

Nayatel (Pvt.) Ltd.

EMPLOYEE HANDBOOK

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73-E, GD Arcade, Fazal-ul-Haq Road,
Blue Area, Islamabad-44000

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Welcome Message from CEO

Dear Team Member,

Welcome to Nayatel team! Yes, we call it a team as we take care of each other but have a sharp focus on performance and delivery.

We are a team that works together for common goals, to help our customers to have a world class sense and peace of mind. Every team member is important to us and so is important to us and so is every customer. Nayatel takes pride in delivering legendary customer services. Nayatel doesn't offer a job, we offer a career, we love our work, we stretch our team members to perform to boost their abilities and hence become a superstar.

Aluminis of Nayatel are serving leading global organizations in leadership positions. Nayatel provides you an environment to excel, grow, learn and develop. It's eventually up to you to come up with the challenge and prepare yourself for the future.

So respect others and get respected. Courtesy to your colleagues regardless of they being junior or senior, would bring courtesy to you and this keeps everyone happy at the workplace.

Nayatel strongly believes in politeness, honesty and integrity. We have to be fair with ourselves, our colleagues and customers. We do not believe in fly-by-night business. We have a brand reputation of ethical business in the market and always go extra mile in enhancing this reputation.

I sincerely hope that your stay at NTL would be wonderful and add lot more value to your professional as well as social life.

Please feel free to discuss with me if you have any ideas or suggestions to improve the working of the company.

Best regards.

Yours truly,

Wahaj us Siraj

Chief Executive Officer

INTRODUCTION

This section contains information about organization, its vision, values, organogram and departments.

Vision

To become a role model of trust, set highest standards of quality and add value to the society.

Values

Values reflect those desired behaviors that must be incorporated in your personality and enable you achieve our vision. Our values are:

- Honesty
- Mannerism
- Simplicity
- Sacrifice
- Discipline
- Knowledge
- Hard work

The Organization

From a humble start with a team of 20 people, Nayatel today has a strong and vibrant team of 1300+ people with a strong organizational culture and top notch talent, best ethical and professional practices to deliver unmatched services.

Nayatel

NTL is a sister concern of Micronet Broadband (Pvt.) Limited. Leveraging its rich expertise and experience of broadband, MBL team conceived the idea in 2004 of a most modern next generation telecom network, which could take care of ever growing telecommunication needs of twin cities of Islamabad and Rawalpindi in particular and Pakistan in general for at least next three decades.

The idea was transformed into reality when NTL launched South Asia's first fiber to the home (FTTH)/Fiber to the User (FTTU) network in Islamabad in September 2006. This triple play project is unique in its nature as it serves complex networking needs of mission critical businesses in such a reliable manner that it has not only become a necessity for all corporate users in Islamabad but a symbol of prestige, for quality conscious home users.

Over the course of 15 years, Nayatel has grown from providing service from a single client to 44,000+ satisfied customers in Islamabad, Rawalpindi & Faisalabad. Nayatel plans to deploy its network and start FTTH services in Peshawar, Lahore and Karachi over the coming years. We purely focus on quality and customer services and have re-written the quality of service parameters in Pakistan. As we've been a trend setter in broadband, we've also set new quality standards totally aligned with customers' expectations and requirements.

Fair and ethical business is hallmark of our business strategy. Customers' confidence earned with hard efforts of last many years is our most prestigious asset and we always go extra mile to protect it. This combination makes NTL as the most trusted and reliable telecom service provider of twin cities.

NTL's team has a passion to make Pakistan a prosperous nation using modern IT enabled and cutting edge technology as tool for development. We strongly believe that our country and society can become a great contributor to the knowledge based economy of 21st century by leveraging the talent and intellect of young generation. And Nayatel provides an information super highway for this talent to access global knowledge repositories and business opportunities, hence contributing towards national development.

Service Portfolio

Nayatel provide a wide range of following telecom services in Islamabad, Rawalpindi and Faisalabad on Pakistan's first FTTU network backed by personalized and 24x7 days technical support:

1. Public data and private network services including:
 - High speed IP and Premium Internet packages starting from
 - 5Mbps – 10 Mbps for Home users
 - 5Mbps to STM1 or multiple of STM1's for corporate users.
 - Leased lines
 - Switched data
 - Broadband services
 - Layer 2 VPNs:
 - Point to Point
 - Point to Multi-Point
 - Layer 3 VPNs
 - Layer 3 TDMoIP
 - Domestic Private Leased Circuits (DPLC)
2. Fixed Line Telephony services:
 - POTS lines
 - Business Telephony on PRIs
 - Hosted PBX for businesses
 - SIP trunks for businesses
 - PRI
3. Cable Television (analog, digital, HD and 3D channels), video on demand and Pakistan's first and only High Definition TV (HDTV) services.
4. Value Added Services (VAS)
 - Audio Conference
 - Bandwidth on Demand
 - Channel Rating
 - Cloud PBX
 - Efax
 - eFence

- eView
- Extra GBs
- Joy (Phone)
- Joy Box
- Joy Samsung TV
- Live TV
- Ndoctor
- Ndrive
- Nmail
- Nmonitor
- NMX Ads
- Nwall
- Nwatch
- Safeweb
- Unlimited Bundle
- Video Conference
- VOD
- Volume gift
- VPS (Virtual Private Server)
- Web Design and Development
- Web Hosting/Domain Registration

5. Managed Services

Nayatel in extension to aforementioned telecom services, started providing managed services. With years of experience to fulfil the diversified needs of our corporate clients, we offer best-practice and cost-effective Managed Services. The blend of our next generation telecom services and IT managed services ensure reliable end to end telecom services to help you succeed.

Through Managed Services NTL offers consulting, outsourcing & infrastructure setup of telecom in following fields;

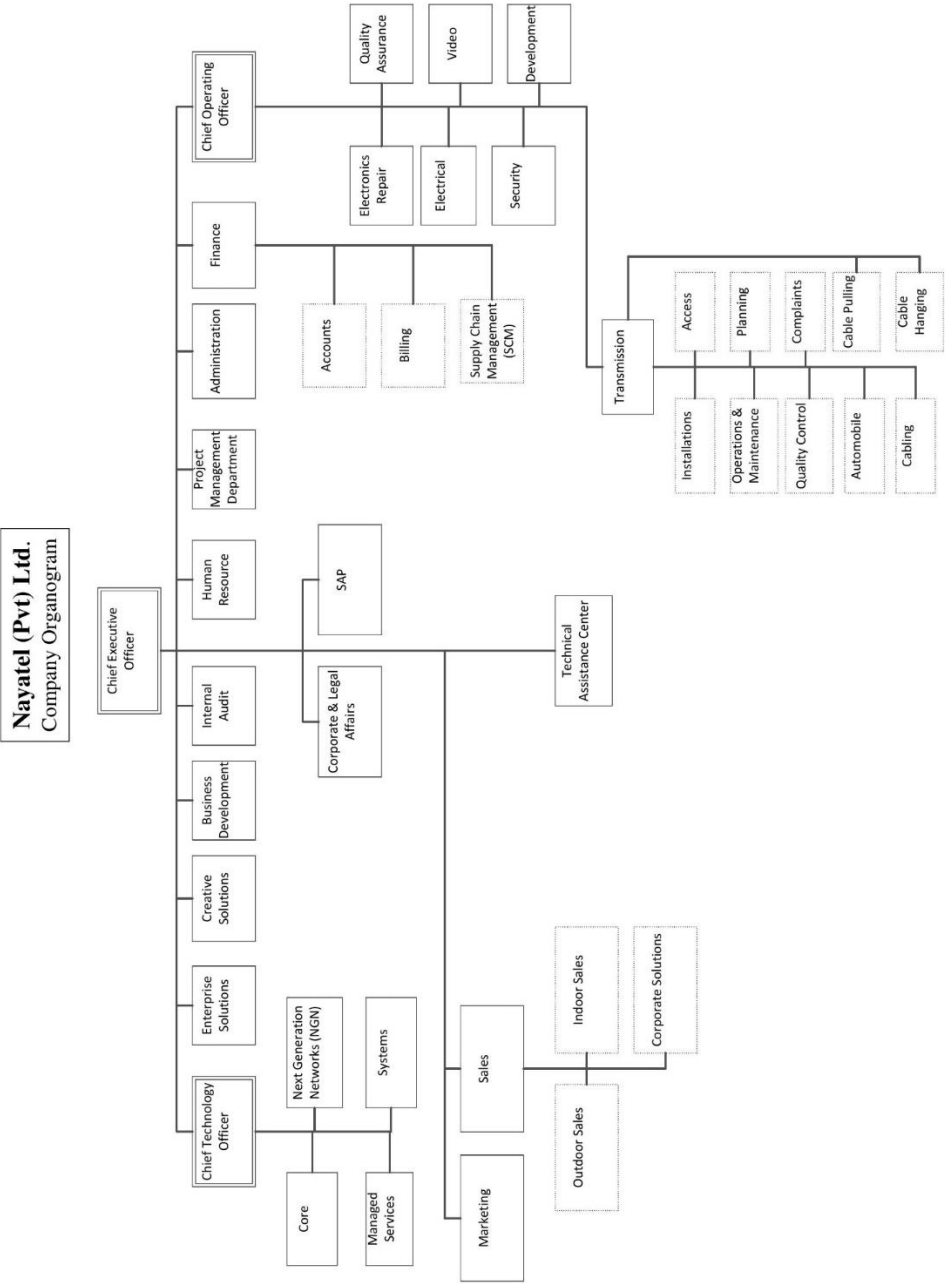
- Data & voice network
- Video solutions
- IT Helpdesk Solutions
- Disaster Recovery
- Software, Apps and MIS development

Organizational Structure

Following are the departments in NTL and some departments also have sections:

- 1) Administration Department
- 2) Business Development
- 3) Core Department
- 4) Corporate & Legal Affairs Department
- 5) Creative Solution Department
- 6) Development Department: *Civil Section*
- 7) Electrical Department
- 8) Electronics Repair Department
- 9) Enterprise Solutions Department: *Inter Connect & Revenue Assurance Section*
- 10) Finance: *Accounts Section, Billing Section, SCM Section*
- 11) Human Resource Department
- 12) Internal Audit Department
- 13) Marketing Department
- 14) Managed Services Department: *Network Support Section, Project Support Team, Solutions & Project Management Team*
- 15) Next Generation Networks Department
- 16) Project Management
- 17) Quality Assurance Department: *Process Assurance, Revenue Assurance*
- 18) Sales: *Outdoor Sales Section, Indoor Sales Section, Corporate Solutions Section*
- 19) SAP (System Applications Products) Department
- 20) Security Department: *Security Section, Patrolling Section*
- 21) System Department
- 22) Technical Assistant Center
- 23) Transmission Department: *Access Section, Installations Section, Operations & Maintenance Section, Planning Section, Complaints Section, Quality Control Section, Cabling Section, Cable Pulling Section, Cable Hanging Section and Automobile Section.*
- 24) Video Department

Company Organogram



Department Descriptions:

In this section working of each department will be briefly explained.

1) Administration Department

Administration department reports to Vice President (HR & Admin) and deals with office/building maintenance, floor/space management, issuance of consumables, office cleanliness, arrangement of events, provision of support staff, management of 80 plus field vehicles and all other administrative tasks which are extremely important for smooth working of the organization.

2) Business Development Department

Business Development team, headed by Vice President Business Development, strives for long term retention and acquisition of premiere market segment which includes Telecom concerns, Hospitality industry, Foreign Missions & Diplomats, International NGO's, Multinational Oil Industry, International Banks, European Union, Government Organizations, Armed Forces etc. It also ensures to generate maximum business from corporate sector with close coordination, frequent visits and develop and foster long term business and personal relationships with all clients served by BD department.

3) Core Department

Core department is currently headed by Manager Core. The team member's roles keep on changing from time to time. Capacity planning, CORE network up gradations, pre-sales services to customers, after sale support (usually Level 3 support, Level 1 being TAC and Level 2 being field teams) to customers, value added services and operations are some roles being played by the core team. They are responsible for provisioning Internet/Data Service and implementing relating policies together with managing Internet gateways and Nayatel internet bandwidth. Service users can be Nayatel customers, operations department like Systems and NGN, and Nayatel enterprise LAN as managed by Network Support Section.

They also manages routing in CORE network, any routing done for customers like running routing protocols with VPN or Internet

customers is primary responsibility of the core engineer together with provisioning and troubleshooting MPLS VPN customers as a Level 3 support. IP routing and reachability of Nayatel Data Center devices and any routing and switching device associated with it.

Further, SDH Network Operations which includes provisioning of SDH Nodes in colocations and at customer premises, provision of TDM/SDH circuits to customers, testing and verification of SDH links, monitoring the performance and status of TDM Circuits, and managing the TDM interconnects with other service providers.

4) Corporate & Legal Affairs Department

Corporate & Legal Affairs department which is responsible for establishing, maintaining, handling and expanding communication channels and coordination with external organizations, entities, government and non-government bodies. Team of mentioned department directly reports to Chief Executive Officer.

5) Creative Solution Department

Creative Solutions department is providing focused and robust website development, mobile apps development, and all type of graphics designing, branding and media production services for all the departments of Nayatel. The team consists of graphic designers, web designers, web and mobile app developers, playing vital role in maintaining company's market and online presence. Creative Solutions department believes in innovation and played important role in development of Nayatel's revolutionary services such as Nayatel VOD, Live TV, Joy app, nWatch, nDrive, and Joy Box.

Department also provide professional commercial services for the customers having small, medium-sized and large scale businesses by developing attractive and user friendly dynamic websites and Ecommerce solutions. Creatives team hold expertise in modern tools and technologies such as Adobe Photoshop, Adobe Illustrator, Corel Draw, MAYA, 3D Studio Max, Java, NodeJS, Angular Framework, Android Studio, PHP, MYSQL, HTML 5, CSS 3, JQuery, etc. Creative Solutions department is headed by Senior Manager Creative who directly reports to Chief Executive Officer.

6) Development Department

Development department is primarily responsible to execute civil works so as to facilitate the Transmission Department to establish outside plant (OSP) network. Planning department provides planning for deployment of OFC network and subsequently development department executes the civil work as per approved planning. The department is responsible to ensure close coordination with CDA, Cantt. Boards, Station Headquarters and other related Departments for the issuance of Rights of ways. In addition interaction with all other Departments/ Telecom Operators working close to Nayatel OFC Network is also the responsibility of Development Department. It is headed by Manager Development who reports to Chief Operating Officer.

7) Electrical Department

Electrical department provides essential service and support to all NTL departments. Main responsibilities include but are not limited to new installation/provisioning and maintenance of electrical power equipment and services to all NTL data centers and POP's air conditioning and ventilations systems in NTL offices and data centers. Electrical department performs preventive periodic maintenance of power generation and associated equipment (generators, ups, rectifiers and battery banks), IP cameras and surveillance system in NTL offices and co-locations equipment as well. Electrical department is also involved in assembling of UPS for NTL customers, and they also repair, modify and maintain electronic and computer equipment used in NTL office and at customer premises. Electrical Department directly reports to Chief Operating Officer.

8) Electronics Repair Department

Electronics Repair Department is playing primary role of repair/service of faulty equipment of NTL like UPS, ONT, CATV amplifiers, remote controls, LCDs, routers, power adapters, laptops, set top boxes etc. Moreover, they are handling Eface VAS of NTL. ER department is headed by Senior Manager (Video) who reports to Chief Operating Officer.

9) Enterprise Solutions Department

This Department works like an in-house software house within Nayatel. This department is responsible to convert the business needs into the different pieces of software which collaborate with each other to get fulfill the business requirements. ES has teams which analyze the feasibility of the business needs, create different artifacts such as SRS, develop the software and finally a QA team tests the software. In addition to two main stream applications a.k.a “Billing Application” and “CRM” this department has also developed some other complementary software such as HRMS and Web-Hosting-and-Domain-Registration. This department has integrated “Billing and HRMS” applications with world renowned ERP system “SAP”. Database administration also comes under the umbrella of this department. This division consists of analysts, developers, database administrators and QA.

Moreover, ICR section of ES Department’s main task is to record and reconcile Interconnect Revenue with Interconnect Operators. ICR responsible to enter, track and manage all vital information about CDRs to generate and track accurate and timely billing with a minimum of effort. This department is headed by General Manager (ES).

10) Finance Department

The Department aims to provide accurate financial information, improve financial awareness, ensure compliance with appropriate regulations, speed up collections and provide general support on finance related matters.

It’s service objective is to respond to the queries in a competent, accurate manner thereby meeting international standards. Finance department is headed by Vice President Finance, department is responsible for complete range of duties and consists of the following sections:

- **Billing Section**

It is responsible for verification of Revenue generation each month along with processing of invoices. It ensures timely collection of payments from customers while providing excellent customer services and maintaining amicable relations with Corporate clients. Billing department compiles all revenue and receivables related data and effectively provides reports to different departments and higher management. It is responsible to conduct revenue and receivables audit as per international standards. It is also responsible for all paper processing related to customer service provisioning in NTL.

- **Accounts Section**

It is responsible for timely disbursement of salaries, overtime, bonus, leave encashment in addition to ensuring all financial transactions are done as per standards. They are responsible for handling of all tax related matters and ensuring compliance with regulatory requirements imposed by the Securities and Exchange Commission of Pakistan. Their responsibility also includes maintenance of books of accounts of the Company and facilitating the external financial audit. It is also the responsibility of accounts section to ensure availability of funds for smooth running of Company's operations which includes coordination with various banks, making payments to various entities and handling of cash. Moreover it also caters to timely preparation of accurate financial reports for financial analysis

- **SCM Section**

The broad function of Supply Chain Management (SCM) is; Purchase, Store and issuance of inventory to internal/external customers and keeping record in financial software.

SCM is responsible to ensure timely availability of inventory for internal and external customers. The section arrange procurement of inventory items including equipment related to customers, installation consumables and stock related to company assets from local and foreign venders. It is also responsible to manage sales process with complete track record of purchase and issuance. This complete process is being managed by using a state-of-the-art ERP System (SAP), This ERP system allows organizations to manage business operations with respect to best practices implemented worldwide, and usually refers to suite of integrated applications that collect and incorporate data from different aspects of the business.. There are three sub sections in SCM i.e., Sales, Purchase and Fixed Assets Section. SCM plays a vibrant role in different organizational activities to improve operational efficiency which results customer satisfaction and company's success.

11) Human Resource Department

Human Resource Department strives to hire, train and retain the best talent who can achieve organizational vision by living through its values. HR department is headed by Vice President (HR & Admin) who directly reports to CEO.

HR, as a strategic partner, carries out the following major activities in NTL:

- HR forecasting and planning
- Recruitment, selection and job analysis
- Learning and development, trainer development, training calendar implementation
- Performance management system including quarterly appraisals
- Career planning, promotions and transfers
- Employee relationship management, 360 feedback, exit interviews etc.
- Compensation and benefits, rewards and appreciations
- Disciplinary issues and employee separation
- Attendance and leave management

- Employee welfare, recreation and event management
- Documenting and implementing policies/SOPs, skill sets, training calendars, job descriptions, lessons learnt
- Employee data base management in soft and hard form.
- Employee grievances handling and counselling
- Library management
- Managing meeting rooms, training rooms and NTL reception.

12) Internal Audit Department

Internal Audit works as independent and consulting department having reporting responsibility to Chief Executive Officer. It is guided by the philosophy of adding value to improve the operations of the Nayatel. It assists company in accomplishing its objectives by bringing a systematic and disciplined approach to evaluate and improve the effectiveness of the organization's governance, risk management and internal controls. In addition to ensuring compliance to requirements of regulatory authorities, it strives to guarantee compliance to International Accounting Standards (IAS) and International Financial Reporting Standards (IFRS). It creates efficiency in procedures so as to make them effective and reliable for reporting purposes. It proposes improvements in systems in order to remove ambiguities and discrepancies, in addition to maintaining strong vigilance over financial transactions.

13) Managed Services

Managed Services department reporting to Chief Technology Officer, handles a wide range of services, within and beyond the scope of NTL's traditional FTTH triple play services. Managed services includes development of diversified & customized information technology solutions and services, their extensive designing, deployment and management as per agreed service level agreements (SLAs)/contracts with corporate organizations at local and national level.

Managed Services department consists of following three teams. Team members' roles and their respective team may change from time to time.

Solutions & Project Management (SPM) team is responsible for all the work related to technical presales, project acquisition and planning, R&D and designing of proposed ICT solutions/products/VAS services, related hardware and software/protocol requirements, service commissioning and overall technical & financial project management.

Project Support Team (PST) is responsible for providing support of information technology services/solutions. The model of support can vary depending upon the nature of projects, including both on demand and dedicated on-site support.

Network Support Section (NSS) is a subsection of Managed Services department, primarily responsible for operations & maintenance of Nayatel enterprise network including head office and branch offices alongside user and overall IT service desk support.

14) Marketing Department

Marketing department is headed by Vice President (Sales & Marketing). Overall role of this department is to generate maximum number of potential leads through multilayered/TTL (Through the Line) campaigns, weekly, monthly, quarterly, bi-annually, and annually. Moreover, its responsibility includes new product development in order to upsell its Value Added Services to existing customers, efforts to sustain external and internal brand existence through traditional Marketing mediums, as well as Electronic Media and Social Media.

The department meets set targets to ensure all service offerings are in accord to the holistic company objectives; vision and mission. Marketing and Sales departments work mutually over exploration regions in order to enhance awareness of the brand and service as well as capturing the targeted market of the region.

15) Next Generation Networks Department

Next Generation Network (NGN) Department provides a variety of traditional and modern voice services to the customers over the packet-based network utilizing Nayatel FTTU infrastructure. NGN department currently provides following voice services:

- POTS (Plain Old Telephony System)
- ISDN PRIs
- E-Fax
- Hostex (Hosted Exchange)
- SIP Solutions (SIP POTS, SIP Trunk)
- Audio Conferencing
- Customized Voice Solutions

In addition to this, NGN Department is also providing PBX and Call Center services in NTL Offices. NGN department is headed by Manager (NGN) who reports to Chief Technology Officer.

16) Project Management

Project management team is responsible for managing new projects of expansion of Nayatel or any other special projects by maintaining a rigorous follow-up mechanism, project planning, liaison between all stakeholders and execution of activities in an efficient, cost effective and timely manner. It is their prime responsibility to cut through the management layers and keep top managers abreast of the developments and critical issues related to new cities in run time, as agility and speedy execution of tasks is a key differentiator of Nayatel from its competitors.

17) Quality Assurance Department

Quality Assurance is responsible to evaluating processes and suggesting/implementing improvements for new services or exiting services/process. This department have innovative, creative, analytical, investigative and systematic skills.

Quality Assurance department has two sections mentioned below.

- **Revenue Assurance:**

It is Revenue Assurance identify key risk areas that can hamper revenue/cost in term of losses by examining CORE/SYSTEM/ACCESS/ES/Billing devices etc. and implement solutions accordingly in system. RA engineer review end to end process and evolve strategy for risk mitigation and avoid revenue losses.

- **Process Assurance** is responsible for:

- Develop or specify Standard, methods or procedures (SOPs) of organization to streamline the operations.
- Providing innovative ideas to add values in processes and develop approaches to minimize human errors.
- Interlink related processes to each other by enforcing automatic checks in System.
- Quality assurance develop and monitor continuous improvement programs, aiming to reduce the number of defects and improve levels of quality.
- Thorough analysis of new service's procedures and assure no process or revenue leakages.
- Interpersonal skills to build and maintain relations with other departments.

Quality Assurance team is supervised by Assistant Manager who reports to Director Development.

18) Sales Department

Sales department, having Outdoor Sales, Indoor Sales and Corporate Solutions section, has the most vital role in maximizing company's profitability, in turn fostering consistent growth in market share and subscriber base. Sales efficiently run exploration activities, based on rapid business growth, proposing infrastructure building for emerging potential market segments through network coverage.

Sales department is the first point of contact between the company and potential customers thus holds imperative position. It is headed by the Vice President (Sales & Marketing).

19) SAP Department

After implementation and launching of SAP (systems, applications and products) software which is well-known for its Enterprise Resource Planning (ERP) and data management programs, this department was established to manage and support post-implementation phase. This department is headed by Assistant Manager reporting directly to CEO and is responsible to coordinate with all departments regarding efficient use of SAP, future changes, coordinating with vendor and allied matters etc.

20) Security Department

Security and Vigilance of entire OFC NW so as to ensure 24/7 services to customers is one of the major responsibilities of this Department. It is headed by Manager who reports to Chief Operating Officer. Security Department is also responsible for security of all offices & NTL infrastructure including cables/equipment, security related issues, deployment of Security Guards and Patrolling Guards, coordination with legal and government authorities and allied matters.

21) System Department

Systems department team is responsible to manage, configure, and maintain Internet servers form on primary site and DR site.

The team is managing following services.

- DNS Services
- Domain registration.
- Web Hosting Services.
- Email Services.
- AAA Services
- CRM application and database
- Billing Data Bases
- Rack-mounted and Blade Servers infrastructure

- Server Virtualization
- Storage Area Network
- Rack and VPS Hosting

While, Network Security Team is responsible for development, management and administration of Nayatel Information Security. The team services are as follow:

- New service security testing
- Intrusion Prevention System
- Endpoint Protection Antivirus
- Anti DDOS Service
- Vulnerability Management Service
- Remote Connectivity Service
- Penetration Testing Service
- Security Awareness training
- IT Auditing
- Information security incident management service
- New Device Installation Testing
- Network Monitoring Service

Systems team is headed by Deputy Manager (Systems) who reports to Chief Technology Officer.

22) Technical Assistant Center

Technical Assistance Center (TAC) is the first point of contact for customers requesting services related to technical support which is provided round the clock via calls, emails, SMS and WhatsApp. TAC Engineers' responsibility is to try and solve customer's problem on telephone or otherwise create trouble ticket for customer's complaint by arranging team visit or call back.

TAC department comprise of Level 1 Support, Access/NGN TAC, Core/Systems TAC and NOC Teams. Level 1 Support is responsible for initial complaint handling from customer. Access/NGN TAC is primarily responsible for configurations and installation of NTL services.

Core/Systems TAC provide support for CPEs, HD Box, Email, Webhosting, DNS and walk-in customers. NOC is responsible for monitoring over all network along with coordination and troubleshooting of SLA customer queries. Newly hired engineers join Level 1 Support initially and then depending upon the requirement, they are rotated to other teams in TAC as well.

TAC coordinates at various levels with all departments of NTL including providing support to field's staff in transmission, other operations department and Sales/Billing Support. TAC is currently headed by Deputy Manager who works under the direct supervision of CEO.

23) Transmission Department

Nayatel Transmission is the largest department of company. FTTH network Planning, deployment which includes fiber optic cables laying, Testing, maintenance and FTTU Installations are handled by this department. Customer complaints and different type of Value added services are also handled by this department. This department is headed by Chief Executive Officer.

Details of various sections/teams is given below:

- **Access section** is supervised by Managers Access & Tx who directly reports to COO. Access section is responsible for testing and technical deployment and operational support of Access Network equipment of NTL infrastructure. The responsibilities include:
- **Automobile team** is responsible to keep field vehicles in good condition. Every vehicle is thoroughly inspected once a month as per schedule and necessary repair and maintenance work is carried out. Vehicles with Hydraulic aerial platform (bucket vehicles) are inspected once a week. The team also carries out necessary maintenance of our Ditch Witch machine.
- **Cable Hanging** team is responsible for cable hanging on Electric poles in areas where our Network is aerial. Before starting cable hanging, poles are hired from concerned authorities by Corporate and Legal Affairs department.

- **Cable Pulling** team is responsible for cabling pulling activities. Cable pulling is required for new installations as well as for various maintenance/cable rerouting activities.
- **Cabling section** is responsible for handling large projects related to LAN, coaxial/phone/ drop fiber cabling. Cabling teams also handle value added service Trouble Tickets related to cabling.
- **Complaints section** ensures prompt response to customer complaints (related to service). Complaint team members also handle new service provisioning requests/account reactivation/Wi Fi coverage enhancement/ HD Box/Digital Set Top Box installation.
 - Identification and resolving Access related issues and escalating them to vendor where necessary

Installation Help Desk: In order to entertain customer queries related to new installations, an Installation Help Desk has been formed within Transmission Department. Phone calls of customers and other departments (sales, Billing) are responded in a timely manner on 111 11 44 44 Ext. 89

- **Installation section:** This section is mainly responsible for new installations. Also large projects like fiber optic cable laying in high rise buildings, deployment of DC less network in some areas, relocation of hardware at customer premises and splitter upgradation/down gradation activities are performed by installation teams.
 - Installation, configuration and troubleshooting of DSLAMs, OLTs and LANXs.
- **Operations and Maintenance section** deals with expansion of network, installation of DCs and joint closures. This section has O&M, Development, Testing, and POP handling teams which keeps the network ready for new installations and ensures immediate action in case of any fault/cable cut.

- **Planning section:** This section is responsible for planning network in new areas/new cities, updating existing network, providing plan to Installation/Development/O&M Teams to solve Network congestion issues and prepares/updates floor plans of all POPs. Planning team is using various state of the art tools like GIS and Network Engineer.
 - Provisioning, maintenance or closure of MBL co-locations
- **QC Team** working under AM (QC) checks quality of new installations (including NAP and DC). Besides physical inspection of installations, the team checks whether data has been entered in FTTH module or not. The team also checks the quality of different maintenance activities/splitter upgradation activities performed by different Transmission Teams. Moreover QC Team members ensure that installation team members are following Health and Safety SOP.
 - Termination, configuration and troubleshooting of TDM circuits (E1s, DS3 and STMs)

24) Video Department

Video department is responsible for efficiently providing top class video services to NTL customers. It maintains Video head-end deployed in the data center and also provides high end level II and level III support related to video services to the customers. Video services include 71 Analog channels, 168 digital channels via Digital set-top box, 168 channels via HDBox Plus (including 25 HD Channels), Joy application for Smart TVs and 48 online live channels.

Video Department also maintains 4 in-house channels i.e. NMX, NMX Entertainment, NMX Kids & 24/7 Quran Recitation. Within Video department there is a separate team department who is responsible for editing movies for NMX movie channels and VOD. This department is headed by Senior Manager Video who directly reports to Chief Operating Officer. Video Department in Faisalabad are being looked after by an independent team.

EMPLOYMENT

Categorization

Employees have been categorized in following heads:

- a. Top Management
- b. Senior Management
- c. Managers
- d. Engineers
- e. Functional Executives
- f. Support Executives
- g. Diploma Associate Engineers (DAE)
- h. Non-DAE Technicians (Matric Pass)
- i. Junior Staff (OB, SW, PG, CP, SG, Drivers etc.)

Permanent Employment

Permanent employment is one in which an employee completes his training period as per employment contract and gets eligible for full benefits as a full-time employee. If an employee resigns as a permanent employee or the organization decide to terminate the services of an employee, both parties are bound to give one month notice. However there will be no notice period given to an employee if termination takes place on disciplinary grounds. For details please read employee separation policy available on community portal.

Hiring of Employee's Kin

NTL permits employment of relatives however since the employment of relatives in the same department can create a conflict of interest therefore immediate family members are preferred not to work in the same department or under a supervisor who is an immediate family member. Working in the same department for a different supervisor can be considered on case to case basis. Immediate family members include in-laws, step relatives, parent, child, cousins or stepchild, sister or brother.

Selection and Offer of Employment

- a. Once hiring decision is taken, selected candidate will be given offer letter stating general terms of condition, salary and other benefits information. Candidate has the right to accept or reject the offer letter without stating any reason whatsoever.
- b. After an employee gives consent to join on terms and conditions relating to employment mentioned in the offer letter, he must have to undergo a medical test. After successfully clearing medical test the employee is ready to join and start his work/training in respective department.
- c. At the time of appointment, employee must fill out joining form in which he will have to provide detailed information about him including provisioning of at least 2 references. HR will contact these references for verification of information provided by the newly joined employee.
- d. Appointment letter containing detailed job description, name of reporting officer, terms and conditions of employment, salary and benefits etc. is issued after joining.
- e. An orientation visit is conducted by HR for all executive/technical level employees in whereby an employee is accompanied by HR personnel physically visits all departments and is formally introduced to staff and managers in the company.
- f. After the orientation the employee reports to his HOD where he is assigned work/training as per departments SOP for new employees.
- g. In order to extend warm welcome in an organized manner and stream line hiring process, joining of new team members is mostly planned on Tuesday and Thursday of each week.

COMPENSATION AND BENEFITS

Salary and Wages

- a. NTL aims to maintain a salary and wage structure that is fair and equitable, and that compares favorably with other companies.
- b. Salaries are reviewed annually and are monitored to ensure they remain competitive within the industry.
- c. Wage structures are determined in accordance with the NTL policy that defines job classifications and the associated wage rates. The wage rates of the NTL along with other facilities are reviewed on a regular basis, through consultation with Human Resource department.
- d. An employee has to open salary account facilitated by NTL in Standard Chartered Bank and in few cases in Bank Alfalah.
- e. Monthly salary is paid on 1st of every month.
- f. Income tax, provident fund and employee old age benefit institution (EOBI) deduction is made at the time of salary disbursement.
- g. It is worth mentioning that 50% advance salary is disbursed to Christian employees on Easter & Christmas and on Diwali to followers of Hinduism.

Annual and Fast Track Promotion

In order to provide career growth path to its employees, NTL provides annual promotion opportunity to all employees having career path up to a certain seniority level, which in most cases is managerial level. A fast track promotion opportunity is offered to an employee before normal annual promotion. This is generally done to reward those employees who exceed expectations in terms of knowledge and work required for their current designation.

Promotion in engineering and technician cadre takes place on the basis of written test, quarterly evaluation and promotional interview, training results and future potential, whereas management cadre is evaluated on the basis of quarterly evaluation and interview only.

Details about promotion hierarchy, criteria and skill set (skills or abilities necessary to perform a job) can be sought from HR department or can be viewed on community portal. Same criterion is used for annual as well as fast track promotion.

Annual Bonus

- a. Bonus is an annual incentive which is not a mandatory obligation. It solely depends on state of profitability of the company in the past year and decision of the management to disburse annual bonus. However it is also possible that the company was profitable however the profit was diverted for company expansion and therefore the bonus could not be given. CEO authorizes disbursement of bonus based on formula/criteria decided by Board of directors, CEO and higher management of the company.
- b. Annual bonus will be disbursed with July's Salary subject to higher management discretion. Cutoff date for Eid bonus calculation for leaving employees is 30th June. Any team member leaving before 30th June will be entitled to bonus on pro rate basis.

Special Increment

- a. The Annual Salary Review is conducted once a year in June in which a committee reviews current salary of every employee. Committee is headed by Chief Executive Officer and other members include Vice President Finance and Vice President (HR & Admin). Annual regular increment for employees is up to 10% of gross salary subject to maximum scale of that position (In such a case an employee is informed in writing in advance. However this rule will be automatically revoked if the subject employee improves his skill set and gets promoted). Beyond that level annual raise can be variable.
- b. In case promotion is not the option at a particular time e.g. senior level employees, special increments can be granted to a regular/non-regular employee for performance as an

incentive for greater achievement. The awarding criterion of the increment is the performance of individual's contribution to the profitability of the Company, in terms of increase in revenue or better services for the customers.

- c. An increase in salary may also be allowed if deemed appropriate by the Management in order to conform to market trend keeping in view the qualification / experience / expertise of an employee. Such increments are proposed by the concerned Manager and approved by CEO keeping in view the overall performance of the employee.

Provident Fund

NTL offers the facility of provident fund for all its permanent employees. Provident fund comprises of funds generated by deducting 5% from the monthly gross pay of the employee and an equal contribution by the organization. Provident fund deduction starts a minimum of 1 year service is mandatory for this facility. In case employee resigns before completing one year, he will only get employee contribution and not the employer contribution. Provident fund cannot be stopped or encashed during service. Provident fund is paid irrespective of employee's voluntary or involuntary resign i.e. whether he/she resigns on his/her own or is relieved by the company.

EOBI

EOBI stands for The Employees' Old-Age Benefits Institution (EOBI). It is the pension, old age benefits and social Insurance institution of the Government of Pakistan.

Key points are related to EOBI are as follow:

- a. Company deduct 1% of basic wage rate set by Government of Pakistan from employees' salary.
- b. Main criteria for eligibility for EOBI pension is as follow:
 - Old Age Pension is payable at the age of 60 years for males and 55 years for women.

- It is relaxed up to five years in case of persons in employment in the occupation of mining for at least ten years immediately preceding retirement.
- Requirement for pension: The requirements for receiving pension have been classified under three options. These are:
 - i. A person should have 15 years of insurable employment if he enters the EOB
 - ii. Scheme before the age of 40 years;
 - iii. A person should have 7 years of insurable employment if he enters the EOB
 - iv. Scheme between 40-45 years of age;
 - v. A person should have 5 years of insurable employment if he enters the EOB Scheme at the age of 45 or above.

Life Insurance

NTL provides life insurance which will be paid to heirs of the employee in case of employee's death during service. Details are as follow:

No.	Description	Amount
1	Death due to accident/injury on duty*	Rs. 400,000
2	Death due to accident/injury while not on duty	Rs. 300,000
3	Death due to natural cause while on duty or not	Rs. 300,000

NOTE:

- a. *Accidental death includes but not limited to the following:
 - i. Road accident
 - ii. Falling
 - iii. Electric shock
 - iv. Death in an explosion/earthquake
 - v. Any other type of accident involving injury.
- b. Coming to office or going back to home from office is not included in duty timings.

Medical Facility

NTL offers extensive medical facility of OPD, IPD, maternity/caesarian to its employees, their spouses and children. These are defined below:

- a. OPD means outdoor patient in which an employee is not hospitalized and stays on bed rest at home. Example of such ailments can be influenza, cough, flu, fever etc. If an employee stays at home due to medical problems like typhoid, chicken pox, eye infection, diarrhea etc. that will also be included in OPD.
- b. IPD means indoor patient in which an employee is required to be hospitalized. The duration will include time period from admission to discharge. This does not include hospitalization for delivery whether normal or caesarian.
- c. Maternity is normal delivery whereas caesarian means delivery through operation.

Following should also be noted in this regard:

- a. NTL will compensate medical expenditure beyond allowed IPD limit incurred on an employee who gets injured while on official duty. Additional amount borne by the organization in addition to allowed IPD of the employee will be recommended by a committee on case to case basis. In the past as well, NTL has extended a considerable financial support to employees who have received serious injuries during official duty which was way beyond the approved medical limits.
- b. Employees with minimum 6 months of service having gross salary of PKR 20,000/- or below can get cash for medical as per below policy:
 - i. Employee can get advance IPD/maternity/caesarian medical limit prior to availing relevant medical facility. The invoice for expenditure has to be submitted within 1 month of drawing cash otherwise the amount will be deducted from the salary.

- ii. Employee can get advance OPD for expected expenditure between Rs. 1000/- to 5000/- and invoice has to be submitted within a week.
- iii. Employee can also get immediate reimbursement upon submission of OPD bill(s) of Rs. 1000 or more in case expenditure has already been incurred and might be difficult for him/her to wait till the same is reimbursed in salary.
- c. For new employees the facility of IPD and maternity/caesarian is allowed on pro-rata basis. Whereas complete OPD can be claimed by new employee at any time.

Medical limits (in PKR) are mentioned below:

Category	-	Salary Range/ Designations	Maternity Limit	Caesarian Limit	IPD Limit	OPD Limit
	A	GM and above	45500	57500	110000	51000
	B	SM/Manager & Equivalent	43000	54500	100000	47000
	C	AM/DM & Equivalent	39000	49500	94000	42000
	D	Less than AM & more than or equal to 25k	34000	44500	74000	38000
	E	Less than 25K	29000	39000	65000	32500

WHAT IS COVERED IN MEDICAL POLICY

- **Hospitalization** due to any sickness disease, accidental or bodily injuries.
- Hospitalization related to **maternity** including:
 - Nursing home and attendance
 - Nursery care during the period of stay
 - Circumcision of babies-within 60 days of birth
 - Pre & post natal complications
 - Miscarriages
 - Post maternity problem
- Hospitalization due to **Day care surgeries** like:

- Cataract
- Appendicitis
- Herniorrhaphy
- Appendicitis
- Litho-tripsy
- Haemorrhoidectomy
- **Investigation** during hospitalization relating to the cause of Hospitalization
- Patients kept for **observations**, even if discharged with No Diagnosis.
- **Special Investigation** like:
 - Endoscopy
 - Laparoscopy
- **Physiotherapy while hospitalized**
- Homeopathic treatment from registered practitioner and medicines from registered medical shops.
- Dental: only medical checkup, root canal, extraction & root filling.
- **Pharmacy** or any medication used while hospitalized.

The following Dread Diseases are covered within the limits specified for dread disease

 - Cardiac Surgery – including related procedures like Pace Make installation etc.
 - Coronary By-pass
 - Renal Failure requiring: (a) Haemodialysis (b) Organ Transplant
 - Cancer treatment requiring: (a) Chemotherapy (b) Radiotherapy
 - Cerebrovascular Disorder – stroke
 - Heart Failure
 - Major Burns
 - Hepatitis B
 - Special related Dread Diseases Investigations within the dread disease limits specified like:
 - Angiography
 - C T scan
 - MRI

Hospitalization expenses means reasonable and customary costs and expenses for in-patient including Medical, Surgical, Specialist, Hospital and Nursing requisites.

WHAT IS NOT COVERED IN MEDICAL POLICY

- Pre Hospitalization Medication
- Post Hospitalization Medication
- General check-ups and rest cures
- Treatment and tests related to HIV or AIDS
- Cosmetic treatment
- Treatment/tests related to infertility, impotence, sterilization etc.
- Convenience items like telephone bills, extra meals and accessories.
- Treatment/operation of choice & non-essentials items
- Dental scaling or bridging & braces etc.
- Preventive treatment/diagnosis
- Injury or illness caused by nuclear fission
- Treatment/procedure related to obesity
- Cost of wheel chair, braces, glasses
- Equipment to check sugar or blood pressure
- Food/diet supplements, nutrition plans

Following hospitals are on NTL panel, whereas employee can consult non-panel hospital and get the said amount reimbursed.

1. Kulsum International Hospital
Kulsum Plaza, Blue Area Islamabad.
2. Maroof International Hospital
10th Avenue, F-10 Markaz, Islamabad.
3. Bee Well Hospital
East Wing, 2nd Floor, Asif Plaza, Fazal-ul-Haq Road, Blue Area, Islamabad.
4. IHS Children Hospital
Street No. 30, Khursheed Market, F-10/1, Islamabad.
5. MaxHealth Hospital
G-8 Markaz, Islamabad.

6. Al Karim Dental Spa
Shop # 1, VIP Plaza, I-8 Markaz, Islamabad.
7. Marium Memorial
Peshawar Road Rawalpindi.
8. Hearts International.
Pehsawar Road, Near Pearl Continental Hotel, Rawalpindi.
9. Bilal Hospital.
Bilal Hospital, 38-A, Satellite Town, Sadiqabad Road,
Rawalpindi.
10. Hanif Hospital
Near Asghar Mall Chowk Adjacent Bank Al-Falah, Saidpur
Road, Rawalpindi.
11. Al-Elaj Hospital
House # 60-A-1, Lane 2, Lala Rukh, Wah Cantt.

Laboratories on Panel

1. Excel Lab, Islamabad/Rawalpindi (20% discount)
2. Bio Care Lab, Islamabad (20% discount)
3. Adil Lab, Islamabad (25% discount)
4. Fatima Lab, Islamabad/Rawalpindi (35% discount)
5. Chughati Lab, Islamabad/Rawalpindi (30% discount)

Leave Policy

There are 7 types of leaves which an employee can avail in one calendar year. Calendar year for NTL starts from July 1 of a current year to June 30 of next year.

Types of Leaves:

- a. **Casual leaves** - 20 days (for all employees except those engineers working in TAC/Video in shifts. For TAC/Video employees working in shifts casual leaves are 26)
- b. **Medical leaves**
 - 10 days for ailment/disease where injury/operation is not involved.
 - 42 days for injury/operation for employees on official duty (*this does not include coming from or going to home*) and 30 days for injury/operation for employees who are not on

official duty. *Leave will be considered as medical only when supporting document showing recommendation of bed rest/hospitalization by a registered doctor or recognized hospital medical practitioner, are provided along with leave form.*

- **Maternity** - 90 days for female employees only (after 1 or more year of service)
- c. **Marriage leaves** - 05 days (once in a calendar year)
- d. **Hajj leaves** - 10 days
- e. **Umrah leaves** - 5 days
- f. **Short leave** - 2 hours (*managerial discretion: no need to inform HR*)
- g. **Half day leave** - 4.5 hours (1 casual leave deducted for 2 half day leaves in a month)

Leave Application Policy

Following are the steps required for a planned leave.

- a. Employee is required to submit leave application form on Employee Portal (HRMS) on CRM (www.crm.nayatel.com).
- b. User name and password of CRM is provided to employee by HR for logging in and for submission of leave.
- c. After filling leave form, it automatically goes to the concerned manager/supervisor for approval and an e-mail is also sent to the concerned manager/supervisor.
- d. Status of the leave and leave record can be viewed in the leave history module on the right hand side of HRMS.
- e. When the leave application is submitted by employee it automatically goes in the pending approvals of his concerned supervisor/Manager.
- f. It is compulsory to submit medical certificate to HR if an employee has availed medical leave. HR will verify the leave from employee's leave record and if employee leave quota is over his/her limit, additional leave will be considered will be deducted from salary of current or next month.
- g. It is the responsibility of an employee to submit his/her leaves application in time. If leave is planned, he has to

submit the application prior to going on leave. If leave was not planned, he has to submit leaves within 3 working days after returning from leave.

- h. Concerned support executive has to ensure that leaves are submitted in time.
- i. There is no maximum limit for taking casual leaves as long as concerned manager approves the same ensuring that operations of department are not affected. Case of any number of leave extending from official quota has to be approved by Head of Department.
- j. Any leave above earned quota will be considered as dock leave and will be deducted from salary of the month for employees who have not completed one year of service in company.
- k. It is worth mentioning that employees avail leave near their weekends either on Friday or Monday and usually send an SMS for availing a leave due to urgent piece of work. This must be kept in mind that in Nayatel this sort of practice is discouraged, either a holiday should be planned and approved in advance by HOD/manager or in case of emergency, proper reason must be given by employee. Moreover emergency can have limited reasons like death of a close relative, accident or ailment etc.
- l. Moreover, if team members do not apply for leaves in HRMS after joining back within 5 working days, casual leave will be automatically applied in the system and it will not be reverted back. Further, it is mandatory for Supervisor/ Manager to take action on Leave Deduction report sent to them via email within a week. Otherwise, HR will automatically deduct leave via system after 15 days.

Post Leave Application

- a. If due to an emergency, an employee fails to get approval for leave, he/she has to immediately inform the concerned

manager in addition to supervisor as well so that his/her replacement could be arranged.

- b. Upon return from leave, the employee has to submit the leave application as per above mentioned procedure.
- c. An employee who fails to inform his manager prior regarding uninformed leave can face disciplinary action. This means it is the responsibility of the employee to inform the manager about his absence in time so that work is not affected.
- d. Exception is permissible only if employee was unable to inform his manager due to problem in communication channel, e.g., Employee is in a remote area where communication facilities are not available or disrupted due to any reason. In such a case, HR can verify the authenticity of such a claim.

Leave Addition Policy

- a. Leave addition can be claimed in 3 different ways. Technician cadre/non executive/engineer staff will claim overtime as per overtime policy.
 - Employee works full day on an alternate off Saturday.
 - Employee works 6.5 hours between closing of office hour and start of next working day. Though it is preferred that manager gives next working day off because working again after such a tough schedule can affect quality of his work. However if criticality of the job requires that employee should attend that office, he can claim leave addition.
 - Employee works for less than 6.5 hours e.g. 2.5 hour or 3 hours, will accumulate these extra working hours and as soon as extra hours worked as overtime add up to 8.5 hours, he can claim 1 leave addition.
- b. If an employee works on a holiday, he can apply it on HRMS and it will forwarded to concerned manager/HOD

and will be forwarded to HR and will be in his quota after necessary verification.

- c. Calculation for leave addition will start 2 hours after close of office hours i.e. if your shift ends at 5:30pm and you sit minimum till 7:30pm, you can add 2 hours in leave addition. In case you sit till 6:00pm, nothing will be added.
- d. Extra working is allowed only in case of shortage of manpower or special activities duly approved by HOD. In routine, overtime is discouraged.
- e. Leave addition can be added in casual quota however total leave encashment at the end of financial year will be for 20 casual leaves (for TAC/Video it is 26) on basic salary. E.g. If an employee avails 2 casual leaves in a year and adds 3 leaves, total leave encashment will be 20. Remaining leave other than quota of 20 leaves cannot be encashed but can be availed in the shape of casual leave.
- f. Leave addition is not admissible if employee works from home or any other private location.
- g. Leave addition claimed between 05:30 till 0959 will be on 1.5 times i.e. 1 hour will be equal to 1.5 hours and from 10:00pm till 7:00am will be on 2 times i.e. 1 hour will be considered equivalent to 2 hours. Calculation for leave addition will start 2 hours after close of office hours i.e. if shift ends at 5:30pm and employee sit minimum till 7:30pm, then he can add 2 hours in leave addition. In case employee sit till 6:00pm, nothing will be added.
- h. As per newly implemented systems, team members are required to apply for overtime in HRMS and then it will be forwarded to their concerned Supervisor/Manager for approval. In case of Junior cadre, supervisors will be responsible for applying it. Employee can take help of Support Executives, as they have been guided accordingly.
- i. In CRM-HRMS, overtime means both i.e., overtime and leave addition. When a team member apply for overtime, system automatically calculates and bifurcates overtime and leave addition based on data already entered by HR. For details please read Overtime Clauses in Allowance

Policy, Leave Addition Clause in Leave Policy and Employee Attendance Module Manual.

- j. Attractive leave encashment policy has been designed for those cadres where overtime is not permissible. Upper cap/limit for leave additions is 30 for those having 20 casual leaves (i.e. 50% additional). But for technical staff (Rs. 40k plus-technicians/DAEs), there is no bar on number of leave additions.
- k. However leave additions earned in May & June can still be carry forwarded to next year provided that total leave encashment for that year in which leave additions are being carry forwarded remains within the above mentioned formula. **It** must be utilized before expiry of next June. If those added leaves are not availed in next year, they will expire

Medical Leave due to Accident/Injury/Operation

- a. If an employee is involved in an accident or is injured or undergoes an operation, the employee will be granted a paid leave as mentioned above in addition to casual leaves after recommendation of medical specialist and verification by HR Department as per applicable medical leave category mentioned at the start of this section. Submission of supporting documents is mandatory for the leave to be considered as medical leave.
- b. If the bed rest extends beyond the allowed medical leave limits, additional days will be considered leave(s) without pay. If the amount of deduction for additional number of days is less than 20% of the gross monthly salary it would be charged at once. If the amount is more than 20% of the employee's salary, it would be divided into 6 equal installments and deducted from 6 monthly salaries. Company can also deduct this amount from employee's provident fund in case employee does not return after availing medical leaves.

Medical Leave due to sickness/Illness

- a. This policy is valid for those employees who are advised bed rest or hospitalized, in both cases, by a doctor as a result of disease falling in the category of sickness or illness and not involving operation/injury.
- b. Leaves due to minor ailments like minor cough etc. not supported by doctor's recommendation for bed rest or hospitalization will be deducted from casual quota.
- c. A total of 10 medical leaves will be granted in this category subject to recommendation of medical specialist and verification by HR Department.
- d. An employee suffering from any infectious disease/illness can avail a leave of upto 30 days without pay in addition to normal 10 medical leaves and earned casual leaves provided authorized doctor/medical specialist verifies that the employee will recover in that period.
- e. In case the disease prolongs more than the period specified above, the employee can be relieved on medical grounds and necessary replacement will be arranged so that work of the department does not suffer much.

Maternity Leave

- a. Female employees can avail 90 day maternity leave (30 days with full pay and 60 days with basic pay) provided they have completed 1 year of service with NTL and can also claim 100% reimbursement for maternity limit.
- b. If total service duration is less than 1 year, normal medical leaves of 30 can be used as maternity leave in addition to earned casual leaves as per medical leave rules mentioned above.
- c. If an employee availing these 30 medical leaves has service less than 1 year, she cannot claim any other medical leaves separately during that first year of service.
- d. Sufficient notice must be given in advance for availing maternity leaves so that necessary replacement could be arranged by concerned department/HR.
- e. If an employee has already availed 30 paid medical leaves (paid on gross pay) will only be eligible for 60 days of maternity leaves with basic pay.

Miscellaneous

The above medical leave policy will not be applicable to normal ailments like fever, cough, minor infection or stomach problems etc. where an employee is not advised bed rest or hospitalized. These leaves will be availed collectively and cannot be availed in pieces. This policy is applicable for serious ailment requiring medical leave or hospitalization at a stretch for 10 days in case of ailment/sickness and 30 or 42 days which ever applicable in case of injury/accident/operation. An employee cannot claim medical leaves collectively allowed in different categories.

HR Department's opinion/recommendation/verification on applicability of medical leave will be required in all cases. Outstation employees will submit medical certificates from doctors belonging to hospitals with reasonable reputation (to be ascertained by HR department) at their home station. Any official leave falling in between these medical leaves will be counted as availed by the employee and will form part of any type of medical leave claimed by an employee. Employee is bound to submit authentic prescription on official doctors/hospitals letter head given by a doctor in order to claim medical leaves. Prescription on a plain sheet will not be accepted even if it is stamped. If required, HR can contact the doctor/hospital or its official representative to verify the prescription. In this regard homeopathic doctor is also allowed to recommend an employee for taking leave.

TAC/Video Department Leave Quota

- a. Employees serving in these departments in shifts have 6 additional leaves in casual quota on pro rata basis. Working in shift is mandatory.
- b. This additional quota is approved because employees in TAC take 3 days off in a 15 day shift and in Video employees take 6 off in a month which results in overall 6 less leaves as compared to an employee working in normal shift.

Short Leave

- a. An employee can take a short leave of 2 hours maximum.
- b. Approval for this leave to be given by concerned manager.
- c. A total of 2 short leaves can be taken in a month.
- d. HOD has to ensure that this policy not misused.

Half Day Leave

- a. An employee can take half day leave and will submit same leave application as is done for full day leave. Half day leave is equal to any leave duration of which is more than 4 hours.
- b. Approval of concerned manager is mandatory for this leave.
- c. Submission of application is mandatory for half leaves just like regular leave application.
- d. 1 casual leave will be deducted if an employee takes 2 half day leaves in one month.

Leave Policy during notice after Resignation

- a. After tendering resignation and during notice period, an employee cannot avail more than 2 leaves in addition to normal officially off holidays, provided sandwich rule is not applicable.
- b. If employee goes on leave and then does not return on duty and sends resignation, those leaves will not be considered and his last working day will be considered as his last actual day on job before start of those leaves. Those days will be considered without pay and will also not be count towards his overall experience in the company.

Late Arrival/Leave Deduction

- a. If an employee arrives 15 minutes late from his official start time 3 times in a week, one casual leave will be deducted from his/her quota.
- b. This information is forwarded to concerned managers on every Wednesday for any waiver. Concerned will waive any proposed deduction if reason for late arrival was due to official engagement and was unavoidable.
- c. If an employee does not mark attendance and is present in the office, he will be considered late/absent.

Sandwich Rule

In case an employee avails leaves prior to or after (in the start and/or at the end) any official/designated holidays, all days/leaves including officially off holidays will count towards his/her eligible casual/medical quota.

- a. Example: If Saturday and Sunday is officially off and an employee avails holiday on Friday and Monday, total of 4 leaves will be deducted from casual quota.
- b. If Saturday and Sunday is officially off and an employee avails leave from next Monday to Saturday, only 6 leaves will be deducted.
- c. However if he also avails leave of next Monday, then all leaves starting from last Monday till next Monday i.e. 8 days will be deducted from casual leave quota including the officially off Sunday falling in between the availed leaves. Same rule will be applied to all official off holidays.
- d. Sandwich rule will not be applicable on those casual leaves which are availed by an employee due to death of parents, siblings, children and spouse.

Leave due to Prolonged Working

- a. If an employee works continuously late hours (6.5 hours more than normal working 8.5 hours), as approved/authorized by his manager, is authorized to avail leave the very next day to compensate for the extra hours worked, which will not be deducted from his casual leave quota.
- b. No overtime will be given for employee availing a leave next day due to extra working hours for previous day as mentioned above.
- c. Manager has to justify the leave based on prolonged working hours i.e. extra working hours.
- d. This is to ensure that employees working for longer hours due to any special activity are properly rested before they are back on job.

Leave Encashment

At the end of the financial year casual leaves which are not availed by the employee, are reimbursed to the employee salary, at the rate of basic salary, which is called, leave encashment. Maximum leaves that can be encashed are 20 (and 26 for TAC/Video) and any additional leaves accumulated due to leave addition have to be availed or they will be forfeited after duration as mentioned above. Upper cap/limit for leave additions is 30 for those having 20 casual leaves (i.e. 50% additional). But for technical staff (Rs. 40k plus-technicians/DAEs), there is no bar on number of leave additions.

Allowances

Following is the list of allowances and overtime. These are explained below:

1. Overtime Policy

a. Overtime rates:

S/n	Category	Rate
1	Eid (working from home/office/field) 1st eid day	3 times
2	Eid (working from home/office/field) remaining Eid days	2 times
3	All other gazetted holidays/Sunday/alternate	2 times

	off Saturday (working from home)	
4	All other gazetted holidays/Sunday/alternate off Saturday (working in office/field)	2 times
5	Normal working days (5:30pm to 10:00pm)	1.5 times
6	Normal working days (10:00pm to 7:00am)	2 times
7	Overtime rate will be same for all team members irrespective of religion.	

b. On call duty

- a. There is no overtime for being on call whatsoever for any employee.

c. Overtime Policy for Technicians/Junior Staff:

- a. All technicians (DAE/non DAE) and in non managerial cadre are eligible for overtime in cash as per rules mentioned above.
- b. Technician staff is not likely to work from home so their overtime has to be based in field/office.
- c. DAEs/Non DAEs having gross salary of Rs. 40000 and above will have overtime compensated through leave addition and not to be paid in cash.

d. Overtime Policy for Engineers:

- a. No engineer other than those mentioned below is eligible for overtime in cash other than Eid holidays. They can claim compensation for extra work on other holidays through leave addition at applicable rate mentioned above.
- b. On Eid holidays, if an engineer works from home ensuring timely response as per department policy, he will be paid at the rate of 3 times for the time he worked.
- c. While working from home, log in time, log out time, total work time and response time to be checked and ensured by over-time approving authority i.e. HOD.
- d. Similarly on Eid holiday, if an engineer comes to

office for work, he will be paid at the rate of 3 on first day and 2 on remaining days in addition to travelling allowance.

- e. Decision of working from home or office must be done with approval of manager.
- f. TAC doesn't have normal overtime. However on all gazetted holidays, overtime in cash is allowed as per existing rules.
- g. NTRN engineers having gross salary less than 30,000/- are eligible for overtime in cash.

e. Overtime Policy for Executives / Engineers & Managers:

All employees other than those mentioned above categories will have leave addition.

Note:

- a. Overtime will be calculated on the basis of salary of previous month. However any change in salary in current month due to promotion or pay raise, difference amount will be sent to Finance along with overtime of next month.

2. Field Test Allowance Policy

- a. All candidates coming for field test like *Cable Puller, Technician and Patrolling Guard* (or anyone who is required officially to undergo field test) will be given Rs. 200/day as field test allowance.
- b. It is mandatory that HR must be informed before any field test is initiated so that we meet with the candidate and see his documents/CNIC to verify age and location. Any field test without intimation of HR is not recommended.
- c. HR Executive handling recruitment and selection is responsible for processing this amount for all candidates whether hired or not.

3. Fuel Allowance Policy For Official Transport

- a. Fuel claim is allowed only for official duty to be authorized by manager.
- b. Rate for fuel claim in case of car is PKR 8/km.
- c. Rate for fuel claim in case motorbike is PKR 4/km.
- d. If an employee owns company bike or car but is unable to use it for official purpose due to an unavoidable reason like maintenance, repair or any other genuine reason, the employee can avail public transport namely taxi service however relevant manager must ensure that any such occurrence is very minimum.
- e. Similarly if an employee, whose team is officially allotted a company vehicle like Shehzore, and is required to move separately from team due to official engagement, he is eligible for relevant fuel allowance depending upon type of vehicle that the employee possess.
- f. In case he doesn't have personal conveyance, taxi can be used and transport charges to be claimed on cash receipt voucher duly signed by relevant manager. It is recommended that in case official vehicle is not available, personal conveyance must be used instead of taxi as it is more economical.
- g. Claim must be submitted to Finance Department through support executive on prescribed fuel claim form after necessary approval by the relevant manager within specified date of a particular month so that disbursement in salary could be done.
- h. Fuel Allowance for Sales Outdoor team is as follow:

Designation	Fuel Allowance
(both for indoor/outdoor executives)	(PKR) for sales only
Assistant Sales Executive	3600
Sales Executive/Sr Sales Executive	4800
Corporate Sales Executive	6000
Assistant Manager Sales	7200
Manager/Deputy Manager Sales	9600
Senior Manager Sales	12000

4. Fuel Allowance Policy For Private Transport

- a. In case an employee is provided with company vehicle like Shehzore/Bolan and yet the employee is required to commute separately for any reason e.g. the same vehicle is engaged in another activity, the fuel reimbursement is made as per rate mentioned above in point 'b' and 'c' depending upon whether employee owns a personal bike or car which is being used for commuting.
- b. In case an employee is required to commute extensively for official purpose, official motorbike must be issued preferably and fuel allowance is same as PKR 4/km.
- c. In case an employee is unwilling to avail motorbike facility, he can use personal bike or car however since he is eligible for official bike therefore fuel claim will remain to be PKR 4/km even if personal car is used.
- d. In case where employees' are required to commute extensively along with costly equipment which is difficult to transport on motorbike or is vulnerable to theft/damage etc in case public transport is used, following is applicable:
 - i. Managers of this department who possess company car or are eligible for this facility but use personal car to get fuel allowance of PKR 8/km.
 - ii. Employees' not eligible for car facility but use personal cars out of necessity described above also to get fuel allowance of PKR 8/km.

5. Taxi Fare Claim Policy

- a. In case an employee doesn't own official or private transport and is required to move to another location for official duty, he can avail public transport.
- b. Transport charges to be claimed as per actual on cash receipt voucher duly signed by relevant manager. However such instance is expected to be minimum otherwise official motorbike is recommended to be issued.

6. Mobile Phone & Allowance Policy

NTL provides cellular phone facility to all managers and field supervisors or any other employee who is eligible as per policy and requirement. Mobile facility has different ceilings which vary with designation.

Designation	Mobile Allowance
(both for indoor/outdoor executives)	(PKR) for sales only
Assistant Sales Executive	1500
Sales Executive/Sr Sales Executive	2000
Corporate Sales Executive	2500
Assistant Manager Sales	3000
Manager/Deputy Manager Sales	4000
Senior Manager Sales	4500

Following is the mobile usage ceiling for different cadres of the company:

S/n	Designation	Ceiling
1	VP	Rs. 25000
2	GM	Rs. 20000
3	Sr Manager/Manager	Rs. 16000
4	DM/AM	Rs. 13000
5	Below AM & Rs. 20k* & above	Rs. 10000
6	Below Rs. 20k	Nokia 215

Rs. 20k salary means starting salary of a cadre. In case a junior cadre crosses 20k salary due to annual raise or special raise, this limit would not be applicable.

Following is the mobile usage ceiling for different cadres of the company:

- CEO/COO/CTO - Unlimited
- Vice President - Rs. 6,000/-
- General Manager - Rs. 5,000/-
- Manager/Senior Manager - Rs. 3,000/-
- Deputy Manager - Rs. 2,500/-
- Assistant Manager - Rs. 2,000/-
- SNE/NE/TE/STE/TS/STS SNE, NE, STE - Rs. 1,500/-
- OE/NSE/ES/ATE/ATS/DTS - Rs. 1,500/-
- Patrolling Guards Supervisor - Rs.2000/-
- Patrolling Guards - Rs.1200/-
- Drivers - Rs. 500/-

7. Odd Time Travelling Allowance Policy

- a. Any employee working in evening shift will get PKR 200 for going from official work as odd time travelling allowance which starts at 10:00pm and ends at 7:00am.
- b. For employee working in day shift and continues his work after 10:00pm will get travelling allowance of PKR 200/- in addition to over time (for technicians and non-managerial/executive field staff not having company motorbike including NTRN engineers meeting criteria mentioned above) and leave addition (for engineers and executives). Please refer to leave policy as well regarding leave addition.
- c. Any employee who is required to come to office late at night for official duty or any activity after closing hours between 10:00pm to 7:00am will get PKR 400/- for coming to and going from official work as odd time travelling allowance.
- d. Support Executive is responsible for approval of this allowance from HOD before sending to Finance Department.
- e. In addition to odd time traveling allowance which is only for coming to or going from office, additional work will

be compensated by leave addition. Please refer to leave policy in this regard.

- f. Travelling Allowance on off day: In case a team member is called for duty on off day like alternate Saturday and if he doesn't have official conveyance, he will get Rs. 200 as travelling allowance per trip from home to office or office to home. However with manpower needs being fulfilled for most departments including leave reserve, such an allowance is permissible only for special activities duly approved by HOD.

8. Night Shift Allowance Policy

- a. Team members working in night shift will be paid additional 50% of normal pay up to a maximum ceiling of Rs. 333/- per shift and up to a maximum of four nights in a month. For example if a team member is earning Rs. 20,000/month, he/she will be paid Rs. 333/night shift in addition to his/her regular salary.
- b. The maximum allowance per night shift will not exceed Rs. 333/shift and up to a maximum of four nights/month.
- c. The allowance is applicable for night shift only starting from 12:00pm till 8:00am.

9. Sheri and Iftar Allowance Policy

Shift employees working at night and evening will be given sehri and iftar allowance of Rs. 300 per sehri/iftari in the salary to be processed by relevant support executive.

10. Incentive For Installation / Complaints Teams

In order to improve efficiency of Installation Teams and to motivate team members for doing installations in minimum possible time, incentive model has been implemented.

The silent features of incentive scheme are:

- More focus on volume of work rather than just number of installations
- Very motivational for field staff (higher the work, higher the incentive)
- Every installation will have certain points. There would be certain Bench mark of points which a team has to achieve. Additional points would have incentive.

Moreover, bench mark has been set for complaints. For details please read Allowance Policy.

11. Out Station Duty - Daily Travelling Allowance

Outside Duty Station Daily Travelling Allowance details are as follow: Travelling cost and accommodation are separately calculated. This allowance is not applicable on travelling between Islamabad and Rawalpindi.

S/n	Cadre	Daily Allowance*	Transportation
1	DAE/non DAE/Junior Staff	Rs. 700/day	As per actual*
2	Executives/Engineers	Rs. 1000/day	As per actual
3	AM/DM	Rs. 1600/day	As per travel allowance policy
4	Manager/SM	Rs. 1800/day	As per travel allowance policy
5	GM/VP	Rs. 2200/day	As per travel allowance policy

* Daily allowance is inclusive of food.

* Travelling must be through land based public transport.

Following is the SOP for accommodation in Faisalabad office:-

- All members upto AM will stay in rooms on top of Auto workshop.
- DM to VP will stay in 2 small rooms in office building and master room will be for CEO/COO/CTO.

Note:

- a. Accommodation is separate from daily allowance and transportation. If accommodation is maintained by NTL in the form of guest house, hostel or NTL owned residence, visiting member will reside in it preferably. In case NTL maintained/paid residence is not available, private accommodation/hotel room can be arranged within limit which is 4 times the daily allowance for that designation. However claim in such a case will be submitted to accounts in the form of bill and amount will be reimbursed as per the bill expense. For example if an AM goes out of station and NTL maintained accommodation is not available, he can avail private accommodation/hotel room upto Rs. 6400/night (i.e. Rs. 1600 x 4) and if room charges were, say, Rs. 5000/night, he will be reimbursed Rs. 5000 and not Rs. 6400/night.
- b. In case a team member doesn't have official car/bike, then within city travelling for official purpose is to be ensured using cheapest public transport.
- c. In case of a visit of more than 5 days (6 and above), team member will get 75% of daily allowance for total stay.
- d. In case of visit such that member returned the same day, he will get full daily allowance.

12. Allowance for Bucket Vehicle Drivers & Fork Lift Operator

Selected/trained drivers on bucket vehicle are paid Rs. 200/day for duty on this vehicle as special incentive because driving this vehicle is difficult than normal vehicles.

Driver who will work as fork lift operator will be given Rs 200/hour in addition to salary as fork lift operating allowance.

13. Billing Front Desk Allowance

Billing front desk executives who are handling cash/customers on front desk will be given special incentive of Rs. 5000 per month, as they are required to handle customers and cash which is a sensitive matter.

Moreover it has been decided based on the fact that they require additional resources for better presentation/grooming Since they are

required to handle customers hence for them it is an additional requirement to dress well and be presentable something which is not as stringently needed for executives handling tasks at back end.

14. Travelling allowance for Faisalabad/Peshawar candidates

Travelling allowance Rs 1800/- will be given to each candidate who comes from Faisalabad for any test/interview. Rs.800/- will be paid to each candidate coming from Peshawar.

Commission on Sales for Sales Department

Sales team members of Outdoor Sales Section are eligible commission based on their sales targets achieved. For details please refer to the policy.

Car Facility

Company provides an attractive car facility for management (Assistant Managers & above) positions in which a manager can avail this facility by paying 20% of approved limit while company pays 80% during a period of 5 years after which the manager gains ownership of the car. Eligible employees have the option to select any model of the car from Suzuki, Toyota and Honda manufacturers.

The car should be brand new or maximum 12 months old/used (non-accidental) subject to acceptance by the leasing company. Further details of eligibility and terms and conditions etc., please see car facility policy which can be viewed online on community portal. Following are the limits outlined for managers:

No.	Designation	Limits
1	CTO/Vice President	PKR 2,300,000
2	General Manager	PKR 2,100,000
3	Senior Manager	PKR 1,700,000
4	Manager	PKR 1,350,000
5	Deputy Manager	PKR 1,054,000
6	Assistant Manager	PKR 1,054,000

Motor Bike Policy

The purpose is to provide motorbike on ownership to NTL field staff as per departmental need for work so that they can efficiently perform their duties.

Following is the eligibility criteria for bike:

- Successfully completed 3 months service. This point is not mandatory for team members of QC & Complaints Team (Transmission Department).
- Good field performance and recommendation from manager/HOD based on official need for bike in that area.
- Possessing valid driving license. Learner license is not acceptable.

For availing facility, recommendation of team member is forwarded by concerned supervisor/manager to committee which consist of Director Development and concerned Department Head.

NTL arrange the motorcycle, for which approved model of the motorcycle is Honda CD-70. Bike will be on NTL's name for a 4 year term. NTL will contribute 80% of monthly installments (including markup and any other leasing company charges) Remaining 20% monthly installments (including markup and any other leasing company charges) will be paid by the Team Member to NTL. The entire difference of monthly installments owing to purchase of a bike of higher model than CD-70 will also be paid by the team member to NTL lump sum at the time of procurement. Team member will pay 48 equal monthly installments to the employer to cover the actual cost of the motorcycle. NTL will deduct these installments from the monthly salary of the team member. After payment of full 48 installments, the motorbike will be transferred by the NTL in the name of team member. In case of requirement to carry official kit and tools, team member will have no objection regarding installing a tool-carrier/box on motorbike during 4 year period.

Laptop Ownership Policy

This policy is valid for all NTL employees who are eligible to get official laptop for official purposes (Only need base). Employees who are not provided with official laptop due to their nature of work are not eligible under this policy. Laptops will not be issued to groups and teams as pool.

Laptops manufactured by HP (all models) are currently allowed due to their reliability. There are two ways to issue a laptop to an employee:

- On employee ownership
- On company ownership

Employee Ownership policy is optional for the employee to adopt. Employee will not pay anything and will get ownership of laptop after 42 months of issuance free of cost. Employee is bound to use laptop for official purpose till completion of 42 months. While, company ownership laptops to be issued and used by one employee only. No laptop to be used by any other team member whatsoever. Laptop will remain with an employee for 42 months and will then be returned to the company.

Dress Code

Dress code mentioned in this section should be strictly observed. Exception can be allowed example due to medical problem however employee must submit proper documentation e.g. medical prescription to justify the waiver.

Dressing on Weekdays

- Formal dress including dress pants, shoes, dress shirt preferably with tie however tie is not mandatory for male employees except for employees on front-desk duty in Sales/Reception/Billing. Managers & HR personnels should prefer to wear a tie.
- Female employee dressing and appearance should conform to decency and acceptable limit. Provocative and revealing dresses must be avoided.

- Three piece/two piece/safari suite. During winters employees can wear presentable sweaters, winter jackets/coats without too much writing, pictures or cartoons, hanging drapery etc.
- It is encouraged that employees must match colors while wearing formal dress which will certainly look presentable.
- Employees not sporting a regular beard must shave properly.
- Those sporting beard must maintain it to give a clean and proper look.
- It is encouraged that managers/seniors should guide their employees on matters pertaining to dressing which will also help in general grooming.

Dressing on Friday

- Office based employees can wear shalwar qameez preferably with waist coat.
- Shalwar qameez must be properly ironed.
- You must wear shoes with shalwar qameez.
- Shalwar qameez is not allowed for field staff.
- Any type of chappal, sandal, open shoe etc. is not allowed. Wear shoes only.

Note: Casual dress code, which is already in practice on Saturday, is hereby allowed for all male team members on Fridays as well except those who deal customers face to face including sales and billing front offices.

Dressing on Saturday

- Regular or loose fitted un-faded jeans/khakis with polo/T-shirt or regular shirt.
- Employees on front-desk duty in Sales/Reception/Billing etc. must wear formal dress with tie on Saturday as well.

Dress not allowed on any day

- Faded, bell button, patched, torn jeans.
- Joggers/slippers/sandals/kohatis/diggers/ Peshawari chappal or any kind of open shoe from front or back side is not allowed.
- Any type of shirt without collar or shirt with very flashy/unethical/political/religious slogans/pictures.

Dressing for Field Staff

- Field staffs who have been issued uniform, must wear it on all working days including Friday and Saturday.
- Field staff must under no circumstances be allowed to wear joggers and open shoes.
- Office boys, Security Guards, Drivers, Sanitary Workers, Cable Pullers, Patrolling Guards and Dispatch Riders must wear official dress on all working days.

NOTE: Non managerial, male team members of following departments/sections are hereby allowed to wear jeans/collar T shirts during office time (other than field staff, for whom uniform is mandatory):

Core, Creative Solution, Development, Electrical, Electronics Repair, Enterprise Solutions, Finance: *Accounts Section* ((only those who do not visit banks/customers/vendors in person), *Billing Section* (only those who do not visit/deal customers in person), *SCM Section*, Internal Audit, Managed Services, Next Generation Networks, Project Management, Quality Assurance, SAP, System, Technical Assistant Center, Transmission and Video

Following points must be ensured:

- a. Jeans should not be torn, faded, having folds giving a shabby look.
- b. T shirt must be with collar and decent design i.e. should not have indecent things printed on them and properly tucked in.
- c. Round neck T shirts are not allowed.
- d. You can wear casual/loafer shoes but joggers, sneakers, sandals and open foot wear are not allowed.
- e. Foot wear without socks or with ankle socks are not allowed.

Promotion Criteria & Training Result Weightage

1. All the official trainings given to an employee have 15% weightage in the final evaluation for promotion or pay raise. This training percentage consist of written test result in past 1 year. In case no training is conducted during the year, 15% will be divided equally between test and interview. For those positions where test is not taken like executives, this percentage will get equally divided between interview and evaluation.
2. Failing to meet passing marks in training test will not affect other parameters of promotion criteria e.g. if a team member gets 6% marks out of 15%, he will proceed to next levels of evaluation however getting low % will automatically effect overall promotion %.

Certification Policy

The purpose of certification policy is to encourage employees to do certifications related to their work/job in order to enhance their skill level and development. Engineers from Access, Systems, NGN, Core, NTL Transmission and TAC departments can opt for certifications. One year service is mandatory for an employee who wants to do a certification under this policy. Employee can opt from approved certifications including: CCNA, CCNP, CCIP, CCIE, CCVP, Oracle, Microsoft Exams, Linux Redhat. Other certification can be considered if found relevant and approved by the panel. Prior approval is required from concerned HOD/manager, CTO and DM (HR). Employee is required to sign a contract in order to get the fee reimbursed. For details, please read Certification policy on portal.

Lesson Learnt Policy

Lesson learnt document is an observation, practical experience or troubleshooting result which brings a new or improved way of handling issues or implementing procedures. All employees of Nayatel are eligible to present Lesson Learnt based upon their own observation/practical experience or troubleshooting results. Employees can send the LL to following email address learning@nayatel.com

All employees, with approved LLs in evaluation meetings, will receive a cash prize of 1,500 rupees and an appreciation letter. Appreciation Letter will also be placed in Employees personal file. In case of an extraordinary lesson learnt, prize will be increased. Amount of prize for extraordinary lesson will depend on quality and level of the lesson.

Moreover, before processing the promotion case of any team member over salary of Rs. 20k, he/she must submit lesson learnt to HR otherwise promotion interview will not be held whatsoever.

Employee Study Quota & Loan Policy

The policy has been made for employees who want to enhance their education by taking loan from organization. Only executives (with minimum 16 years of education), DAEs and engineers are eligible to apply for study loan. Minimum 6 month service is required for eligibility. Degree must purely be relevant to employee's job i.e. completion of the degree must result in enhancement of relevant skill set which in turn must improve his/her performance.

Engineers/executives must sign a **contract** of minimum 2 years or maximum equivalent to the duration of degree whichever is lowest at the start of the degree program. DAEs must sign a 2 year **contract** for a 2 year B.Tech and 4 year **contract** for B.Tech (Honors) at the start of the degree program.

NOTE: Study quota for all departments except NTRN is 15%. Employees applying for loan also fall in this 15%. For Tx, 15% quota is separately calculated for DAEs, non DAEs and engineers. 15% includes those who do not want to take loan and study on self-financing basis. Employees studying on personal-finance basis must also ensure that their study do not affect their job in any way.

Loan Policy

Loan policy is applicable to all permanent employees of NTL having salary upto Rs. 20,000 per month having minimum 12 month service. Employees are eligible to process request of loan not more than Rs. 20,000 or amount of employee provident fund contribution, whichever is less. Total loan amount will be returned by the employee in 6 of equal installments.

Employees' Children Scholarship Policy

This policy has been designed to provide financial support for education of wards of NTL junior employees earning a gross salary of PKR 18,000 or less at any designation for forty five (45) employees who can claim for maximum 2 children. For eligibility, minimum 6 month service is required.

Family Fund Policy

Family fund is to provide financial assistance to deserving/needly permanent employees of NTL. All employees of NTL who are earning a gross salary of Rs. 20,000/- or less per month having minimum 6 month service.

Following are reasons for which financial help from family fund can be granted.

- i. If medical ceiling for self/family i.e. wife/dependent children only is exhausted.
- ii. Affectees of natural calamities i.e. earthquake, flood, outbreak of fire, rain etc.
- iii. Expenditure incurred on transportation of dead body of applicant's wife, children and parents for burial.
- iv. Employee's self-marriage or that of single dependent daughter per year. Applicant will provide his registration form B and CNIC issued by NADRA for verification at the time of submission of application.
- v. Marriage of one dependent sister during the whole tenure of employment with NTL.
- vi. Medical treatment of parents.
- vii. Any other genuine and deserving case.

Shining Stars Awards

Every quarter employees are selected from NTL's non managerial staff who exhibit top class performance during the quarter. More than 50 employees are selected from mentioned categories for this award. Number of employees and categories may change as per prevailing strength of the employees in each category or formation of new department or any other organization re-structuring.

Award winners receive PKR 7500/- along with a certificate and appreciation letter, a copy of which is placed in personal file of the employee.

- a. NTL Field Staff 1
Includes all staff from Nayatel Transmission Department
- b. NTL Field Staff 2
It includes Development, Electrical, Electronic Repair and Video department
- c. Faisalabad/Peshawar Team
- d. Engineers in TAC
- e. Engineers/Technicians in Operations
- f. Support Staff – Office Boys, Drivers, Sanitary Workers, Security Guards
- g. Executive Staff – HR/Sales/Finance/Marketing/Support Executives

Quarterly Evaluation Criteria:

S/n	Category Name	Evaluation Category	Remarks	Remarks
1	A1	70% above	Excellent to Outstanding	Above 80% should be the <i>Superstars</i> only
2	A2	61% to 70%	Good to Very Good	Regular promotion holders
3	A3	51% to 60%	Average	-
4	A4	50% and less	Below average and Not satisfactory	Danger zone, not acceptable rating. Remaining in this category for more than 1Q may lead to relief from duty.

Note: If quarterly evaluation of a team member drops below 50%, he/she will be asked to show cause the reason why his/her employment may not be terminated on account of below average performance.

- a. Please note: **Performance = Attitude + Field/Functional Work** where **Attitude** is a member's willingness to engage in an assigned work, discipline, service oriented behavior, team work and living organization's 7 values/mission. And **Field/Functional Work** is knowledge and skill set transformed to actual work output through hard work. It is desired that a team member not only has admirable willing worker's attitude but also possess required skills and knowledge to effectively perform his/her work without errors.
- b. An attribute has been added in all promoted-related cadre's evaluation forms named **Future Potential**. Please note that a promotion is a combination of current performance as well as potential to perform in next designation. Generally both have about 50% importance for a promotion.
- c. Following is the rating scale:

Rating	Remarks	Reason for Evaluation on a Particular Attribute
01	Unacceptable Performance	Poor performance on an attribute where immediate improvement is required.
02	Poor Performance	
03	Unsatisfactory Performance	
04	Below expectations	
05	Major Improvement Required	
06	Above Average	Good to very good rating on an attribute
07	Very Good	
08	Excellent	Excellent to outstanding rating on an attribute.
09	Super Star (Exceeds expectations)	
10	Super Super Star (Consistently Exceeds Expectations / Outstanding)	

Top Performer of the Year

These awards are to honor and appreciate key players of Nayatel who have contributed a lot during the year to make our company one of the best. These awards are presented in Annual Function. Generally following are the 3 points that are kept in mind while selecting an employee for the award:

- i. Field/daily performance
- ii. Knowledge/skills
- iii. Behavior/values
- iv. Future Potential

Top Performer Award is for those employees who have either 1 year or more experience in Nayatel. Each nomination is discussed in a meeting where all stakeholders of Nayatel (HODs) are present and decision regarding award winners from nominations is finalized in the meeting. Award winners receive PKR 10,000/- along with a certificate and appreciation letter, a copy of which is placed in personal file of the employee.

Star Trainee Award

An employee who stands first in any official training conducted by the company for any specific topic or purpose, is eligible for a cash reward of mentioned below and employee will be named as “Star Trainee Award”, if the following criterion is fulfilled:

- a. The training conducted must be for more than 08 hours
- b. Trainee achieves a test score of 90% or above
- c. Trainee has 100% attendance

Training Hours (hrs)	Star Trainee Award
08 – 20	PKR 3,000
21 – 40	PKR 4,000
41 – 80	PKR 5,000
80 – 100	PKR 6,000
100 +	PKR 7,000

- a) Cash award and Star Trainee tag will only be given to a trainee who is “top scorer” out of all (which means that if there are more than 01 trainees who have scored 90+% marks, only top scorer will get the prize)
- b) In case the trainees include both engineers and diploma/non-diploma staff and trainees from both cadres secure more than 90% marks, then both engineer/technician will get the prize meeting all conditions laid above.
- c) In case there are more than two trainees sharing the top slot from same cadre and meeting all conditions laid above, each one will get the award prize.

Best Customer Services Award

Purpose of this award is to acknowledge excellent customer services provided by employees who earn customer appreciation through email so that other employees also get motivation to perform well and earn customer delight. Eligible employee will be given following reward in addition to appreciation letter:

- a. Cash reward of Rs. 300 per member if appreciation is received for a team of 2 or more members.
- b. Cash reward of Rs. 500 if appreciation is received for one member.
- c. Cash reward of Rs. 750 in case an Engineer/Manager gets appreciation whether in team or individual.

For extraordinary appreciation the reward name is “**customer delight award**” and its amount can be double the amount of ordinary rates mentioned above or even more depending upon customer enthusiasm and wording of the email. Moreover, an employee receiving extraordinary appreciation from customer will be invited in weekly Managers Meeting in which the award will be given to him/her by CEO.

NOTE: Employees are strictly prohibited not to accept cash prize from customer or accept meals whatsoever.

Idea Award

The purpose of this award is to encourage all the employees of the company to give any idea related to the company which helps increase the productivity of the company/department. It was agreed that productivity means any idea that helps in value addition (anything that motivates or pleases our employees and ultimately enhances performance) or cost reduction or performance enhancement. All the employees of the company irrespective of their designation or cadre below AM and equivalent are eligible to give idea. Cash of up to PKR 20000 will be decided by the evaluating committee for an idea which fits the criteria mentioned above. There is no limit on number of ideas that can be awarded with cash prize of up to PKR 20000. Ideas can be submitted by emailing at idea@nayatel.com.

Best Presenter Award

Best Presenter Award is for presenters who are giving presentation in Weekly Managers Meeting conducted on every Friday in Islamabad and on every Thursday in Faisalabad. Following are the awards:

- a. Presenter who will score 80% and above evaluation by presentation attendees will get PKR 20,000/- prize (For Islamabad) and PKR 5,000 (For Faisalabad).
- b. While, those having evaluation between 75% to less than 80%, reward for each such case will be approved by CEO and not necessarily everyone over 75% will get this reward. (For Islamabad only).

Best Trainer Award

This award is for Basic Engineering Training only. Cash reward of PKR 4000 & appreciation letter will be given. Following is the criteria:

- a) Only those course/module trainers are eligible for this award, for which training test will be conducted.
- b) Minimum eligible training feedback percentage (at the end of each module) is 95% below which trainer will not be eligible.

- c) Reward to be given to the best trainer based on following criteria:
 - a. 50% weightage will be given to feedback provided by trainees at the end of each module.
 - b. Remaining 50% weightage will be given to voting conducted at the end of Basic Engineering Training.

Performance Reward

Performance Rewards are announced on monthly basis for Engineers/Executives working in following departments for their outstanding services to customers by setting highest standards as per NTL vision and values.

Nominees are thoroughly evaluated by the relevant committee as per announced policy and are given cash reward(s).

- a) Finance
 - a. Billing Section
 - b. SCM Section
- b) TAC

Employee Internet Package

- a. All Assistant Managers (or equivalent) and above are eligible to avail this facility.
- b. Free Home 45GB package to be provided under this facility.
- c. Rs. 2000 discount on installation will be provided.
- d. Equipment cost of Rs. 19000 to be charged on 48 installments @ Rs. 400/month.
- e. 50% off on cable tv service.
- f. Telephone to be charged as per usage.
- g. 50% off on VOD/Live TV.
- h. All extra cables to be charged as per actual.
- i. Any other equipment like HD box etc to be charged as per actual.

Experience Letter Policy

- a. Experience letter called Job Certificate (JC) is issued during service before resignation having information about designation, department and date of joining only.
- b. No Experience Letter (EL) is issued for termination due to disciplinary/ethical issues.
- c. EL is issued if employee is terminated on performance issues.
- d. If employee resigns with notice of 15 days or less, this information about notice period is mentioned in EL.
- e. If employee resigns with notice of 16 days or more, EL to be issued without any information about notice.
- f. If a team member goes on medical leave and unable to join, we will consider official medical leaves in his experience.

Separation Policy

There are 3 types of separation from service.

- a. Resignation by employee on voluntary basis
- b. Termination on performance grounds
- c. Termination on ethical grounds

Resignation:

- a. An employee can resign from service at any time without stating any reason.
- b. Employee has to serve one month (30 days) notice after resignation before leaving his job which means that he will work for atleast one month after giving formal resignation.
- c. Resignation will not be accepted verbally. It must be written on a paper duly signed by the employee or through official email address mentioning the date of resignation or sent through employee's official email address.
- d. It is also mandatory for employee to submit his resignation to his immediate manager having minimum

designation of Assistant Manager or above on the same date of resignation.

- e. In case an employee holds his resignation after signing, date of resignation will be considered to be the date of submission to concerned manager and not the date of signature.
- f. The resignation must then be recommended by the HOD of the department and forwarded to HR for further action.
- g. HR must send the letter/email to CEO for formal approval. After signature of CEO, resignation is considered formally approved.
- h. Employee cannot take his resignation back after end of his notice period however during notice period he can formally request to take his resignation back and continue his services.
- i. The request to continue services must be signed by all who signed resignation letter.
- j. The recommendation must be approved by CEO for formal continuation of services.
- k. In case an employee gives notice for less than a month, gross salary for remaining days must be deducted in lieu of remaining days to complete 1 month however it is strongly urged that employee must give one month notice so that suitable replacement could be arranged during this time.
- l. After resignation and during notice period, an employee cannot avail more than 2 casual leaves in addition to officially off holidays provided sandwich rule is not applicable. For details please read *Leave Policy*.
- m. Employee must contact HR Department for clearance process on 3rd last working day. It is necessary to attach copy of approved resignation with clearance form before the clearance process is started.
- n. After completion of clearance process, the completed form must be sent to Finance Department for final

settlement of dues. Within 3 working days from the date of submission of clearance form by HR Department, Finance Department will process the payment.

- o. After the employee is cleared from Finance Department, HR issues experience letter.
- p. If dues payable by the employee, HR Department contact the employee and informs him about payment. In case employee fails to pay outstanding amount to Finance Department, equivalent amount from employee's account, if available, is deducted for settlement of outstanding dues.
- q. Employee has to clear all outstanding dues in order to complete clearance process and experience letter must be issued only after all dues, if any, are cleared.

Termination:

- a. Employment services of an employee can be terminated based on ethical issue or performance issue however reason for termination must be clearly communicated to the employee.
- b. Termination process should be as per SOP laid down in Employees handbook.
- c. If employee is terminated on performance grounds, employee must be given one month notice salary however employee has to leave his position immediately.
- d. In case termination is on performance grounds, relevant manager must keep employee in picture continuously and enough time must be given to employee to improve his/her performance. Necessary documentation like minutes of 121 meeting, explanation and warning must be given.
- e. If employee is terminated on ethical, disciplinary or moral grounds and if charges leveled against the employee are proven after a thorough investigation in which employee is given full chance to defend himself, services must be terminated immediately without any notice salary.

- f. In both cases of termination mentioned above, employee must get his clearance as per process.
- r. If an employee proceeds on leave (without intimating his intent to resign) and sends resignation without joining office OR if he proceeds on leave without prior approval or intimation and send his resignation, in either case those leaves will not be accepted and services of employee will be terminated on disciplinary grounds. He/she will not be eligible for notice salary or experience letter. Moreover his last working day will be considered as the one when he came to office before proceeding on leaves.
- s. In case of absence, HR must send show cause letter to the employee for record.

Salary Stopping Action

- a. As soon as a resignation is received, HR checks following conditions to assess whether to stop salary in resigning month or next month.
 - i. Notice period should not less than 16 days.
 - ii. Sufficient amount of provident fund is available i.e. minimum 9 months contribution is available.
- b. In case above conditions are not met, salary is stopped in the same month of resignation. This step is taken for safety as sometimes members leave without resigning or resign but do not complete notice period.

Leisure and Recreational Activities

The team effort we all give to our company in every day work situation is also extended into our recreational time. The company provides opportunities for recreational activities and encourages its employees to take active part in cultural, social and athletic activities. The company takes pride in sponsoring events such as the following:-

Annual Function: In order to celebrate the occasion and also reward/recognize its employees for their contribution toward

company's progress, all family members gather at one place at the same time; an annual function is arranged at the end of the year. In this way all family members get together under one roof to celebrate the successful completion of working year of the company.

This event provides an opportunity where higher management interacts with employees of every department to laud their contribution and strengthening employee management understanding. In order to provide some entertainment social, cultural and information programs are also presented.

Sports: We strongly believe that a healthy body has a healthy mind. It sponsors variety of sport programs for like annual cricket championship between departments as well as friendly cricket match with teams of other organizations. Nayatel also has its Official Cricket team, being selected after formal trials, which participates in different local tournaments.

CODE OF CONDUCT

How to Report Suspected Wrongful Conduct?

NTL is committed to preventing, reporting and detecting any violation of law, regulations or policy. Everyone is encouraged to take ownership and report any suspected wrongdoing immediately to HR department. Identification of reporting individual will not be disclosed. NTL will make all efforts that reporting individual does not suffer any harm due to his action. An employee can also send an email to: hrd@nayatel.com

Policy against Retaliation

NTL strictly prohibits retaliation against an employee who, in good faith, seeks help or reports known or suspected violations of this code or the law. Anyone who retaliates against an employee who in good faith reported misconduct or sought help will be subjected to disciplinary action which may result in termination of employment.

Avoiding Conflicts of Interest

A conflict of interest may occur when an employee's private and vested interest interferes, or appears to interfere/conflict with the interests of NTL. Such a conflict results in divided loyalties, and when loyalties are divided, it is hard to be objective about a decision. An employee should avoid any private interest that influences his ability to act in the best interests of NTL, makes it difficult to perform his work objectively and effectively, or gives the appearance that he has a conflict. NTL expects its people to act in the company's interests at all time:

- a. Engage in any other business or commercial activities which would conflict with their ability to perform their duties in NTL.
- b. Support a political party or organization other than in a personal capacity.
- c. Engage in any other activity which could conflict with the interest of NTL.

Non-Competition Clause

The Employee must agree and confirm that after cessation of his employment with the Nayatel for whatever reason, employee shall not for a term of six (6) months thereafter seek employment with any organization and must never share information related to customers, accounts, software code, employee information etc with any organization which is in competition with the Nayatel. He/She must acknowledge that the above mentioned points are not in restraint of trade, but constitute reasonable restriction on the employee to preserve and protect business process secrets and other proprietary information sensitive for the business of the Nayatel. The Employee must assure that he will not assist any person or organization competing with Nayatel or in preparation to compete with Nayatel or in hiring any employees.

Desired Attitude and Behavior

- a. Nayatel believes in equality and team work where every employee must be respected irrespective of designation or cadre.
- b. If an employee comes across other employee(s) who can be his supervisors, peer(s) and/or colleagues and subordinates, his behavior with each one of them has to be carefully conducted.
- c. Moreover, corporate environment can only be achieved where respect prevails between supervisors and subordinates. Employee productivity can only be enhanced in a candid atmosphere.
- d. No one is allowed to use abusive and/or threatening behavior towards other (including senior, juniors and peers).
- e. An employee should respect and obey all the instructions of his supervisor within the norms of moral ethics and professionalism.
- f. Even in case where an employee is asked to perform a duty, which in his opinion is not in line with job description or violates an ethical value, he must humbly refuse. If the insistence increases, he must inform the next

supervisor, or report to HR or concerned HOD or higher management.

- g. An employee is free to express his view on any professional matter in a respectful and appropriate manner.
- h. Attitude of an employee with peers and colleague must be friendly and helpful.
- i. Respect and trust are the two pillars for building strong relationship which is a must for good working environment.
- j. An employee should be equally helpful and encouraging towards his juniors.
- k. Subordinates have expectations from an employee as a senior. He has to lead them from the front by laying down good example in all fields from punctuality to respecting his seniors. Only then he can expect the same from them.
- l. No one is allowed to involve or promote negative thinking among employees.

Absentee Policy

- a. An employee cannot insist on taking leave at any given time as a matter of right. Leave, being a privilege, is strictly subject to prior approval of the department management. The manager may, if the operations of the Company so demand, refuse a request for leave or allow only a partial request or revoke its approval if already granted, or recall an employee before expiry of the leave.
- b. An employee cannot embark on leave without prior submission of approved leave from his/her Manager. In case of emergency; employee can inform his manager on phone and can submit the leave application upon his return from leave.
- c. All HODs/GM/Senior Manager level employees are required to seek CEO's prior approval for any planned leave.

Tobacco Policy

All NTL office premises are smoke free. Smoking is not allowed inside the offices, washrooms and company vehicles. Disciplinary action will be taken against violators. Smoking is injurious to health and should preferably be avoided. Moreover, no one is allowed to smoke in company vehicles too.

Internet and Email Usage

Company prohibits misuse of email and Internet which includes viewing adult websites, web surfing for sites like facebook, you tube chatting etc during office hours. An employee can indulge in healthy net surfing related to knowledge development but to a limit and with the consent of his supervisor/manager or HOD.

- a. Company discourages the use of community portals/streaming sites, messengers, etc. during duty hours.
- b. Employees are not allowed to waste time on personal emails.
- c. Official email address should be used only for official purpose.
- d. Employees must use standard email signature with:
 - Font Style: Arial
 - Font Size: 10pt.
 - Font Color: Black
 - Sender name must be in **bold**
 - Designation must be in *Italic*
 - For New email and Reply messages above reference will be used.
 - Email signatures should not be HTML based it should in text format so that if a person opens an email from any other platform other than outlook it should be in the same format/appearance as outlined in sample signatures below.

- Items not to be included in email signatures:
 - Cell number
 - Email address personal or any other contacts other than official
 - No pictures/animations to be inserted in the signatures.
- Sample signature is as follows;

For New Message:

Rohan Mubarik

Senior HR Executive

Nayatel

73-E, GD Arcade, Fazal-ul-Haq Road,

Blue Area, Islamabad – 44000

UAN: 051-111-114-444 Ext. 147,

Fax: +92 51 8310100

URL: www.nayatel.com

For Reply Message:

Rohan Mubarik

Senior HR Executive

Nayatel

UAN: 051-111-114-444 Ext. 147

Office Cleanliness

Ensuring cleanliness of workspace is a responsibility of all employees. It is obligatory for all employees to ensure that their work space is clean and report any undue un-healthy or non-hygienic situation or condition anywhere in the office premises.

Telephone and Mobile Usage

An official mobile or office extension should be answered before third bell rings. In case call is missed and number can be traced, call should be replied immediately.

- Employees are discouraged to take or make personal calls on any extension except emergency phone calls.
- Employees are not allowed to waste time on personal calls.

- Employees are required not to hang up the call before the caller/customer hangs it up.
- Calls should not be dropped on purpose.
- Those who have been provided official mobile are discouraged to misuse the facility and are bound to attend/respond all calls. Official mobiles cannot be switched off. In case when one is saying a prayer or is in official meeting, mobile should be on silent profile.
- Company has provided mobile to its employees to facilitate them, to conduct official work, to solve customer issues and listen to their grievances. It is mandatory for all employees to answer official mobile or return any missed calls both of company officials and customers.

Power and Water Saving

Power and water is a precious resource and should not be wasted. In case there is seepage or problem in electricity Admin department should be contacted immediately at admin@nayatel.com.

Misuse of Substance

Misuse/tampering/damaging of official facilities, equipment, vehicles, and assets is strictly prohibited. In case somebody is found indulging in such an activity report immediately to Administration or HR department. All such activities will result in disciplinary against an employee found guilty.

Harassment

- Harassment of any type towards an employee, customer, vendor or any individual that leads to difficulty in performing assigned tasks or causes the employee to feel he or she is working in a hostile or un-comfortable environment is strictly prohibited, and will/can result in disciplinary action against the accused if found guilty.
- The harassment may be based on such factors as race, gender, culture, age, sexual orientation, emotional or religious preferences.

- NTL is committed to providing peaceful and family orientated work environment to all its employees.
- Nayatel is practicing “The Protection Against Harassment Of Women At The Workplace Act - 2010” in this regard.

Gift or Favor

- Appropriate business gifts and events where a customer is entertained are designed to build relationships and understanding among business associates. However receipt of gifts/benefits and entertainments from customers are strictly prohibited as they compromise, or appear to compromise an employee’s ability to make objective and fair business decisions.
- Exchange of gifts and business courtesies is not allowed for any employee below the designation of a Manager with the exception of sales staff that too has to be notified to concerned manager and HOD. For Managers & above too, this exchange should, in no way, compromise the integrity of the job and interest of the Company rather it should complement the image and business of the company.

Common Room Use Policy

- Common room is a place in the basement of GD Arcade Plaza where employees can eat during lunch break or tea break. It is a dining and tea serving facility and used by all employees and in some cases their guests. It is duty of all using the facility to keep it clean and tidy.
- Unnecessary sitting in the dining room is prohibited.
- Littering is not allowed in dining room.
- All employees are directed to take their meals in common room of NTL during the time periods set aside by Administration department. Eating in work place is strictly prohibited. However employees can have tea break in the office.

Visitor Policy

- Visitors and guests are very important for NTL and should be respected to the highest possible level.
- Those employees who are in direct contact with customers and guests like receptionist, security guards, sales staff, billing staff etc. should be very careful in dealing with the visitors and extend due courtesy.
- Visitors are allowed only in the visitor's area. Visitors should be guided to the sitting area very respectfully.
- The security guard or the receptionist will intimate the employee to whom the visitor wants to meet. The employee will meet the visitor in visitor's area.
- The meeting should be limited to as minimum time as possible. Employees should not invite guests for general meeting purpose. Rather the motive of the meeting should be limited to business only.
- Guests, who have come to submit their bills or to open a new account or merely to get information, should be directed to the concerned employee/department by receptionist or security guard. Even in this case the guest should be escorted to the employee's office by security guard.
- AM and above can have guests in their office however other employees must entertain guests at reception.

PROCEDURE FOR DISCIPLINARY ACTION

Procedure for Show Cause/Warning/Termination

This policy has been drafted to handle issues related to discipline violation and poor performance, based on basic guidance being provided by Government of Pakistan under Labour Law. Nayatel gives maximum opportunity and sufficient time for an employee to improve his performance, there is zero tolerance regarding breach of ethical and moral conduct by an employee. It is though a right of each and every employee to be given fair and impartial hearing against alleged charge of misconduct related to any category. HR in the interest of an employee is bound to ensure that it provides the employee a chance to defend himself in an impartial hearing committee.

Generally there are two broad categories where process of reprimand can be initiated against an employee:

- a. Performance related issues
- b. Discipline related issues

The process is outlined separately below for each category:

Performance Related Issues

- a. An employee who is not performing his job as per defined job description and upto the required standard, either willingly by showing poor work ethics, attitude and output or unwillingly by not coming upto the required technical, ethical, output level as outlined in department SOP or policies. He might not be following well defined organizational policies like attendance, dress code or any other aspect of job which affects work of that employee, his team and/or department or overall work environment which falls under this category.
- b. It is recommended that before an official process is initiated, the concerned HOD must discuss the matter with the employee and observations are informed in a candid manner both in writing and verbally and when reasonable efforts at his level have failed to yield desired results. HOD must initiate formal corrective process.

- c. Generally performance issues related to knowledge and skill level become visible if an employee fails to clear written test or interview during promotional or transfer process and/or during quarterly evaluation. Performance issue related to work ethics and willingness of employee to work can be taken up as and when they are observed by concerned manager or HOD.
- d. Minutes of one-to-one meeting by the manager with that employee should not only be emailed to him but to HR as well for filing in official record of the employee's file.
- e. Official process for show cause/terminations/warning starts when HOD and/or concerned manager requests HR to issue a show cause letter clearly stating the reason for lack of performance. The letter is issued to the employee stating time (48 hours) in which he has to reply giving his views on charges leveled against him. It is mandatory for concerned manager(s) to give solid reason for initiating such a process. Show-cause letter must explain the charge against the employee in a manner that is sufficiently detailed to allow the employee to know what precisely he is alleged to have done and when and where he is alleged to have done the act in question.
- f. Upon receiving the reply, relevant manager and/or supervisor consider it and decide whether it provides a sufficient explanation or defence. If the employee's reply is sufficient, the matter is closed and filed, if he accepts the misconduct official warning is issued, but if the explanation is found lacking in substance, then inquiry is carried out. In this regard, an inquiry letter is issued to the employee by HR informing him that his reply to the show cause letter has been found to be unsatisfactory and that he is therefore required to appear before the committee at mentioned date and time. HR issues mentioned letter along with name of Principal Inquiry Officer and other panel members by the company. HR resource is the Principal Inquiry Officer, while, other panelist includes a manager from concerned department and a neutral/independent evaluator from the company provided that he is objective and unbiased.
- g. On the day of the inquiry, committee read out the charges to the employee and ensure that the same have been understood. It is right of employee to select a co-worker to be his representative

during the inquiry proceedings. After hearing all the evidence, committee consider verdict and write down reasons in the Inquiry Report along with recommendation.

- h. The Inquiry Report is submitted to the management along with recommendations, if any. Management decides the punishment to be awarded and informs the employee in cases where the charge of misconduct is established in an inquiry.
- i. If committee has found the employee guilty, the company may award him a punishment which may include dismissal from service (if applicable). In such a case, a Termination Letter is issued to the employee informing him that his employment has been terminated for misconduct, and explaining briefly the charges levelled, the fact that the employee's reply was found unsatisfactory and that it was duly conducted in which the employee participated and that the committee has found him guilty.
- j. Employee is eligible for one month notice salary if termination takes place due to performance related issues which does not involve any willful act on employee's part.

NOTE: If an employee proceeds on leave (without intimating his intent to resign) and sends resignation without joining office OR if he proceeds on leave without prior approval or intimation and send his resignation, in either case those leaves will not be accepted and services of employee will be terminated on disciplinary grounds. He/she will not be eligible for notice salary or experience letter. Moreover his last working day will be considered as the one when he came to office before proceeding on leaves.

Discipline Related Issues

- k. HR issues show cause to the employee on recommendation of HOD stating valid and specific reason regarding violation of discipline or moral values as outlined in employee handbook.
- l. Further process will remain the same as mentioned above for warning/termination with one difference. In case the charges leveled against the employee are proved and reflect high degree of misconduct, the employee can be terminated immediately without notice salary.
- m. Disciplinary action will deem necessary on actions which do not conform to normal ethical, moral and professional norms prevalent and accepted in our society and/or all over the world. Sole discretion of such determination lies with the company.

Though it is impossible to include/define all acts which require disciplinary action, some of the actions/deeds of an employee which fall under category where disciplinary action deems necessary are outlined below:

- i. Willful insubordination or disobedience, whether alone or in combination with others, to any lawful and reasonable order of a superior
- ii. Theft, fraud, or dishonesty in connection with the employer's business or property
- iii. Willful damage to or loss of employer's goods or property
- iv. Taking or giving bribes or any illegal gratification
- v. Habitual absence without leave or absence without leave for more than ten days
- vi. Habitual late attendance
- vii. Habitual breach of any law applicable to the establishment
- viii. Riotous or disorderly behaviour during working hours at the establishment or any act
- ix. Subversive of discipline
- x. Habitual negligence or neglect of work
- xi. Frequent repetition of any act or omission

- xii. Striking work or inciting others to strike in contravention of the provisions of any law, or rule having the force of law
- xiii. Go-slow
- xiv. Any other act or omission deemed as misconduct under any of the rules framed by the Company including breach of the rules and regulations, orders and instructions of the Company which are circulated time to time.

[as per Industrial and Commercial Employment (Standing Orders) Ordinance, 1968]

Further details regarding above mentioned points are as follow:

- a. Refer to point (i), it also includes:
 - Situation when an employee willfully misbehaves with any senior, customer or any related individual with organizational business. The extent of abuse and or damage in such a case will be determined by the disciplinary/hearing committee probing the charges. The decision of immediate termination or giving a chance by issuing warning will be decided by the committee and will depend on the gravity of the act. Willful omission or commission of an act against the interest of the Company.
 - Impertinence, insubordination and intemperance.
- b. Refer to point (ii):
 - Taking anything away from customer premises or office without prior approval will be considered theft. This includes providing company information to competitors or any entity or individual who can use the information for damaging the company reputation or affecting business prospects. The acts stated above include but do not completely define acts of theft.
 - Misuse company brand name, property, equipment or assets for personal gain purpose, without prior approval and knowledge of HOD and anyone who is in the chain of command as per defined SOP for use of that property or asset.

- Misuse and abuse, in any form and manner of medical facilities provided by the Company. Disclosure of secrets and confidential information of the company & customers to unauthorized persons/organizations or for personal use.
 - Financial embezzlement or willful act which results in irreparable damage to organization's image or causes financial loss. Performs or assist in performing a cheating or deceitful act like acting/performing on behalf of somebody or vice versa e.g. marking attendance, appearing in test etc.
 - Lies and misquote facts while claiming benefit like provident fund, medical re-imbursement, leave encashment, travelling claim, overtime etc.
 - Careless attitude or act which endangers human life or company's assets. If proven that such an act was committed either willfully or unwillingly and even if the damage did not take place, this clause will be invoked automatically and employee's action will fall under this category.
 - Violation of dress code and visitor's policy.
- c. Refer to point (iii):
- Situation when employee willfully performs, or show an intent to perform an act which would disrupt services, systems or cause mal-function to equipment used for provision of services provided by the company which will result or has the potential to affect customers or company's image, will result in severe punishment that may include immediate termination from services. Employees should not use official email or official card for any personal use other than allowed as per SOP. Though if found guilty, this particular charge merits issuance of warning in the first instance. It also includes other abuse of telephone facility or dropping calls on purpose.

- d. Refer to point (iv):
 - Acceptance/offer bribe, gifts, gratifications, gratitude, loans or other financial benefits from any person dealing directly or indirectly associated or dealing with the company.
 - Pressurizing a customer to give feedback on work performed.
- e. Refer to point (v & vi):
 - Irregular and late attendance, absence from duty and leaving his/her work place/station without permission and proper notification.
 - HR has right to call show cause and issue warning letter for casual attitude during training, continuous late arrivals, leaving training without permission & notification and uninformed absence.
- f. Refer to point (viii):
 - Harassment towards an employee in any form that leads to difficulty.
 - Undertaking any consultancy work, or taking up part time or full time employment or doing any business without the permission of the Management.
 - Uses banned drugs, alcohol or any kind of prohibited items as per the laws of Government of Pakistan at any time or any place.
 - Achieves or tries to achieve work related goals by violating any laws of the state and/or regulatory authority.
 - Any act or any assistance in an act of terrorism, damaging law and order situation or inciting religious, political or ethnic sentiments. Convicted by any court within or outside Pakistan while employed by the company.
- g. Refer to point (x):
 - Inefficiency due to negligence or carelessness in the performance of duty.

h. Refer to point (xiii):

- Go slow means when an employee perform his duties but seek to reduce productivity or efficiency in his performance of the duties.

Grievances and Disputes

An employee has complete right to challenge any disciplinary action to senior management or CEO. However following process should be followed in case a dispute or grievance occurs:

- a. In case an employee feels that he is not provided fair justice or feels uncomfortable regarding work, environment or feels threatened he/she should immediately bring it to the notice of his/her immediate manager in writing. In this regard an official letter or email through official email address can suffice.
- b. If remedial action taken by the immediate supervisor or his/her reply to an already taken action is not justified or fails to convince the employee, he/she can take up the matter with HOD of his/her department.
- c. If anyone from employee's department has failed to address his/her concern, he/she can contact HR department explaining the complete scenario as well as the name of the manager(s) contacted so far for addressing his/her grievance.
- d. HR department has an obligation to bring all stakeholders on board and effectively coordinate with the concerned parties in light of company policies to solve the problem.
- e. In case the problem fails to be resolved, employee has complete right to go to CEO for his/her problem or approach a court of law of the country.
- f. Moreover Suggestions/Complaints Box has been placed in different places to get candid feedback of employees.

STAFF COMMUNICATION

NTL strives for bottom-up and open door policy where employees can freely exchange their views with higher management or vice versa. There are different forums in this regard:

Open Door Policy

An open door policy provides employee access to any supervisor or manager including the CEO. This means that every manager's door is open to every employee. The purpose of our open door policy is to encourage open communication, feedback and discussion about any matter of importance to an employee. Our open door policy means that employees is free to talk with any manager at any time

Weekly Management Meeting

Weekly management meeting is held every Friday after Juma prayers and is participated by all managers from Assistant Manager and above Moreover 3-5 employees from junior cadres are also invited to attend the meeting for exposure and giving them opportunity to share their valuable views. Good presenters from junior cadres can also deliver presentations. The objective of these meetings is to review weekly progress, discuss, deliberate and decide marketing, operational and management issues with open and frank dialogue. Moreover managers are assigned different books from official library who give presentations on those topics followed by a general discussion.

Employee Portal

NTL Employee Portal can be accessed by the URL *community.nayatel.com*. The purpose is to increase interaction among employees and to keep them informed about company events, news, etc.

IMPORTANT NOTE:

Detailed policies are available on community portal therefore please visit the same for details and updates.

OFFICIAL CONTACT INFORMATION

Department	Dept. Mailing ID	Manager(s)	Designation	Extension	Email
Management	-	Wahaj Us Siraj	Chief Executive Officer	101/801	wahaj@nayatel.com
		Khawaja Saad Saleem	Chief Operating Officer	102/800	saad@nayatel.com
		Aqeel Khurshid	Chief Technology Officer	111/802	aqeel@nayatel.com
Administration	admin@nayatel.com	-	-	127/445	-
Business Development	-	Ahmed Tahir Khan	Vice President	123	tahir@nayatel.com
Core	core@nayatel.com	Subhan Azeem Qureshi	Assistant Manager	501	subhan.azeem@nayatel.com
		Muazzam Ali	Manager	500	muazzam.jamil@nayatel.com
		Usman Zulfiqar	Manager Operations	2500	usman.zulfiqar@nayatel.com
Corporate & Legal Affairs	-	Adnan Jamil	Manager	430	adnan.jamil@nayatel.com
Creative Solution	creative@nayatel.com	Waqas Ahmad Raja	Senior Manager	423	waqas.raja@nayatel.com
		Wajahat Hafeez	Assistant Manager	770	wajahat.hafeez@nayatel.com
		Sadia Batool	Specialist	421	Sadia.batool@nayatel.com
Development	development@nayatel.com	Inam ul Haq Waseer	Senior Manager	2301	inam.waseer@nayatel.com
		Zohaib Azhar	Assistant Manager	991	zohaib.azhar@nayatel.com

		Muhammad Saqib Abrar	Deputy Manager	860	saqib.abrar@nayatel.com
		Haseeb Jamal	Deputy Manager	-	haseeb.jamal@nayatel.com
		Hazrat Bilal	Manager	-	hazrat.bilal@nayatel.com
Electrical	electrical@nayatel.com	Muhammad Omair	Assistant Manager	901	omair.muhammad@nayatel.com
Electronics Repair	erd@nayatel.com	-	-	932	-
Enterprise Solution	es@nayatel.com	Muhammad Ali Ahsan	General Manager	786	aliahsan@nayatel.com
		Muhammad Farhan	Assistant Database Manager	787	muhammad.farhan@nayatel.com
		Muhammad Nazzal	Assistant Project Manager	777	nazzal.omer@nayatel.com
		Umar Farooq	Project Manager	778	umar.farooq@nayatel.com
		Fahad Zafar	Senior Solution Architect	783	fahad.zafar@nayatel.com
		Muhammad Asad Ikram	Solution Architect	785	asad.ikram@nayatel.com
Finance	finance@nayatrel.com	Muhammad Ahmad	Vice President	113	ahmad@nayatel.com
		Syed Waqas Hasan Shah	Assistant Manager	475	waqas.hasan@nayatel.com
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