

# Attendance Policy | PK

PROPRIETARY

Date: May 1st, 2023

Process owner: Head of HR Operations

Intended audience: Individuals who have cooperation relations with Ciklum LLC Entities (hereinafter also referred to as "the Company").



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## 1. About this Policy

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1.1 This Policy sets out arrangements for reporting and managing working schedules and absences from work.

1.2 In case of any inconsistency between the Laws of Pakistan and this Policy, the first shall prevail.

## 2. Working Hours

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2.1 Normal working week consists of 40 work hours and such additional hours as are necessary for the proper performance of employee's duties, distributed over five consecutive workdays, Monday through Friday, is applicable to all Employees.

2.2 The normal Employee's working day shall constitute 8 work hours with 1 hour lunch, with a possibility to be extended to 9 hours a day or 48 hours a week. Any deviation from the normal working hours must be agreed upon with the Line Manager/ Delivery Manager (for Billable talents).

## 3. Standard Working Hours

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3.1 The standard working hours are from 09:00 a.m. to 06:00 p.m Monday through Friday. Employees must complete 8 hours of billable time every day, not including lunch, tea, prayer or any other breaks from Monday through Friday.

3.2 Part-time employees, Consultants and Interns are required to complete the hours as mentioned in their contracts.

## 4. Flexible Work Hours

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4.1 The Company offers a 'flexible work hours' rule so employees can readjust their working hours as per their project timings or any special personal considerations.

4.2 The flexible work plan must be mutually agreed with concerned Delivery Manager

4.3 The Delivery Manager shall communicate the request with the client/ project team and ensure that the suggested plan does not disrupt any deliverables or adversely affect the client/ project team in any way.

4.4 Flexible work hour adjustments are acceptable as long as they are approved by the PM and the customer does not have any objections against it.

4.5 Employees must ensure that they adhere to the adjusted work hour plan and must not repeatedly keep changing their work hours on a frequent basis to avoid any issues or concerns from the client/ project team.

## 5. Flexi Breaks

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- 5.1 The Company offers Flexi breaks for employees. Employees are entitled to prayer breaks, tea breaks and short breaks to tend to their personal matters at flexible timings.
- 5.2 In the event that an employee requires an extended break, he/ she is required to duly inform respective PM prior to availing the break
- 5.3 Employees must ensure that their flexi breaks do not adversely impact the client/ project team in any way and that the quality of work assigned does not suffer and is completed within the specified timelines.
- 5.4 Employees availing a flexi break must ensure that they remain available to the customer and their PM during break time. They must ensure that they respond back to any queries within 15min during flexi breaks.
- 5.5 Employees must ensure that they do not avail too many breaks during the day nor avail breaks for extended durations frequently to tend to their personal matters during Company hours.

## 6. Hybrid Work

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- 6.1 In a post pandemic scenario, Ciklum has adopted hybrid work arrangements whereby employee are required to attend office thrice a week.
- 6.2 It is the responsibility of the employee to ensure that he/ she remains accessible online via G-meet and/ or via any other communication mechanism defined for the project team while working remotely/from home.
- 6.3 Every employee from Islamabad is required to attend office thrice a week specifically on Thursday. In case an employee is not able to attend office then he/she must properly inform TL/PM or HR.

## 7. Tardiness

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- 7.1 Tardiness is defined as reporting to work late at the start of the work day and/ or leaving early at the end of the work day without obtaining prior approval from the concerned PM/agreed flexi work arrangements.
- 7.2 The Company does not tolerate absenteeism without excuse.
- 7.3 Employees who will be absent from work must notify their direct PM/TL in advance, or as soon as practicable in the event of an emergency.
- 7.4 A formal request must be submitted by the employee on the [Oracle](#) platform.
- 7.5 It will be the responsibility of the PM/TL to ensure that all absent days are duly marked and updated on [Oracle](#) in the form of a leave request
- 7.6 If an employee is absent from work for three (3) consecutive days without any prior intimation, a 'show cause' (legal notice as per Pakistan's law) may be issued by HR to the employee.
- 7.7 Excessive tardiness for no reason may result in appropriate disciplinary action.
- 7.8 All PMs/ TLs are required to report any incidents related to absenteeism or tardiness to the HR team for proper investigation and action.

## 8. Company Holiday Year

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For the unified approach to entitlements and accruals, the Company's holiday year runs from 1 January to 31 December across all Ciklum offices.

## 9. Public Holidays

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- 9.1 Ciklum Pakistan will remain closed on Saturdays, Sundays and all gazette holidays announced by the Interior Ministry of the Government of Pakistan.
- 9.2 Ciklum Pakistan observes the following public holidays each year, in accordance with the notifications issued by the Government of Pakistan.

### Ciklum Pakistan Public Holidays

1. **5th February** – Kashmir Day
2. **23rd March** – Pakistan Day
3. **1st May** – Labour Day
4. **14th August** – Independence Day
5. **9th November** – Allama Iqbal Day
6. **25th December** – Quaid-e-Azam Day / Christmas

The dates for the following holidays are subject to moon sighting and will be observed as per the official announcement by the Government of Pakistan each year:

- **Eid-ul-Fitr**
- **Eid-ul-Azha**
- **Ashura (9th & 10th Muharram)**
- **Eid Milad-un-Nabi**

- 9.3 The exact Public Holidays dates for each Calendar Year will be set in line with governmental announcements and will be reflected on Ciklum HR system/Employee Portal in advance.
- 9.4 Facility & Management department announces public holiday via email. Employees shall not take any day off unless announced by the Facility & Management department.
- 9.5 In case of emergency or an unanticipated holiday or half day announcement by the Ministry of Interior, the Facilities and Administration department will inform employees via email/WhatsApp regarding the Company decision in that regard.
- 9.6 Under such extraordinary circumstances, the Company will take a decision while taking business continuity and employee safety into consideration.
- 9.7 No substitution or compensatory leave will be allowed for a public holiday falling on Saturday or Sunday.



Note: Any other Leave request not covered in this handbook shall be dealt with as per 'Management Decision'.

## 10. Absence at Work

- 10.1 The Employees are required to request all types of absences via [Oracle](#) in advance (if possible) in order to be absent from work. This gives the Company time to ensure workloads can be properly covered during the absence.
- 10.2 If the leave request cannot be submitted in advance (unplanned leave) the Employee is required to notify the Line Manager/ Delivery Manager (for Billable talents) at their earliest convenience, but no later than 30 minutes after the time when an Employee is normally expected to start work.
- 10.3 If the Employee is off work without first obtaining approval from the Line Manager/ Delivery Manager (for Billable talents) it will be treated as an unauthorized absence and will not be paid.

## 11. Annual Leave

- 11.1 All full time employees are eligible for paid annual leave after the successful completion of the probationary period. In the event that there is no probationary period, the employee will be eligible for earned leave from his/ her DOJ.
- 11.2 Twenty-four (24) working days earned leaves (Annual & Casual) will be granted to an employee in each calendar year.
- 11.3 Employees are required to utilize their earned leave balance in smaller batches within the year. It is advised to consume 12 vacations from Jan-June and remaining 12 vacations from July - Dec to avoid prolonged absence from the project.
- 11.4 Ciklum required Ciklumers to follow recommended terms of vacation days request submission:

**11.4.1 For Non Billable Talents in Ciklum:**

All vacation days should be requested by a Ciklumer and approved by the Line Manager on [Oracle](#) at least 2 weeks in advance.

**11.4.2 For Billable Talents in Digital Delivery:**

Unavailability/vacation/leave days should be requested in advance based on unavailability duration:

**Up to 2 working days** should be requested 3 business days in advance

**Up to 10 working days** inclusively should be requested 1 month in advance

**Beyond 10 working days** should be requested 2 months in advance

11.5 In emergency situations, leave day can be requested day to day or 1 day in advance.

11.6 If billable Talent temporarily is not assigned to the project, he/she might request leave days without complying with clauses 11.4.2 and 11.5 (meaning day to day).



**Ciklum recommendation**

*Ciklumer shouldn't start a project with more than 10 days on vacation balance unless bench duration was shorter than balance surplus or bench time was spent on internal (approved by Head of Product Engineering) / presale activities*

11.7 All vacation days should be requested by a Ciklumer and approved on [Oracle](#) by:

Delivery Manager for Billable talents assigned to project

Line Manager for non-Billable talents and Billable talents temporarily not assigned to project

11.8 Consecutive leaves of 3 or more days will be considered as Planned Annual Leave. Unplanned earned leave/ vacation is not allowed and If an employee joins the Company in the middle of the calendar year, earned leave shall be calculated and granted on a pro-rata basis.

11.9 It is the responsibility of concerned Delivery Manager to ensure that no work deliverables get affected or delayed owing to an employee availing leave.

## 12. Annual leave carry-over

- 12.1 A maximum of 5 earned leave, depending on balance available as of December 31 each year will be carried forward.
- 12.2 At the start of each calendar year, every employee will have a balance of zero (0) earned leave for the new year plus leave balance carried forward from the previous calendar year. However, the employee will be required to consume and carry forwarded leaves within the 1st Quarter (Q1) of the new year. The carry forward balance will lapse after Q1. This provision is only to support employees in case of prolonged leaves in Q1.
- 12.3 In the event an employee cannot avail his/ her earned leave owing to client/ project requirements as of December 31, then only under such extraordinary circumstances, the Director Delivery may grant up to a maximum of 10 working days earned leave to be carried forward and availed within Q1 of the next year. In such an instance, the aforementioned general rule of 5 carry forward working days will not be applicable.
- 12.4 Maximum of 10 earned leaves can be cashed as an end of service benefit i.e. at the time of leaving the Company provided the employee has completed one (1) year of service with the Company from their Date of Joining.
- 12.5 For final settlement, earned leave shall be encashed at per day salary based on the employee's last drawn salary, considering thirty (30) day calendar month as standard.
- 12.6 If approved by the concerned DM and client, the employee may request for an adjustment of available earned leave balance against the notice period at the time of resignation. A maximum of ten (10) working days may be adjusted in the notice period subject to domain transfer and approvals.
- 12.7 Employees must ensure that the earned leave record is updated in [Oracle](#).

## 13. Sick Leave

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- 13.1 All full-time permanent employees are eligible for paid sick leave from his/ her DOJ with the Company.
- 13.2 An employee may avail a maximum of ten (10) working days as sick leave in one (1) calendar year.
- 13.3 If an employee joins the Company in the middle of the calendar year, sick leave shall be calculated and granted on pro-rata basis.
- 13.4 Sick leave can be availed during the probation period.
- 13.5 Employees are required to inform their respective supervisor (via email, text message or Skype) about their unavailability because of sickness prior to taking the leave or as soon as practicable in case of an emergency.
- 13.6 Sick leave in excess of three (3) consecutive days shall have to be supported with a medical certificate and such leave will be considered as 'Documented Sick Leave'.
- 13.7 An employee can avail up to 10 consecutive sick leaves by providing a medical certificate.
- 13.8 In case of extreme medical condition, an employee may avail Sick leave longer than 10 working days. In such a case, after consumption of 10 working days, the earned leave balance will be adjusted against remaining sick leave days. In case there is no earned leave balance available, then it will be treated as unpaid leave and will be adjusted in the next month's salary of the employee.
- 13.9 Sick leave is not cashable and is not carried forward at the end of the calendar year.
- 13.10 All employees must ensure that their leave records are updated on [Oracle](#).
- 13.11 It is the responsibility of the PM/ TL to ensure that the leave record is updated on [Oracle](#).

## 14. Parental Leave

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### 14.1 Maternity Leave:

- 14.1.1 Female employees who are serving as full-time permanent employees with the Company shall be eligible for paid maternity leave of ninety (90) calendar days.
- 14.1.2 The employee must give a written notice through email to her direct supervisor and HR, supported by a medical certificate at least three (3) months in advance of the proposed start date of the leave period.
- 14.1.3 To be eligible for paid maternity leave of ninety (90) days, an employee must have been in continuous service with the Company as a full-time permanent employee for at least four months preceding the Date of Birth of the child, as per the Maternity Benefits Ordinance of Pakistan.
- 14.1.4 In case the employee has not completed employment tenure to qualify for the paid maternity leave, she will be eligible to avail thirty (30) days of paid and sixty (60) days of unpaid leaves to cover for the maternity period.
- 14.1.5 The employee must ensure that the maternity leave record is updated in [Oracle](#)

### 14.2 Paternity Leave:

- 14.2.1 All full-time permanent male employees are eligible to avail a maximum of two weeks off as paternity leave on the birth/ adoption of their child. Paternity leave may be availed at any time one month prior or after the child's birth or adoption.
- 14.2.2 The employee must give a written notice through email to his direct supervisor and HR, at least one (1) month in advance of the proposed start date of leave.
- 14.2.3 The employee must ensure that the paternity leave record is updated in [Oracle](#)

## 15. Compensatory leave

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- 15.1 Under special circumstances, the company may call an employee to the office on a holiday for completion of critical project deliverables or to meet a revised deadline. However, compensatory leave or overtime payment shall be granted to the employee in such cases.
- 15.2 If approved, employees must avail compensatory leave within 3 months. After three months, compensatory leave will lapse.
- 15.3 Employees are entitled to a half day compensation leave if they work for at least four hours on off days.
- 15.4 Employees are entitled to full day's compensation leave if they work for at least eight hours on off days or have a late sitting for a total of 8 hours in a work week in addition to the standard (40) working hours.
- 15.5 Availing a compensatory leave will not affect the employee's regular leave (earned leave and sick leave) balance in any way.
- 15.6 Compensatory leave is not cashable and cannot be carried forward and must be availed within the specified time.
- 15.7 The request for compensatory leave with the client/ project team will be initiated by the concerned DM only.
- 15.8 The DM shall verify and approve the request keeping the Director Delivery in loop while approving the leave.
- 15.9 The employee must ensure that records are updated in [Oracle](#)

## 16. Marriage Leave

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- 16.1 Regular, full-time employees are entitled to 3 (three) days of Marriage Leave and must be taken within three (3) months of the marriage date.  
16.2 Ciklum requires documentary proof (marriage certificate within two weeks of the event) in support of your leave request.  
16.3 This can be availed of only once in the course of their employment.

## 17. Bereavement Leave

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- 17.1 Bereavement leave is to provide time off for the employee's grief and/or to make funeral arrangements for a deceased family member includes Parents, Parent in laws, blood relations, spouse & Children.
- 17.2 All employees would be entitled to 3 days of bereavement leave in case of any untoward incident of the demise of close family members, indicatively Spouse, parents, and children.
- 17.3 This leave is an emergency leave granted for bereavement purposes and should not be misused for any other purpose and for members other than as defined above.

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### Document information

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### Policy Revision History

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01.05.2023	1.0	First version approved	Batha Owais	Mariia Shubtsova
12.06.2023	1.1	Update wording in block for Billable Talent in Digital Delivery	Anastasiia Danylska	Mariia Shubtsova
13.11.2025	1.2	References to MyCiklum have been replaced with Oracle, and the Public Holidays section has been updated.	Tooba Khan	Mariia Shubtsova