent Phaedrites):** Phaedrites medical emergencies are covered though the health insurance plans based on certian guidelines available in this handbook in details.
6. **Double Pay on Public Holiday:** If any family member is required to work on a Public Holiday, he/she will get double pay for that day on approval and request of his/her team lead/HOD.
7. ~~**Medical Allowance:** 10% of your basic salary will be added as your medical allowance.~~
8. **Paid Annual Leaves (Permanent Phaedrites):** Phaedra Solutions facilitates its family members with a pro-rata 18 (Eighteen) annual paid leaves which are divided into 5 (Five) sick leaves, 3 (Three) emergency leaves (available during probation as well), 5 (Five) casual leaves, 5 (Five) recreational leaves in a calendar year starting from 1st January to 31st December.
9. **Leave Encashment (Permanent Phaedrites):** Upon renewal of the annual leave quota (18 Leaves), family members can get an equal one-day salary for the remaining leaves of 1 year on a pro-rata basis.

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10. **Unpaid Leaves:** Our family members can avail up to 20 (Twenty) unpaid leaves in a year if needed.
11. **Marriage Leaves (Permanent Phaedrites):** Phaedra Solutions provides 14 (Fourteen) paid marriage leaves to its family members.
12. **Marriage Gift (Permanent Phaedrites)**: Phaedra Solutions gifts **PKR25000/-** on your special happiest life event and participates in the celebration.
13. **Maternity Leaves (Permanent Phaedrites):** Phaedra Solutions provides 30 (Thirty) paid maternity leaves to its female family members.
14. **Phaedrite Referral Bonus:** If any family member refers someone for vacant positions in the organization and he/she gets selected, then that family member will get **PKR20000/-** per referral as a' Phaedrite referral bonus after the selected Phaedrite gets permanent (after his/her successful probation period completion).
15. **Loan Facility (Permanent Phaedrites):** Permanent family members can avail loan facility. For this, a separate agreement will be signed by the family member. For more details, please refer to "Loan Sanction Policy".
16. **Paid Training/Courses:** Phaedra Solutions believes in continuous growth and learning. If a family member is interested in purchasing a paid course/training available on Udemy, Phaedra Solutions will facilitate and encourage this step. Phaedra Solutions will purchase that training/course and share it with the family member.
17. **Working Laptops:** Phaedra Solutions provides its family members with working laptops according to their specific requirements.
18. **Flexible Working Hours:** Organization provides work from home and flexible shifts in case of emergencies when any family member is not able to come to the office or couldn't work in the regular shift.
19. **Sports and Entertainment Activities:** We believe in a healthy working environment so regular sports and entertainment activities are part of our culture and will be sponsored.
20. **Annual Trip:** Phaedra Solutions believes in a healthy work environment and always encourages fun and entertaining activities. That's why we arrange our annual trip to Northern areas every year for our family members so that they can get themselves fresh.

PHAEDRASOLUTIONS

Personnel Guidelines

Last Revision/Introduction Date: 01 March 2023

Purpose

Phaedra Solutions believes that a healthy work environment increases productivity so we have defined some basic instructions related to the professional workplace. We encourage all of you to follow these so that everyone feels safe, distracted free and productive.

1. We believe in a team environment so we encourage everyone to be a part of a team, think like a team and work together. We celebrate the successes and achievements of our team members and encourage them every time.
2. We keep an eye on our professional notifications on G-Chat, Emails, Resource Inn and ClickUp and other work-related software services we use for the efficient workflow.
3. We try to answer our team members and client asap but if there is any possible delay then give them an approximate time for the answers.
4. We keep our cell phones in silent mode to avoid disturbing others sitting around us.
5. We respect each other's privacy. Please don't open envelopes and emails that are not meant for us. Let's not use laptops without permission from the owner. We also discourage looking at someone's laptop screen at work.
6. Let's not interrupt our colleagues when they are speaking. Interrupting others is rude and shows a lack of social skills.
7. We must be mindful of our body language. Body language speaks volumes in working environments. Talking to colleagues with our arms crossed and without making eye contact could be perceived as being rude.
8. We avoid using bad language in the workplace. Using bad language at work is a definite office no-no and may result in some serious action from seniors & management.
9. We refrain from creating an unnecessarily smelly workplace by eating away from our desks. We have our meals and snacks in the cafeteria/kitchen space.
10. Let's pay attention to personal hygiene.
11. Let's make sure to use a mouth freshener or chewing gum after smoking and before entering into Dev Halls or coming back to our workstations. So that our colleagues in our surroundings don't get bothered by the smoking odor.
12. We keep our office attire professional. Even if we have an organizational culture of wearing casual clothes, we still show respect to appropriate clothing conduct.
13. We keep our desks tidy, show our organizational skills and professional image by keeping our desks clean and in order throughout the working day.
14. We help maintain the overall tidiness of the whole office and not only our workplace.
15. We never leave tissues/papers/wrappers lying around and put all the wastage in dustbins.
16. Let's not speak too loudly as our voice creates trouble for others around us.
17. We can try to get into discussions in meeting rooms rather than workplaces/work desks. Our discussion may cause disturbance for others.

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18. If something very important and urgent needs to be discussed and the meeting room is not available, we make sure our voice would be limited to us and our team only.
19. Smoking, drugs, alcohol and using vapes inside office premises is strictly prohibited. We can smoke in the front yard/front lawn of the office.
20. We portray a positive corporate responsible behavior e.g., knock before entering rooms/offices, close doors while leaving rooms/dev halls/washrooms,
21. We can try to turn off ACs, lights and fans while leaving the office/rooms, etc. for saving energy and accidental damages due to light fluctuations.
22. We encourage a culture of doing our chores on our own instead of requesting office boys for tea, coffee, etc.
23. Let's not invite our guests to Dev Halls including ex-employees of the organization. They are more than welcome in the office lobby, garage or kitchen area but not in Dev Halls/Meeting Rooms, etc.

Professionalism/Code of Conduct & Ethics

Last Revision/Introduction Date: 01 March 2023

Purpose

Professional workplace behavior is necessary for the long-term success of a business. Employee interactions and relationships with customers and within the organization are of vital importance to ensure that our goals and objectives are met. A professional work attitude and behavior allow Phaedrites to take pride in their work and improve worker performance. Phaedrites who behave professionally set an appropriate example by encouraging their people to conduct themselves in a manner that supports company-wide success. Introducing guidelines for professionalism helps to underscore its importance and will result in establishing appropriate personal and professional boundaries, encourages personal development, establishes respect throughout the organization from top management to all levels of Phaedrites, boosts respect and minimizes conflicts, improves business and professional relationships, prohibits inappropriate behaviors, etc.

What Are Expected From You?

1. **Work Ethics**: Please make sure our comments, gestures and behaviors don't harass anyone at the workplace.
2. **Appropriate Language**: Kindly use professional language. Think before we comment at work about colleagues.
3. **Respect for Others**: It is expected from us to treat all people like they matter. Bullying or disrespectful behavior should be avoided.
4. **Be Positive**: We should have a positive attitude and always try to be problem-solvers. Present complaints with solutions. Also, we trust our family members to celebrate their successes and participate in the joyful moments.
5. **Diversity**: Pay attention to cultural norms and follow them. Our workplace and personal ethics may differ a little bit and that's okay.
6. **Handle Pressure**: We stay calm under pressure and keep our nerves under control and let our supervisor/team lead know if pressure is unbearable.
7. **Honesty**: We tell the truth and are upfront about where things stand. As it is mentioned in the NDA that we will be careful about the confidentiality of organization concerns and information. Please read the NDA for more clarity of this clause.
8. **Integrity**: We are known for our consistent principles. We admit when we are wrong.
9. **Listen Carefully**: People want to be heard, so we give people a chance to explain their ideas.
10. **Reliability**: People can depend on us to show up on time, submit our work, etc.
11. **Personal Hygiene & Attire**: Please maintain a high standard of personal hygiene. Always dress appropriately. Make sure our buttons are fully tied. Wearing shorts & skirts doesn't look professional and represents Pakistani culture.

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12. **Self-Upgrading**: Rather than letting our skills or knowledge become outdated, we seek out ways of staying updated.

13. **Staying Work-Focused**: We never let our private life have a negative impact on our job. We are always encouraged to discuss the situation with our team-lead for assistance or official breaks.

14. **Supporting Others**: We should take time to show others how to do things properly, help them and lend an ear when necessary.

15. **Being Ethical Outside Phaedra:** We must stay mannerable and ethical not just inside Phaedra but outside the office's premises too while visiting clients, vendors, universities, restaurants or any other places as an ambassador & representative of Phaedra Solutions. Everyone we meet should be treated with respect and honor that shows the highest level of professionalism of Phaedrites.

16. **Respect Visitors:** Everyone deserves respect and should be treated decently by every Phaedrite. Let's treat everyone including visitors with esteem so that we as the Phaedra family could show the world that we are equally reverent for everyone not just for Phaedrites.

17. **Stay Calm:** Sometimes we have to face complicated circumstances while communicating within our team or with clients as well. In that case, we must try to be positive, control our nerves and stay calm. We shouldn't react immediately. Instead, let's try to manage the situation calmly and intelligently. Please excuse and leave the discussion or situation promptly and involve your seniors if you think that this is going in the wrong direction and you won't be able to control it.

What Are "NOT" Expected From You?

18. **Sarcasm**: Please make sure we don't do anything which falls in the category of sarcasm and hurt anyone's feelings.

19. **Violence**: Verbal and physical violence to anyone at the workplace can never be done by us. The organization has a zero-tolerance policy on this and both parties involved in any kind of violence could be terminated without any notice. If we face such a situation, we never try to personally involve and solve the problem, instead, report that to the HR office immediately.

20. **Professional Secrets**: Kindly don't ask questions to colleagues which aren't easy to answer e.g., salary, bonuses, the monetary value of work and the reason for the warning, etc. Monetary benefits are professional secrets and we don't encourage sharing these even with your team leads. Also, don't ask these questions during interviews of candidates as well and let the Talent Acquisition & Management department handle these matters for you.

21. **Privacy**: It is not appropriate to reach our colleagues on their private/personal profiles specifically if they are not comfortable with it. In case of professional emergencies, we are 100% allowed to reach out to them via phone calls, SMS and other official channels.

22. **Political Affiliations/Discussions**: Please avoid showing political affiliations and discussions on office premises.

23. **Religion Discussion**: Kindly avoid preaching and discussing religion and religious matters on office premises.

24. **Avoid Conflicts:** As we all know that we all are from different political, religious and historical backgrounds that's why we must avoid showing our political, religious or historical affiliations and point of view through any way e.g., any post in company communication channels, putting offensive wallpaper, avatars on our others cell phone or laptop which may be visible during presentation/work, wear a dress that represents some specific political party, religion or historical culture, etc. This is to avoid hurting someone else's sentiments and feelings unwillingly or unknowingly. Also, this is equally applicable while meeting with our clients, customers and their representatives.

25. **Office Politics & Gossiping**: Let's avoid office politics, gossip and spreading negativity.

Professional Misconducts

26. Phaedra Solutions believes in complete transparency, honesty, fairness, empowerment and expects our family members to follow all above professional code of conduct and ethics but failure in it may result in appropriate actions to save the overall organization's professional environment. In case of any misconduct may lead towards warnings (verbal or written) or further suggested actions by the investigating members/committee.

27. At any time, if Phaedra Solutions finds some serious or major professional misconduct then the organization will take serious actions to keep the professional environment secure. Your Phaedrtie status shall be immediately terminated on the following acts as prescribed below;

    27.1. Misappropriation of funds or fraud or other acts of dishonesty with the company.

    27.2. Theft of property, documents and information belongs to the company.

    27.3. Insubordination or unwillingness to comply with the directions by the supervisors.

    27.4. Repeated absences from work without authorized leaves.

    27.5. Conviction in a court of law of any offense involving moral turpitude.

    27.6. Engaging in any outside employment of business including freelancing without authorization of the company.

    27.7. As a consequence of your misconduct, the company suffers direct or indirect financial or other losses.

    27.8. You will be liable to take the responsibility for any loss or damage to the company property caused by your negligence, inadvertence, fraud, carelessness, etc. The termination of your services may not exonerate you from your said liability as stated in the contract.

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PHAEDRASOLUTIONS

Warning Issue Process & Progressive Discipline Policy

Last Revision/Introduction Date: 01 March 2023

Purpose

Phaedra Solution's warning issue process & progressive discipline policy are designed to provide a structured corrective action process to improve and prevent a recurrence of undesirable Phaedrite's behavior and performance issues.

Outlined below are the steps of Phaedra Solution's warning issue process & progressive discipline policy. Phaedra Solutions reserves the right to combine or skip steps depending on the facts of each situation and the offense. Some of the factors that will be considered are whether the offense is repeated despite coaching, counseling or training, the Phaedrite's work record, the impact of conduct and performance issues have on the organization.

Nothing in this policy provides any contractual rights regarding Phaedrites discipline or counseling, nor should anything in this policy be read or construed as modifying or altering the employment-at-will relationship between Phaedra Solutions and its Phaedrites.

Benefits of the Policy

1. Rules help Phaedrites to know where they stand in their employment on a range of issues.
2. Disciplinary procedures are also an essential management tool to permit managers to deal fairly and consistently with any Phaedrite who breaches the rules.
3. It will help all stakeholders better understand the legal perspectives and also what it means not to abide by that.

Procedure

Step 1 - Investigate Thoroughly

4. Begin by gathering all the information you need to establish the facts about the situation; speak to witnesses, look at any information that may serve as evidence and hold an investigation meeting with the Phaedrite concerned. Make sure you record all your notes and evidence at this point.
5. The immediate team lead initiates this step without involvement from anyone else.

Step 2 - Informal Counseling

6. The next step is informal counseling that should be carried out by a team lead/supervisor/manager to ensure the Phaedrites knows the standards expected. Yet this is the initial step; therefore it would be more like a chit-chat session or a random discussion at an appropriate place. The major points that this informal counseling/meeting will cover are as below.

   6.1. What needs improvement (e.g., timekeeping, attendance, conduct, work standards). Any performance or other issues should be flagged during these informal one-on-one meetings.

   6.2. Explain the opportunity in detail and provide an action plan to bring about the required improvement.

   6.3. This is done because there are cases when various Phaedrites are at times unaware of what disciplinary action they are not abided by which is causing a disciplinary action, hence to improve the situation, We at Phaedra Solutions would initially have an informal counseling session to bring clarity before commencing any formal warning mechanism.

   6.4. If this informal counseling does not bring about the required improvement, then the formal disciplinary procedure will be invoked.

Step 3 - Formal Counseling and Verbal Warning

7. Previous steps create an opportunity for the immediate supervisor/team lead to bring attention to the existing performance, conduct, or disciplinary issue. However, in case of non-cooperation or no improvement, the supervisor/team lead will discuss formally with the Phaedrite the nature of the problem or the violation of company policies and procedures along with a verbal warning.

8. Before conducting these formal counseling and verbal warning, the team lead should have a detailed discussion with the HOD and take him into confidence. It may possible that HOD will like to join the formal counseling and verbal warning session himself or do the needful completely on his own.

9. The supervisor/team lead/HOD is expected to clearly describe expectations and steps the Phaedrite must take to improve his or her performance or resolve the problem along with a clear statement that a warning has been issued based on the facts available.

10. A time frame for the improvement should be provided by the team lead/supervisor/HOD which shouldn't be less than 5 days or more than 1 month from the date of formal counseling meeting.

11. After the verbal warning an initial incident report (template based) will be prepared by the team lead/supervisor and emailed to hr@phaedrasolutions by keeping HOD in the CC section.

12. On receipt of the initial incident report the talent management team will add a **yellow card** in the Phedrite's file with a date for the record but won't get involved in the matter directly.

Step 3 – Written Warning

13.   The written warning involves more formal documentation of the performance, conduct, or disciplinary issues and consequences. This will be issues after passing the time frame given by the team lead/supervisor/HOD in the verbal warning without significant signs of the improvements.

14.   The written warning should be issued from the talent management department based on an incident report (template based) prepared by immediate team lead/supervisor and signed by both team lead and HOD. Incident report should be sent after the passing of the time period that is given to the Phaedrite for the improvement in the last step.

15.   The incident report will have details about the informal, formal counselings sessions and verbal warning details with dates along with the recommended action.

16.   On receipt of the incident report via email to hr@phaedrasolutions.com, the talent management team will be involved into the matter immediately. At this moment a **organge card** is added to the Phaedrite's hard file along with incident report.

17.   Based on the action recommended in the incident report, a formal written warning letter will be issued with a time frame (maximum 5 days) to the Phaedrite asking him to reply in written with an explanation about the incident reported.

18.   The warning letter should be personally addressed to the Phaedrite. It should have reference from all informal/formal counseling or verbal warnings that have previously been issued, along with the dates. It should have specific details where the Phaedrite was underperforming along with an action plan and dates for the next steps. Also, reassure that the warning is completely confidential.

19.   Once the first written warning has been provided, another face-to-face meeting will be set up with the Phaedrite. In this meeting the Phaedrite will be asked to sign the document in presence of their HOD to demonstrate his or her understanding of the issues and the corrective action. Also the document will have HOD's signature to keep everyone in the loop and maintain record accordingly.

20.   Along with that the immediate supervisor/team lead and Head of Department will meet with the Phaedrite to review any additional incidents or information about the performance, conduct or disciplinary issues as well as any prior relevant corrective action plans. The Talent Management Department will be involved who will outline the consequences for the Phaedrite of his or her continued failure to meet performance or conduct expectations.

21.   A formal performance improvement plan (PIP) requiring the Phaedrite's immediate and sustained corrective action will be issued within five business days of a Step 3 meeting. The written warning may also include a statement indicating that the Phaedrite may be subject to additional discipline, up to and including termination, if immediate and sustained corrective action is not taken.

22.   **Second Written Warning**. If the Phaedrite hasn't changed their behaviour and continues underperforming after informal, formal and written warnings, the employer has the right to act out consequences **as explained below.**

23.   Phaedra Solutions may include a second written warning as part of its warning issue process & progressive discipline policy, or it may move directly from the first written

warning to the next step (show cause notice, suspension, etc.). In this case a **red card** will be issued to the Phaedrite in order to inform him/her at she/he are on the final stages and verges of a show cause notice/termination. The severity needs to emphazied a lot so that the next steps does not come as a suprize to the Phaedrite.

Progressive Actions

Depending on the nature or repetition of the offense and irrespective of the stages previously explained, one or more of the following actions may be taken by HODs, team leads and Talent Management team.

24. **Withhold compensation increases**. Any Phaedrite who has a pattern of misconduct may be denied a compensation increase.
25. **Demotion**. It may be appropriate to demote a Phaedrites, perhaps to a level where the Phaedrite may better perform.
26. **Suspension**. Another possible course of action would be a suspension without pay. The length of the suspension may vary from a day or two to a week or more, depending on the seriousness of the infraction.

Show Cause Notice and Recommendation of Termination of Employment

27. The last and most serious step in the warning issue process & progressive discipline policy is a show cause notice and or recommendation to terminate employment. Phaedra Solutions will try to exercise the progressive nature of this policy by first providing warnings or issuing a final written warning before proceeding to issuing a show cause notice and a recommendation to terminate employment. However, Phaedra Solutions reserves the right to combine and skip steps depending on the circumstances of each situation and the nature of the offense. Furthermore, Phaedrites may be terminated without prior notice or disciplinary action on the basis of following circumstances:

27.1. Misappropriation of funds or fraud or other acts of dishonesty with the company.
27.2. Theft of property, documents and information belongs to the company.
27.3. Insubordination or unwillingness to comply with the directions by the supervisors.
27.4. Repeated absences from work without authorized leaves.
27.5. Conviction in a court of law of any offense involving moral turpitude.
27.6. Engaging in any outside employment of business including freelancing without authorization of the company.
27.7. As a consequence of your misconduct, the company suffers direct or indirect financial or other losses.
27.8. You will be liable to take the responsibility for any loss or damage to the company property caused by your negligence, inadvertence, fraud, carelessness, etc. The termination of your services may not exonerate you from your said liability.

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28. A committee consisting of Legal team and other team members will be appointed to hear the Phaedrite's side in a show cause meeting(s) and this committee will be responsible to recommend the appropriate actions afterwards.

    28.1. Phaedrites will have an opportunity to submit information to the committe that has been used to take disciplinary action. The purpose of this process is to provide insight into extenuating circumstances that may have contributed to the Phaedrite's performance or conduct issues while allowing for an equitable solution.

    28.2. If the Phaedrite does not present this information during any of the meetings, Phaedra Solutions have the right to execute the onsided decision based on the facts available to the committe.

29. Recommendation to terminate employment must be approved by the CEO.

30. The Talent Management Team will execute the termination process as per this policy.

Immediate Termination

31. Illegal behaviors, such as the following, are not subject to progressive discipline and may result in immediate termination:

    31.1. Theft or other criminal behavior including revealing Phaedra's secrets and or violation of contract, NDA and other legal bindings.

    31.2. Sexual harassment and other discriminatory behavior in the workplace.

    31.3. Physical violence or threats against other Phaedrites.

Documentation

32. The Phaedrite will be provided copies of all progressive discipline documentation, including all performance improvement plans (PIPs) during the formal and written warnings. The Phaedrite will be asked to sign copies of this documentation attesting to his or her receipt and understanding of the corrective action outlined in these documents.

33. These issued warnings will be counted for the whole duration of employment and the copies of these documents will be placed in the Phaedrite's official personnel file.

34. A document containing the following details would be handed over to the Phaedrite/place in the record and submitted to the HOD/CEO. The points to be covered are:

    34.1. The level of warning they are being issued with, or whether they are being dismissed.

    34.2. The nature of the misconduct.

    34.3. How long any warning will remain active.

    34.4. If they are place on warning – the necessary changes in behaviour and the likely consequences of further misconduct.

    34.5. In the case of a dismissal – the grounds for the dismissal.

    34.6. Their right to appeal and the timescales they have to do this.

Ownership from All

Disciplining a Phaedrites is never a pleasant task. For the sake of everyone involved, we will take actions to prevent the need for disciplinary action. We will:

35. Communicate our policies and code of conduct clearly to all new hires.
36. Announce any revisions or changes in our policies to all our Phaedrites in a formal manner (e.g. Emails, Town Hall Announcement)
37. Use frequent performance meetings to address issues before they become problems.
38. Train teamleads to communicate, enforce and abide by policies.
39. Establish a culture of respect and collaboration.
40. Talent Management Team would be always there to assist Phaedrites in difficulty any issues arising would be dealt fairly with an equal opportunity for the Phaedrites to make representations.
41. The procedure would be fair and rational. The basis for the disciplinary procedure would be clear i.e the Phaedrite would know what he has done wrong with an internal appeals mechanism in place to accommodate every Phaedrite.
42. Selective information that's necessary for an investigation to take place and remind witnesses to keep the matter confidential will be shared if needed to be discussed with others.
43. The sooner the situation is resolved the better for all parties involved. Overhanging anxiety and uncertainty could lead to poor performance or absence amongst Phaedrites involved.

Termination Policy

Last Revision/Introduction Date: 01 March 2023

Purpose

This termination/separation of employment policy applies to all prospective of the company in regards to possible separation of employment. The company will observe all legal dictations referring to termination/separation of employment and will avoid "implied contracts" and unnecessary terminations.

Termination of Employment

Termination of employment happens when the contract of an employee is discontinued due to their or the company's actions. The dismissal of an employee from their job duties may be categorized as voluntary or involuntary.

1. ## Voluntary Dismissals
   1.1. Resignation.
   1.2. Retirement.
   1.3. Expiration or completion of contract.

2. ## Involuntary Dismissals for a Cause
   2.1. Discharge for a cause refers to immediate termination of employment due to an employee's misconduct. Any kind of disciplinary action or progressive discipline that results in termination may be considered "for cause". Other wrongful behaviors or actions that result in immediate dismissal are also considered "for cause". Severance pay may not apply to such cases. Examples of such termination of employees include circumstances where an employee;
   2.2. Failure to show for a specified number of days without notice.
   2.3. Breached contract of employment.
   2.4. Found guilty of fraud, embezzlement or other kinds of illegal actions against the company.
   2.5. Guilty of discriminatory behavior or harassment.
   2.6. Guilty of unlawful or immoral behavior on the job.
   2.7. Guilty of willful neglect of job responsibilities.
   2.8. Discovered to have caused intentional damage to company's assets.
   2.9. Continuously disregards company policy.

3. ## Involuntary Dismissals without a Cause
   3.1. Discharge without cause can occur when the company decides that the services of an employee are no longer needed. In general, this does not refer to an employee's conduct. Reasons for discharge without cause may be layoffs, rearrangement of a department or redefining of a position. In cases where an

employee must be terminated without cause, the company is obliged to give notice a specified amount of time prior to the date of termination depending on time of service, age of employee or position. If the employee has to stop working before the date of termination, the company will still provide compensation for the time remaining, specified as "pay in lieu of notice". The company may compensate the terminated employee for accrued vacation time when appropriate. Severance pay may apply to cases of discharge without cause but not applicable to discharge for cause.

4. Process of Termination

4.1. In case of discharge for cause, the show cause committe must submit an employee termination document to the Talent Management department at the date of separation or before. Discharge for cause justifies immediate suspension until the necessary documentation for termination has been gathered. In some instances, a termination meeting or a show cause meeting with the employee, Legal team, HOD and a Talent Management team member may be scheduled or a fact finding committee will be formed with the approval of CEO to investigate and pass the decision to Talent Management team for execution.

4.2. At all times, proper employee records will be kept containing all relevant documentation.

4.3. The company's lawyer team will be assisting the Talent Management team throughout the process to ensure the integrity of legal formalities.

Conflict of Interest Policy

Last Revision/Introduction Date: 01 March 2023

Purpose

The purpose of this policy is to guide our family members with information about what conflict of interest is and how certain situations arises which needs to dealt smartly so that organizational benefits and personal benefit nevers collides. This policy will outline the rules regarding conflict of interest and the responsibilities of employees and the company in resolving any such discrepancies.

What is Conflict of Interest?

This situation may take many different forms that include, but are not limited to, conflict of interest examples;

1. Employees' ability to use their position with the company to their personal advantage.
2. Employees engaging in activities that will bring direct or indirect profit to a competitor.
3. Employees owning shares of a competitor's stock, holds a position or invests time or money in the competitor's business.
4. Employees using connections obtained through the company for their own private purposes.
5. Employees using company equipment, confidential information (as per NDA), intellectual properties or means to support an external business.
6. Employees acting in ways that may compromise the company's legality (e.g. taking bribes or bribing representatives of legal authorities).

Handling & Resolution

1. In general, employees are advised to refrain from letting personal and/or financial interests and external activities come into opposition with the company's fundamental interests.
2. The possibility that a conflict of interest may occur can be addressed and resolved before any actual damage is done. Therefore, when an employee understands or suspects that a conflict of interest exists, they should bring this matter to the attention of department head/management so corrective actions may be taken.
3. The responsibility of resolving a conflict of interest starts from the immediate supervisor and may reach senior management.
4. All conflicts of interest will be resolved as fairly as possible. Senior management has the responsibility of the final decision when a solution can not be found.
5. In cases when a conflict of interest is deliberately concealed or when a solution can not be found, disciplinary action may be invoked up to and including termination as per policy defined as Warning Issue Process & Progressive Discipline Policy.

Confidential Information Security Policy

Last Revision/Introduction Date: 01 March 2023

Purpose

The purpose of this policy is to lay down the principles that must be observed by all Phaedrites with the access to confidential information. This policy, where relevant, should be read in conjunction with the appointment letter and/or employment contract and other work rules, policies and procedures applicable.

Confidential Information Definition

Confidential information includes any information which is not publicly known. It can concern technology, business, finance, transaction or other affairs of a company. It includes information which is commercially valuable such as trade secrets or business information, as well as personal information.

Examples of confidential information include but are not limited to; any document, discovery, invention, improvement, patent specification, formulations, plans, ideas, accounts, data, reports, drafts of documents of all kinds, correspondence, client information, lists & files,
decisions, information about employees, strategies, drawings, recommendations, designs, office precedents, policies & procedures, budget and financial information in any form, i.e. physical, electronic, electromagnetic or otherwise.

Expectations

1. Lock or secure confidential information at all times.
2. Shred confidential documents when they're no longer needed.
3. In case of special need with permission, make sure to provide view only access to confidential information on secure devices to authorized person(s).
4. Only disclose information to other team members when it's necessary and authorized.
5. Keep confidential documents inside our company's premises unless it's absolutely necessary to move them.
6. Don't disclose confidential information to anyone outside of our company.
7. Don't replicate confidential documents and files and store them on insecure devices.
8. When stop working for the company, we're obliged to return any confidential files and delete them from our personal devices.

Exceptions

1. Confidential information may occasionally have to be disclosed for legitimate reasons. Examples are;
    1.1.   If a regulatory body requests it as part of an investigation or audit.

1.2.   If our company examines a venture or partnership that requires disclosing some information (within legal boundaries).

1.3.   In such cases, Phaedries involved should document their disclosure procedure and collect all needed authorizations. We're bound to avoid disclosing more information than needed.

1.4.   We surely expect high cooperation from all Phaedrites but for the worst case possible Phaedrites who don't respect our confidentiality policy will face disciplinary and possibly legal action.

1.5.   Yet standing by our value we will investigate every breach of this policy. We'll take approperiate actions against any Phaedrite who willfully breaches our confidentiality guidelines for personal profit. This policy is binding even after separation of employment as per the employement contract.

Policy of Equal Employment Opportunities

Last Revision/Introduction Date: 01 March 2023

Purpose

Our equal opportunity employer policy reflects our commitment to ensure equality and promote diversity in the workplace. This equal employment opportunity policy is the pillar of a healthy and productive workplace. Everyone should feel supported and valued to work productively so we are invested in treating everyone with respect and consideration. Our equal opportunity employer policy applies to all Phaedrites, job candidates, contractors, stakeholders, partners and visitors.

Expectations

1. Being an equal opportunity employer means that we provide the same opportunities for hiring, advancement and benefits to everyone without discriminating due to protected characteristics like age, gender, religion, race, appearance, nationality, disability etc.
2. We built our equal employment opportunity policy around preventive and affirmative actions to ensure fairness in all aspects of employment. These aspects include hiting, training, evaluation of performance, termination etc.
3. We also want to make sure that equal opportunity applies to other instances. We shouldn't retaliate and are committed to prevent and resolve any kind of discrimination or harassment against our family members, including verbal remarks, physical advancements or sexual harassment.
4. Everyone is responsible to use equal opportunity practices and make decisions based on objectives, non-discriminatory criteria. Everyone should comply with our policy at all times.

Reporting and Resolutions

1. If we suspect that someone is behaving in a wrong way but doesn't realize it, we can talk to them directly.
2. If we see or suspect that our EEO policies are being violated in any way, feel free to inform the Talent Management team immediately.
3. When someone discriminates, they will be subject to disciplinary action depending on the severity of their actions.
4. The Talent Managment team is responsible for assessing our company's processes and ensuring they are bias-free.
5. The Talent Management team can form a committe of concerned team lead/HOD and will gather information/evidences and pass the recommendation about appropriate actions in a written format. The execution of actions will be made as per our "Warning Issue Process & Progressive Discipline Policy".

6. Whenever we find biases interfering, we will act immediately to refine our processes, train our people to combat their biases and protect possible victims of discrimination. We will give everyone the chance to work in an environment where their rights are respected.

Fuel Support Allowance Guidelines

Last Revision/Introduction Date: 01 March 2023

Purpose

These guidelines are related to one of the facilities provided by the organization to all Phaedrites i.e., "Fuel Support Allowance." The main purpose of underlining these guidelines is to provide our family members with guidelines about how and in which conditions they can avail this facility provided by the organization.

1. This is a temporary allowance and its value may vary on the monthly basis. It is calculated by the monthly distance covered from the individual's residence address to the office and based on the mode of travel.
2. Please note that we tried to accommodate our family members equally and this fuel allowance may not cover 100% of fuel expenses but still we consider that together we can support each other. It is advised to consider other fuel-saving options as well.
3. The computation done is considered final but you are more than welcome to suggest improvements through the ClickUp Request Form.
4. Phaedra Solutions has the right to consider the adequate and transparent information it has about individuals' residence addresses and modes of transportation.
5. In case of any change of address, you are requested to provide your latest address to the Talent Management Team.
6. Any additional travel expense reimbursement will be paused until further notice.
7. Phaedra Solutions can discontinue this allowance anytime with proper notice.
8. Please note that this benefit is not applicable during probation and notice period.

We Care For You Allowance Guidelines

Last Revision/Introduction Date: 01 March 2023

Purpose

These guidelines are related to one of the facilities provided by the organization to all Phaedrites i.e., "We Care For You Allowance." The main purpose of underlining these guidelines is to provide our family members with guidelines about how and in which conditions they can avail this facility provided by the organization.

Guidelines

1. This is a temporary allowance and its value may vary on the monthly basis.
2. It is calculated by the finance department depending on the budget proved by the HOD's for that month.
3. Please note that this will begin from the 1st Feburary 2023 and will be disbursed with the monthly salaries.
4. Phaedra Solutions can discontinue this allowance anytime with an approperiate notice.
5. Please note that this benefit is not applicable during internship, probation and notice period i.e., this is only available to permanent Phaedrites only.

Health Benefit Guidelines

Last Revision/Introduction Date: 01 March 2023

Purpose

The purpose of this policy is to set forth guidelines and set transparent information with respect to Phaedra Solution's new benefit which is induction of medical insurance for Phaedrites. Also with that this policy will help to provide detailed information about what this benefit hold and how is it useful.

Benefits

As medical expense is such a expense which every individual has to bear every now and then so Phaedra Solutons has brought this ease for all the family members. This benefit will be covering the followings medical expenditures:

1. Hospitalization & Rooms
2. Pre Existing Conditions
3. Day Care Surgeries (Hospitalization for not more than 24 hours)
4. Special Investigation Tests
5. Congenital Disaese (Disease present from birth)
6. Medical Emegencies
7. Accidental Emergencies
8. Complimentary Enhancement (increase in hospitalization limit in case of accident)
9. Maternity

Plans

1. We have two plans A and B available for our family members that will cover necessary medical needs. These two plans vary in their limits however the coverage for the above mentioned expenditures are the same.
2. Plan A include all the core members of Phaedra Solutions. Their untiring efforts and hardwork have always added value to Phaedra Solutions and they have demonstrated exceptional alignment with our values thorough their daily work. In order to recognize and determine their efforts Phaedra Solutions have added the core members in this plan.
3. All other rising stars of Phaedra Solutions who are emerging with great potential and following the steps of core team memabers are a part of Plan B.
4. It is to note that the core members are selected by respective HODs' on the basis of their performance, association and alignment with Phaedra vision, mission & values and ownership towards their job. The door for core members clan is open for all Phaedrites and any one can be moved from Plan B to A annually on the basis of the criteria

explained previously and the vice versa movement which is from A to B can always occur depending on the degradation of the value addition.

Implication of Medical Insurance Policy

1. The beneift is added on the annual basis starting from 1st March 2023.
2. This benefit is not applicable during internship, notice period and probation so only the permanent Phaedrites are eligible for this benefit.
3. On completion of the probation/internship period the required data will be collected by the Talent Management Department for the inclusion into the benefit.
4. During the first year of the service each Phaedrite will be given self coverage of medical benefit.
5. From the next year of his joining date the Phaedrite will be given self and spouse coverage of medical benefit.
6. After the 2 year of service with Phaedra Solutions the Phaedrite will be provided self, spouse and up to 3 children coverage of the medical benefit.
7. The medical plans and claims are required to be submitted by the Phaedrites himself through his authorized mobile application and the 3rd party service provider will be available for the assistance.
8. In case of any help required from the Talent Management team, Phaedrites are always welcome to contact.

Benefits That Aren't Applicable During Notice and Probation Periods or Internships

Last Revision/Introduction Date: 01 March 2023

Purpose

As per company policy there are various benefits that are provided to the Phaedra Family in order to ensure that they have a good work life balance and have a lifetime experience at Phaedra Solutions but this document would elaborate some of the benefits that aren't applicable or available to Phaedrites during their internship, notice period and probation period. This policy explain those benefits in detail as below;

Fuel Support Allowance (Temporary)

1. Due to rising inflation and increasing petrol prices Phaedra Solutions took the initiative to provide Fuel Support Allowance to its family members so that their daily commute expense becomes bearable. This allowance is dependent on your mode of commute and distance from the office. On the basis of these two determinants the fuel allowance is computed and added in the salary of every Phaedrite each month. This allowance aims at easing out the pain of immense prices of commuting. But this specific benefit is not available in the probation period which initiates when any Phaedarite joins Phaedra Solutions and generally lasts for 3 months until extended or reduced by HODs. Also this benefit is not available during the notice period after the resignation.

Paid Annual Leaves

2. During the probation period the phaedrites have 3 emergency leaves which they can avail and the rest 15 annual leaves will be allocated on the prorata basis from 1st January to 31st December after the confirmation date. During the notice period ideally you aren't supposed to go on leaves unless specifically approved by team lead/HODs.

Marriage & Maternity Leaves

3. Any Phaedrite on the notice period or during probation won't be able to avail Marriage leaves (14 Paid Leaves), Marriage Bonus (PKR 25,000/-) and Maternity Leaves (30 Paid Leaves). This specific benefit is available for any Phaedrite once they have completed their probationary period and are not on notice period.

Loan Facility

4. Any Phaedrite can avail interest free loan once they have completed their 1 year tenure with Phaedra Solutions which indicates that this benefit is not available in the probation

period. Secondly during the notice period the benefit becomes null and void for the Phaedrite but in case that the Phaedrite has already taken the loan and then he/she is serving the notice period indicates towards a different scenario and for better understanding of the process in that regard they can refer to the Loan Sanction Policy mentioned in the Phaedrite Handbook.

We Care for You Allowance (Temporary)

5.   In the current economic crisis of Pakistan where the inflation rate is surpassing the roofs, Phaedra Solutions has taken an initiative to cater the family members in this hour of need. We have introduced the "We Care For You" allowance that is a reimbursement to our family members in their salaries to cover their additonal household expenses. The amount for the allowance will vary every month depending on the budget approved by HOD's. It is a temporary allowance and can be discontinued anytime with a notice. It is not applicable during probation, internship or the notice period.

Health Insurance

6.   All permanent employees will have an option to cover any medical emergices via health insurance without paying any premium from their side. More details about it are available in this handbook but this is a benefit that won't be available during probation, notice period or internships.

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Phaedrite Referral Program

Last Revision/Introduction Date: 01 March 2023

Purpose

Phaedra Solutions believes that we can grow by inviting and joining hands with like-minded people. Phaedrites are encouraged to refer their friends, relatives and ex-colleagues and help us in creating a supportive culture.

1. The Talent Acquisition & Management department will announce open positions through social websites, Google chat room "Jobs" and on our [Phaedra Website](#) with apply links.
2. Phaedrites can share those links with their friends, relatives and ex-colleagues, etc., and request them to fill out online application forms with their names as referrals.
3. Phaedrites can also send the resume directly from their official email address to jobs@phaedrasolutions.com.
4. The TAM department will cross-verify referrals and prioritize those applicants.
5. Phaedrites are entitled to get a PKR20K bonus for every successful referral on successful completion of the probation period.
6. A link to understand the referral program is available [here](#).

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Appreciation & Encouragement Guidelines

Last Revision/Introduction Date: 01 March 2023

Purpose

Phaedra Solutions likes to create and foster an appreciated and encouraging culture throughout the organization to get our family members motivated all the time. For this, we consider our core values and anyone who goes above and beyond in his professional life we'd want to appreciate openly.

1. We are open and encourage everyone to post appreciation messages on **Google Chat** in **General Room** or share them verbally in **stand-ups** or **meetings** about our colleagues and team members if;
   1.1. Anyone who participated towards continuous growth to achieve the best.
   1.2. Anyone who added value to generate results.
   1.3. Anyone honest and fair.
   1.4. Anyone who developed a friendly and healthy environment.
   1.5. Anyone who led towards empowerment.
2. We will be encouraged to acknowledge, motivate, cheer and appreciate these messages posted on Google Chat or shared verbally.
3. We will try to acknowledge the achievements of our colleagues on Phaedra Solutions Social Sites as well.

Team Building Guidelines

Last Revision/Introduction Date: 01 March 2023

Purpose

The main objective of introducing Team Building Guidelines is to provide Team Leads & HODs with a clear picture of what they have to do within their teams to get the best out of each of their team members and to make their team more efficient and productive. Let's motivate ourselves, team members and HODs for building strong, productive and effective teams.

Qualities of a Great Team

1. **Compassion**: Team members care for each other e.g., offer a seat and are available in difficult situations. Assist if someone fails to complete tasks etc
2. **Sympathy**: Team members involve sympathy while interacting i.e., encourage and buck up or cheer up even if they couldn't perform well.
3. **Empathy**: Have empathic relationships with each other i.e., if someone is struggling, they sit with them, listen to him, offer time and help. Also, provide timely appreciation and feedback with empathy.
4. **Kindness**: Treat team members with kindness i.e., talk politely, listen to them, pay undivided attention, don't interrupt with counter arguments, keep our mind open, keep our voice low and deal with their conflicts with kindness.
5. **Gratitude**: Team members are always thankful for what they have today instead of complaining about things that aren't available.
6. **Humility**: Team members give importance to everyone and listen to their opinions, respond appropriately with ideas or share a similar experience
7. **Patience**: They give everyone fair time and help them whenever they need it. They don't assume things and instead ask questions to clarify doubts with patience.
8. **Self Awareness**: Team members have knowledge or perception of a situation or facts and measure the success based on ground realities/facts.
9. **Being the Bigger Person**: They admit mistakes and own them rather than putting those on others.
10. **Sincerity**: The team is free from pretense, deceit or hypocrisy.
11. **Communication**: Team has a clear idea about methods of communication and expected response time.

Teamwork Checklist

Phaedrites believes in teamwork productivity instead of individual efforts so whenever some team members want to measure teamwork efficiency we can go through the following checklist;

Purpose & Team Values

1. Are we committed to a common purpose? Do we all know what our team's work is and why it is important?
2. Are our team goals clear, challenging, agreed on and relevant to the purpose of the company?
3. Do we have clearly defined strategies for achieving goals, which we all agree on?
4. Are individual roles and responsibilities clear? And their relationship to our team's purpose and goals are understood?
5. Do we trust each other?

Team Flexibility

6. Is our team open to exploring different ways of doing things?
7. Do we achieve goals together, by using the talents and strengths of all our team members?
8. Are small mistakes seen as opportunities for learning?
9. Does our team share responsibilities for team development?
10. Is there a "no-blame culture"? Do we all feel safe to report issues or potential risks?

Empowerment

11. Is all relevant information readily available to our team?
12. Does our team have the authority to take action and make decisions, within understood boundaries?
13. Is training available to support individual and team development?
14. Is our team committed to the continued development of all team members?
15. Do our organization and team value transparency? We don't guard relevant information, we share it freely?

Recognition & Appreciation

16. Do we acknowledge individual and team accomplishments? Do we celebrate successes and milestones?
17. Do we have a sense of personal accomplishment in relation to achieving goals?
18. Are your team contributions valued and recognized?
19. Do we feel as individuals appreciated within our team?
20. Are individual differences respected? Do we value diversity and inclusion?

Team Performance

21. Does our team have effective time management? Do we structure our meetings?
22. Are we committed to high-quality work?

23. Do we work at a sustainable pace? Does management & stakeholders support and respect that pace?
24. Do we learn from our mistakes, and are we committed to continuous improvement?
25. Are our team's problem-solving and decision-making skills effective? Can we overcome obstacles?
26. Does our team collaborate well with other teams, customers, stakeholders and vendors?

Team Morale

27. Are we confident and enthusiastic about our team's efforts?
28. Do we have fun working together?
29. Is there a sense of pride and satisfaction with our team's work?
30. Do we help each other? Do our team members support and care for each other?
31. Do we seek ideas from outside our team and share our insights on what we have learned?

Relationships & Communication

32. Are different ideas, opinions, and perspectives encouraged from all team members? Do our team members listen actively to each other? Do we try to understand without judgment?
33. Do team members assume best intentions? Do we consciously choose to assume that our co-workers are operating to the best of our abilities?
34. Does our team have methods for managing conflicts and finding common ground? Do we offer access to conflict management training?
35. Are we wary of chat and email overload? Do we regularly turn off notifications to dedicate time for focused work?
36. Do we keep regular retrospectives, where we strive to give honest and caring feedback?

Long Term Goals for Team Building

1. Team leads/HODs' prepare & share clear vision/goals for their respective departments.
2. They break down those goals into smaller targets with the timeline e.g., long term, mid-term and short term.

Monthly Goals for Team Building

3. Team leads are encouraged to have monthly 1:1 discussions with individual team members for at least 15 minutes.
4. HODs' are encouraged to host an open discussion with all team members which will evolve around SMART goals and a clear vision.
5. Extract success stories from the department and share them in our monthly meetup every month.
6. Plan a monthly team-building activity.

7. Represent your team members during meetings with seniors and seek their help for motivation and encouragement.

Daily & Weekly Goals for Team Building

8. Please arrange a daily team discussion for at least 15 minutes.
9. Kindly appreciate & encourage your team members daily via G-Chat, in-person or within the house. Let's don't wait for a big success, instead celebrate the smallest victories too.
10. Build empathic relationships daily with your team.
11. Team Leads/HODs should be great listeners and let's not force your ideas/suggestions. Instead, encourage your team members to give you solutions to their problems.
12. Empower all team members with clear responsibilities and lead by example.

Intra/Inter-Team & Department Communication Guidelines

Last Revision/Introduction Date: 01 March 2023

Purpose

Communication is one of the organizational functions that help an organization to stay efficient and productive. Intra/Inter team & department communications are the most important forms of organizational communication. Implementing instructions to strengthen the communication helps to underscore its importance and will result in an efficient flow of information, building trust between teams/departments, better customer service and satisfaction, increased efficiency of transmitting data, avoiding conflicts and finger-pointing.

Objectives of Transparent and Open Communication

1. Phaedra Solutions believes in and encourages transparent and open communication between team members, across the teams or departments. Effective communication is essential for success, increasing productivity and making continuous progress. We trust our teams/departments to make decisions following the organization's norms, culture and values and keep everyone involved without unnecessary intervention or overriding anyone. We avoid any reactive actions and take decisions based on pieces of evidence available.

Routine Work-Related Communication

2. **In normal cases:** Our teams/departments are fully independent and work together to complete their goals and tasks assigned to them. Everyone can request to access the information within the team or across the team that can help to complete his tasks.
3. **In special cases:** If a team/department needs to collaborate with other teams/departments and requests them to do certain tasks or decisions for which SOPs' or guidelines aren't pre-defined then only two HODs' will discuss the possibility with each other. They will approve the process of interaction by creating a short-term team and setting up communication channels.

Managing Conflicts/Concerns

4. We encourage everyone to convey their conflicts/concerns about any other member/department to their team-lead rather than involving themselves directly. His/her lead will then share the message in a fair and appropriate tone with the other member/HOD and solve the conflict for him.

Discouraging Inappropriate Communication

5. We won't appreciate anyone discussing or passing any negative, disrespectful, or discouraging remarks within the team or across members/teams/departments.

6. We also discourage from sharing negativity about anyone's progress, abilities, skills or communicating in an inappropriate tone/behavior either directly with him or with any other Phaedra family members in general. Unless requested specifically by seniors in a private discussion for collecting feedback to provide guidelines for improvement.

7. Phaedra Solutions has zero tolerance for item nos. 5 & 6 under this policy whether it's verbal or written. A written warning may be issued, filled in the Phaedrite's record and repeating the same mistake will be considered as a major infraction.

Recourse Inn (HRMIS) Usage Guidelines

Last Revision/Introduction Date: 01 March 2023

Purpose

The purpose of this document is to introduce you to the importance of the Resource Inn (HRMIS). We are using it to keep the records of all of our family members in a digital format so that we can get all reports efficiently and timely. It is super important to keep your profile and contact details updated on it so that we can refer to those in case of need.

Account

On joining every Phaedrite will get an account for the software and during orientation, basic training will be provided. In case of any confusion or questions, we may immediately contact the HR team and they would be happy to assist us.

Check-In/Out

We are required to mark our attendance as per our start and end times daily through the interface of Resource Inn. On the dashboard, we see important information about absences, missing punches and leaves, etc. It is really important to mark our attendance and in case we forget about it we can always request and get it approved through the software within the same month. Once the payroll is generated at the end of the month the attendance will be closed. Please note that we need to follow up with our team leads/HODs for approval before the last date as absences will be considered as uninformed and the software will deduct **3 leaves from your leave quota or 3 days salary** if your leave quota is insufficient. This will be done automatically by the software itself so it is requested to pay attention to it. More details are available in "**Attendance & Leave Policy**" which can be referenced anytime.

Requests & Approvals

We all are supposed to follow up with our team leads/HODs' for the approval of our attendances, leaves, expenses reimbursements and other requests made through the software. If any request doesn't get approved within the same month then absences may cause deductions as explained in "**Attendance & Leave Policy**" and expenses will be reimbursed in the next month based on approval. For more information, the "**Attendance & Leave Policy**" and "**Expense Reimbursement Guidelines**" can be referenced anytime.

Attendance & Leave Policy (General)

Last Revision/Introduction Date: 01 March 2023

Purpose

The purpose of this policy is to set forth Phaedra Solution's procedures for handling Phaedrite absences/leaves to promote the efficient operation of the organization and minimize unscheduled absences.

1. **Objective**: Punctual and regular attendance is an essential responsibility of each family member at Phaedra Solutions. Phaedrites are expected to report to work as scheduled, on time and prepared to start working. Phaedrites also are expected to remain at work for their entire work schedule. Late arrivals, early departures or other absences from scheduled hours are disruptive and must be avoided.

2. **Attendance Marking**: We must mark our attendance through the "ResourceInn" daily. In case we forgot to mark it, we can request it on Resource Inn and our team leads will approve after checking it with us. Failure to mark and get our attendance approved within the same month i.e., before the **30th of each month** will result in an automatic absence. The software will deduct **3 leaves** from our leave quota or salary equal to **3 days**.

3. **Absence/Leave**: "Absence/Leave" is defined as the failure of a Phaedrite to report for work when he or she is scheduled to work. The two types of absences are defined below:

   3.1. **Planned Absence/Leave** occurs when all the mentioned conditions are met. The Phaedrite provides to his/her supervisor, client and team members sufficient notice at least 1 week in advance of the absence/leave. The absence/leave request is approved in advance by Phaedrite's team lead.

   3.2. **Un-Planned or Emergency Absence/Leave:** Occurs when any of the above conditions are not met. If a Phaedrite must be absent or late for work because of an illness or an emergency, the Phaedrite must notify his/her team lead and request him to inform his client and team members no later than the Phaedrite's scheduled starting time on that same day. Later the formal application will be required to submit through Resource Inn for the record.

4. **Leave Quota/Annual Leaves:** Phaedra Solutions provides its family members with 18 annual leaves (5 Sick Leaves, 3 Emergency Leaves, 5 Casual Leaves & 5 Recreational Leaves) for every 12 months. The leave quota is distributed on a pro-rata basis from 1st January to 31st December of each year. During the whole probation or internship period (not limited to 3 months) only 3 emergency leaves are available in the quota.

5. **Leave Quota Exhaustion**: In case of exhaustion of leave quota, Phaedrites can apply for 20 unpaid leaves in a calendar year. The pay for these leaves will be deducted from the salary.

6. **Leave Encashment:** Upon renewal of leaves on 1st January of every year, family members can get an equal salary for the remaining leaves of 1 year (Leave Encashment) in January salary. In case of joining (after successful probation completion) and end of employment during the year, leave encashment will be disbursed on a pro-rata basis i.e., (***Accumulative Leave Type Count/365) * Remaining Days of Leave Year).***

7. **Public Holidays:** Phaedra family members are entitled to all public holidays in Pakistan. They will be paid for each public holiday.

    7.1. Due to the nature of the Phaedra Solutions business, Phaedrite may be required to work on a designated public holiday. Family members will get double pay for working on Public holidays.

8. **Sandwich Leaves**: Sandwich Leaves refer to availing leaves on Monday and Friday. Phaedrites are allowed to take only three (3) Sandwich Leaves throughout the year.

    8.1. When any Phaedrite avails 4th Sandwich Leave, it will be treated as 3 leaves instead of 1. That will automatically be done by the Software (Resource Inn). It will deduct 3 leaves out of 18 annual leaves and if there is no leave remaining in the leave quota, then it will be considered unpaid leaves.

    8.2. Sandwich Leave will be counted only if any Phaedrite takes uninformed or unplanned leaves on Friday and Monday. Planned & emergency leaves won't be counted as Sandwich leaves.

9. **Marriage Leaves:** Phaedrites can avail 14 marriage leaves (paid) including Saturdays and Sundays.

10. **Maternity Leaves:** Female Phaedrites can avail themselves of 30 days as maternity leaves.

11. **Unpaid Leaves**: Phaedrites can avail up to 20 unpaid leaves per year in case of a special need.

12. **Late Arrival:** In case of emergency, when a Phaedrite is not able to arrive at his or her scheduled reporting time then he or she can request late arrival/relaxation through Resource Inn or by call or text before his or her reporting time. We are pretty much flexible for late arrivals but completing the assigned work and informing our team members is important in professional life.

13. **Early Departure:** Phaedrites can avail of Early Departure (leaving office before the end of the scheduled shift) in the hour of need. We'll consider 1 hour before the shift completion time as an earlier departure. More than 1 hour will be considered as a half-day leave explained below. Phaedrites are required to take approval from their team leads at the start of the day or in case of a planned early departure, at least 1 day before through Resource Inn by keeping his team lead, client and team members informed.

14. **Half Day:** Phaedrites can avail of half-day as well in the hour of need. 4 hours is the maximum limit of a half-day leave and more than it will be considered as a full day leave. Phaedrites are required to take approval from their team leads at the start of the day (via Resource Inn) or in case of a planned half-day, at least 1 day before via Resource Inn. Less than 5 hours of work in a day will be termed as a half day.

15. **Work from Home**: Phaedrites can avail work from home in the hour of need. For this, Phaedrites are required to take approval from their team leads at the start of the day or one day before.

16. **Resource Inn**: All family members are required to apply for missed check-ins & outs, leaves, late arrivals, half days and early departures through Resource Inn. In case a Phaedrite is not able to access the Resource Inn, he/she can inform his/her team through call or text message but later the requests would be applied in the software for the record. The failure to add a request may result in absences and or deductions through the software automatically so it is suggested to pay close attention to it.

17. **Approvals:** All types of leaves will get approved only by the Phaedrite's immediate team lead and HODs'. Without approval, leaves cannot be granted.

    17.1. We also encourage you to inform your all team members so that no work is blocked or goes into pending due to lack of communication.

    17.2. We expect our team leads will inform all projects/team members about any leaves, late arrivals, short leaves or work from home.

18. **Uninformed Leaves:** No Phaedrite is allowed to take uninformed leaves, late arrivals, work from home, half days and early departures. Failure to do so will result in a warning from the team lead. On the 2nd incident, the Talent Management department will be informed to issue a written warning. Unfortunately, the 3rd reported occurrence will be considered as a major infraction and may result in immediate termination without any further notice. Please note that these incidents are for the whole employment tenure rather than per year i.e., these warnings won't be renewed/canceled.

Leave Policy (Special Case)

Last Revision/Introduction Date: 01 March 2023

Purpose

The purpose of this policy is to set forth Phaedra Solution's policy and procedures for handling Phaedrite absences/leaves If he/she is working with the client(s) directly. In this special case the following two steps procedure will be followed for the leaves approval:

Step 1: Client Approval

1. The phaedrite will send an email to the client himself with a leave request.
2. He will make sure that all stakeholders are copied (CC) in the email.
   2.1. His immediate team lead (if available)
   2.2. His head of department (HOD)
   2.3. PM/PO, SCRUM Master (if available)
   2.4. Account manager

Step 2: Internal Approval

3. On the client's approval, the resource will generate the request on Resource Inn as per his available leave quota.
4. The team leads and HOD will approve it accordingly.

Emergency Leaves Leaves Approval

5. In case of Un-Planned or Emergency Absence/Leave as defined in "**Attendance & Leave Policies (General)**" section item no. **3.2**, the Phaedrite must notify his/her team lead and request him to inform his client and team members no later than the Phaedrite's scheduled starting time on that same day. Later the formal application will be required to submit through Resource Inn for the record.

Hardware Equipment (Laptops, LEDs, Monitors & Testing Devices, etc.) Usage & Security Policy

Last Revision/Introduction Date: 01 March 2023

Purpose

This document serves to outline the organization's direction on the use and security of the hardware device including computers/laptops, monitors, peripherals, LEDs', TVs, cellphones, smartphones, tablets, testing devices and any other equipment that is provided to Phaedrites to perform their duties. Hereafter the term hardware device will be used in the policies and it means all devices which are provided for the duty. This is intended to minimize the organization's exposure to information security risk as well as increase the Phaedrite's safety and safeguard the organization's hardware investment. Portable computing equipment is not just stolen to be resold, it is also stolen for the information it contains. Information about customers, Phaedrites and payments, and commercially sensitive data can all be of value to a thief. In the wrong hands, the information on your laptop/testing device could be a risk to the organization.

The organization relies heavily on its ability to access up-to-date and complete business information; the loss or unauthorized modification of data on portable devices can impact heavily on the organization's ability to operate effectively or management's ability to make informed business decisions. So, the cost to the business can persist long after the initial security breach and be of far greater consequence than hardware value alone. The true cost to business of lost or stolen laptops is more than three times the cost of the hardware. The security of customer/client information is the primary concern when hardware devices are stolen.

Physical Security of Hardware

1. Phaedrites are assigned laptop/testing devices and similar hardware devices to perform duties related to the business of Phaedra Solutions.
2. When issued with organization hardware, Phaedrites accept to abide by the organization's physical hardware equipment security policy as described in this document.

General Responsibilities

3. Please don't leave hardware devices unattended and keep them always locked.
4. Kindly don't allow anyone else to use your hardware device as it is organization equipment and provides access to our confidential networks.
5. It is recommended to choose an ordinary-looking briefcase or non-traditional laptop carry bag, perhaps a backpack type, as bags that contain computers are an easily identifiable target for the casual thief.

6. It is to inform you that Phaedrites are responsible for all data stored on the hardware devices in terms of security and backup.

At Home Care

7. Always store inside your home, never leave it in the car and keep it where it cannot be easily seen from outside. Ideally, keep locked in a cupboard or strong drawer.
8. Do not allow any use that is not authorized by the organization.
9. Only use it in an office-like environment with a table and chair and avoid using it on a bed as that can cause severe damage to the laptop due to lack of air ventilation.
10. Do not use near liquids e.g., water, tea or coffee, etc.
11. Only connect to approved or known wireless networks. Ideally, use your encrypted domestic connection if available.
12. Do not charge on UPS and generators with variable/fluctuating power.

Appropriate Use - Hardware Device

13. Use your hardware device only for business purposes. The organization does not accept the inappropriate use of any organization's property.
14. Offensive, pornographic, racist or abusive content found on organization laptops/testing devices will be referred to as necessary under the organization's disciplinary proceedings.
15. Serious offenses will be reported as necessary to the police.

Hardware Device User Data Protection Responsibilities

16. Always use encryption software approved and supplied by the organization.
17. Choose a password that is unique to your data encryption key; make it long, random and complicated to guess.
18. Do not give your network password or access device to anyone. You are responsible for all access under these codes.
19. Remember that access to your laptop can also mean access to the organization's network.
20. Your laptop is the property of the organization; do not lend it to anyone or otherwise permit the use by anyone else, not even for a short while.
21. If you leave your laptop switched on and unattended you must activate the password-protected screensaver. Ideally, never leave switched on or logged in. Please log out or shut down.

Hardware Device User Data Recovery Responsibilities

22. If the worst happens and your laptop/testing device is stolen, lost, damaged or simply fails then it is always possible to recover your data but only up to your last backup. It is your responsibility to ensure that you make adequate backup provisions.

23. You should back up at least weekly and ideally daily. Use USB HDDs as necessary, always encrypt and store securely. Destroy or delete out-of-date backup media.
24. Store backup data separately.

Damages and Claims Policy

25. If you use a hardware device near tea/coffee/water or charge your devices on UPS/generator/low/high voltage and it gets damaged/failed due to this then you will be liable for bearing the 100% cost of the damage.
26. If a laptop/testing device falls and breaks due to your negligence, then you will be responsible for bearing 100% cost of the damage.
27. In case of loss, theft and damage (the damage which is not caused by your negligence), the organization will have all the rights to make a decision based on the evidence available.
28. Depending on the damage and reason of the damage the organization will have the right to decide what proportion of the damage will be paid by the Phaedrite and the organization.

Common Devices

29. These are the devices that are issued to all the Phaedrites when they become a part of Phaedra Solutions. Each Phaedrite receives these devices without any discrimination. Common devices include laptops, mouse and earphones/headphones.

Special Devices

30. Special devices are the devices that will be provided by the management decision and based on availability. These include internet devices, external hard drives, separate screens/LED's, testing devices, mobile phones (other than development needs), extra peripherals, etc.

Getting Approval for Devices

31. If you want any hardware device for your office work you are requested to get verbal/written approval from your Team Lead and HOD. The administration department will purchase and issue the device after completing the paperwork. Please don't purchase it yourself unless it is necessary and you have pre-approval.
32. If you have a pre-approved request for the purchase of any device from your Team Lead and HOD then you can generate a reimbursement request through Resource Inn. For reference please see the "**Expense Reimbursement Guidelines**".
33. It has to be made sure that any device requested for approval to be purchased should be a piece of equipment that will aid you in effectively working for the organization.
34. Any hardware device such as a mouse, keyboard, screen, internet device for which the organization has made payment will remain the property of the organization and it would be returned on request. Phaedra Solutions knows the importance of work while working

from home so special requests for internet devices will be entertained as per the approved budget. Please discuss with the finance and administration department about the budget before making any purchase. Once the work from home ends these devices will be collected by administration staff. Phaedrites can remove the Sim Cards from the devices before returning them. For more details please refer to "**Internet Usage and Reimbursement Policy**".

35. Any equipment that has been issued to any Phaedrite of the organization would be reissued after getting approval from the HOD/management if it is lost or damaged.

Caring Office Properties Guidelines

Last Revision/Introduction Date: 01 March 2023

Purpose

As you know that we are renovating our office space and building a better environment for all of us. For this, we need 100% support from our all family members. First of all, we need to be responsible and reasonable while using office equipment, laptops, furniture, wires, connectors, books, headphones, microphones, LEDs', LCD's etc. Otherwise, all of our efforts will be wasted and this won't help any of us in this effort. We have to try our best for building a friendly & healthy environment as per our core values and without following rules & policies this won't be achievable. We expect all to follow the below points in any case.

1. Please make sure that any of the office property/assets shouldn't be damaged or lost due to our negligence or carelessness.
2. We need to understand that every single asset is important and somehow adds up to our productive, misuse or inappropriate use causes a problem that effects us all in some way.
3. Kindly take note that moving any office property (that is not allocated to you) from one place to another or taking home is strictly disallowed. This includes books, headphones, microphones, webcams, conference call equipment, stationary holders/boxes, USB connectors, I/O devices, LAN/Switches equipment, chairs, tables, wires, trophies, decoration pieces, plants, wall hangings, pictures, kitchen crockery, sports or games equipment, board games, etc.
4. We all are fully authorized to use any of these items in the same room/place where these are placed after the planning.
5. We are responsible to return items to their places after use so that others can take benefit from them.
6. Please remember that the administration team has been instructed to collect **PKR1000** per person in case of any misuse of any office property. This fine collection would be a part of newly introduced "**Fun Fund**" and the collection in this fund will be used to have a party at the end of every month.
7. It's a humble request to everyone whenever you leave a room as a last person, kindly make sure to turn off all lights, AC and switches. We all should be more responsible and take ownership of it. Consider it your family home and we have to care about these matters.
8. We would highly appreciate the responsible behaviour, the attitude of taking it as "OUR" office and treat the assets and properties accordingly.

PHAEDRASOLUTIONS

Internet Usage and Reimbursement Policy

Last Revision/Introduction Date: 01 March 2023

Purpose

The purpose of this policy is to guide our family members with information about how and under what conditions they can avail company-sponsored internet and devices to use at home and what is the procedure to reimburse company-sponsored internet bills.

Rules

1. Please request a company-sponsored internet device only when you are **continuously/permanently** working from home.
2. If during work from home you face some difficulty in your home internet and you find it difficult to work using your home internet, please make sure only then you request for company-sponsored internet and the fair usage only.
3. Please note that Phaedra Solutions doesn't provide payments for the installation of any fixed (cable, satellite, PTCL broadband line and fiber line, etc.) internet connections.
4. It is suggested to only purchase internet devices offered by cellular companies i.e., Jazz, Ufone, Telenor, Zong, etc. These devices will remain the organization's property and will be required to return to the administration office whenever requested. You can remove the SIM cards installed while returning these devices.
5. As an organization, we are honest and fair. We trust that based on fair official usage, the internet bill shouldn't be more than PKR2000/- per month. This is the maximum amount that will be reimbursed on the presentation of a valid payment voucher.
6. Please consider that Phaedra Solutions is not liable to reimburse anyone's personal internet usage bill.
7. Company-sponsored internet devices will be the property of Phaedra Solutions solely and you will need to return that back when you resume working from the office.

Reimbursement Procedure

8. If you are **continuously/permanently** working from home and need an internet device due to genuine reasons, then you have to take approval from your team lead/HOD for getting a company-sponsored internet device.
9. After getting approval, you will need to generate an email to the Finance Department (finance@phaedrasolutions.com) for your request by keeping your team lead/HOD and administration department (administrations@phaedrasolutions.com) in CC.
10. The administration department will check the assets and may issue a device if available or can purchase it in case needed. You can collect it from the office.
11. Alternatively, if an internet device isn't available in the stock and you are residing in another city (out of Lahore), only then finance and administration departments can discuss it with you and permit you to purchase the device as per the approved budget.

12. After purchasing the device, please inform the administration department of its serial number and other details so that it is officially recorded. Please keep the receipt to get that device payment reimbursed through ResourceInn. In case of online payment, please take a screenshot or save a soft copy of the receipt to serve the purpose. Kindly note that without attaching receipt, reimbursement won't be approved on ResourceInn.

13. Getting your internet bill reimbursed, you need to follow the same procedure as mentioned above. You must keep the receipt to get the internet bill reimbursed through ResourceInn. In case of online payment, please take a screenshot or save a soft copy of the receipt to serve the purpose.

Expense Reimbursement Guidelines

Last Revision/Introduction Date: 01 March 2023

Purpose

These instructions are related to one of the facilities provided by the organization to its family members which is the "Expense Reimbursement Facility." Please remember that sometimes, it isn't feasible to approve all expenses and we may have to wait for the approval. Phaedra Solutions will reimburse only pre-approved expenses incurred as per the following two steps guidelines;

Step 1: Approval

1. Send an email to HOD with a request for approval of expenses and copy your immediate team lead in CC. This can be discussed verbally as well with HODs for approval.
2. The email request should have the following details;
   2.1. Type & Need of the Expense
   2.2. Frequency (One Time or Monthly or Custom)
3. The HOD will send approval on the same email thread by copying the accounts & finance team (finance@phaedrasolutions.com).

Step 2: Reimbursement Request

4. After getting approval (step 1), create expense requests on Resource Inn with a payment voucher.
5. Please note without a valid payment voucher Finance manager is authorized to reject the expense. So, please keep the payment voucher saved with you until it is paid.
6. The definition of a valid payment voucher is a printed receipt with the signature and name/address/contact number of the vendor on it. Hand-written receipts will not be accepted anymore.
7. Team Lead, HOD, Finance Manager and Final Authority will approve the request accordingly.
8. In case any expense doesn't get approved by the 28th of a month and payroll is closed on the Resource Inn, then it would be reimbursed in the following month after the approval. Please collaborate with team leads and HODs' for the in-time approvals.

PHAEDRASOLUTIONS

Marriage Gift Application Flow & Guidelines

Last Revision/Introduction Date: 01 March 2023

Purpose

The purpose of defining this process is to give our family members a clear step-by-step procedure through which they can apply for their marriage gift which is our organization's perk offered to our family members. We tried to keep it simple between the Phaedrites and concerned departments.

1. The marriage gift is only for the permanent Phaedrites and this also won't be applicable in the notice period.
2. The Phaedrite will need to send an email to the Accounts & Finance department (finance@phaedrasolutions.com) about the marriage with the final marriage date and apply for your marriage gift provided by the organization. The Talent Management Team (hr@phaedrasolutions.com) will be copied in the CC as a must for the record. The Phaedrite may add his team lead and HOD in CC but this isn't a requirement.
3. The Accounts & Finance Department will acknowledge the email mentioning when the Phaedrite will be receiving the marriage gift by replying to the same email thread.
4. The Accounts & Finance Department will copy everyone (Talent Management, CEO and others who were copied in the original email) while replying.
5. The marriage gift amount is equal to PKR25000/- once in the whole employment tenure.

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Special Performance-Based Bonus by HODs'

Last Revision/Introduction Date: 01 March 2023

Purpose

The objective of this document is to provide our HODs and family members an understanding of the disbursement of special performance-based bonuses by HODs' to Phaedrites.

1. The bonus will be given to the best performers based on the core values as mentioned in the "Phaedra Solutions - Vision, Mission & Values". These are;
    1.1. *We grow continuously to achieve the best.*
    1.2. *We add value to generate results.*
    1.3. *We are honest & fair.*
    1.4. *We build a friendly & healthy environment.*
    1.5. *We lead towards empowerment.*
2. The selection of the top performer and the amount of bonus will be the decision of HODs'.
3. The HOD will send an email to the Accounts & Finance Department (finance@phaedrasolutions.com) about the Phaedrite name, bonus details, amount and the month of transfer of the bonus. The ~~Talent Management Team i.e., hr@phaedrasolutions.com~~ and CEO will be copied as CC in that email.
4. The Accounts & Finance Department will get a confirmation from the CEO and acknowledge to the same email thread when the bonus amount is transferred.

Female Travel Allowance Guidelines

Last Revision/Introduction Date: 01 June 2022

Purpose

These guidelines are related to one of the facilities provided by the organization to its female family members i.e., "Travel Allowance." The main purpose of underlining these guidelines is to provide our female family members with guidelines about how and in which conditions they can avail and apply for the travel allowance facility provided by the organization.

1. The travel allowance is only for permanent female family members. The objective behind this allowance is to facilitate them to use this amount for traveling through rickshaws and cabs as it is difficult for them to commute via motorbike.
2. The maximum assigned travel allowance amount to each permanent female Phaedrite is **PKR3000/- per month.**
3. Please request your travel allowance each month through the ResourceInn expense reimbursement option.
4. If you are working from home, please request only for those days on which you work from the office/come to the office. The formula for computing per day travel allowance is;
    4.1. $3000 \div$ total days in a month

Paid Certifications Fee Reimbursement

Last Revision/Introduction Date: 01 March 2023

Purpose

Phaedra Solutions encourages our family members to go for the paid training and certifications if those are related to the domain and if they help them to learn and grow more as we believe in **growing continuously to achieve the best (our core value).**

1. If anyone of our **Phaedra Family** needs to do paid training or certification that will help him/her to learn and grow more, then he/she needs to take approval from HOD beforehand through email. A team lead may be copied in the email.
2. After getting approval from HOD, we can have our paid training or certification.
3. We can submit the passed training or certification with valid receipts through ResourceInn for reimbursement by using the "Expense" option.
4. Please upload/attach a valid receipt (soft copy) or a screenshot that clearly shows the name and other details. Unfortunately, we won't be able to approve any request that isn't added with a receipt.
5. The expense will be reimbursed with your next salary after the approval through Resource Inn.
6. Please note that Phaedra Solutions is not liable to reimburse failed attempts for training or certification. So, it is advised to prepare well before any attempt.

Loan Sanction Policy

Last Revision/Introduction Date: 01 March 2023

Purpose

The purpose of this policy is to define the guidelines in facilitating Phaedrites to provide financial support through the provision of short-term interest-free loans.

Eligibility Criteria

1. All permanent Phaedrites.
2. Have spent at least one year with Phaedra Solutions as a permanent Phaedrite.

Rules

3. Phaedrites can apply for loans of a maximum of 2 basic salaries.
4. A loan can be obtained once in a calendar year starting from 1st January to 31st December.
5. Loans to Phaedrites will be considered on a case-to-case basis and will be granted at the management's discretion.

Approval Authority

6. The loan will be sanctioned by the CEO upon recommendation of the Talent Management and Finance departments.

Procedure

7. Phaedrites who are eligible for availing loan sanction facilities can apply through Resource Inn.
8. The Talent Management department will confirm the eligibility of the loan.
9. After approval/rejection of the Talent Management, CEO and finance department will evaluate the feasibility and a Phaedrite will be notified if his/her loan is approved/rejected through Resource Inn.
10. If a Phaedrite's loan application is approved, he/she will need to sign the legal contract to get the loan amount transferred in his/her salary of the month. The finance department will assist Phaedrite with this.

Repayment

11.   Phaedrites have to sign a loan agreement before sanctioning the loan.
12.   Phaedrites have to repay the loan in a maximum of 6 months. In case if a Phaedrite couldn't pay the installment in a month then next month the double installment will be deducted.
13.   The loan repayment will be started from the very next month of the sanction of the loan.
14.   Phaedrites have to return the loan in full if they want to leave. If a Phaedrite leaves Phaedra Solutions voluntarily or involuntarily (resigns or terminated) before his/her loan is repaid, the amount due will be deducted from his/her final settlement.
15.   The resignation must be approved after verification by the finance department if the resignee's final settlement is enough to repay the loan.

Notes

16.   Any deviation on any of the rules above needs to be approved by the CEO or his duly authorized representative.
17.   In case of rejection of a loan request, the organization is not liable to tell any Phaedrite the reason for it.
18.   If any borrower wants to repay the loan before the due date, the organization will have no objection to it.

PHAEDRASOLUTIONS

Approval/Confirmation On Public Holidays

Last Revision/Introduction Date: 01 March 2023

Purpose

The purpose of the building process of getting approval/confirmation on Public Holidays is to have clarity about Public Holidays throughout the year. So, HODs, Account Managers, Project Managers, and Team Leads can pre-inform and update their clients and team members about public holidays and inquire if they need anything urgent to deliver on those respective days. This is important to manage our customer's expectations and keep them posted professionally.

1. **"Company Announcements"** Google Calendar that is already shared with everyone will contain all public holidays which are approved by the Pakistan Government. This calendar will be updated as soon as the information is available from the Government.
2. Based on Pakistan Government public holidays list Talent Management department will update the Resource Inn at the start of the month/year and add respective off days.
3. Please note that a few Islamic holidays may vary based on the "Islamic Calendar". For those tentative dates would be mentioned.
4. All project managers and account managers will share the list of public holidays with their clients before/during the kicking-off process of each project.
5. At the start of every month, the Talent Management department will send an email as per the pre-defined template to all HODs, Account Managers, Project Managers, Team Leads, TAE, HR, Administrator and Finance Manager with a list of Public Holidays of that month. An email group as "core@phaedrasolutions.com" will be used for this purpose.
6. In that email, Account Managers, Project Managers and Team Leads will be requested to update their clients and team members about public holidays and inquire them if they need anything urgent to deliver in their respective projects.
7. Team leads should discuss with project managers and their HODs about the priorities and inform their team members if someone needs to work on Public Holidays because of urgency, deadlines or previous commitments.
8. All HODs, Account Managers, Project Managers, and Team Leads are requested to reply to the same email thread if they want to enable a roster for any of their team members so that HODs and others have the same information.
9. Based on the decision, the Talent Management department will assist team leads for enabling the roaster for check-ins/out on the Resource Inn. Team Leads are empowered to manage roasters of their team leads.
10. The finance manager will add the double salary for each day in the next month's salary disbursement based on the decisions.
11. The administrator will make necessary arrangements if required.
12. As per Phaedra Solutions business requirements, a public holiday can be canceled for individual(s) or the whole organization and an alternative day would be assigned in compensation. In this case, no monetary compensation will be awarded.

Weekend Work Guidelines

Last Revision/Introduction Date: 01 March 2023

Purpose

We at Phaedra Solutions would discourage everyone from working over the weekend until it is unavoidable. The purpose of preparing these guidelines is also to have an idea and plan about limiting weekend work. If we can somehow foresee that we have some pending work and due to which we might have to work over the weekend then it is suggested to start discussing it immediately with your team lead and project manager. Maybe it can be avoided by working a few hours extra daily or we can have other alternatives. But if this is not possible in any case then the purpose of this document is to provide instructions about the process of working over the weekend.

1. Due to the nature of the Phaedra Solutions business, we may be required to work over weekends due to tight or missed deadlines.
2. Team leads can enable the roster for their team members. The Talent Management Team will assist them if they need any help.
3. Please note that a project manager would always be required to work with Phaedrite over the weekend. The team lead would also join if he needs to review the code, provide technical support or do the deployments to the server, etc.
4. We request you to understand that if you have to work over a weekend, that will not be paid but your team leads can give you another day off as compensation when the team completes the project/task delivery. In this case, no email is required to be sent to the Talent Management department for enabling the roster. Team leads can approve the attendance for the alternative day as compensation.

Time Tracking Policy

Last Revision/Introduction Date: 01 March 2023

Purpose

The main purpose of this policy is to ensure our Phaedrites that we trust them and treat them as our Family. We never want and encourage micromanaging, but under certain circumstances, we may have to track the professional working time of our Phaedrites.

1. Phaedra Solution may track the time of our Phaedrites by using any time tracking software, services or devices on projects as per the client's requirements and demand.
2. This may be required for our business to keep transparent relationships with our clients on project statuses and productivity to avoid any dispute later on.
3. We expect fair and responsible attention whenever this is important to use time tracking software, services or devices. Phaedra Solutions believes that it is an ethical duty of us to deliver tasks to the client and charge him only for productive work.
4. In case of any help, please immediately contact your team leads for assistance.

PHAEDRASOLUTIONS

Work From Home & Telecommuting Policy And Procedures

Last Revision/Introduction Date: 01 March 2023

Policy Brief & Purpose

Telecommuting allows Phaedrites to work from home for all or part of their workweek. Phaedra Solutions considers work from home and telecommuting to be a viable, flexible work option when both the Phaedrite and the job are suited to such an arrangement. Work from home and telecommuting may be appropriate for some Phaedrites and jobs but not for others. Work from home and telecommuting is not an entitlement, it is not a companywide benefit, and it in no way changes the terms and conditions of employment with Phaedra Solutions. We designed our work from home and telecommuting policy to make sure that working from home is beneficial to all of our family members and company as well. This policy defines the expectations, responsibilities, eligibility and other work from home guidelines. In short, it ensures that all Phaedrites understand what is required of them during work from home. During mandatory work from home situations (such as a health or safety crisis), it helps ensure that our family members are set up for success and that they can continue to remain healthy and productive.

Scope

1. Phaedra Solutions' work from home and telecommuting policy applies to all our family members who have approved requests by their team leads for working from home.

Eligibility For Work From Home & Telecommuting

2. Phaedrites are allowed to work from home and to telecommute only if their HODs/Team Leads and job duties permit it. Before pursuing work from home and telecommuting, the Phaedrite and the HOD/Team Lead, will evaluate the suitability of work from home and telecommuting, reviewing the following areas:

    2.1. **Phaedrite Suitability:** The Phaedrite and HOD/Team Lead will assess the needs and work habits of the Phaedrite, compared to traits customarily recognized as appropriate for successful telecommuters.

    2.2. **Job Responsibilities:** The Phaedrite and HOD/Team Lead will discuss the job responsibilities and determine if the job is appropriate for work from home and telecommuting.

    2.3. **Equipment Needs, Workspace Design and Scheduling Considerations:** The Phaedrite and HOD/Team Lead will review the physical workspace needs and the appropriate location for work from home and telecommuting.

    2.4. **Work From Home And Telecommuting Arrangements:** These can be occasional & temporary.

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Reasons For Work From Home & Telecommuting

3. Reasons that could demand telecommuting include but are not limited to:
   3.1. Parenting
   3.2. Bad Weather
   3.3. Medical Reasons/Health Issues
   3.4. Emergencies
   3.5. Work-Life Balance
   3.6. Other reasons for working from home and telecommuting depend on Phaedrites and HODs/Team Leads' judgment and decisions.

Procedure

4. For requesting and approving work from home and telecommuting, the following procedure must be followed by all Phaedrites and HODs/Team Leads:
   4.1. Phaedrites file a request through email, phone call or a message on G-Chat to their HODs/Team Leads.
   4.2. HODs/Team Leads must approve their requests considering all eligibility elements mentioned above. *(See Section #3: Eligibility For Work From Home & Telecommuting)*
   4.3. HODs/Team Leads will also clearly & define the objectives, expectations and goals for the specific tenure of work from home.

Evaluation of Performance During Work From Home & Telecommuting

5. Evaluation of performance during work from home and telecommuting will include regular interaction by phone, e-mails, through official communication channels e.g. Slack, Google Chat, etc. and regular online meetings between Phaedrites and their HODs/Team Leads to discuss work progress and problems. At the regular intervals, the Phaedrite and the HOD/Team Lead each will complete an evaluation of the performance during the week and make recommendations for continuance or modifications.
   5.1. An appropriate level of communication between the telecommuter Phaedrite and the immediate supervisor/team lead will be agreed to as part of the performance evaluation process and will be formal during work from home and telecommuting.
   5.2. Time tracking service or device will be required to enable while working from home and committed working hours should be completed as explained in point #8 below.

Equipment & Admin or Tech Support

6. On a case-by-case basis, Phaedra Solutions will determine, with the information provided by the Phaedrite and the HOD/Team Lead, the appropriate equipment needs (including hardware, software, phone and other office equipment) for each work from home and telecommuting arrangement. *(Note: Please read Hardware Equipment (Laptops, LEDs, Monitors & Testing Devices, etc.) usage and security policy from Phaedrites Handbook.)*

Physical Environment

7. The Phaedrite will establish and maintain an appropriate work environment within his or her home for work purposes. Phaedra Solutions will not be responsible for costs associated with the setup of the Phaedrite's home office, such as remodeling, furniture, or lighting, nor for repairs or modifications to the home office space.

Working Hours

8. During work from home and telecommuting, working hours will be the same as working at the office or maybe more in case of irregular breaks from work. It is suggested to keep all team members, team leads and other associated Phaedrites about your working hours and breaks. Any changes in working hours will be communicated to all immediately via G-Chat. It is our responsibility to respond to all messages as early as possible so that there is no blocker for other team members.

9. Based on your team lead decision, it is required to enable time tracking software while working from home for the fair and transparent relationships.

Security

10. Consistent with Phaedra Solutions' expectations of information security and confidentiality for Phaedrites working at the office, telecommuting Phaedrites will be expected to ensure the protection, confidentiality, and security of the company's assets and equipment and client's information accessible from their home office as well. Steps include regular password maintenance not to allow anyone to use the company's laptops, devices, and gadgets, and all other measures necessary to ensure Phaedra Solutions assets and information confidentiality and security.

Safety

11. Phaedrites are expected to maintain their home workspace in a safe manner, free from safety hazards. Phaedra Solutions will provide each telecommuter with a safety checklist that must be completed before starting work from home and telecommuting.

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Compensation & Benefits

12. All Phaedrites will receive the same compensation as they received while working from the office until or unless there are no compensation updates from their HODs.

    12.1. All Phaedrites will be eligible to avail all benefits provided by the company during work from home and telecommuting except travel allowance and company-sponsored lunch.

Social Media Policy

Last Revision/Introduction Date: 01 March 2023

Purpose

Phaedra Solutions recognizes that technology provides unique opportunities to build our business, listen, learn and engage with consumers, stakeholders and Phaedrites through the use of a wide variety of Social Media. However, how we use social media and what we say also has the potential to affect Phaedra Solutions' reputation and/or expose the Company (and each of us as Phaedrites) to business or legal risk.

Whilst we recognize the benefits which may be gained from appropriate use of social media, it is also important to be aware that it poses significant risks to our business. These risks include disclosure of confidential information and intellectual property, damage to our reputation and the risk of legal claims.

Therefore, every Phaedrite has a personal responsibility to be familiar with and comply with Phaedra Solutions' overall Social Media Policy. This policy is designed to reflect our purpose, values and principles, our business conduct and legal requirements because we use social media in a variety of ways. There are more specific expectations that may apply to your activities.

Scope

This policy covers all forms of social media, including Facebook, Instagram, LinkedIn, Twitter, Google+ Wikipedia, other social networking sites and other internet postings websites Including but not limited blogs, guest posts, forums, questions & reviews. It applies to the use of social media for both business and personal purposes during working hours and in your own time to the extent that it may affect the business of the company. The policy applies both when the social media is accessed using our information systems and also when accessed using equipment or software belonging to Phaedrites or others.

Responsible & Positive Use of Social Media

Although many users may consider their personal comments posted on social media or discussions on social networking sites to be private, these communications are frequently available to a larger audience than the author may realize.

As a result, any online communication that directly or indirectly refers to Phaedra Solutions, our products and services, team members or other work-related issues, has the potential to damage the company's reputation or interests.

When participating in social media in a personal capacity, Phaedrites must:
1. Please don't disclose Phaedra Solutions' confidential information, proprietary or sensitive information. Information is considered confidential when it is not readily available to the

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public. The majority of information used throughout is confidential. If you are in doubt about whether information is confidential, refer to the Phaedrites' Handbook and/or ask your lead/HOD before disclosing any information.

2.	Kindly don't communicate anything that might damage Phaedra Solutions reputation, brand image, commercial interests, or the confidence of our customers.

3.	Let's not represent or communicate on behalf of Phaedra in the public domain without prior approval from your HOD.

4.	It is advised not to post any material that would directly or indirectly defame, harass, discriminate against or bully any team member, supplier or customer.

5.	Ensure, when identifying themselves (or when they may be identified) as a Phaedra Solutions' team member, that their social media communications are lawful and comply with Phaedra Solutions' policies and procedures.

6.	Phaedrites must not use social media in a way that might breach any of our policies, any express or implied contractual obligations, legislation, or regulatory requirements. In particular, use of social media must comply with.

7.	Let's disclose our affiliation. If you discuss work related matters that are within your area of expertise or provide information related to the Company's products/services you must clearly and conspicuously disclose your affiliation with the Company.

8.	Always state that it's OUR opinion, unless authorized to speak or conduct research on behalf of the Company, when commenting on the business include a disclaimer that the opinions provided do not represent the views of the Company. To help reduce the potential for confusion, you must include the following notice in a reasonably prominent place on your site, or if posting on the site of another, you must include it within your post.

   *8.1.	"The views expressed on this website/blog or video are mine alone and do not necessarily reflect the views of my employer."*

9.	Kindly act responsibly and ethically, when participating in online communities related to the Company's business.

10.	Let's not misrepresent ourselves. It is never acceptable to use aliases or otherwise deceive people.

11.	Be polite, professional and exercise good judgment. When you identify yourself as a Phaedrite within a social network, you are connected to other team members, clients, and potential clients. Communicate online with respect for others. Remember that information shared via social media is generally public information that could easily be viewed by our team members, clients and competitors. Exercise caution with regard to exaggeration, colorful language, guesswork, obscenity, copyrighted materials, legal conclusions, and derogatory remarks or characterizations in any way related to the Company, its products. services, clients, suppliers and Phaedrites.

12.	Let's be careful with the followings which may lead us and Phaedra Solutions towards problematic situation;

   12.1.	Posting information to an online discussion forum about upcoming Phaedra's promotions, strategies or future markdowns.

   12.2.	Posting a comment on the Phaedra Solutions' page in response to a customer comment or complaint about our stores or services and entering into an argument. Let's leave this to our marketing team to handle the situation.

   12.3.	Uploading video footage showing anything that could damage the company's reputation.

12.4.   Making derogatory comments about Phaedra Solutions, Phaedrites or customers.

12.5.   Posting obscene images or offensive comments to about a family member where this could constitute bullying, discrimination or harassment.

Important Request to All Phaedrites

13.   Being a Phaedrite, it's a request to all family members to share, like and comment Phaedra's post on their social media accounts. Also, do follow and subscribe and help us in building the Phaedra Solution positive image at a larger level.

14.   Let's make it a habit to recognize the efforts of our family members by sharing their achievements and making their special days e.g.,

14.1.   Follow Phaedra vision

14.2.   Promote and Engage in Phaedra Core Values

14.3.   On-Boarding

14.4.   Team Works

14.5.   Birthdays/Anniversaries etc.

Disciplinary Action

Phaedrites are responsible for adhering to the aforementioned social media guidelines. Failure to comply with the guidelines in this policy or on-line activity that otherwise cause harm to the company may be subject to disciplinary action up to and including termination of employment, as permitted by law.

Talent Acquisition Guidelines

Last Revision/Introduction Date: 01 March 2023

Purpose

We at Phaedra Solutions present these guidelines for our family members about the talent acquisition process so that they can make a requisition request whenever needed to fill in a position. The following improvements are suggested to follow for shortlisting and inviting the candidate for hiring for a particular position.

Job Analysis

1. The Talent Acquisition & Management department will do regular job analysis with the team lead and HODs and prepare forecasts for positions that will be required to fill in the next few months.
2. The talent Acquisition & Management department will be responsible for preparing job descriptions, budgeting, announcing and opening the positions, interviewing candidates and onboarding of successful candidates.

Requisition Requests

3. Apart from regular job analysis Team leads may add requisition requests anytime via Resource Inn with an initial job description.
4. Initial job descriptions present the responsibilities, required skill set, etc.
5. Requisition requests will be approved by respective HODs and CEO.
6. The Talent Acquisition & Management department will approve the request on Resource Inn and prepare a job description and get approval from the Team Lead/HOD on it along with the budget.

Open the Position, Screen Resumes & Interview

7. ClickUp form, list and tasks will be used for the talent acquisition process.
8. The Talent Acquisition & Management department will open the position and gather resumes for the specific position as per the job description. The initial screening and an HR interview will be conducted for seeking candidates as per the job description and the right fit for the organization.
9. A written assessment will be sent as part of the initial screening for this team leads may prepare and share it with the talent acquisition team.
10. A series of technical interviews will be conducted with team members and team leads.
11. Evaluation/recommendations will be added as values in the custom fields or as comments on ClickUp tasks by all interviewers.
12. All interviewers are expected to be well prepared with questions that will be asked to candidates. They are open to using their strategy for conducting interviews.

13.   Please don't ask any questions related to their salary and let the talent acquisition team handle it for you.

Interview Scheduling

14.   Interviews will be scheduled online via Google Meet or in-person in the office. All the information will be sent via email and respective calendar invites will be sent to the interviewer and interviewee.
15.   The talent acquisition team will make sure to schedule interviews according to the availability of the candidate and interviewer both.
16.   But despite all, if due to some emergency candidate or interviewer is not available for the interview, it is suggested to connect with the talent acquisition team and make a request for rescheduling the interview according to the further availability of participants of the interview.

Final CEO/HOD Interview

17.   The final interview and decision will be made by respective HODs' or CEO.

Reference Checks and Offer

18.   After the final interview, the talent acquisition team will contact the candidate to check references, degrees and other documents.
19.   Completing all checks, an offer will be made and on acceptance, respective teams and concerned departments will be informed.

Onboarding Process & Guidelines

Last Revision/Introduction Date: 01 March 2023

Purpose

The purpose of this document is to keep our family members informed about our onboarding process and provide them transparency about it.

Process & Flow

1. **Contract & NDA Review:** As soon as a candidate accepts an offer a task is created on the ClickUp with a due date of his joining. The name of the Phaedrite would be the title of the task. The talent acquisition team will send the preview copies to Phaedrite for review via email.

2. **Request Degree/Documents:** The talent acquisition team will get photocopies of the National ID Card, Educational Certificates/Degree, Experience Letters, Last Salary Withdrawal copies and additional documents as needed. These documents will be checked and verified.

3. **Training Path/Goals**: The talent acquisition team will send the request to the Team Lead/HOD of the Phaedrite to get a copy of the training path/goals. This would be an online Google document that will contact all objectives which will be met by the candidates in their first 22 working days. It will also have general training, SCRUM certification, SOPs' and courses for interpersonal skills and other soft skills.

4. **Design Google Chat Announcement**: The talent acquisition team will send a request to Phaedrite to get his picture for designing Google chat messages. The talent acquisition team will add a task for the designer with the picture & message before his joining date.

5. **Welcome Package**: The Talent acquisition team and administrator will arrange a welcome basket for the new joiner within the budget.

6. **Arrange Laptop/Accessories**: The Administrator and Finance department will make arrangements for laptops and accessories for the new Phaedrite at the request of the Talent acquisition team.

7. **Decorate Desk**: The talent acquisition team & administrator will decorate the desk before the joining date.

8. **Welcome**: On the day, the Talent acquisition team will inform the administrator about the new joiner and request them to follow the welcome protocol.

9. **Contract & NDA Signed**: The talent acquisition team will get a signature on the contract and NDA from the candidate and CEO and share a copy of the contract with the Phaedrite. A copy of the contract and NDA will be transferred to the Talent Management department for record-keeping.

10. **Sign Joining Report**: The talent acquisition team will get the signature of the Phaedrite on the joining report and request him to get the signature of his team lead. This will be transferred to the Talent Management department for record-keeping.

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11. **Intro MVV (Mission, Vision & Values)**: The talent acquisition team will present the introduction of the organization's mission, vision and values. These values are important for Phaedra's professional life and based on these values future evaluation will be made.

12. **Intro Policies**: The talent acquisition team will brief about the organization's policies and if anyone has questions those will be clarified.

13. **Intro Benefits**: The talent acquisition team will discuss all the benefits that the organization offers to him.

14. **Intro Departments**: The talent acquisition team will tell about all departments and HODs'.

15. **Resource Inn Account**: The talent acquisition team will add an account for the Phaedrite on Resource Inn.

16. **Training Resource Inn**: The talent acquisition team will provide training to use Resource Inn.

17. **G-Suite Account**: The talent acquisition team will create a G-Suite account for the Phaedrite.

18. **Share Phaedrite Handbook**: The talent acquisition team will share the Phaedrite handbook that will contain all information about the organization, policies & benefits, etc.

19. **Share Confirmation Matrices**: The talent acquisition team will share the confirmation matrices and training goals/path (which was given by the Phaedrite's team lead and HOD). Along with that new joiners may have to clear a few quizzes and tests for the successful completion of their probationary period.

20. **Asset Handover**: Admin team will hand over the assets to the Phaedrite with proper asset handover documents.

21. **Google Chat Announcement**: The talent acquisition team will share an announcement about the new joiner in the Google chat.

22. **Office Tour**: The talent acquisition team will lead an office tour and show all facilities and rooms in the building.

23. **Intro Team Lead**: The talent acquisition team will introduce Phaedrite to his team lead.

24. **Intro Team Members**: The talent acquisition team will help the team lead to make sure that the new Phaedrite has been introduced to all team members.

25. **Intro All Phaedrites**: The talent acquisition team will introduce the new joiner to all Phaedrites during or after the office premises tour.

26. **Add in Announcements**: The talent acquisition team will add the Phaedrite on Google chat room "Announcement".

27. **Add in General/Activities**: The talent acquisition team will add the Phaedrite to the Google chat room "General and Activities".

28. **Add in Jobs/Resource Inn**: The talent acquisition team will add the Phaedrite on Google chat room "**Jobs**".

29. **Share GIF:** The talent acquisition team will share the GIF image with new joiners so that they can proudly share the joy on social websites. Also, organization social pages will be shared with new Phaedrites so that they can follow them.

30. **Update roaster and leaves**: HR team to add the roaster and leaves in Resource Inn.

31. **Add in All Email Group**: The talent acquisition team will add the Phaedrite to the "All Email Group".

32. **Add in Company Calendar**: The talent acquisition team will add the new joiner to the organization-wide announcement Google calendar.
33. **Meeting - HOD's**: The talent acquisition team will schedule the meetings with all HODs' of new Phaedrites after 1 or 2 weeks of the joining date.
34. **Open Salary Account**: The talent acquisition team will provide the letter for opening a salary account.
35. **Create ClickUp Account**: The talent acquisition team will connect with the R & D department and request to add the new joiner on ClickUp. On confirmation, the Talent acquisition team can move to the next status.
36. **Add in Resources Updates**: The talent acquisition team will connect with the respective Team Lead of only the Engineering and UI/UX Designing Departments and request to add the new joiner in the resources updates on ClickUp. On confirmation, the Talent acquisition team can move to the next status.
37. **Design Social Sites Message**: The talent acquisition team will request designers to prepare a combined social message for new joiners in a month.
38. **Onboarded**: Once all steps are done, a Phaedrite will be considered onboarded.

Training and Probation Process & Guidelines

Last Revision/Introduction Date: 01 March 2023

Purpose

The purpose of this document is to provide instructions to everyone about Phaedra Solutions probation and training process. This document will explain the flow and requirements of completing the probation successfully.

Core Values - Key Performance Indicators (KPIs')

Each Phaedrite's overall performance would be evaluated through our **5 core** values which we consider as KPIs'. Probation success, annual increments, performance bonuses and promotions would also be given through evaluation derived by these core values. Phaedrites use them in their daily professional life to maximize and multiply the participation in the Phaedra Solutions family by creating more opportunities in terms of growth, productivity, results, the working environment and leadership.

1. We grow continuously to achieve the best.
2. We add value to generate results.
3. We are honest & fair.
4. We build a friendly & healthy environment.
5. We lead towards empowerment.

Probation Successful Objectives

1. Completion of SCRUM Fundamentals Certification.
2. Passing a Phaedrite Quiz (from the Phaedrite Handbook and other onboarding documents) at the end of 1st probation month with minimum 75% score. In case of a failure another chance will be given with the approval of the team lead in the next 7 days. Failure in the second attempt will result in unsuccessful probation regardless of the technical side's success.
3. Completion a few demo/test projects and evaluation given by Team Lead on those.
4. Feedback provided by the Team Lead and HOD.

Process & Flow

5. **Onboarded:** The Phaedrite has been brought on board, the talent acquisition team with all the prior necessary steps taken and orientation is done. For reference please go through the "Onboarding Process & Guidelines".

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6. **Access to Training Portal:** The Phaedrite will be given access to the portal or an online Google document that will contain the material regarding the training. All the courses and tests will be available on the portal with due dates and all needed instructions/details.

7. **Business Operations/HODs' Introductions:** A trainer will brief about departments, HODs' and business operations by using Resource Inn Org Chart. Here is a quick video that can be watched https://www.loom.com/share/cc9e878dee534774bfe9dfb98295c97d

8. **Discuss Training Path/Goals:** The Team leads or the HOD will discuss the goal of the training with the Phaedrite. An online Google training goal has been already shared with the new joiner during the onboarding process. This document will be prepared by team leads. During the discussion, they will explain the elements, factors, and objectives of the training which the Phaedrite is going to undergo.

9. **Email Training:** All the new joiners will be trained regarding emails. How to write professional emails and naming conventions that will be followed during the employment will be part of this training.

10. **G-Suite Training:** All the services of G-Suite and its tools will be taught in detail to make professional efficiency high.

11. **Calendar Training:** For scheduling purposes within the organization the candidate will be trained regarding the calendar and its features.

12. **ClickUp Training:** As ClickUp is used majorly in the organization it is important to make the Phaedrite aware of this tool and the features it offers along with how to use it efficiently and professionally.

13. **Training Started:** After the initial training the general & specific job training starts as per provided Google document/training portal which will be supervised by the team lead and it depends on the job title and job level.

14. **Test/Demo Project/Task:** After this phase of training a couple of tests and quizzes will be conducted regarding what has already been covered in the training to assess the Phaedrite's capability and understanding of the training. This can be done on the portal or offline.

15. **Feedback on Test/Demo**: Team Lead will provide feedback on the test/demo and share suggestions for improvement. It may possible that Team Lead may ask to redo demo/test project.

16. **Attempt Phaedrite Quiz:** A Phaedrite Test that will cover the aspects that were delivered during the orientation and test the knowledge about the values of the organization shall be conducted. Our talent acquisition & management team will conduct the test and share results with Phaedrites. Phaerites have to Pass this Quiz (from the Phaedrite Handbook and other onboarding documents) at the end of 1st probation month with a minimum of 75% score. In case of a failure, another chance will be given with the approval of the team lead in the next 7 days. Failure in the second attempt will result in unsuccessful probation regardless of the technical side's success.

17. **Complete ClickUp Course:** A new joiner has to complete all courses for ClickUp here https://university.clickup.com/ so that he can professionally understand and work easily on ClickUp the essential tool for working in Phaedra Solutions. A screenshot of the completed courses screen has to be submitted to Talent Acquisition Team.

18. **Complete SCRUM Certificate:** Every new Phaedrite has to complete the SCRUM certificate to understand the processes/terminologies we use in our daily professional

life. This certificate is required to be shared in the General by Team Leads and to the Talent Acquisition Team.

19. **First Feedback:** To keep the Phaedrite updated and have transparency the feedback is conducted after the first month of probation. Our talent acquisition and management team will be responsible to schedule all 6 meetings with team leads and HODs'. Also, confirmation will be collected about these meetings and rescheduling will be done based on needs.

20. **First HOD Discussion:** The HOD also provides key points regarding the performance of the Phaedrite. Appreciating his good work and telling him to improve his weaknesses. Our talent acquisition & management team will schedule and confirm the meeting with the Phaedrite.

21. **Second Feedback:** To keep the Phaedrite updated and have transparency the second feedback is conducted after the second month of probation. Our talent acquisition & management team will schedule and confirm the meeting with the Phaedrite.

22. **Second HOD Discussion:** After the second month the HOD provides key points regarding the performance of the Phaedrite. Appreciating his good work and telling him to improve his weaknesses. Our talent acquisition & management team will schedule and confirm the meeting with the Phaedrite.

23. **Email About Confirmation:** An email is sent to the respective HOD informing them the probation of the Phaedrite ends on a specific date from the talent acquisition & management team. In case of no reply, reminders would be sent.

24. **Third Feedback Discussion:** To keep the Phaedrite updated and have transparency the feedback is conducted after the third month of probation. Our talent acquisition & management team will schedule and confirm the meeting with the Phaedrite.

25. **Third HOD Discussion:** After the third month the HOD briefly provides key points regarding the performance of the Phaedrite. Our talent acquisition & management team will schedule and confirm the meeting with the Phaedrite.

26. **Probation Success:** After the set duration if the Phaedrite bears a positive judgment by the team lead/HOD and C-level Phaedrites then his/her probation periods are a success. In a few cases, the probation period can be extended or reduced based on the HOD decision and the Phaedrite's performance.

27. **Confirmation Email:** An email is sent to the Phaedrite appreciating this hard work and informing him regarding his confirmation after successful probation.

28. **Update Resource Inn**: Team Lead, HOD, HR and Final authority should be approving the probation completion on Resource Inn with their evaluations.

29. **Design Social Post**: Talent Acquisition & Management team will request the design team to prepare the social post for G-Chat.

30. **Probation Fail:** If the Phaedrite was unable to meet the requirement and couldn't be a permanent Phaedrites they are informed regarding that via email. Respective departments will execute the end of the employment process.

Appraisal Process & Guidelines

Last Revision/Introduction Date: 01 March 2023

Purpose

This document will serve the purpose of creating transparency between Phaedrites and the other departments about the appraisals. The following process will be followed by different stakeholders;

Process & Flow

1. **Increment Due:** The Talent Management department will add a task on ClickUp with the due date about the increment in the month. For each Phaedrite, a separate task will be added.
2. **Special Increment**: HODs' can send an email to the Talent Management department (hr@phaedrasolutions.com) for the special increment by copying the Finance/Account Department (finance@phaedrasolutions.com) copied in it.
3. **Email Sent to HOD**: In normal cases, the Talent Management department will send an email for the increment at the start of every month. Email can be combined based on the department but the name of all Phaedrites should be there. HR will keep the Accounts & Finance department copied in the email.
4. **Confirmation Received**: HOD will reply to the same email thread by providing the incremented salary. Before deciding about the appraisal, HOD may discuss with team leads and Phaedrites on his own.
5. **Send Email to Phaedrite**: The Talent Management department will send an email to Phaedrite about his increment and keep his HOD and Finance Manager copied. In the email, a new contract will be sent with an updated salary and job title/designation.
6. **New Contract Signed:** The Talent Management department will get the signature of the Phaedrite on the new contract and add it to the Phaedrite record. Also, this will be shared with the Accounts & Finance department for their records.
7. **Update Resource Inn**: The Accounts & Finance department will update the Resource Inn by adding a salary revision.
8. **Resigned/No Increment:** It may be possible that before the next increment a resource resigned so the task on ClickUp will be moved here for the history. In case of no-increment, the task will be moved to the same status.
9. **Complete**: A completed task will be moved here once all the above steps are done.

Transfer, Promotion/Demotion Process & Guidelines

Last Revision/Introduction Date: 01 March 2023

Purpose

This document will explain the guidelines about a promotion or a transfer between departments so that on request of HODs' other departments can update records accordingly. This will create a fair and transparent flow for everyone. The following process will be followed by different stakeholders;

Process & Flow

1. A HOD will add a promotion or transfer request on the Resource Inn by filling in the necessary details. They might have to approve it there.
2. After the approval, the HR and Account & Finance department will move the request to the final state and update their respective records accordingly.
3. The Talent Management department will complete the process on ClickUp as below;
   3.1. **Offer, Contract & NDA Review:** As soon as a request for a promotion or transfer is added on the Resource Inn, the HR team will create a task on the ClickUp with a due date of the promotion/transfer. The name of the Phaedrite would be the title of the task. The HR team will send the preview copies of the Offer Letter, Contract, NDA, Joining Report to the Phaedrite for review via email.
   3.2. **Training Path/Goals**: The HR team will send the request to the Team Lead/HOD of the Phaedrite to get a copy of the training path/goals. This would be an online Google document that will contact all objectives which will be met by the candidates in their first 22 working days. It will also have general training, SCRUM certification, SOPs' and courses for interpersonal skills and other soft skills.
   3.3. **Design Google Chat Announcement (*Only in case of Promotion*)**: The HR team will send a request to the Phaedrite to get his picture for designing Google chat messages. The HR team will add a task for the designer with the picture & message before his joining date.
   3.4. **Arrange Laptop/Accessories**: The Administrator and Finance department will make arrangements for laptops and accessories for the Phaedrite if required and the decision of the HOD.
   3.5. **Decorate Desk**: The HR & administrator teams will decorate the desk before the joining date.
   3.6. **Contract & NDA Signed**: The HR team will get a signature on the contract and NDA from the candidate and CEO and share a copy of the contract with the Phaedrite. A copy of the contract and NDA will be transferred to the HR & Finance departments for record-keeping.

3.7. **Sign Joining Report**: The HR team will get the signature of the Phaedrite on the joining report and request him to get the signature of his team lead. This will be transferred to the Talent Management department for record-keeping.

3.8. **Share Phaedrite Handbook**: The HR team will share the Phaedrite handbook that will contain all information about the organization, policies & benefits, etc.

3.9. **Share Confirmation Matrices**: The HR team will share the confirmation matrices and training goals/path (which was given by the Phaedrite's team lead and HOD). Along with that Phaedrites may have to clear a few quizzes and tests for the successful completion of their probationary period.

3.10. **Asset Handover**: Admin team will hand over the assets to the Phaedrite with proper asset handover documents.

3.11. **Google Chat Announcement**: The HR team will share an announcement about the promotion in the Google chat.

3.12. **Intro Team Lead**: The HR team will introduce Phaedrite to his team lead.

3.13. **Update Resources Sheet**: The HR team will check with the respective Team Lead of only the Engineering and UI/UX Designing Departments and request to update the records on ClickUp if required.

3.14. **Design Social Sites Message**: The HR team will request designers to prepare a combined social message for promotions in a month.

3.15. **Update Resource Inn**:

    3.15.1. The HR team will update the records for the Phaedrite on Resource Inn by adding a transfer, or transfer with promotion/demotion. This may include a change in job title, designation, date of transfer/promotion, team leads, HOD and salary revision.

3.16. **Transferred/Promoted**: Once all steps are done, a Phaedrite will be considered transferred/promoted.

4. After completion of the promotion approval process, the HR team will announce the promotion in the G-Chat room. No announcement will be made for the transfer.

Phaedrite Suggestions/Feedback Program

Last Revision/Introduction Date: 01 March 2023

Purpose

Phaedra Solutions Phaedrite Suggestions/Feedback Program encourages all family members to offer suggestions that improve the performance and quality of their work while achieving Phaedra Solution's objectives. Suggestions that identify specific problems and propose suitable solutions to enhance efficiency and effectiveness through increased productivity, reduced costs, improved and safer working conditions, conservation of resources and enhanced public services will be considered. Please remember that putting the suggestion doesn't mean that it will be entertained immediately. Based on urgency and priority, your valuable suggestions will be added to a queue and they will be implemented at the appropriate time. Sometimes it may be possible to discard a suggestion if it doesn't add value or have some conflicts of interest with the broader vision of teams, departments or the organization. For having our Phaedrite's valuable suggestions, we have the following means through which we can suggest and give feedback as well.

Phaedrites ClickUp Request Form

1. If we have to request anything personal for us then the **Phaedrites Form** is best to keep it under the radar of HR, Admin, Accounts and Finance departments. Due to a large number of verbal requests or on G-Chat sometimes it may be possible to miss anything so the right way to record it is to use this form.
2. When we are going to request something using the **Request Form to HR, Admin & Finance Department** which is as follows, then we cannot put our suggestion as anonymous**.** Here we must have to mention our names so that appropriate action can be taken as soon as possible.
    2.1. Requests received in the below-mentioned form will not be entertained as anonymous.
    2.2. https://forms.clickup.com/f/356ck-1684/MKAO2F50XW6OR5ITE9
    2.3. For all requests related to your monetary benefits e.g., salary, leave encashments, provident funds, bonus, tax, expenses, etc., please select Accounts & Finance Departments.
    2.4. For all requests related to your pieces of equipment, furniture, devices and other facilities please select the Administration department.
    2.5. For your personal problems, Resource Inn issues, leave quota, check-in/out and shift times and their solutions please select the Human Resources department.

Phadrite Suggestion Wall (Physical)

3. A physical suggestion board is also available in the office where we can put our suggestions and feedback.

4. Please feel free to provide us with any suggestions which can add a positive impact on the organization's culture and values.

5. Please write your suggestions on sticky notes (placed on the suggestion board) and pin them with a thumb pin.

6. You can write your suggestions anonymously or with your identity as well.

7. Our family members have to write "+1" on any suggestion if they like and want to have a must-have in Phaedra.

8. The Talent Management department will visit the suggestion board every week and pick a suggestion with the highest number of "+1" and try to implement that as soon as possible with the approval of decision makers/management authority.

9. Please make sure your suggestion must be realistic.

10. Please note that suggestions with only one or two "+1s" will not be considered.

11. Please avoid putting "+1" on your suggestion.

12. Most importantly we will take this as a fun activity. So, we will need all of you to make it more fun.

Workplace Visitors Policy & Guidelines

Last Revision/Introduction Date: 01 March 2023

Purpose

Phaedra Solutions' Workplace Visitors policy outlines our rules for receiving visitors at our office premises. Phaedra Solution is committed to ensuring the security and safety of its Phaedrites and visitors in its premises, as well as the protection of Phaedra Solution's property and assets. We want to ensure that visitors will not:

● Pose threats to our family members, premises and property.
● Distract phaedrites from their work.

Scope

This policy applies to all Phaedrites. "**Workplace Visitors"** may refer to Phaedrites' blood relations (Mother, Father, Siblings, Spouses and Children), friends, ex-colleagues, cousins, contractors, external vendors, interviewees and anyone outside Phaedra Solutions.

Policy Elements

Following guidelines are applicable for workplace visitors;

1. Visitors will need to report at the (reception/ gate), fill in all the information required in the register available at the gate and submit their CNIC and vaccination certificate.
2. CNIC is not mandatory for Phaedrites' blood relations.
3. Visitors can take their CNIC/Vaccination certificate while leaving the premises.
4. All the visitors must be greeted by their sponsoring Phaedrites at the time of entering into the premises.
5. Visitors must not misuse internet connection, disclose confidential information or take photographs of any areas or other family members without permission.
6. **Phaedrites' blood relations (Mother, Father, Siblings, Spouses and Children)** are always welcomed and they may visit the office any day and any time. They even have access to Dev Halls, executive rooms, meeting rooms, kitchen, play area/lobby (Downstairs) prayer rooms (Male/Female). It is not mandatory to inform the Talent Management Team (Abdul Rehman or Arslan Rasheed prior to their visit but if informed earlier, we can arrange refreshments for them as they are also a part of our Phaedra Family.
7. In case of Phaedrites' friends, ex-colleagues (including ex-Phaedrites), cousins, contractors, external vendors' visit, prior notice to the Talent Management Team (Abdul Rehman or Arslan Rasheed) is mandatory before their visit. So, their names are provided to gatekeepers/guards for their access. They can have access only to the kitchen, playing hall at the ground floor, lobby (Downstairs), meeting room (At the

entrance), prayer room (Male/Female). In case, a prior notice wasn't provided and your guest is at the gate, you need to connect with the Administrator or anyone from the Talent Management Department for the approval of your guest entrance. Kindly don't get involved in arguments with any guard, gate keeper or office boy. Meanwhile, our staff will request your guest to wait in the Meeting Room at the ground floor or in the Porch.

8. **Interviewees** have access only to the meeting room at the ground floor downstairs - in case of unvailability of the meeting room, office boys will redirect interviewees to the meeting room (Basement) or any other room except Dev Halls, Talent Management Room and HODs Room with the permission and approval of Administrator (Abdul Rehman).

Unauthorised Visitors & Appropriate Actions

1. Requests for information or statements on behalf of the company (as may be requested by a journalist, Government Officials, private agency or lawyer etc.) should be reported to the Talent Management Team. It is advised to all Phaedrites not to get involved or share any information with any outsiders unless it is authorized.

2. If a security guard or anyone spots unauthorized visitors or suspicious persons, please report to the Administrator or anyone from the Talent Management team immediately.

3. Visitors who misbehave (e.g. engage in hate speech, cause disruption or steal property etc) will be asked to leave office premises and will be immediately reported to the Administrator (Abdul Rehman or anyone from the Talent Management Team).

4. For violations or disturbance in regular business operations created by guests who involve in hate speech, bad mouthing, physical violence, harassment, rob or damage company property, the inviting Phaedrites may face disciplinary actions up to and including termination and paying damage.

Performance Evaluation

Last Revision/Introduction Date: 01 March 2023

Purpose

This document will serve as a guide for all Phaedrites who will soon be part of the bi-annual performance evaluation. In this document we will try to answer all the major questions in order to provide a comprehensive detail of the process.

Definition of Performance Evaluation for Phaedrites

The term refers to the regular review of a Phaedrite's professional performance and overall contribution to a company. It includes the assessment of a Phaedrite's personal traits, skills, achievements, growth and area for the improvements w.r.t company's values in a particular time period. We all work hard day and night for our personal, professional and organizational growth. Moreover, our leads are always there to help and guide us. Through these evaluations not only we can analyze ourselves but our leads can guide us in a better way for our training & development. The major part of our performance evaluation will be done through Resource Inn twice a year i.e. June and December.

Benefits of Performance Evaluation

We all deserve a fair evaluation and need to know about our strengths and shortcomings, so that we can motivate ourselves and focus on our weak areas for enhancements. Keeping in mind we will be having an honest evaluation done by ourselves and by team leads/HOD's. These reviews will be used to highlight both strengths and weaknesses in order to improve future performances. Also, based on the last two evaluations annual appraisal will be prepared. Among the many benefits the most important benefits that this process will provide us with are:
1. Self Assessment & Self-Grooming
2. Better Plan for Phaedrites Development Program
3. Better Understanding and Evaluation of Goals
4. Alignment with the Company's Vision and Values
5. Paves a Path of Guidance
6. Assistance in Performance Bonuses & Increments

Assistance in Annual Increments

By considering the last two performance evaluations for a Phaedrite, HOD's will be in a better position to aggregate and analyze the progress based on our values that are super important in every Phaedrite's professional life. Thus, it will present a fair review of one's continuous growth and alignment with the company's vision. Please take a note that performance evaluation isn't the only factor in the appraisals. Some other factors are the country's inflation situation, market

valuation based on the survey for the specific position and business generation, progression and forecasting as an organization.

The Process

In the months of June/July and December/January all Phaedrites, team Leads and HODs will receive emails from Resource Inn about the starting of the evaluation period.

Everyone is requested to submit the fair evaluation with honesty and transparency. Usually a two week time is allotted for the evaluation period. After that the evaluation will be completed and any missing evaluation won't be considered. Please note that the missing evaluation may impact your overall evaluation score.

Guidelines

In order to perform the evaluation the steps you need to follow are listed below;

1. Go to the "Performance" Tab on resource Inn.
2. Move into the sub category of "My Evaluation" and "Subordinate Evaluation". My evaluation is used when you are to evaluate yourself and subordinate evaluation to evaluate your team members.
3. Fill out all the filters accordingly which include your branch, department, location and review cycle. But you can use only the desired "Review Cycle".
4. Name of the review cycle will be informed to you by the Talent Management Department.
5. You are supposed to read all the available descriptions which explain our values and their evaluation.
6. You need to assign marks for each value as per your evaluation of your team member from 0 to 5 with optional remarks.
7. At the end a percentage will be formulated and that will be used for future references and appraisals.

PHAEDRASOLUTIONS

End of Employment Process & Guidelines

Last Revision/Introduction Date: 01 March 2023

Purpose

This document will serve the purpose of understanding the end of employment process flow so that all related departments and members can act accordingly.

Submit a Resignation

Believe us, we don't want to let go of any of our family members and we'd like to retain everyone if we can do something which is in our power. So it is highly suggested to send resignation only to HOD and add immediate team lead in CC. It would be a great idea to write down the reason and HOD might like to discuss those in person. HODs' might be able to convince the Phaedrite to take back the resignation because they have some better experiences and ideas about Phaedrite's career path. In that case, the resignation will be discarded.

Resignation Approval

1. At certain times, unfortunately, HODs have to accept the resignation and they would feel sorry to let any Phaedrite go. In that case, they can **reply** to the email thread with the acceptance and confirmation about the last working day. They will also add Talent Management (hr@phaedrasolutions.com), Administration (administration@phaedrasolutions.com) and Finance departments (finance@phaedrasolutions.com) to the CC list to keep them in the loop for initiating the end of the employment process.
2. The last day of the notice period should be either the last day of a month or the last working/business day.
3. If the last day of the notice period is a public holiday/off day, then it will be shifted to the last business/working day automatically. Also, the final settlement amount will be computed based on it.
4. Upon receiving the approval on your resignation from the HODs' the TM department will verify if the last notice period date is a business/working day, if not then an email will be sent to all stakeholders including the resigning Phaedrite with the intimation about shifting of the date as per above clauses. This will add the clarity and transparency of the information.

Cut-Off Date and Final Settlement

Please note that on approval of any resignation, one will not be eligible to avail any permanent Phaedrites' perks & benefits provided by the organization which includes provident fund, leave encashment and travel allowance etc. exactly from the date of your resignation. Also, the salary

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of the last 30 days i.e., notice period will be added to your final settlement amount and will not be disbursed in the regular salary disbursement. Usually, the final settlement amount will be released in 15 working days after returning the assets to the organization.

The Company reserves the right to make deductions from your salary or from your final settlement or to require you to repay money to the Company with respect to:

1. Advances made to you by the Company against theft, loss or damage. You may be personally liable for the cost of repair or replacement of any item if damaged or lost.
2. Loans made to you by a bank and guaranteed by the Company
3. Amount of paid holiday taken in advance or more than your entitlement
4. Value of any Company's equipment not returned to the Company. This equipment represents valuable company property and you must at all times exercise all necessary care and control over this equipment to ensure that they are protected in law or jurisdiction etc.

Collection of Final Settlement

The final settlement will be ready in 15 working days after handing over the assets to the administration team. The Accounts and Finance team will inform once the cheque will be ready for collection. It is essential to collect the following from the office in person after signing the handover documents including Separation Agreement & General Release and Clearance Checklist.

1. Final Settlement Cheque
2. Experience Certificate
3. Tax Deduction Certificate

If for some reason, a Phaedrite couldn't collect this cheque and documents then an email would be sent to the Accounts & Finance team (finance@phaedrasolutions.com) with the name and CNIC# of the person who will collect on behalf of the Phaedrite. The Accounts & Finance team will need a copy of CNIC for the record as well.

Process & Flow

1. **Resigned:** On receiving a resignation, the Talent Management department will create a task on ClickUp with normal priority and assign it to the HR team.
2. **Last Day Confirmation:** Get a confirmation from the team lead/HOD about the last working day of the Phaedrite via email (already received). In case the email doesn't contain the information, the Talent Management department will reply to the resignation email and copy all concerned departments, team leads and CEO in that.
3. **Inform Admin/Accounts/Finance:** Inform Administration and Finance departments about the EOD and the date. They should be copied already in the email. If not, the Talent Management department will reply to the resignation email and include these departments in CC.
4. **Exit Interview Form:** A link to the exit interview form (Google Form) will be sent by the Talent Management department.

5. **Social Post Creation:** A task will be added for designers under Social Media Posts (ClickUp list) for a combined (if required) and individual farewell message.
6. **TL/HOD Confirmation:** Send a new email to TL/HOD approx 2 days before the last working day to get acknowledgment on the following. TL or HOD will confirm by replying to the email thread.
    6.1. About any pending tasks/assignments transition
    6.2. Confirmation About Task/Assignment Handover
    6.3. Confirm Last Working Day from the Team Lead of the Phaedrite (one more time)
    6.4. Electronic Files & Folders Deletion
7. **Exit Interview Discussion:** HR will have a 1:1 meeting with the leaving Phaedrite and discuss the exit interview with him (if requested by the Phaedrite). In any case, the Talent Management department will share the responses with HOD for the future strategy buildings.
8. **Sign Separation Agreement:** A couple of days before the last day the Talent Management department will send the "**Separation Agreement & General Release "document** to get it signed by the Phaedrite. This copy will be saved in the Phaedrite's file. It will contain all the final settlement information for the record.
9. **Asset Handover:** On the last day the Talent Management department will get a confirmation from the administration team if all assets are returned by the Phaedrite. This has been updated in the Resource Inn by the administration team. These pieces of equipment could be;
    9.1. Laptop
    9.2. Mobile Devices
    9.3. SIM Card
    9.4. Internet Devices
    9.5. Headset/Hand-Free
    9.6. Mouse/Keyboard
    9.7. Printer
    9.8. etc.
10. **Admin Handover:** The Talent Management department will get a confirmation from the administration department about the following handover;
    10.1. Business Card
    10.2. Company ID Card
    10.3. Health Insurance Card
    10.4. Office Keys / Access Card
    10.5. Exit Paper
    10.6. Administration staff (office boys) will clean the desk and make sure that all belongings are transferred to respective parties
11. **Sign Clearance Checklist:** HR will get a signature on the "**Clearance Checklist**" by the team lead/HOD, administrator and finance departments and save the copy to the Phaedrite's file.
12. **Delete G-Suite Account(s):** The Talent Management department will delete all G-Suite accounts (if he has multiple) given to the Phaedrite.
13. **Delete ClickUp Account(s):** The Talent Management department will request the concerned HOD about deleting all ClickUp accounts of the Phaedrite.

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14. **Farewell Announcement:** The Talent Management department will share an Announcement in G-Chat Room and on social websites by using the social posts created by our social media team.

15. **Farewell Party Invite:** The Talent Management department will Invite Phaedrites to the farewell party (if it happens).

16. **Experience Certificate:** The Talent Management department will prepare an experience certificate, get it signed and share it with the Phaedrite.

17. **Sign Final Settlement:** The Talent Management department will request the Accounts and Finance department for getting a signature on the "**Final Settlement**" and save a copy to the Phaedrite's file. The Finance department will save their copy in their records. This will include final settlement papers (financial) along with the separation agreement. Both of these will be signed by the HR, Admin & Finance departments.

   17.1. Prepare and Sign the Financial Settlement (Accounts & Finance)
   17.2. Prepare and sign the Separation Agreement (HR, if this isn't already done)
   17.3. Get the signature of the Phaedrites on the Clearance Checklist
   17.4. Provide the Final Settlement Check to the Phaedrites
   17.5. Provide the Experience Certificate to the Phaedrites
   17.6. Provide the Tax Deducted Certificate

18. **Add EOE on Resource Inn:** Create the EOE on Resource Inn by filling in details about the notice period.

19. **Complete:** All processes are completed.

20. **Resign Revoked**: If a resignation is revoked for any reason the task will be moved under this status.

Policy Revisions Process

Last Revision/Introduction Date: 01 March 2023

Purpose

The main objective of defining this process is to provide guidelines to our family members about what will be done by the Talent Management department in case of any changes or revisions made in any of the existing processes, guidelines or the policy.

1. In case of any changes or revisions required in any of our existing processes, guidelines or policy, the Talent Management department will communicate that to all through email mentioning and highlighting that specific policy change or revision. A PDF file with the revision will be also attached to the email.
2. It may be required to present the revised document via online meetings or in-person meetings to clarify the changes needed with the importance and need.
3. The Talent Management department will send the above-mentioned document to all family members through **PandaDoc** for their e-signatures. All Phaedrites are requested to sign it at the earliest but within the due date. If any Phaedrite fails to sign the revision within the due date then still the revision will be applicable with full effect from the announcement date or revision date whatever is the case.
4. In case of any questions, any family member can have a 1:1 discussion with the Talent Management department representative.
5. The revision will be updated in HR Manual, HRMIS (Resource Inn) & Phaedrite HandBook as well for record and accuracy.

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Change Log

V 3.0

1. Employement At Will is defined under Purpose of Handbook.
2. Fuel Support Allowance is added under Perks/Benefits Offered.
3. We Care for You Allowance is added under Perks/Benefits Offered.
4. Medical Health Insurance is added under Perks/Benefits Offered.
5. Medical Allowance is removed as per Government policy about the taxation from Perks/Benefits Offered.
6. A new "Warning Issue Process & Progressive Discipline Policy" is introduced.
7. A new "Termination Policy" has been inducted.
8. A new policy "Conflict of Interest Policy" has been added as per existing contract.
9. A new policy "Confidential Information Security Policy" has been added as per existing contract.
10. A new poliy "Policy of Equal Employment Opportunities" is added.
11. Details about new "Fuel Support Allowance" are added.
12. Guidelines about new "We Care For You Allowance Guidelines" are added.
13. Health benefits policy has been included.
14. Distinction is added on each benefit that is only available to permanent employees along with a details of benefits whic aren't available during probationary period, notice period or internships.
15. Commenced a new policy as "Caring Office Properties Guidelines".
16. Added a new clause as "1" under "Marriage Gift Application Flow & Guidelines".
17. The requirement to copy "hr@phaedrasolutions.com" in HOD's bonus email is removed from clause 3 of Special Performance-Based Bonus by HODs'.
18. Female Travel Allowance Guidelines has been removed as this allowance is discontinued permanently until further notice.
19. A new "Social Media Policy" has been included.
20. From the "Workplace Visitors Policy & Guidelines" names of Arslan Rasheed and Abdul Rehman are removed from the clause 7 as it will be the responsibility of the Talent Management team instead of individuals.
21. "Performance Evaluation" guidelines are added.
22. New clauses as 2,3 & 4 are added under "End of Employment Process & Guidelines" in the resignation approval process.
23. Added the performance evaluation guidelines.

V 2.0

1. Updated the company address.
2. Replaced term HR with Talent Management everywhere.
3. Replaced "you" with "we" wherever applicable.
4. Replaced "ask" with "request" wherever applicable.
5. Replaced "your" with "our" wherever applicable.
6. Provident Fund is removed from perks/benefits offered as this is on hold for an unlimited period.
7. Annual Trip is added as a perk.
8. Definition of Professional Misconducts is added as clauses 26 & 27 under "Professionalism/Code of Conduct & Ethics".
9. A new clause # 3 for sending referrals via email is added under the Phaedrites Referral Program.
10. Added the formula for pro-rata leaves under Attendance & Leave Policy (General) in clause 6.
11. Added group email addresses in the reimbursement procedure in clause 9.
12. Added the group email address in expenses approval in clause 3.
13. Added the group email address in Marriage Gift Application Flow and Guidelines and excluded the requirements of getting approval from CEO in clauses 1 and 2.
14. Added the group email addresses in Special Performance-Based Bonus by HODs' in clause 3.
15. Empowered team leads for enabling roasters for their team leads under Weekend Work Guidelines as clause 2.
16. A new policy called Work From Home & Telecommuting Policy & Procedure has been introduced.
17. Key Performance Indicators (KPIs') and Probation Successful Objectives (clauses 1 to 4) are added under Training and Probation Process & Guidelines.
18. Training & Probation Process and Flow is improved by changing clause 8 and adding clauses 15, 16, 17 & 18. These include Feedback on Test/Demo, Attempt Phaedrite Quiz, Complete ClickUp Course and Complete SCRUM Certificate.
19. Added the group email addresses in clause 2 under Appraisal Process & Guidelines.
20. Removed Phaedrite ClickUp Idea Board (anonymous) from Phaedrite Suggestion/Feedback Program.
21. Fixed a typo in clause 8 under the Phaedrite Suggestion/Feedback Program.
22. A new policy as Workplace Visitors Policy & Guidelines has been introduced.
23. A few items are added in the cut-off date and final settlement for more clarity.

Signature Certificate

Signer	Timestamp	Signature

Abu Bakar Shams
Email: abubakar.shams@phaedrasolutions.com
Shared via link

Sent:	01 Mar 2023 12:32:23 UTC
Viewed:	24 Mar 2023 13:32:43 UTC
Signed:	24 Mar 2023 13:33:15 UTC

IP address: 139.135.34.137
Location: Lahore, Pakistan

Document completed by all parties on:

24 Mar 2023 13:33:15 UTC

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