

# Handbook | PK

PROPRIETARY

**Enforcement date:** June 15th, 2023

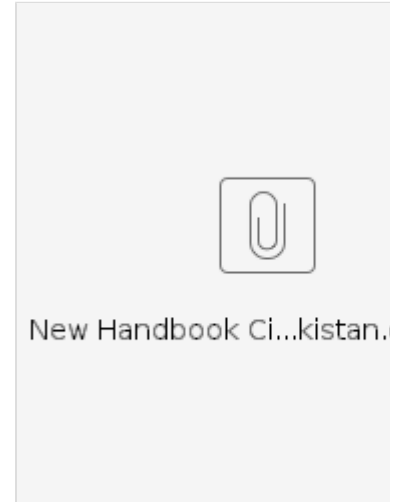
**Process owner:** Head of HR Operations


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



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## 1. Purpose of the document

Welcome to Ciklum Pakistan!

We're thrilled to have you on board and are confident you'll find this a dynamic and rewarding place to work. We look forward to building a successful and collaborative journey together!

At Ciklum Pakistan, our employees are our greatest asset. We'll ensure you feel fully integrated into our culture and aligned with our goals, and we encourage you to give your best in contributing to our shared success.

This handbook is your guide to understanding our policies, procedures, and benefits. Please note that these may be updated over time, and we'll keep you informed of any changes.

If you have any questions, feel free to reach out to your HR Manager.

**Welcome aboard!**

## 2. Ciklum as an Organization

Ciklum ([www.ciklum.com](http://www.ciklum.com)) is a global experience engineering firm that stands at the forefront of innovation, blending next-generation product engineering, exceptional customer experiences, and cutting-edge AI. It revolutionizes the way people live by developing groundbreaking technologies that reimagine, reshape, and redefine the future. For more than two decades, Ciklum has been a trusted partner to both global enterprises and digital disruptors, spearheading the creation of digital solutions that not only tackle complex corporate challenges but also propel businesses toward accelerated growth and success. Founded in 2002 with a small team, we now have 4,000+ top professionals across delivery centers in Ukraine, Romania, Bulgaria, Czechia, Slovakia, Poland, Spain, India, and Pakistan, with sales offices in the UK, USA, and EMEA regions.

**Our Vision:** To engineer technology that redefines industries and shapes the way we live.

**Our Purpose:** Empower our people and clients to exceed their potential and pursue the extraordinary

**Our Mission:** Ensure our clients win every day through relentless improvement

**Our Value proposition:** Product engineering and digital services that exceed tomorrow's expectations

## The values and behaviours that define who we are and how we operate

### Ingenious

We are relentless in seeking new, more ingenious ways of solving problems. Our solutions are always as simple as they are effective.

### Empowering

We empower our colleagues and clients to succeed. Creating an environment where people and companies can learn, develop and grow is paramount to us.

### Accountable

We take ownership of problems and make ourselves accountable for success. This is an individual and collective responsibility on which we never compromise.

### Courageous

We tackle challenges with tenacity, resourcefulness and complete commitment. We are always confident in bringing our authentic selves to work, every day. Energising We inject energy, positivity and fun into everything we do. We actively seek to excite and inspire colleagues, customers and people in our communities

Our award-winning journey includes:

- Finalist at the North American Software Testing Awards and DevOps Industry Awards (2021);
- Testing Management Team of the Year at the European Software Testing Awards (2022);
- Recognized as a Niche Player in Gartner's Magic Quadrant™ for Custom Software Development Services (2022);
- HR Brand Award and listed among Forbes' top-30 most resilient businesses and top-5 IT exporters in Ukraine (2022);
- Bulgarian Employer Branding Award – Emerging Leader (2023);
- Ranked #6 on Forbes' list of top-50 best employers in Ukraine (2023).

These accolades reflect the dedication and excellence of our incredible teams worldwide!

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## 3. Ciklum Pakistan as an Organization

Ciklum Pakistan (Pvt.) Limited became operational in December 2009 after acquiring Mondo Pakistan (Pvt.) Limited. Our continued dedication to consistently deliver solutions that exceed our customer's expectations and our immense passion for excellence define why Ciklum Pakistan is THE Company to work for.

In Pakistan, the company has around 110 talents working for different clients around the globe.

Ciklum Pakistan has extensive experience of working with Technology Startups, Enterprise Organizations, and Government Institutions. We have a strong portfolio of delivering custom applications, web portals, CMS systems, mobile applications, and enterprise integrations targeting various industry verticals.

We are providing digital services to our clients in Denmark and the Middle East in addition to offshore development services. Our People make us who we are! Through them, we continually seek to drive our growth and achieve milestone after milestone. We look to work with the best and strive to make a sustained effort to become one of the leading Global IT Service Providers. Our diverse technical teams, through their professionalism, have constantly impressed our clients the world over.

We place a strong emphasis on providing the best work environment to our people enabling them to learn new technologies and develop new skills.

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## 4. Policies and Procedures for Employees at Ciklum Pakistan

### 4.1 Employee Records

The employee is required to fill in the Employee Information form on his/ her DOJ at Ciklum Pakistan. It is the responsibility of the employee to ensure timely updates of all personal information and to keep the Human Resource department informed of any changes in their personal data during their tenure with the Company. Every employee must submit the following documents on his/ her DOJ:

- Copy of valid Computerized National Identity Card (CNIC)
- 1 passport size photo (not older than six months)
- Copy of latest academic certificates, degrees, and transcripts
- Copy of previous experience letter(s)
- Copy of last month's salary slip (if not provided earlier in hiring process)
- Data as requested in [this](#) form

Ciklum Pakistan protects each employee's right to privacy and any sort of personal information shall not be disclosed to outside sources without the consent and written approval of the employee. Moreover, the collection of employee information is limited to that needed by the company for legal and business purposes.

## 4.2 Essential Contacts & Links:

For all issues/queries/information related to:

- HR policies and procedures, please connect with **Tooba Khan** (tokh@ciklum.com).
- Salary and taxation, please connect with **Saeed Anwar** (saan@ciklum.com)
- Administration and facility management, please connect with **Samran Nadeem** (samn@ciklum.com)
- IT support, please connect with **Gul Hameed** (guha@ciklum.com)

### Key Links:

Code of Conduct	<a href="#">Code of Conduct - Ciklum</a>
Training platform	<a href="#">Litmos</a> , <a href="#">Udemy Access Jira Ticket</a> , <a href="#">O'Reilly Access Jira Ticket</a>
Jira Service desk	<a href="#">Service Desk</a>
Workvivo: Internal Social Media	<a href="#">Workvivo</a>
Global and Local Policies	<a href="#">Pakistan - HR Services - Cullum Confluence</a> <a href="#">Global-HR Services-Ciklum Confluence</a>
Compliance Policies and Procedures	<a href="#">Compliance Confluence</a>
Oracle–Manage vacations/absences/view holidays	<a href="#">Oracle</a>
Speak Up Helpline	<a href="#">Submit a Report</a>
Ciklum Profile	<a href="#">Ciklum Profile</a>

## 4.3 Workplace Commitments and Expectations

### 4.3.1 Adherence to Company Values

Every Company has its own unique culture and set of values that define what the Company and its people stand for. Ciklum Pakistan strongly adheres to and globally promotes the following Corporate Values:

#### 1. Ingenious

We are relentless in seeking new, more ingenious ways of solving problems. Our solutions are always as simple as they are effective.

#### 2. Empowering

We empower our colleagues and clients to succeed. Creating an environment where people and companies can learn, develop and grow is paramount to us.

#### 3. Accountable

We take ownership of problems and make ourselves accountable for success. This is an individual and collective responsibility on which we never compromise.

#### 4. Courageous

We tackle challenges with tenacity, resourcefulness, and complete commitment. We are always confident in bringing our authentic selves to work, every day.

#### 5. Energizing

We inject energy, positivity, and fun into everything we do. We actively seek to excite and inspire colleagues, customers, and people in our communities.

We strongly encourage all employees to follow and continually integrate our corporate values and defined standards in their daily work routine.

### 4.3.2 Equal Employment Opportunity

Ciklum Pakistan is an equal opportunity employer and does not unlawfully discriminate against employees or candidates based on an individual's race, color, religion, creed, gender, orientation, national origin, age, disability, marital status, political affiliation, personal appearance, family responsibilities or any other characteristic or status protected by applicable law.

The equal employment opportunity clause at Ciklum Pakistan applies to all terms, conditions, and privileges of employment, including talent acquisition, job assignments, promotions, working conditions, benefits, salary administration, disciplinary action, termination, and social, educational, and recreational programs.

There is neither any hiring quota set for any sect or group nor is it encouraged at the Company in any of its processes or practices. The Company strongly believes in promoting a culture of diversity and inclusion at the workplace and encourages candidates from all walks of life.

### 4.3.3 Non-Harassment

Consistent with its workplace policy of equal employment opportunity, the Company prohibits and will not tolerate harassment based on race, color, religion, creed, gender, orientation, national origin, age, disability, marital status, political affiliation, personal appearance, family responsibilities or any other characteristic or status protected by applicable law. Violations of this policy will not be tolerated, and strict action will be taken against violators of this policy including termination.

For the purpose of this policy, harassment may include but is not limited to (a) Unwanted non-verbal, verbal, or physical abuse which is derogatory, potentially offensive, embarrassing, humiliating, or intimidating (b) Inappropriate, suggestive, or uninvited comments (c) Displays of offensive images, literature and pictures (d) Unwelcome propositions, both verbal and physical (e) Repeated unwelcome invitations (f) Offensive, insensitive and/or intrusive quips and jokes related to a person's Protected Characteristic (g) Questions, taunting, name-calling, innuendo and any exchange intended to offend on the basis of stereotyped characteristics (h) Stalking (i) Persecution (j) Bullying (k) Vilification (l) Victimization

#### **4.3.4 Open Door Policy**

The Company has an open-door rule and takes employee concerns and problems seriously. The Company values each employee and strives to provide a positive work experience. Employees are encouraged to bring any workplace concerns or problems they might have or know about to their supervisor or HR Representative.

#### **4.3.5 Substance Abuse**

The consumption or possession of non-medicinal prescribed drugs, intoxicants, and alcohol is always forbidden on the Company's premises. The Company shall take serious note of and initiate action against anyone violating this policy.

#### **4.3.6 Anti-Pornography**

The possession of pornographic material on the Company's premises is forbidden. Furthermore, employees are forbidden to access pornographic websites or material using the Company's computers at any time. The Company shall take serious note of and initiate action against anyone violating this policy.

#### **4.3.7 Firearms in the workplace**

The possession of firearms at the workplace is strictly forbidden. Any employee found in possession of any firearm without proper approval can be prosecuted and/or terminated with immediate effect after consultation with the Management.

#### **4.3.8 Grievance Resolution**

Ciklum Pakistan is committed to providing a work environment that is pleasant for employees to work and conducive for good workplace relations. All employees have the right to be treated fairly and with respect. The Company seeks to promote an environment that supports the productivity, self-esteem, and personal work goals of all employees.

An employee may request resolution of complaints pertaining to the following:

- Discriminatory practices
- Harassment (gender, religion, sect, race, ethnicity, orientation, language, region, etc.)
- The behavior of other employees in Company
- Transfer, promotion, and or appraisal
- Position classification
- Content of a performance appraisal
- Corrective actions including written warnings
- Dismissal or other corrective action was taken against an employee

All such matters should be addressed and brought to the attention of the HR department to seek resolution. However, depending upon the severity of the issue, the Management team shall be consulted accordingly.

For more details, please refer to the [Global Disciplinary and Grievance Policy](#)

#### **4.3.9 Discipline in the workplace**

Ciklum Pakistan (Pvt.) Limited places a strong emphasis on discipline in the workplace and expects all its employees to adhere to defined policies, processes, and practices. Unprofessional behavior and misconduct are not tolerated by the Company and dealt with severely as specified in the Disciplinary Action Policy.

Examples of unprofessional behavior and misconduct include but are not limited to:

- Deliberately hiding situations of conflict of interest as per the Company Code of Conduct.
- Tarnishing or damaging the Company name or reputation in any way.
- Misbehavior of any sort with a colleague, client/ customer.
- Intimidation or bullying peers, customers, or colleagues.
- Sexual harassment.
- Rash, rude and loud comments causing hurt or distress to anyone in the workplace.
- Offensive and abusive language.
- Persistent tardiness in joining official activities/meetings without valid and reasonable cause
- Uninformed absences from work
- Regularly coming late to office
- Vexatious litigation, retribution, and violent threats.
- Passive aggression like refusal to perform assigned tasks among other things.
- Demands for special attention and treatment.
- Uncooperative behavior during regular activities.

### 4.3.10 Reporting Mechanism

The Manager HR for Ciklum Pakistan shall act as the responsible agent in the full implementation of Workplace Commitments and Expectations. Any violations of these policies shall be reported in writing directly to the Manager HR.

Any employee who feels that he or she has been harassed or discriminated against or has witnessed or become aware of a violation of these workplace commitments, should bring the matter to the immediate attention of his/ her supervisor for reporting or to the HR team.

The Company will promptly investigate all allegations and take appropriate action based on the outcome of the investigation. Any investigation and its results will be treated as confidential to the extent feasible.

No employee will be retaliated against for making a complaint in good faith regarding a violation of these policies, or for participating in good faith in an investigation pursuant to these policies.

If an employee feels he/she has been retaliated against, the employee should file a written complaint to the Manager HR for Ciklum Pakistan.

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## 5. Employee Compensation and Benefits

### 5.1 Monthly Salary Disbursement

#### Mode of Payment

- Salaries are transferred directly to employees' individual bank accounts.
- All employees are required to maintain a bank account with the company's designated bank.
- All bank charges in reference to opening an employee account, ATM card etc. will be borne by the employee accordingly.
- It is the employee's responsibility to check and ensure that correct salary payment is being made to him/her and the same is reflected in the salary slip.
- In the event of any queries related to any discrepancies in the credited salary or any concerns regarding salary transfer, employees shall immediately contact the Finance department.

#### Pay Day

- Salaries are disbursed on the 1st of every month. In the event of a long weekend or public holiday, salaries may be credited prior to the 1st to ensure timely payment.
- Salary slips are provided by the Finance department. If an employee does not receive a salary slip, he/she should immediately contact the Finance department.

#### Deductions and Reimbursements

- All deductions and reimbursements are managed by the Finance department.
- Income Tax deductions are made at source from the salaries as per defined Taxation slabs specified under the Taxation laws of Pakistan.
- Tax certificates for filing individual income tax returns are provided upon request to employees at the end of each fiscal year by the Finance and Accounts department.

#### Advance Salary

- In some cases as an exception, Ciklum can pay an advance remuneration up to 2 times per year according to the General rule.
- The amount of payment can be not more than 50% of the monthly remuneration and can be paid not earlier than the 15th of the current month.
- Link to Jira for advance payment option is [here](#).

### 5.2 Overtime Compensation

Prioritizing a healthy work-life balance is our top focus at Ciklum. While we comply with legal requirements for overtime compensation, we strongly encourage our employees to limit excessive hours and maintain personal time.

Overtime (OT) policy is to extend the benefit to company employees who were required to spend additional time (other than normal working hours) or were required to work on a weekend/ holiday on request of the client/ project team for the completion of an essential deliverable. The overtime must always be approved by the respective client.

#### Scope

All billable employees of Ciklum Pakistan fall under the scope of this policy.

#### General Rules

- Ciklum Pakistan offers overtime benefits subject to the approval of respective client and management team.
- A request for overtime can be initiated by the client or by the concerned Project Manager only. Employees are not allowed to initiate any discussion regarding overtime with the client directly.
- Once overtime is approved by the client via email, the DM will inform the employee to submit the 'overtime' hours worked and approve the request as per the terms agreed with the client.
- If an employee has opted for Compensatory Leave, he/ she will not be eligible to claim or receive any overtime payment for any additional hours worked.
- Overtime shall be paid directly to the respective employee as per Ciklum Pakistan standard rates. The exchange rate determined by the Finance department will be considered final.

## Process

- DM creates overtime assignment in HUB
- Employee logs hours in JIRA as Overtime
- Employees create JIRA ticket
- DM approves it by attaching relevant approvals (e.g., client for reimbursable OT, Account Manager/DD/GM for cost on the project)
- Finance process it

## 5.3 Medical Allowance

Ciklum Pakistan takes great care in promoting the wellbeing of its employees and offers an extensive Wellness program. We believe that a healthy employee is a productive employee and therefore a cornerstone for our sustained success. The salient features of the Wellness Program are as under:

### Scope

Applicable to all full-time employees of Ciklum Pakistan. This will be transferred with a monthly salary.

### Financial Limit

- A fixed amount equal to 10% of base salary (not including additional benefits) for employees per month.

### Medical Takaful Services

Considering Ciklum Pakistan's commitment to care for its employees, extensive inpatient/ hospitalization coverage is offered to employees in the form of Medical Takaful Services in collaboration with a 3rd party service provider.

### Scope

Applicable to all full-time employees of Ciklum Pakistan. The Medical Takaful plan covers the employee and their family (spouse and children) and parents.

Key features of Medical Insurance are:

### Coverage

Hospitalization Limit: PKR 350,000/person/year

Maternity limit: PKR 120,000 for Normal case, PKR 200,000 for Complicated delivery

Room Rent: PKR 10,000 per day.

- Hospital Care: (Covers all expenses incurred during hospitalization which occurs in case of sickness, accident, or surgery).
- Discounts: (Insurance Card holders can avail discounts at multiple Labs and Hospitals (as per details shared with employees)).
- Premium amount will be adjusted from your 1st or 2nd month's pay out/compensation.
- Medical insurance can be availed anywhere in Pakistan and in some cases outside Pakistan as well.

For family coverage:

- Family coverage is optional.
- Employees can opt for spouses, children & parents.
- For married employees, maternity premium will also apply if they want to add a spouse in insurance.

### General Rules

- Every Ciklum employee is eligible to opt for In-Patient Department (IPD) coverage through Adamjee.
- Medical Takaful benefit for family is optional. It's at the sole discretion of the employee to opt for the benefit.
- For existing employees, family can be added at the time of policy renewal. For new joiners, the decision to add family shall be shared with HR within 01 week of joining. Any request beyond the specified time will not be considered.
- Employees have to opt for the benefit for an entire fiscal year/remaining month for new joiners.
- Employees must convey their decision to opt for the Takaful plan in writing to the HR team. Once opted, the benefit or any related premium payments cannot be withdrawn.
- Claim submission shall take place through the HR team. The claim form must be signed off by the Manager HR before being dispatched to the vendor.
- In case an employee leaves and/ or resigns from his position before the completion of the policy period, the Company shall terminate his/ her Takaful plan for the remaining months.
- In case an employee leaves the Company, he/ she must return the registration card to HR as part of the clearance procedure.
- The HR team is responsible for informing the concerned vendor to terminate the policy availed by the resigned employee.
- It will be an employee's responsibility to ensure that no outstanding policy reimbursements are pending prior to the completion of his/ her notice period.
- No amount would be reimbursed against a claim submitted after an employee's last working day with the Company. The Company will not be held liable for any outstanding payments in such an event.

### Process

Every year, the HR team will offer renewed Medical Takaful Services to employees. The HR team shall share the following documentation with all confirmed employees to facilitate his/ her decision to opt for the medical IPD/ hospitalization benefit:

- Employee Information Sheet (for collection of required data)

- Policy presentation for current fiscal year
- Day-care & Specialized Investigations list
- Panel Hospitals list
- Documentation for additional facilities and discounts (if any)
- Premium calculation formula

An employee having any query or ambiguity regarding the policy should consult with the HR team. Employees may also contact the representative of the vendor directly for clarification on any matter. However, employees are not allowed to coerce the vendor company representative in any way or request undue favors.

## 5.4 Internet Allowance

This facility has been extended to employees to ensure that they remain accessible and available if required to work from home under any circumstances.

### Scope

All full-time employees of Ciklum Pakistan (Pvt.) Limited are eligible to avail DSL/ Internet allowance for their home connection.

### Limit

Employees shall get DSL/ Internet allowance of PKR 3,000/- monthly. This allowance only covers internet charges. Cost of installation and additional facilities/ services availed from the internet service provider i.e., cable, digital and HD box, telephone will not be covered.

### General Rules

It is the responsibility of an employee to not exceed monthly usage and ensure internet availability in case of urgent work.

## 5.5 Fuel Allowance

### Scope

All full-time employees of Ciklum Pakistan (Pvt) Limited are eligible to avail fuel allowance. This allowance will be credited with the monthly salary.

### Limit

Employees shall get Fuel allowance monthly as per following scheme:

Junior/Mid-level (L1 & L2): PKR 15,000 per month

Senior (L3): PKR 20,000 per month

Experts/Leads (L4): PKR 25,000 per month

## 5.6 Mobile Allowance

### Scope

All full-time employees of Ciklum Pakistan (Pvt.) Limited are eligible to avail mobile allowance. This allowance will be credited with the monthly salary.

### Limit

Employees shall get mobile allowance monthly as per following scheme:

Junior/Mid-level (L1 & L2): PKR 1,000 per month

Senior (L3): PKR 1,500 per month

Experts/Leads (L4): PKR 2,000 per month

## 5.7 Gym Allowance

### Scope

All full-time employees of Ciklum Pakistan (Pvt.) Limited are eligible to avail gym allowance. This allowance will be credited with the monthly salary.

### Limit

Employees shall get a gym allowance of PKR 3,700/- monthly.

## 5.8 Provident Fund

Ciklum Pakistan offers Provident Fund (PF) as an end of service benefit to all its employees.

### Scope

All permanent full-time employees of Ciklum Pakistan (Pvt.) Limited

### PF Contribution

The Company offers optional employee provident fund, where equal monthly contribution is made by both employer and employee. The PF contribution is currently around 6% of monthly salary. PF is an optional benefit, and it is at the sole discretion of the employee to opt for the PF scheme. No condition is imposed in this regard on the employee.

#### Process & General Rule

- At the time of confirmation, every employee shall be offered to become a member of the employee provident fund scheme.
- Upon successful completion of his/ her probationary period, an employee shall send an email to Manager Finance keeping HR in the loop to opt for PF. The PF deduction shall only begin after the employee has submitted written consent to join the scheme.
- An employee must complete one (1) year of service with the Company from the date of opting for the PF scheme to be eligible for receiving Employer contribution. In case any employee leaves before the completion of one year, only the employee's accumulated contribution will be given.
- In an event of an employee's death during service with Ciklum Pakistan, the PF amount will be disbursed to the Beneficiary as nominated in the Beneficiary form.

#### Loan against PF contribution

- You must have served (1) one year with the organization.
- You will be eligible to take a temporary loan against your own contribution.
- Payback terms will be agreed upon with Finance.

To apply for the loan, an email needs to be sent to HR ([tokh@ciklum.com](mailto:tokh@ciklum.com)) and Finance ([saan@ciklum.com](mailto:saan@ciklum.com)), who will be proceeding further.

## 5.9 Group Life Insurance

Ciklum Pakistan (Pvt.) Limited provides its employees with Group Life Cover (life insurance) paid for by the Company. The purpose is to provide security to their family and to employees in an event of disability or death.

#### Scope

All full-time employees of Ciklum Pakistan (Pvt.) Limited (confirmed, on probation, trainee) who are less than 60 years of age at the start date of the policy.

#### Coverage

The Group Life Cover is provided for the employee only.

#### Financial Limits

The Group Life Cover includes the following circumstances and financial limits:

Incident	Amount	Incident	Amount
Death by natural causes	PKR 3 million	Accidental (Permanent Total Disability)	upto PKR 3 million
Accidental death	PKR 6 million	Natural Cause (Permanent Total Disability)	upto PKR 3 million
		Accidental Disability (Temporary Total Disability)	PKR 50K per month
		Terminal Illness (Non curable diseases like Cancer)	PKR 0.5 million in advance; PKR 2.5 million after death

Terminal Illness falls under the 'Death by Natural cause' category. To facilitate employees in such unfortunate cases, the Takaful Company will pay PKR 500,000/- (PKR 0.5 million) out of the total PKR 3,000,000/- (PKR 3 million) in advance to support treatment.

#### General Rules

- Life insurance is not linked with Medical Insurance.
- HR team shall collect and maintain beneficiary data specified by the employee on standard 'Beneficiary Nomination Form'.
- The nominated beneficiary will have the right to receive specified insurance amount in case of Accidental or Natural death of an employee.
- Employees may specify more than one beneficiary using the Beneficiary Form and define the percentage share of each beneficiary. An employee can nominate anyone as a beneficiary (spouse, children above 18yrs, parents, siblings)
- Benefits will be paid in accordance with the nomination if the nominated person or persons survive Ciklum Employee by 30 days.
- Secondary Beneficiary mentioned in the form shall be entitled to claim the amount in an event of simultaneous death of both Employee and Primary Beneficiary before the release of payments.



- In case, the wife is nominated as beneficiary, she will have to submit an 'Indemnity Bond' approved from court at the time of claim, to be eligible for payment.
- In case of any accident or death of an employee, the HR team will be responsible for coordinating with the insurance service provider for timely processing of financial payment required to be made.
- No payment will be made directly to the beneficiary by Takaful Company. Since the agreement is between Takaful Company and Ciklum Pakistan therefore the payments will be processed through Ciklum.
- An employee can change beneficiary details any time and re-submit to HR.
- This policy and Beneficiary details will ONLY be valid till the Employee's last working day with Ciklum. In case of exit from Ciklum for any reason, the insurance policy and beneficiary form will become null and void.

## 5.10 Sponsored Lunch & Snacks

In line with Ciklum's relentless commitment to facilitating its employees, lunch facility is offered by the Company.

### Scope

All employees (permanent, temporary and 3rd party) of Ciklum Pakistan are entitled to avail this benefit.

### General Rules

- The lunch arrangements shall be managed by the Facilities and Administration team.
- Company sponsored lunch and snacks will be provided in the office facility only.
- All employees visiting the office are entitled to avail lunch and snacks without any payments.
- For adjustment of vacations, it is the responsibility of the resource to inform the Admin department regarding his/her planned/unplanned leaves each month.

### Process

- The Admin team will share a daily notification reminding employees to fill out the Lunch Confirmation Form.
- Employees planning to work from the office the next day must confirm their availability in advance.
- The form opens at 4:00 PM each day and closes at 8:00 AM the following morning.
- This process helps optimize food planning and reduce unnecessary waste.

## 5.11 Off Day / Late Sitting Reimbursement

Ciklum Pakistan does not promote the concept of late sitting or working on off days. However, we understand that at times owing to project deadlines and commitments, employees may be required to spend extra time on completing the assigned tasks and deliverables. To facilitate employees in such circumstances the Company offers an Off Day/ Late Sitting Compensation plan on reimbursement basis. These reimbursements shall be approved by the concerned DM.

### Scope

All full-time and billable employees of Ciklum Pakistan (Pvt.) Limited

### Specified Limit

Meal – The maximum standard limit for meal reimbursement is fixed at PKR 1,000/- per meal.

Travel on off days – Employees are allowed to claim both sides for official assignments.

The applicable reimbursement limits are specified below:

- Bus/ Cab/ Careem/ Uber (Economy) Fare: At actual
- Motorcycle: PKR 16/- per kilometer
- Car: PKR 25/- per kilometer

All reimbursements will be made upon the provision of original receipts (mentioning date and time of transaction) and/ or proof of payment (for online transactions) or bus tickets. Therefore, it is encouraged to use travel services which provide receipts/tickets for travel.

### General Rules

- All late sittings/ off day work should be approved by the respective DM.
- Employees are allowed to claim both sides traveling if they are coming to office during off days and/or weekends for official assignment.
- In case of late sitting, an employee shall be eligible to claim reimbursement for a meal if his/ her working hours for the day exceed more than 11 hours on a normal working day.
- In case of an off day, the meal reimbursement will apply if a minimum of 4 hours has been spent in office for completion of a task.
- It will be the responsibility of the DM to inform the Facilities and Administration for all late sittings/ off day work.
- DMs must also ensure that all extra hours worked are reflected in the appropriate systems.
- For reimbursement, the employee must create an 'Expense report' in [JIRA](#). The employee must attach original receipts (mentioning date and time of transaction) and/ or proof of payment when submitting a claim.
- Receipts, copies, or scans submitted should be clearly readable.

## 5.12 Employee Old Age Benefit (EOB) Policy

EOB policy is to facilitate company employees under the EOB scheme.

### Scope

All full-time employees of Ciklum Pakistan (Pvt.) Limited.

### General Rules

Ciklum Pakistan has registered its employees with the EOBI governing body. Under EOBI Scheme, insured Persons are entitled to avail benefit like:

- Old-Age Pension (on the event of retirement).
- Invalidity Pension (in case of permanent disability).
- Old-Age Grant (an insured person attained superannuation age but does not possess the minimum threshold for pension).
- Survivor's Pension (in case an insured person has passed away).
- EOBI payments are made by both employer and employee as per contributions determined by the government of Pakistan.

## 5.13 Employee Discounts & Offers

As part of our ongoing efforts to provide value-added benefits to our employees, Ciklum Pakistan has partnered with the following vendors to offer exclusive discounts:

- IDC (Islamabad Diagnostic Center)
  - *In-House Laboratory Services*: 20% discount
  - *In-House Imaging Services*: 15% discount (applicable at any branch in Islamabad)
- Subway – Gulberg Greens Branch (Islamabad)
  - 15% discount

To avail these discounts, employees may be required to present their Ciklum employee card at the time of billing.

*Note: This list will be updated as new discount partnerships are added.*

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## 6. Probation Period for New Joiners

Every new employee shall join Ciklum Pakistan on a standard three (3) month Probationary period. After the three (3) month period, an employee's services shall be confirmed upon satisfactory work performance and professional conduct as assessed by the relevant Manager/Client.

In some cases, the probation period may be extended to provide employees with time to improve their work performance. It will be the responsibility of the relevant manager to provide detailed feedback and identify improvement areas upon which the employee must focus during the extension period. A probationary period may be extended by a maximum of three (3) months. After the extension period, the employee shall either be confirmed or terminated from services, based on performance assessments by the DM/relevant manager and client.

Please note the following exceptions to the standard three (3) month probationary period:

- For Trainees, the standard probationary period will be at least six (6) months.
- 

## 7. Working Hours & Hybrid Work Arrangement

### 7.1 Standard Working Hours

The normal working week consists of 40 work hours, distributed over five consecutive workdays from Monday to Friday. The standard working day is 8 hours, with a 1-hour lunch break, totaling 9 hours per day. The typical office hours are from 09:00 a.m. to 06:00 p.m.

Employees are expected to complete 8 hours of billable work daily, excluding breaks for lunch, tea, prayer, or any other non-work-related activities. Any deviation from standard working hours must be agreed upon with the Line Manager or Delivery Manager (for billable roles).

### 7.2 Hybrid Work Arrangement

Employees based in Islamabad are required to follow a hybrid working model, which includes 3 mandatory in-office days per week. Thursday is a fixed onsite working day for all Islamabad-based employees.

In case an employee is unable to attend the office on any of the designated days, they must inform their Team Lead (TL), Project Manager (PM), or the HR team in advance.

### 7.3 Accessibility While Working Remotely

While working remotely, employees must ensure they remain accessible and responsive during working hours through Google Meet (G-Meet) and other project-defined communication channels.

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## 8. Attendance Policy

### Paid Leave (Sick, Annual)

Employees are entitled to 34 days of paid leave annually. The leave types include:

- Sick Leave: 10 days (5 credited in January and 5 in July)
- Vacation Leave: 24 days (2 days credited monthly)

Detailed information about leaves can be found in the [Pakistan Attendance Policy](#)

## National Holidays

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. Notice Period (Resignation)

## 9.1 Voluntary Termination (Resignation), Termination with notice

The employment services can be terminated by giving one (01) calendar month written notice or by paying salary equal to one (01) month in lieu of notice period by either side.

The employment services of senior resources (L4 and above) can be terminated by giving three (03) calendar month written notice or by paying salary equal to three (03) month in lieu of notice period by either side.

During the probation period, employment services may be terminated by either party by giving fifteen (15) calendar days' written notice or by paying salary in lieu of fifteen (15) days' notice.

General Rule:

- Prior to leaving the Company, the employee shall return all documents, Company Identification Card, laptop, written notes, storage devices etc belonging to the Company.
- Employees must hand over any active tasks/assignments and ensure structured domain transfer to designated team members. The concerned DM/ TL shall sign off on the handover of active tasks and assignments.
- If a resigned employee is part of any active project and proper domain transfer is required then it is not allowed to take leave during the notice period without approval of the concerned DM and customer/Director for senior resources.
- Employees may request for an adjustment of earned leave balance against the notice period. A maximum of ten (10) working days may be adjusted in the notice period subject to domain transfer and approval by the concerned DM/ TL/Director and client. However, no leave adjustment will be made if not approved by the concerned authority and employee will have to serve the complete notice period.
- Failure to comply or any form of breach or violation of the notice period terms may result in the Company holding the employee's experience letter and/ or final settlement. In such an instance, the employee will also become ineligible for rehire with the Company.
- In extraordinary circumstances and on request of the client/ project team, an employee may be asked to extend the notice period to ensure proper handover or completion of project deliverables. The HR team will request the employee if such an instance arises. It will be the employee's decision to extend the notice period beyond specified period to accommodate the Company's interests.

## 9.2 Involuntary Termination (Dismissal), Termination without Notice

Involuntary termination or dismissal may occur when an employee's conduct, performance, or behavior violates the Ciklum's policies or negatively impacts its operations. Such actions may include, but are not limited to, serious misconduct, gross negligence, breach of trust, violation of the [Code of Conduct - Ciklum](#), or failure to meet performance expectations as outlined in the [Grievance and Disciplinary Policy](#).

Employees may also face dismissal for actions that contravene the principles of [Dignity and Respect](#) policy. In cases of serious misconduct, the Company reserves the right to terminate employment immediately, without notice or pay in lieu of notice, in accordance with applicable Pakistan labor laws and the terms outlined in the employee's contract.

- Termination without prior notice may be carried out if an employee is found to engage in Gross misconduct represents the most severe violations. These actions pose immediate and substantial harm to the organization or its members. Examples include:
  1. Harassment: Any form of harassment, bullying, or discrimination.
  2. Violence: Physical assault or threats against colleagues, superiors, or clients.
  3. Sexual Assault: Any form of sexual assault or non-consensual sexual activity.
  4. Theft, Sabotage, and Fraudulent Acts: This includes stealing company assets, deliberately causing property damage, engaging in fraud, embezzlement, or any other form of serious financial misconduct.
  5. Bribery and Corruption: Engaging in any form of bribery or corrupt practices, including offering, giving, receiving, or soliciting anything of value to influence a business decision or outcome
  6. Serious Safety Breaches: Actions greatly endangering workplace safety, such as working under the influence of substances.
  7. Serious Ethics Violations: Behaviors severely damaging the organization's reputation.
  8. Criminal Offenses: Illegal activities directly impacting the workplace.
  9. Serious Confidentiality and Data Privacy Breach: Major breaches like leaking trade secrets, corporate espionage, or hacking into company systems.
  10. Engaging in full-time employment with another organization or client while being employed with the company, without prior written approval.
- All actions related to involuntary termination will be conducted in line with the [Global Grievance and Disciplinary](#) Policy, which ensures a fair and transparent process. Employees will be given the opportunity to address allegations against them as per the grievance procedures, subject to the severity of the violation.
- The Company commits to upholding the principles of fairness, equity, and respect in all termination proceedings, consistent with the values outlined in the Dignity and Respect Policy, POSH Policy, and in full compliance with Pakistan law.

At the time of termination of employment, an employee unconditionally and irrevocably agrees to return any asset of the Company given to him/her or which came to his/her possession during the period of employment.

## Exit Interviews

Exit interviews provide valuable feedback for improving company practices and policies.

All employees leaving the company will be asked to participate in an exit interview.

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## 10. Performance Management and Salary Review

At Ciklum, performance management is integral to aligning individual development with career aspirations. Regular performance reviews, feedback, and recognition form the foundation of an approach designed to refine employees' skills, track their progress, and ensure that they are rewarded for their contributions.

### 10.1 Performance Check-ins

Performance check-ins at Ciklum Pakistan take place on a quarterly basis. The purpose of the check-in is to review the goals for relevancy and progress, as well as provide feedback and guidance as needed.

A formal performance appraisal is conducted annually based on the results of the year. An extensive evaluation cycle is carried out to assess an employee's performance and development. Key information is collected during this process to make informed decisions regarding the employee's personal development and organizational career growth. Goal attainment is the primary basis for performance evaluation.

All relevant managers (DMs/Principal Leads/Tech Leads) shall provide timely, constructive, and accurate feedback to the employees on a quarterly basis.

General Rules:

- If an employee is not performing up to the expectations of the client or the relevant manager, then the relevant manager shall timely provide this feedback to the employee 'in writing'.
- Feedback shall be shared with an employee without any delay.
- The feedback email/report should highlight the areas for improvement of the employee and must propose some action items to be done by the employee to improve performance.
- Ciklum believes in performance-based culture therefore a maximum of 2 improvement feedbacks will be given. If an employee fails to improve even after two feedbacks, then the Company reserves the right to take appropriate action.

## Manager's Responsibility

To support Ciklumer's motivation, development, and transparency, managers must conduct at least quarterly performance check-ins, discuss goals, provide feedback, and clarify expectations.

If performance needs development, monthly check-in is recommended. If performance needs urgent improvement, weekly check-in is required. Performance feedback should clearly outline improvement areas and actionable steps. Employees can receive up to two improvement feedbacks. If performance doesn't improve, the Company may take appropriate action.

Manager's Actions & Focus:

- Set and clearly communicate expectations.
- Schedule at least quarterly revision of goals relevance and progress.
- Create a safe and supportive environment for feedback sessions as a two-way communication.
- Link career performance and development goals to daily work activities and assignments.
- Be available to offer assistance and guidance in day-to-day challenges.

## Rating Performance

- Quarterly goal check-ins must be the foundation for performance ratings.
- When all goals are achieved, a "*Steady Performance*" rating is typically recommended.
- As a manager you can elevate ratings to 4 or 5 based on exceptional performance, as outlined in the performance matrix below.
- When evaluating performance, consider your team members' overall performance trends, career advancements, and salary changes over the past year, not just their most recent quarter's results.

All feedback and documentation related to performance evaluations, including improvement plans, must be properly documented and maintained for reference in case of disputes.

### 10.2 Salary Increments

Increments are done within Company cycles which take place on an annual basis. Principles of Pay for Performance and Internal equity are used during review.

Scope and Eligibility:

All permanent full-time employees of Ciklum Pakistan are eligible for salary review, eligibility criteria are the next:

- Employees must have been employed at Ciklum for at least one year before the start of the increment cycle.
- Employees must not have received a raise within one year prior to the cycle.

Being eligible for a salary review does not necessarily mean a salary increase. The outcome of the salary review process is based on a variety of factors, including individual performance, equity analysis, market conditions and Company budget.

- Employees with unsatisfactory performance do not receive any performance-based increment for the evaluation period.
- Employees who have resigned from the Company and are serving their notice period at the time of increments are not eligible.

General Rules:

- Approach to increments is developed by the Total rewards team. Before each cycle it is communicated to all involved managers.
- Managers do individual proposals based on provided guidelines and available budgets.
- Final approval of salary increases is done by the Executive Team.

## 10.3 Promotion Process

### Overview

- Promotion is a move to a position of higher complexity or seniority level within the current job family. It is one of the resulting steps in a career progression and development path Ciklumer has in the Company.

### Requirements

- Opportunity for the relevant seniority is available
- Ciklumer has achieved high performance ratings in the past (3-5)
- Ciklumer has been with the company at least 12 months, or at least 12 months since last promotion.
- Ciklumer has passed the HackerRank Test and technical assessment for the next level by CoE.
- Line Manager should start the HackerRank & Assessment process for eligible Ciklumer 45 days before the upcoming cycle.

## 10.4 Reward and Recognition Programs

At Ciklum Pakistan, we believe in celebrating achievements and fostering a culture of appreciation. Our reward and recognition programs are designed to motivate employees and highlight outstanding contributions. These include:

### Spotlight Award

The Spotlight Award is an on-the-spot recognition program designed to acknowledge employees who demonstrate exceptional effort and make significant contributions beyond their regular job responsibilities. This award highlights individuals whose actions positively impact the organization, team, or client.

### Award Objective

To recognize and reward outstanding actions that contribute to the greater good or mission of Ciklum and promote a culture of high performance, initiative, and value-driven behavior.

### Eligibility Criteria

Any employee (Engineering, Delivery, or Support functions) who:

- Completes a task or project in an exemplary manner, resulting in visible client or business impact (e.g., client commendation, management recognition).
- Goes significantly above and beyond their defined job duties.

### Nomination Process

- Employees may be nominated by their Head of CoE, Team Lead, or Delivery Manager, or nominate themselves.
- Nominations must be submitted through the official Spotlight Nomination Form.
- Nominations are reviewed monthly by the leadership team..
- The winner will be announced in the monthly Town Hall meeting.

### Award Distribution

- Award Value: Gift voucher worth PKR 10,000.
- Selection Criteria: Nominations will be reviewed by the leadership team, and the most deserving nominee will be selected based on the established criteria.

### Ciklum Champion Award

The Ciklum Champion Award is a quarterly recognition program that honors an individual who not only excels at their work but also drives a positive impact on the business and people around them. A Ciklum Champion is someone who lives by Ciklum's core values and demonstrates exceptional influence, ownership, and collaboration.

### Award Objective

To celebrate one employee each quarter who has consistently demonstrated outstanding performance, value-driven behavior, and meaningful contributions to the organization over a sustained period.

### Who is a Ciklum Champion?

A Ciklum Champion is:

- A high-performing individual who significantly contributes to business success.
- A positive influence on peers and stakeholders.

## Nomination Process

- Employees may be nominated by their Head of CoE, Team Lead, or Delivery Manager, or nominate themselves.
- Nominations must be submitted through the official Ciklum Champion Nomination Form.
- Nominations are reviewed monthly by the leadership team.
- The winner will be announced in the Town Hall meeting.

### Award Distribution

- Award Value: Gift voucher worth PKR 50,000.
- Selection Criteria: Nominations will be reviewed by the leadership team, and one deserving nominee will be selected each quarter.

### Shoutouts:

The Shoutout Program is an initiative aimed at encouraging a culture of appreciation, collaboration, and positivity within the workplace. It provides a platform to celebrate wins, acknowledge great teamwork, and highlight individual efforts across the organization.

## How It Works

Shoutouts are submitted monthly by LMs, TLs, or DMs to HR.

- The shoutouts can include:
  - A thank you for support or teamwork
  - Recognition for a job well done
  - Highlighting someone's expertise or positive impact

## Purpose

- To boost morale, encourage recognition, and strengthen team spirit.
- To build a culture where contributions are acknowledged and celebrated in a meaningful way.

## Reward Type

- This is a non-monetary form of recognition. It plays an important role in creating a culture of appreciation at Ciklum.

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# 11. Relocation Assistance

For Global locations as per [Global Relocation Policy and Knowledge Base](#) - HR Services - Ciklum Confluence

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# 12. Laptop Buyback Policy

Please refer to [this](#) for details.

## Scope

All permanent full-time employees of Ciklum Pakistan (Pvt.) Limited.

## General Rules

- Any employee can request to buy back a laptop by sending an application to Manager IT as per buyback policy guidelines.
- It will be the responsibility of the Manager IT to ensure that all data and software licenses, etc. have been removed from the system and it has been factory reset.
- The employee may request Finance to deduct the laptop buy back price from his/her monthly salary. There will not be any installment plan for this payment.

Note: The policy is aligned with Global IT policy and is subject to change based on changes at the global level.

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# 13. Travel Policy (Domestic & International)

The Travel policy has been outlined to facilitate employees who will be traveling on the Company's behalf for official assignments.

## Domestic Travel

Employees traveling within Pakistan for official assignment (other than daily office routine) as approved by the respective Line Manager and Delivery Manager can avail the following benefits:

## Meal Reimbursement

- Employees will be reimbursed for the meal if he/ she is traveling for a full day within Pakistan for official assignment.
- The maximum limit to reimburse meals is PKR 4,000/- per day.
- All reimbursements will be made upon the provision of original receipts (mentioning date and time of transaction) and/ or proof of payment (for online transactions).

### Travel Reimbursement

- Employees are allowed to claim both sides for official assignments.
- The applicable reimbursement limits are specified below:

Bus (Economy) Fare: At actual

Air Travel - Economy (For South): At Actual

Own Transport (Motorcycle/Car): 30% above the travel cost by bus for the route

- For all personal vehicles, employees can claim all toll taxes and parking fees (if applicable).

All reimbursements will be made upon the provision of original receipts (mentioning date and time of transaction) and/ or proof of payment (for online transactions) or bus tickets. Therefore, it is encouraged to use travel services which provide receipts/tickets for travel.

### Boarding & Lodging Reimbursement

- If an employee is required to travel outside the employment base for more than one (1) working day, he/ she will be eligible to avail boarding and lodging facilities.
- Per night limit for room reservation is: PKR 16,000 per night (all inclusive)
- In case, an employee wants to stay in a hotel of their own choice, any expense above the approved limits shall be borne by the employee.
- All hotel accommodation charges along with applicable taxes (if any) will be reimbursed upon the provision of original receipts.

### Process

- Create a Navision ticket for reimbursement. This will be created by the Head of CoEs/DMs.
- Finance will reimburse the total amount with the upcoming salary.

### International Travel

The Company may require any of its employees, whether permanent, probationary or on contract, to travel to another country for official reasons. The employee shall be facilitated by the Company for the following arrangements:

### Process

- Employees will create [Jira ticket](#).
- The global travel team (travel@ciklum.com) will arrange tickets and reservation as per travel approval confirmed by the Client/ project team.
- If a break journey is necessary due to ticketing/ route, the hotel charges will be paid by the Company if the stopover hotel facility is not provided by the airline.
- In case the employee desires to have a break journey or travel by airline/route other than arranged by the company, then the hotel charges and extra charges due to change of airline/route shall be paid by the employee. No daily allowance will be paid for the duration of the break.
- Any cost charged to the Company (cancellations etc) because of negligence on part of the employee or personal reason from the employee, shall be borne by the employee.
- Accommodation, visa, commute and per diem will be as per global travel policy.

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## 14. Talent Acquisition & Onboarding

Ciklum Pakistan (Pvt) Ltd encourages open positions to be filled through internal resources via promotions or rotation. If internal candidates do not qualify, the Company reserves the right to source the positions externally.

### 14.1 Employment Categories

Hiring at Ciklum Pakistan can take place against the following employment categories:

- Permanent employee
- Temporary employee (Intern, Part-time, Trainee, Consultant)
- Sub-contractual employee (from 3rd party vendors)

The minimum age requirement for employment with the Company is 18 years and above.

For hiring against any of the category:

- Profile shall only be shared with HR.
- No profile shall be directly shared with the DM/Head of CoE/TL or client.
- Interviewers shall not discuss offer, salary, or related details with the candidate.

### 14.2 On- Site Work opportunities

Ciklum Pakistan provides its employees with the opportunity for on-site work opportunities subject to client requirements and approval. This distinctive working experience helps the individuals to excel by developing professional and personal skills through direct exposure and relationship building with an international client.

The opportunity is offered to employees who are required to work for a long-term duration (one year or more) with a client on a Work Permit. An employee seconded to a client will no longer be on Ciklum Pakistan's payroll and shall receive an International Salary.

## General Rules

- In an event where an employee is placed in foreign country on a work permit/secondment, Ciklum will not provide for accommodation, daily allowance, or any local travel. However, Ciklum may agree to provide accommodation for a few weeks. The cost of this arrangement will be adjusted from the employee's salary.
- All forms of perks, benefits, and leave, as specified in the Employee Handbook for Ciklum Pakistan employees, will no longer be applicable from the employee's departure date.
- Employees on secondments shall not be a part of the Company's Annual Performance Evaluation cycle or any resulting performance increments.
- At the completion of the project/ assignment, the employee shall return to Ciklum Pakistan, and his/ her performance review will be conducted. Any decisions regarding his/ her repatriation shall be made accordingly by the Management team.

## 14.3 Candidate Referral Program

Ciklum Pakistan offers Referral Bonus to encourage our employees to refer us to the best candidates from their circle.

## 14.4 Rehiring an Ex-employee

The Company has an open policy for Rehiring of an ex-Employee. However, an employee's overall experience, performance and professional conduct during his/her previous tenure with Ciklum will be taken into consideration. Ex-employee will be required to go through the standard hiring process for re-hiring. The final decision to rehire will be based on all earlier mentioned factors.

## 14.5 Reference and Background Checks

Ciklum Pakistan conducts reference and background checks for critical positions to verify and confirm salary, educational and professional background. Additionally, to ensure compliance, Ciklum Pakistan may conduct random reference checks against any hiring decision that has taken place in the Company, especially in cases where ambiguity may have been created for any reason whatsoever.

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## 15. Internal Communication and Engagement

Internal Communication and Engagement at Ciklum Pakistan is primarily managed by the HR and Employer Branding. Company events, depending on the type and nature of event, are delegated either to the HR or Employer Branding team (in collaboration with the Culture Champions (Entertainment Committee) or to the Facilities and Administration team for management of required arrangements.

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## 16. Culture Champions (Entertainment Committee)

Please refer to [Culture Champions Policy](#) for details.

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## 17. General Work Rules

The success of the Ciklum relies on the collective efforts, professionalism, and cooperation of all employees. To foster a productive, respectful, and safe work environment, it is essential that everyone adheres to a set of clear and consistent expectations. These General Work Rules outline the conduct and behavior expected of employees to maintain a positive workplace culture and ensure the smooth operation of daily business activities.

### 17.1 Professional Conduct

Ciklum's [Code of Conduct - Ciklum](#) is the cornerstone document defining the principles and standards of professional behavior expected from all Ciklumers, wherever we operate. It encompasses key compliance areas such as Anti-Bribery and Corruption, Money Laundering, and Sanctions. Beyond compliance, the Code reflects our shared values by setting expectations for ethical behavior, avoiding conflicts of interest, being responsible on social media, and representing Ciklum in a manner that aligns with our vision and values.

Additionally, the Code emphasizes our commitment to fostering an open, honest, and respectful environment, ensuring Equal Opportunity, and upholding Anti-Discrimination policies. It provides practical guidance for navigating ethical dilemmas and making decisions that reflect our integrity as an organization.

We kindly ask you to review the [Code of Conduct - Ciklum](#) thoroughly, and use it as a resource when faced with ethical decisions. If you have any questions or need further clarification, your People Partner is always available to support you.

### 17.2 Conflict of Interest

#### [Avoiding Conflicts of Interest](#)

Employees are expected to prioritize the Company's interests and avoid any personal interests that may conflict with their professional responsibilities. Professional relationships with vendors, customers, and their representatives must be maintained to ensure transparency and professionalism. Close personal relationships with these stakeholders can create actual or perceived conflicts of interest and should remain strictly within a business context.

If employees are uncertain about a potential conflict of interest, they must seek prior approval from Compliance ([compliance@ciklum.com](mailto:compliance@ciklum.com)) and Management.

### Disclosure of Outside Business Interests

Employees are required to disclose any outside business interests or employment relationships that might conflict with the Company's business. Engaging in activities for personal gain that compromise the Company's interests is strictly prohibited.



## Compliance with Disclosure Requirements

All employees (Ciklumers) are expected to complete and regularly update their Ethics Declaration, disclosing relevant connections. Compliance will review these disclosures and provide recommendations where necessary.

## Consequences for Policy Breaches

Violations of the conflict of interest policy will result in disciplinary action, up to and including termination of employment.

## 17.3 Gifts, Entertainment and Hospitality

When offering gifts, entertainment, or hospitality (GEH), employees must follow [Ciklum's rules](#) to ensure compliance with laws and policies. GEH must always be moderate, appropriate, and in line with company guidelines. It is important to avoid providing cash or cash equivalents, such as vouchers.

Monetary limits are clearly defined: gifts should not exceed \$100, and hospitality expenses are capped at \$250 per person in London and New York, and \$200 per person in other locations. Employees must avoid offering GEH during business negotiations or decisions, or in any situation where it could appear improper, excessive, or non-compliant with policies.

Under no circumstances is GEH to be provided to public officials, as this is strictly prohibited.

If you have any doubts or questions about specific situations, please refer to the [Gifts, Entertainment, and Hospitality \(GEH\) Procedure](#) or contact the Compliance Team for guidance.

## 17.4 Confidential Information

- Employees must treat all non-public Company information as confidential, including business plans, financial data, and colleagues' personal information (e.g., salaries).
- Employees are responsible for safeguarding such information.
- Sharing confidential information with unauthorized parties, inside or outside the Company, is strictly prohibited.
- Employees should only access confidential information on a "need-to-know" basis and must not use it for personal gain.
- If confidential information is accidentally disclosed or if an employee suspects a breach, it must be reported immediately to the manager or information security team via [security@ciklum.com](mailto:security@ciklum.com).
- Employees must use approved corporate tools and communication channels for handling Ciklum information to ensure its security.

## 17.5 Dress Code

All employees must dress in a presentable way by maintaining cleanliness and a professional appearance. The official Company dress code is 'business casual'. Employees are encouraged to wear what they are comfortable with whilst ensuring an element of decency in their dress/ attire i.e., avoiding revealing, torn or shabby clothing and/ or clothing mentioning or referencing obscenities or any controversial/ immoral/ political content that may be offensive to others and/ or detrimental in general in any way in all situations/ circumstances where they are representing the Company.

Employees are advised to keep a separate pair of chappals/ slippers to perform ablution and for going for Prayers but should not roam around the halls or show up for official meetings/ visits of any kind in such attire.

It will be preferable for employees who are frequently required to interact with clients as a part of their duties/ responsibilities to be extra careful regarding their appearance and hygiene.

## 17.6 Official/ Personal Guests Visitation Policy

For any planned official visits arranged:

- The organizer must ensure that the facility team is informed of any expected official visits including number of guests expected and arrangements required at least a day in advance to ensure timely arrangements.
- Any official/ professional visitors (e.g., customers, professional contacts on official visit) of an employee may use conference room facilities if required.
- The facility team must ensure that the office/ meeting rooms within the office workspace are clean and always present a professional outlook and will be directly responsible for ensuring any or such arrangements during official visits.
- Employees must ensure that they clean up after themselves when they leave a meeting room and must leave it in a state whereby it is ready for another colleague/ co-worker to use the space immediately if required.
- Ciklum Pakistan does not discourage visits of personal guests. However, employees are advised to entertain personal guests during working hours only in unavoidable circumstances or emergencies and ensure that they respect the privacy of their colleagues/ co-workers.
- Personal guests are not allowed in the main halls (main work area). Employees may entertain their guests only in the dining hall/ breakout area. For unavoidable circumstances, approval from the facility team or a member of the Management team must be obtained.
- Employees are not allowed to bring their visitors after the normal working hours.
- Ex-employees of Ciklum Pakistan (Pvt.) Ltd. will be treated as "guests" upon their visit to the company and hence will follow the guest policy accordingly.

## 17.7 Eating & Drinking at the Workspace

- The Company has reserved a space for dining. All employees are encouraged to take their lunch/ tea breaks in the dining hall and not at their official workstations, meeting rooms or in the main work area.
- Any damage to Company property owing to negligence on the part of the employee because of a breach of this policy will be paid for in full by the employee.
- The assessment of damage shall be done by the Manager Facilities & Administration and Manager IT and the decision of the Management team shall be considered as final and binding.

## 17.8 Smoking Policy

- Ciklum Pakistan is strictly a No Smoking work zone.
- Smoking/ vaping is not allowed in any of the work halls, meeting rooms, common sitting areas, or dining/ breakout areas at any time during or after working hours.
- Employees found violating or encouraging the violation of this policy shall face disciplinary action accordingly.

## 17.9 Company Property

- While using Company property, including furniture, computer equipment or hardware, all employees must exercise care, perform required maintenance (if and where applicable) and follow all operating instructions, safety standards and guidelines.
- Employees must notify the Facility Manager immediately if any equipment other than related to IT appears to be damaged, defective, or requires repair.
- Company property may not be used for personal purposes or removed from the Company premises without prior written permission from the Facility Manager.
- If an employee is found to be handling equipment improperly, carelessly, negligently, or unsafely, he/she may face disciplinary action. In addition, may be held financially responsible for any loss to the Company because of such mistreatment.
- Employees must notify the Manager IT immediately if any IT/ Computer machines related equipment is lost, robbed, and/ or damaged accidentally or otherwise.

## 17.10 Privacy

- The relationship between an employee and employer is based on trust and mutual respect. Ciklum Pakistan extends full trust to its employees in all situations. However, the employee must recognize that the Company retains the right to access all company property including computers, desks, file cabinets, storage facilities, and files and folders, electronic or otherwise, at any time, especially in indistinct and uncertain situations.
- All documents, files, voicemails and electronic information, including e-mails and other communications, created, received or maintained on or through company property are the property of the Company and not the employee. The employees should not entertain any expectations of privacy when on company grounds or while using company property.

## 17.11 Clear Desk

- Employees must ensure that they always maintain a clear desk during working hours and do not leave any confidential material (documents, files, proposals, personal or project/ client related information) unattended at their work desks. Any such confidential material should be stored in suitable locked safes, cabinets, drawers, etc. especially outside working hours.
- Employees must also ensure that they do not leave any printed personal or confidential material unattended at open spaces in the office e.g., at the reception or at the printer area. Additionally, when leaving the office at day end, employees are advised to check their official workspace for any confidential information of any sort and ensure that it is not left unprotected.

## 17.12 Lock Screen

- Employees must ensure that they lock their computer screens when they leave their work desks and do not leave any confidential information of any sort visible on their computer screens, projector displays, etc. for others to see. All Ciklum computers/ terminals should be logged off or protected with a screen and keyboard locking mechanism controlled through a password when unattended. Employees should also ensure that they do not allow fellow co-workers or colleagues to shoulder surf at any time.
- Employees are responsible for the protection of sensitive client/ customer information at all times as also stipulated in the Ciklum Non-Disclosure Agreement and may face disciplinary action on the breach of any form of sensitive information.

## 17.13 Corporate Email Account and Internet Usage

- Employees must use only corporate communication channels, such as Ciklum-provided email and Google Chat, for all business-related communication. Personal email accounts or unauthorized messaging platforms (e.g., WhatsApp, Telegram, etc.) must not be used for work purposes, especially when sharing sensitive or confidential information.
- Employees must ensure that all email and internet activity complies with Ciklum policies, including secure storage of attachments. Avoid opening suspicious links or downloading unverified files to protect against cyber threats.
- Limited personal use of the internet is permitted, provided it does not interfere with work responsibilities or violate Ciklum Acceptable Use Policy. Corporate email accounts must not be used for personal purposes.
- Ciklum corporate email and internet usage may be monitored to ensure compliance with Acceptable Use Policy. Employees are expected to cooperate with any audits or reviews.
- Any observed misuse of corporate email or internet resources must be reported to the manager or information security team via email [security@ciklum.com](mailto:security@ciklum.com) immediately.

### Corporate Email Signature

- All employees must use the official corporate email signature for internal and external communications.

### Prohibited Email Content

- Do not create or distribute messages that are disruptive, offensive, or defamatory.
- Avoid any content that could be discriminatory or offensive related to race, gender, age, disabilities, religion, politics, or personal/professional rights.

### Inappropriate Email Usage

- Sending spam, junk emails, chain letters, jokes, or unsolicited messages is prohibited.
- Avoid any form of harassment through email, including inappropriate language, frequency, or size of messages.
- Do not forge or misuse email header information.

#### Personal Email Usage

- Official email accounts must not be used for personal matters or any illegal activity.
- Employees should use personal email accounts for non-work-related communication.

#### Reporting Violations

- Any offensive or inappropriate email content must be reported to the Manager IT and/or HR team.

#### Sender Responsibility

- All employees are responsible for the content of emails they send.

#### Prohibited Internet Usage

- Accessing pornographic or gaming sites is strictly prohibited.
- Commercial usage of the company's internet is not allowed without prior IT Department approval.

#### Peer-to-Peer Networks

- Employees must not establish company computers as participants in any peer-to-peer network.

#### Data Protection

- Unauthorized access, copying, modification, or removal of data through internal corporate email accounts or internet usage is strictly prohibited.

#### Network Performance

- Avoid sending large email attachments or video files unless necessary for business purposes.

#### Anti-Virus Measures

- Antivirus software is installed to minimize risks.
- If unsure about an email attachment, contact the IT Department before opening it.
- Only the IT Department may send malware or virus warnings.

#### Disciplinary Action

- Any breach of the policy will result in disciplinary action based on the severity of the violation and its impact, as determined by the Management team

## 17.14 Workplace Safety Policy

Ciklum Pakistan takes great care in ensuring that our employees work in a healthy and secure environment.

- The HR team in collaboration with the Facilities team ensures that all Ciklumers are aware of HSE requirements, rules, and regulations.
- Employees should avoid any activity which could compromise, directly and/ or indirectly, their own safety, the safety of the workspace and that of their co-workers and colleagues.
- Workplace safety is a shared responsibility of all the Ciklumers. Any Ciklumers who observes a co-worker or a colleague in distress/ discomfort, for whatsoever reason, should report the situation to the H&S Manager, HR team or Line Manager on an immediate basis so that proper action and support may be provided in a timely manner.
- Additionally, to ensure the health and safety of our people, certain key measures taken by the Company are mentioned below:

### 17.15 First Aid Box

In the event of a minor emergency, a First Aid Box is to be present with easy access for all Ciklumers at kitchen or reception.

### 17.16 Fire Extinguishers

Fire extinguishers are placed at key areas and designated Ciklumers are to be trained on its use in case of an emergency.

### 17.17 Company Employee Cards

Company employee cards are issued to all Ciklumer by the Facilities department. All Ciklumers must ensure that they have their Company cards always present with them.

### 17.18 Surveillance Cameras

Surveillance cameras are placed at specific areas on Company premises. The Company recognizes the right of the employee to privacy, and it is ensured that there is no breach of privacy of any member. The activities are monitored purely for security purposes.

### 17.19 Mandatory policies and courses

There are a couple of mandatory courses for you as a newcomer to be able to become familiar with Ciklum's important policies and guidelines. You can find them in the internal learning management system Litmos following the [link](#). For the first login, please see the login instructions at the [link](#).

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## Conclusion

We're excited to have you onboard!

Feel free to reach out to your manager or the Human Resources team if you have any questions or need further clarification. Ciklum Pakistan is committed to supporting your personal and professional growth, and we trust that you will find this handbook to be a valuable resource throughout your journey with us.

Please remember that the Company's policies may evolve, and it is important to stay informed about updates or changes. We value your contributions and look forward to working together to achieve our shared goals.

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## Document history

Version	Author	Description	Approved by	Date
V - 1.1	Batha Owais	First version approved	Mariia Shubtsova	15/06 /2023
V - 1.2	Tooba Khan		Mariia Shubtsova	01/06 /2025
V - 1.3	Tooba Khan	Updated Employee Handbook to remove references to MyCiklum and replace them with the new system, Oracle.	Mariia Shubtsova	10/11 /2025