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Working Hours & Attendance Policy

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1.0 Purpose:

This document is meant to define rules and regulations of Working Hours that the employee needs to follow at PAMAC Finserve Pvt. Ltd.

The objective of Working Hours Policy is to enable HR to follow the set protocol for Working Hours within the organization. Also to establish reasonable and necessary controls to ensure adequate attendance and to meet business and production needs.

2.0 Responsibility & Authority:

The responsibility of developing and implementing this process lies with the Head - Human Resource.

The authority of changing the process lies with the Head - Human Resource in conjunction with the Director and COO.

3.0 Intended Audience:

The Working Hours Policy is applicable to all full time employees of the company.

This process is documented in the Human Resource Policy document.

Working Hours can be carried out under the following circumstances: -

- To meet the needs of the organization
- Promote consistency in attendance during work week
- Raise awareness of the importance of discipline
- Promote an ambience of mutual respect, fairness and concern
- Assist employees to resolve issues in managing time
- Arrive at total time spent by an employee in the establishment by collating actual work hours, paid leaves, unpaid leaves, holidays etc.

4.0 Definitions and Acronyms:

For the purpose of this process all staff here implies executives [varies from process to process], Team Leaders, and Quality Control Specialists and other employees covered under Management cadre.

HR being referred as Human Resource.

5.0 Working Hours Policy Details

In order to provide a high level of service, Our Organisation depends on the contribution of its employees and their regular attendance is essential for the achievement of goals. The company considers it important to recognize and encourage commendable attendance.

5.1 Office Timings

General Office Hour starts from 9:30 AM to 6:30 PM with a 30 min Lunch break throughout the week. Sundays are off days. However, in certain units, as per business

exigency, employees may have to work as per client requirement. Company notified holidays are off days and will apply to all employees.

5.2 General Rule

- Employees should mark their attendance in the attendance register kept at the reception/ HR desk/ Respective Manager, on arriving to the office and while leaving the office. In case of availability of biometric device, marking attendance is mandatory considering payroll would be run only on the basis of biometric attendance.

- All Employees are expected to be reach office on time.

- Non adherence to the policy, late coming or early leaving would lead to disciplinary action taken against the employee.

- All employees must work for 9 hours every day, Monday through Saturday. However,
  - Vertical Heads and upwards are allowed to take 1 Saturday off in a month
  - Vertical Heads and upwards are allowed to work only 4 hours every Saturday
  - Delivery Center Heads are allowed to work only 4 hours every Saturday and they do not have any Saturday off
  - Sr. Managers and upwards in support functions are allowed to work only 4 hours every Saturday and they do not have any Saturday off
  - 9:30 AM start time is not a mandate for Vertical Heads and upwards and they can start anytime, however, 9 working hours every day is a mandate in a working window between 8:30 AM to 8:30 PM

5.2 Working Hours & Attendance Process:

- ➢ Employees are advised to plan their work & time required to finish their work within office timings. Employees are encouraged to come and leave office, on time.

- ➢ Whenever there is a change in shift for employee, it will be decided by Immediate Manager and Department Head and intimated to HR, Employees and the same will be updated in registers.

- ➢ Any employee on leave should complete his leave application and forward to the HR department through his Reporting Manager / Department Head.

- ➢ In the event of absence or tardiness from an assigned work schedule, the employee is required to report the absence to the Company. In the event the employee cannot reach a Supervisor or Manager, the absence should be reported to the Human Resource Department. The employee must call within one hour of scheduled start time.

- ➢ All employees travelling on work, who are unable to report to office are expected to send a mail copying HR after obtaining appropriate approvals from their Respective Managers.

➢ The company reserves the right to require an employee to submit a physician's certificate in the event of repeated absences for the medical reasons or in the event of medical absences exceeding 2 days.

➢ An employee's absence will be considered excused if covered by policy and the employee provides proper and timely notification deemed satisfactory to the Supervisor or Manager. Timely notification means calling in on the day of absence or providing advance notice for absences which can be anticipated.

➢ An employee's absence will be deemed unexcused when an employee fails to call in, gives a late notice, fails to give advance notice for an absence which could be anticipated , exceeds the number of length of absences as defined by policy or authorized in advance by the Supervisor or Manager. Unexcused absentees are subject to corrective discipline or termination as defined in policies on discipline and separation of employment.

➢ An employee's request to leave work early may be considered by the Supervisor or Manager. Approval of such absences should be based upon the urgency of the reason for absence and department staffing needs. As a general guide, early leaving should not exceed one instance per month or five instances in a calendar year.

➢ Company believes in discipline and therefore any unauthorised absence would result in loss of pay for those particular days.

➢ End of the month, HR while computing the paydays for an employee, number of days worked, leave (paid/unpaid) days, on duty days will be considered and a list will be published and shared with the respective Managers, before submitting the same to Payroll.

➢ In case employee wanted to regularise any of the unpaid days or if there are any error in the list, employee can get a justification from immediate manager and Respective Manager would forward to HR.

➢ Once the list is forwarded to Payroll, no changes/justifications will be entertained

6.0 Exceptions:

The Head – Human Resource depending on business exigency may redefine the Working Hours policy, in conjunction with the Director and COO.

The timings may differ as per the Department / Unit requirement, employees must Punch their thumb impressions everyday in the Office Biometric Device. Also employee must mark their Attendance in the attendance register, failing which He /She will be marked absent for that specific day.

7.0 Process of Non Conformance:

The Non Conformance that can occur in this process:

- Working Hours not adhered by an employee.

To ensure that this Non Conformance does not occur, the Working Hours Policy has been made maintained and published from time to time.

8.0 Flow Charts:

There are no flow charts used in this process

9.0 Record Control:

Responsibility for Record Control

The responsibility for record control within the HR Department is defined in the attached list of Formats.

Creation of New Files for Records (Hard / Soft Copy): The responsible person would create the record either in hard / soft copy depending on the nature of the record.

Maintenance of Records: The records are maintained in a manner that they are clearly identifiable, traceable & readily available. These records will be maintained in the following manner:

Hard Copy: Hard Copy of the records shall be filed & files are numbered & maintained by the responsible person. The responsible person will maintain a master list of all the files containing hard copy records.

Soft Copy: The responsible person shall maintain soft Copy of the records. The responsible person identified for the generation and maintenance of an electronic record shall create the appropriate file structure on the appropriate network shared drive.

Retention of Records: The letters issued will be filed permanently in their files.

10.0 Contingency Planning:

Considering the nature of the policy it is the responsibility of Manager- Human Resource to review the policy from time to time in conjunction with Head – Human Resource and Director & COO.

11.0: Amendments to the Process:

The Head – Human Resource is authorized to revise any of the above-mentioned process depending on his/her discretion & the need of the hour at that given point of time/exigencies of business, however, in consultation with Director & COO.

Any changes will reflect in the policy manual.

12.0 Process Audit:

We have regular audits being done by ISO and by means of Internal Audits from time to time.

13.0 Data Integrity:

All the security measures relating to technology should ensure that employee's data is safe guarded.