1. **Introduction**

This code is intended to provide with a clear overview of the obligations that each employee in Qadri Group needs to understand. It captures not only the values we live by, but also the company rules and norms already in place. All employees are expected to act in accordance with our company values and to comply with company policies, laws and regulations on a daily basis.

1. **Applicability**

As an employee it is the personal responsibility of all management and non-management staff to be aware of the code of conduct and to comply with it. Should you not live up to the requirements of the Code, management shall consider disciplinary action, including possible dismissal in case of gross negligence.

1. **Employee Discipline**

Violation of any items in code of conduct, violation of any of company rules & regulations, failure to comply with company procedures, or other breaches of the employer, employee relationship are examples of problems for which strict disciplinary action would be taken.

1. **Insubordination and Reporting Procedures**

Willful failure to carry out any reasonable order by Company Management, including refusal to work on job assigned by the line manager / immediate supervisor. All the employees will remain responsible to their immediate supervisors for efficient performance and achievement of the objectives set by him.

1. **Performance Driven Culture**

To Support performance driven culture at Qadri Group all managers, line managers and supervisors are required to support their subordinate staff in executing their duties to the best of their abilities. This means;

1. providing clarification of their role and responsibilities and their accountabilities;
2. ensuring they have the resources to do their jobs effectively;
3. that their workplace is healthy and safe;
4. that they receive regular feedback about their performance and the opportunity to grow and develop their skills, knowledge and abilities.
5. **Safety at Workplace**

Through our core values, Qadri Group believes in maintaining safe and healthy working conditions for our employees. However, to achieve our goal of providing a safe workplace, each employee must be safety conscious. Each employee is expected to follow below guidelines, to act safely, and to report unsafe conditions to his line manager / supervisor in a timely manner.

* 1. **Reporting Unsafe Conditions and Practices**

Employees are expected to continually be on the lookout for unsafe working conditions or practices. If you observe an unsafe condition, you should warn others, if possible, and report that condition to your supervisor immediately. If you have a question regarding the safety of your workplace and practices, ask your supervisor for clarification.

If you observe a coworker using an unsafe practice, you are expected to mention this to the coworker and to your supervisor. Likewise, if a coworker brings to your attention an unsafe practice you may be using, please thank the coworker and make any necessary adjustments to what you are doing. Safety at work is a team effort.

* 1. **Maintaining a Safe Workplace**

All employees are expected to establish and maintain a safe workplace. Employees are responsible to be aware of and implement established safety rules.

* 1. **Reporting an Injury**

Employees are required to report any injury, accident, or safety hazard immediately to their line manager / supervisor. Minor cuts or scratches must be treated on the spot. More serious injuries or accidents will be treated accordingly.

* 1. **Hazard Communication**

If an employee believes that he is dealing with a hazardous material and he lacks appropriate information and/or safety equipment, he is expected to contact his line manager / supervisor immediately.

1. **Violence and Weapons**

The company believes in maintaining a safe and healthy workplace, in part by promoting open, friendly, and supportive working relationships among all employees. Violence or threats of violence have no place in our business. Violence is not an effective solution to any problem. Employees are strictly prohibited from bringing any weapons, including knives, pistols, rifles or any other harmful object, to any workshop or Izmir office. Neither threats of violence nor fighting will be tolerated. Furthermore, if an employee is facing any problem that is causing stress or otherwise making him agitated, he is encouraged to discuss it with his line manager or HR representative.

Employees are expected to immediately report to their line manager any violation of this policy. Any employee found threatening another employee, fighting, and/or carrying weapons to the workplace will be subject to disciplinary action, up to and including termination.

1. **Care of Equipment & Supplies**

All employees are expected to take care of all equipment and supplies provided to them. They are responsible for maintaining their equipment in proper working condition and for promptly reporting any unsafe or improper functioning of their equipment to their line manager.

Neglect, theft, and/or destruction of the company’s materials are grounds for disciplinary action, up to and including termination.

1. **Protecting Intellectual Property**

Qadri Group has acquired and developed valuable intellectual property e.g. confidential, technical or business information. Employees have a responsibility to protect these assets. They should only disclose confidential information on a need to-know basis and take measures to avoid unauthorized disclosure, e.g. by securing access to confidential company records.

Disclosing confidential information to third parties (other than disclosure required under the law i.e. to auditors, etc.) is subject to management approval and a non-disclosure agreement. Ideas and confidential information from third parties should not be received or used unless the appropriate safeguards are in place.

1. **Use of Company Computers, Network, Internet and Other Electronic Resources**

Network and Electronic Resources, such as computers, other hardware, software, e-mail, landline and cellular telephones, fax machines and internet access, are tools that the Company provides its employees to assist them in their work. These Network and Electronic Resources and related access systems are proprietary Company property and subject to review or access by the Company at any time. Employees are not allowed to use Company’s electronic resources to engage in unethical behavior. All employees who use the Company’s Network and Electronic Resources must follow the guidelines below:

* 1. An employee who is not permitted to use the Internet for personal reasons commits an unethical act by shopping online while at work. Random Internet surfing takes away from the time he spends on work-related activities. Employees sometimes use company email to spread inappropriate websites or videos to co-workers, some of which could be deemed offensive by the recipients.
  2. Employees must not attempt to override or evade any program or measure installed by the Company to protect the security or limit the use of its Network and Electronic Resources.
  3. The company expressly prohibits the unauthorized use, installation, copying or distribution of copyrighted, trademarked or patented material.
  4. Do not install any software or program on any Company computer or other hardware without the express consent of your line manager or the IT Department.

The Company retains the right to review all communications conducted and data saved, reviewed or accessed via the Company’s Network and Electronic Resources, including Company computers, e-mail and internet access. Inappropriate use of Network and Electronic Resources may result in discipline, up to and including discharge. Employees should be careful to safeguard their passwords, log off their terminals when not in use and not permit others to access Company systems. Violations of this code may lead to disciplinary action, up to and including termination.

**Note: All employees are advised to read Company’s IT Policy, for further details regarding authorization to access company’s electronic resources and fair usage.**

1. **Code of Ethical Conduct**

In order to avoid any appearance of a conflict of interest, employees are expected to abide by the following code of ethical conduct. Employees should consult their line manager / supervisor or HR representative of the company if they have any questions.

* 1. **Time Misuse**

Unethical behavior can also include "stealing" time from the company, as the company is compensating employees and receiving no productivity in return. In addition to time spent on aimless Internet surfing, time misuse can consist of extending breaks beyond the allotted time, congregating around the corners or engaging in lengthy gossip sessions during working time, falsifying time sheets, coming into work late or leaving early and running personal errands while traveling on company business.

* 1. **Personal Calls, Visits, and Business**

Qadri Group expects full attention of its employees while they are working. Although employees may occasionally have to take care of personal matters during the workday, employees should try to conduct such personal business either before or after the workday or during breaks or meal periods. Regardless of when any personal call is made, it should be kept short.

Employees should also limit incoming personal calls, visits, or personal transactions. The company’s phones should be available to serve the Company’s customers, and non-business use of the phones can hurt the company’s business. A pattern of excessive personal phone calls, personal visits, and/or private business dealings is not acceptable and may lead to disciplinary action.

* 1. **Honesty and Integrity**

Employees must act honestly and fairly and exhibit high ethical standards in dealing with all stakeholders of the company.

* 1. **Prayer Breaks**

As an organization with a ***‘Prayer First’*** core value, all HODs, line managers and supervisors must lead by example. The subordinate staff must be allowed a prayer break of 15 minutes for all prayers except 30 minutes for Juma prayer, during working hours.

1. **Non-Disclosure of Compensation Information**
   1. **Objective**
      1. The objective of this policy is to establish the importance of discretion and confidentiality in terms of compensation information. Compensation is determined considering a large array of factors which may not be immediately apparent to every employee. As such, in an attempt to minimize any feelings of confusion or doubt in regards to the application of fairness in the levels of compensation provided to our employees, Qadri Group has adopted this policy in an effort to provide clear guidelines of the expectations for confidentiality.
      2. As the provision of competitive wages is paramount to our success, Qadri Group strives to ensure that we provide appropriate and fair wages for our employees in an effort to retain, motivate and provide maximum benefit for our staff. As such, our salaries and other forms of compensation are determined based on a large number of factors (e.g. performance reviews, years of experience, years worked with Qadri Group, level of responsibility, education etc.).
   2. **Policy**
      1. Qadri Group compensation and benefits information is confidential and should not be disclosed for any reason, other than as required for appropriate financial reporting to relevant government institutions i.e. FBR etc. or if compelled by the courts of law within Pakistan.
      2. Qadri Group restricts all its employees to disclose their salary, wages, benefits, allowances or any other form of compensation to any one (except as stated under clause 3.1) and avoid providing or otherwise broadcasting this information with other Qadri Group employees, or with any third-party that does not have a bona fide need to know.
      3. Any department, HOD or employee who is authorized to access employees’ compensation information is strictly prohibited to disclose or discuss this information with any other employee or third party that does not have a bona fide need to know.
      4. Any unauthorized disclosure of confidential information by employees may impede our ability to effectively compete for talent, may create unnecessary conflict and disputes, and could lead to disciplinary action up to and including termination of employment.
2. **Conflict of Interests**

Employees must not engage in activities or transactions which may give rise or seen to have given rise to conflict between their personal interests and the interest of the company.

1. **Family Connections and Employment of Relatives**

Any dealing/s between staff and outside organizations in which they have a direct, indirect or family connection must be fully disclosed to the HOD / line manager and HR department.

1. **Unsolicited Gifts**

Accepting gifts that might place an employee under obligation is prohibited. Employee must politely but firmly decline any such offer and explain that in accordance with the company's instructions, they are unable to accept the offer.

1. **Company Asset Management**

The Company has the right to inspect all letters, e-mails, computers, chats, desks, packages etc; brought into or off the premises. Employees refusing to allow a company representative to conduct an inspection shall be subject to strict disciplinary action.

1. **Attendance Recording**

Where employees are required to sign an attendance book / scan attendance card at the reception/admin office, they must not:

* Sign in for someone else
* Allow someone to sign in for them
* Falsify the time of any other entry
* Intentionally skip recording time / punching in/out.

Breach of these rules will be treated as Gross Misconduct. Departmental Heads will be responsible for supervising and ensuring proper attendance and punctuality of their subordinates. Administration Department will monitor implementation of the policy and will maintain centralized employee’s attendance records, and will send regular intimation to employees and their supervisors in case of attendance and punctuality problems.

1. **Appearance and Dress Code**

To present a business-like, professional image to our customers and the public, all employees are required to wear appropriate clothing on the job. By necessity, the dress standards for the Izmir office are somewhat different than for workshops.

* 1. **For Izmir Office**, casual to business-style dress is appropriate i.e. Shalwar, Kameez with sandals or shoes or Dress Pant, Shirt with formal shoes. Employees should be neatly groomed and clothes should be clean and in good repair. Leisure clothes are not acceptable attire for the business office except jeans with T-Shirt which is allowed occasionally.
  2. **For Workshops**, employees are expected to wear work clothes appropriate for work to be done i.e. Qadri Group uniform with safety shoes, if they work at shop floor or office dress mentioned under clause 17.1 if they work in office. Employees should be sensitive to the location and context of their work and should be ready to adjust their dress if the circumstances so warrant.

1. **Reporting Violations/ Disciplinary Actions**

Any violation of this code shall be promptly reported to the Human Resources department by any employee having knowledge thereof or reasonable belief that such a violation has occurred.

1. **Rules of Conduct and Disciplinary Procedure**

There are reasonable rules of conduct which must be followed in any organization to help a group of people to work together effectively. Qadri Group expects each employee to present himself in a professional appearance and manner. If an employee is not considerate of others and does not observe reasonable work rules, disciplinary action will be taken.

Depending on the severity or frequency of the disciplinary problems, a verbal or written warning, suspension without pay, disciplinary probation, or discharge may be necessary. It is within the company’s sole discretion to select the appropriate disciplinary action to be taken. Notwithstanding the availability of the various disciplinary options, the company reserves the right to discharge an employee at its discretion, with or without notice.

* 1. **Serving a Show Cause Notice**

In case of misconduct, under-performance or non-performance, Company may serve an employee (whether management or non-management staff), a show cause notice during disciplinary process. It is to inform an employee that they have the opportunity to show cause or explain to the Company as to why their employment should not be terminated. All employees are bound to reply with an explanation within three to seven working days (as specified on the notice). If an employee fails to respond to a show cause notice within specified time period Company has the right to take strict disciplinary action.

However, if sufficient evidence is available where employee has committed misconduct, willful disobedience, damaged Company’s property, absence without permission, theft, fraud, breach of law or any other unlawful activity, Company may directly issue a warning or discharge an employee without issuing a warning, keeping in view the severity of misconduct.

**(Original Signed Copy after Approval of BOD is Available in HR Department)**