



ARM SOFTWARE CORP. EMPLOYEE HANDBOOK

GUIDELINES AND POLICIES

INTRODUCTION

ARM Software Corp. is only as good as the individuals who make up ARM Software Corp. We strongly believe that the growth and progress of ARM Software Corp. is directly related to that of its employees. ARM Software Corp. offers its employees a continuing opportunity to join in the challenges and responsibilities of an expanding and innovative organization.

We believe in and hold the highest respect for the rights and individual dignity of each of the employee. To the best of our ability, we will create an atmosphere within ARM Software Corp. that will allow all employees to feel a genuine sense of accomplishment.

ARM Software Corp. primary resource is its people. In recognition of this, ARM Software Corp. maintains an open door policy. We believe effective and regular communication is critical to maintaining a productive and satisfying work environment. These guidelines have been established to help foster harmonious working relationships that are so important to a professional, productive and healthy environment. Any concerns and recommendations are welcome and actively encouraged.

We hope that you will enjoy working at ARM Software Corp.

ABOUT THIS MANUAL

This guide is designed to give present and new employees an insight into ARM Software Corp. and the way we do things. It is meant to be a statement of policy and outline of procedures and guidelines related to proper handling of matters concerning company personnel.

The policies and procedures set forth in this manual apply to all employees of ARM Software Corp. However, this manual is not to be interpreted as a legal document or an employment contract. Policies contained herein are only summaries and are not all inclusive. Managers must still manage day-to-day activities and make policy decisions where there are, at times, no strict guidelines. The company reserves the right to alter, change, add to, or delete any of these policies or procedures at any time without notice.

YOUR JOB

PROBATIONARY PERIOD

The probationary period is the time allowed to all newly hired employees to demonstrate their qualifications for the job. The normal probationary period for all employees is between 90 to 180 days. The employee will be informed about the length of their probationary period at the time of hire. However, passing the evaluation period is not a guarantee of future employment. At the end of the probationary period, management will formally evaluate employees.

HOURS

The Employee's hours of work shall be 40 hours per week on 5 days, between the timings defined by the Employer. However, these timings and hours of work may change on ad hoc basis.

FLEXIBLE LOCATION

Employee shall perform their duties at their homes through internet, and at any other reasonable location to which they may be directed from time to time by the Employer.

ATTENDANCE

We at ARM Software Corp. believe in teamwork and that each employee is an essential member of the team. We expect employees to be prompt and regular in attendance. Each employee is expected to be available on time decided with employer and in the case of any delay, inform them where they can be reached and what time they expect to be available.

WHEN ABSENCE IS NECESSARY

The company and your co-workers depend on you for certain essential work. Employees who are unable to report to work on time because of circumstances beyond their control (including illness) are expected to notify their supervisor within a reasonable period of time. An absence without contacting a supervisor may be considered as misconduct.

PAY PERIODS

Employees are paid once per month. Permanent, probationary and temporary employees will receive their salaries/wages at the end of each calendar month in which these were earned but not later than the 7th day of the following month.

PERFORMANCE OBJECTIVES

The Employer shall, in consultation with the Employee, set the Employee objectives at least on an annual basis. These objectives shall be taken into account by the Employer when assessing the Employee's performance.

PERFORMANCE REVIEWS

The Employer shall conduct performance reviews of the Employee on at least biannual basis. These reviews shall be taken into account in any salary reviews or bonuses. The objectives of the program are:

- To motivate and guide employees toward greater self-development and improved performance by discussing significant strengths and areas needing improvement in a positive, constructive manner
- To provide an objective and uniform means for supervisors to make salary raise recommendations and bonuses based on an assessment of employee performance
- To identify training needs and planning activities
- To provide a record of employee progress

The appraisal will be conducted by the employee's immediate supervisor and reviewed by the management.

SALARY ADMINISTRATION & REVIEWS

It is company practice to pay an equitable salary competitive with that paid by other companies in our field and our location, and commensurate with the value of service performed. A salary range is set for each position according to the level of responsibility relative to similar positions in other business environments. Salaries are reviewed annually. All promotions and salary raises, if any, are based solely on performance.

Your salary is a confidential matter between you and the company and is not a topic for discussion with anyone other than your manager.

The company assures that all personnel who have similar responsibilities are paid within the same salary range. Salaries will vary somewhat within any salary range based upon length of service, ability, and performance.

OBLIGATIONS OF EMPLOYEE ON TERMINATION

Upon the termination of employee for whatever reason, or at any other time if so requested by the Employer, the Employee shall immediately return to the Employer all information, material or property (including but not limited to computer disks, printouts, manuals, reports, letters, memos, plans, diagrams, security cards, keys, and laptop computers) either belonging to or the responsibility of the Employer and

all copies of that material, which are in the Employee's possession or under their control.

DISCIPLINARY ACTION

The following shall be the acts and omissions liable to disciplinary action:

- Disregard or disobedience of rules or orders;
- Improper behavior;
- Making false or misleading statements;
- Inefficient, dilatory, careless or wasteful working;
- Malingering

An employee may be suspended for a period not exceeding four days at a time or dismissed without notice or any compensation in lieu therefore, if he or she is found guilty of misconduct. The following acts shall be treated as misconduct:

- Willful insubordination or disobedience, whether alone or in combination with others, to any lawful and responsible order of a superior;
- Theft, fraud or dishonesty in connection with the company's business or property;
- Willful damage to or loss of company's goods or property;
- Taking or giving bribes or any illegal gratification;
- Habitual absence without leave or absence without leave for more than 10 days;
- Inefficient, dilatory, careless or wasteful working;
- Habitual breach of any law applicable to the establishment;
- Riotous or disorderly behavior during working hours at the establishment or any act subversive of discipline;
- Habitual negligence or neglect of work;
- Striking work or inciting others to strike work in contravention of the provisions of law or rule having the force of law;
- Indulging in activities detrimental to the interest of the company;
- Go-slow tactics;
- Giving out information without prior permission of authorities.

TERMINATION

If an employee wants to resign from employment a written notice needs to be provided to the company 30 days prior to their last working day. The company will appreciate the opportunity to make arrangements to cover the vacancy created by their leaving. However, based on the employee's work load, the company may choose to relieve employees before the 30 day notice period expires by sending them on earned leave.

The company may terminate an employee's employment before the 30 day notice is complete in cases of misconduct.

YOUR BENEFITS

BONUSES

Employees who have completed the probation period and have worked for 12 months are eligible for bonus reviews. Bonuses might be awarded to employees who have shown consistent performance and are in good standing with the company.

HOLIDAYS

Regular full-time employees are entitled to all official holidays announced by the Government of Pakistan.

In some instances, for example product launch or project delivery deadline, the official holiday(s) might be designated as work day(s). In such case alternate days off can be given later to make up for the holidays worked.

Whenever a holiday is declared by the Company, it would be announced on the team blog as necessary.

CASUAL / SICK / PERSONAL LEAVE

Casual leave is intended to meet special circumstances which cannot be foreseen, for instance, death of relative, accidents, medical or personal issues, domestic or other emergencies.

Employees are entitled to earn up to 24 days of leave per year of service. These leaves cannot be carried over to the next year.

If a holiday period falls in between consecutive leaves that holiday period will be counted towards your leave.

If leave is in between two holiday periods that period will be counted towards your leave.

If leave is before a holiday period, the employee cannot treat the immediately succeeding working day as leave. If an employee remains absent, all holidays immediately preceding or succeeding that day will be counted towards their leave.

Request for ALL leaves must be made in writing at least 24 hours before the date for which the leave is requested. Where the circumstances are such as to make this impossible, the office must be informed, by telephone, of the absence and probable duration of such absence. Verbal or telephonic advice must be confirmed in writing as soon as possible thereafter.

GENERAL ADMINISTRATION

E-MAIL

Staff at ARM Software Corp. is expected to check their e-mail several times a day, to ensure that important matters are identified without delay.

SKYPE / INSTANT MESSENGER

Staff at ARM Software Corp. is expected to remain online on Skype or any other agreed instant messenger for quick discussions.

PROFESSIONAL CONDUCT

It is important to us that interaction with clients, partners, and our own employees (who are our internal customers) exhibit professional conduct. Throughout the consulting model there are numerous client interactions taking various forms, all reflecting on your team and ultimately on our entire organization.

In consulting we cannot forget that clients are buying "us." We are the product. Therefore, whenever dealing with a client, conduct must be professional and without fault or question. The client will judge us both on the way they perceive our staff, and on the service that we deliver to them. Anything an employee does relative to a client reflects on our organization. Remember that you are representing not only yourself, but also your peers and ARM Software Corp. Remember: The client is always the client. They may not always be right, but they are still the clients and we must manage their expectations and perceptions.

CODE OF CONDUCT

MAINTAINING YOUR POSITION OF TRUST

We expect you to devote your full working time and efforts to ARM Software Corp.'s interests and to avoid any activity that might detract from or conflict with those interests. In particular you must be aware of certain situations that might compromise your position of trust.

- Conflicts of Interest - Employees of ARM Software Corp. are expected to have no other regular or intermittent employment.
- Restricted Company Information - Do not disclose to any outside party any non-public business financial, personnel, or technological information that you have acquired during your employment at ARM Software Corp.

REPORTING VIOLATIONS

Employees are expected to report any suspected violations of this Code of Business Ethics and Conduct or other irregularities to their Team Leads. No adverse action or retribution of any kind will be taken against employees because he or she reports a suspected violation or irregularity. Such reports shall be treated confidentially.

All complaints arising out of employment including those relating to unfair treatment or wrongful action on the part of superiors shall be submitted to Team Leads or any other person authorized to act on their behalf with the right of appeal to the Employer.

CONFIDENTIALITY

ARM Software Corp. requires all employees to accept a confidentiality policy as a condition of employment, due to the possibility of being privy to information which is confidential and / or intended for the company use only. All employees are required to maintain such information in strict confidence. This policy benefits both you as an employee and the Company. Business information, technical information or trade secrets of the Company should not be disclosed to any third party. Said information can consist of but not limited to the following:

- Technical information: Development code, methods, processes, formulae, compositions, systems, techniques, inventions, machines, computer programs and research projects.
- Business information: Customer lists, customer's data, pricing data, sources of supply, financial data and marketing, production, or merchandising systems or plans.
- Any code developed by ARM Software Corp. or ARM Software Corp.'s employee is the property of ARM Software Corp. Under no circumstances is the employee, during or after their termination allowed to distribute, copy, reuse or discuss the Intellectual Property that belongs to ARM Software Corp.

Upon the termination of your employment from ARM Software Corp., you shall return to the Company all documents and property of the Company, including but not necessarily limited to: drawings, blueprints, reports, manuals, correspondence, customer lists, computer programs, and all other materials and all copies thereof relating in any way to the Company's business, or in any way obtained by an employee during the course of employ. Should an occasion arise in which an employee is unsure of their obligations under this policy, it is employee's responsibility to consult with their reporting manager. Failure to comply with this policy could result in disciplinary action, up to and including termination.