

EMPLOYEE HANDBOOK

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A. About this hand book

We have prepared this handbook to provide you with an overview of the Organization's policies, benefits, and rules. It is intended to familiarize you with important information about the organization, as well as provide guidelines for your employment experience with us in an effort to foster a safe and healthy work environment. This booklet only highlights organization policies, practices, and benefits for your personal understanding and cannot, therefore, be construed as a legal document. It is intended to provide general information about the policies, benefits, and regulations governing the employees of MazikGlobal, and is not intended to be an express or implied contract.

It is obviously not possible to anticipate every situation that may arise in the workplace or to provide information that answers every possible question. In addition, circumstances will undoubtedly require that policies, practices, and benefits described in this handbook change from time to time. Accordingly, Mazik reserves the right to modify, supplement, rescind, or revise any provision of this handbook from time to time as it deems necessary or appropriate in its sole discretion with or without notice to you.

No business is free from day-to-day problems, but we believe our personnel policies and practices will help resolve such problems. All of us must work together to make the organization a viable, healthy, and profitable organization. This is the only way we can provide a satisfactory working environment that promotes genuine concern and respect for others including all employees and our customers. If any statements in this handbook are not clear to you, please contact Human Resources Manager for clarification. This handbook supersedes any and all prior policies, procedures and handbooks of the organization.

B. Human Resource Administration

The Human Resource Department at MazikGlobal is responsible for handling employee records, interpretation of policies, employee relations, benefits, and related personnel administration functions at MazikGlobal.

Keeping your records up-to-date is important, specifically with regard to pay, deductions, benefits, performance appraisals and other matters. If you have change in any of the following items, please be sure to inform HR at HR.Pak@mazikglobal.com as soon as possible.

- a) Legal name
- b) Home Address
- c) Home telephone number
- d) Person to call in case of emergency
- e) Number of Dependents
- f) Marital Status
- g) National Identity Card
- h) Passport
- i) Tax ID Number
- j) Current Passport
- k) Educational Status

Since Mazik refers to your records when we need to make decisions in connection with promotions, transfers, layoffs, and recalls, it is to your benefit to be sure your personnel file is complete and accurate.

All employee records are confidential and therefore will be available or disclosed only to those persons who are authorized to have access to them.

C. Excerpts from HR Manual

C.1 Office Conduct

Maintaining punctuality and discipline at the work place is expected of all employees of the organization in order to have a professional work environment. The Department/Function Heads and Managers are the role models of their respective teams, and set a good example for their team members through adhering to punctuality, maintaining discipline and adhering to good working practices.

C.1.1 Days and Hours of Operation

- a) All employees must work a standard work week which is nine hours per day for five consecutive days (Monday through Friday), including the Lunch Break; which constitutes 45 hours a week for which their presence is mandatory at the office. The client meetings attended from home are excluded from this time period.
- b) The Department Head/ Managers can modify an employee's hours of work subject to operational requirements and extenuating circumstances or where the nature of the work so requires, but in such cases the modified hours of work will average not less than the standard weekly hours of work for that employee in a monthly pay cycle.
- c) It is the responsibility of each Line Manager to assure that policy and operating guidelines are understood and are being met within the work unit. Line Managers are also responsible to see that exceptions to the normal work week are recorded to Human Resources as they occur with Management's approval.
- d) There may be a situation where employee works from home for attending meetings and/or achieving the urgent deadline of the assigned deliverable after office hours. In such cases, employee will be required to report the hours worked out of office to his Line Manager on the same or very next day with clear business justification. If approved, Manager will send the endorsement to employee's claim at KHI-workinghours@mazikglobal.com. The approved working hours shall reflect in an employees' worked day and subsequently can be viewed via web attendance portal.
- e) If employee is allowed to work from home by his/her Manager on working day, it is the responsibility of the Manager to report to Human Resources the working hours served by the employee with clear business justification and the reason of working from home on a very next day. It must be ensured that this should not become practice. The permission shall only be granted where deliverable can be hurt in absence of that employee.

C.1.2 Early and Late Arrivals of Employees

- a) Employee should inform his/her Manager about the subject matter; notifying the receptionist and a fellow employee is not acceptable.
- b) Continuous absenteeism, lateness or leaving early as determined by the Manager shall lead to disciplinary action.
- c) Employees who come late due to unforeseen circumstances or circumstances beyond their control are responsible to inform their Lead/ Line Manager. Late arrivals in such cases are treated as exceptions.
- d) All late arrivals are required to inform their Lead/Line Manager the reason(s) for their late arrival.
- e) In case of early leaving the office, employee should inform his/her Lead/ Line Manager the reason of early departure.

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C.1.3 *Attendance Policy*

- a) All employees of MazikGlobal are required to mark their attendance in biometric attendance device.
- b) Finger/thumb of employee is supposed to be placed for one second on the lens and wait till it says "Verified" so that device can validate the impression properly.
- c) Don't punch-in/out just after your first in/out attempt consecutively.
- d) Employees should check their time in/out details on the web the following day they punch-in/out their attendance on the device.
- e) If employee faces any difficulty regarding connectivity or attendance, he/she should report the issue at Biometric-Support@mazikglobal.com.
- f) Employee is required to report any discrepancy and/or miss-punch in attendance record within two working days. Corrections will not be made if discrepancy reported after two days.
- g) If miss-punch is not get corrected by employee within two working days, he/she will be considered as an absent.
- h) For miss-punches < 3, every miss punch is to be verified by the Manager.
- i) If employee's miss-punches increase to 3, 1 absent shall be marked.
- j) If the miss-punch occurs due to Biomet down time, absent shall not be marked. Though, data alteration will only be made after the proper verification.
- k) Any request for data alteration won't be catered in Biomet attendance system without due approvals and evidences.

C.1.4 *Working On Holidays and Off Days*

To complete urgent, extraordinary or emergency tasks, Department/Function Heads may require their employees to come for work on a holiday or on an off day. The purpose of having employees on a standby status is to provide prompt service to Mazik Clients during irregular hours, where such response can prove instrumental to the success of the services provided by Mazik.

- a) If employee comes for work on weekend/holiday, he/she needs to mark attendance in biometric device.
- b) In such an event, the Department/Function Head formally informs the Administration Department by email before the anticipated weekend/holiday, expected duration of stay and the reason for calling employees on a holiday.
- c) For Holiday Pay details, refer to section [D.17.1.2.6](#).

C.1.5 *Holidays*

- a) The organization observes all gazetted holidays as announced by the Federal Government.
- b) All gazetted holidays are communicated to employees through an Internal Memo, at least one working day before the gazetted holiday.

C.1.6 *Dress Code*

Mazik believes that success is determined in part by establishing and maintaining a proper business atmosphere, which is determined by the images employees' project, as well as business conduct. Employees are therefore expected to dress in a manner consistent with the nature of work performed. If there are questions as to what constitutes proper attire, employee should consult with their manager.

Female employees have to dress elegantly and gracefully.

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Employees who have been provided with uniforms must wear their respective uniforms.

C.1.7 *Personal Appearance and Grooming*

- a) All employees are expected to maintain good personal hygiene and grooming.
- b) Flamboyant clothes e.g. printed and flowery shirts and grimy appearances are considered immature and unprofessional and must be avoided.

C.1.8 *Desired Smoke-Free Environment*

- a) The Management of MazikGlobal recognizes the hazards of active and passive smoking, and thus, recommends that employees and visitors refrain from smoking in the office areas particularly in front of nonsmokers.
- b) For smokers, the open spaces outside the offices/work places may be utilized, especially during the lunch hour.

C.1.9 *Office Decorum*

- a) Employees must demonstrate a sense of respect by maintaining the dignity and sanctity of the workplace environment by adhering to good practices, and developing cordial and healthy workplace relationships.
- b) Work related disagreements between individuals are a natural phenomenon and an acceptable norm in progressive organizations, however, these disagreements must not become a reason to develop personal grudges and acrimony.
- c) If any such disagreements do arise, they must be resolved through dialogue and facilitation of the appropriate Department/Function Head and the Human Resource Department where necessary.
- d) The use of office equipment such as computers, printers, and other items should be done only for official purpose. Any wastages of resources observed, should be brought to the knowledge of the Department/Function Head.
- e) Please understand that Mazik cannot assume any responsibility for loss or damage to personal property of any employee.
- f) Personal phone calls must be kept to a minimum and must not interfere with your work. Please do not abuse this privilege. Emergency calls regarding illness or injury to family members, or calls for similar reasons may be made at any time. Incoming urgent calls will be directed to an employee.
- g) Mazik business address should not be used as a personal mailing address unless authorized by your manager.
- h) It is each employee's responsibility to understand his/her obligation towards the equipment provided by the company to perform his/her duties. Employee may be held responsible for replacement costs on lost or damaged equipment. Any cost incurred for repairing or replacing the equipment which is lost/ damaged by the employee will be borne by an employee.
- i) Visitors are not permitted on Mazik property without authorization.
- j) Employees must not spend their time on extra activities outside Mazik's premises during Business Hours.
- k) Mazik Employees shall use the official and standard signature template in all internal and external electronic communication processes as and when issued by Mazik Management that contains all the prime details which let people briefly know who they are and how to contact them.

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C.1.10 *Confidentiality, Security and Housekeeping*

- a) All office records, documents and papers must be treated with confidentiality.
- b) Employees must maintain a sense of confidentiality and demonstrate wisdom, prudence and personal discretion before discussing customers' affairs or the organization's business with others.
- c) Office files and documents can be taken out of the premises with the expressed permission of the Department/Function Head and must be brought back to the office and placed in their respective location(s).
- d) Before leaving office, employees must ensure that all documents and papers are kept in a tidy manner. Confidential documents must be kept under lock and key.
- e) Each employee's work area should be clean and well kept, in a professional manner, at all times.
- f) While the Management ensures a safe and secure working environment, the employees must demonstrate a sense of responsibility regarding appropriate use and safety of their assigned tools of work.
- g) Computers and other office equipments must be switched off at the time of leaving the office premises.

C.2 Employee Discipline Policy

The term **Discipline** relates to employee conformity with formally established rules and regulations that govern the operations of the organization.

Disciplinary issues are classified as either one or a combination of the following acts, under the prescribed categories:

C.2.1 Negligence

- a) Poor performance due to interests other than organization related work.
- b) Absenteeism, regular late comings.
- c) Non-compliance of standard working hours.

C.2.2 Conduct unbecoming

- a) Habitual, continued and or regular vending (selling things to colleagues without permission).
- b) Willful insubordination or disobedience, whether alone or jointly with another employee to any lawful and reasonable orders of a superior.
- c) Negligence or any careless action, which endanger the life or safety of another person.
- d) Threatening or intimidating fellow employees on or off the premises.
- e) Dishonesty, willful falsification or misrepresentation on your application for employment or other work records; alteration of organization records or other organization documents.
- f) Absence from work for prolonged periods of time without permission and or information.
- g) Negligence or any careless action, which endanger the life or safety of another person.
- h) Willful disrespect and bad mouthing superiors, colleagues, subordinates or visitors. Willful and deliberate arguments, using cuss words or fighting with other employees or visitors.
- i) Moonlighting (Gainful employment) – working for another organization or other job outside the organization without permission.
- j) Willful spreading of rumors, gossip, bad words about other employees and or organization with intent to hurt and or damage the image and reputation of individual(s) and or the organization.
- k) Willful, habitual, deliberate and intentional violation of organization rules and regulations.
- l) Job abandonment.

C.2.3 Misconduct

- a) Willful action(s) that damages the organization, its property, reputation or harms the organization's image or form in any way.
- b) Using, selling, promoting or sharing alcohol, narcotics or other intoxicating material at work:
 - i) Gambling of any shape or form.
 - ii) Taking or giving bribes or any illegal gratification.
 - iii) Spying, selling and giving out confidential organization information to unauthorized persons or to people other than organization employees or to another organization.

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- iv) Personal profiting on the expense of and/or loss of the organization and or individual(s) associated with the organization.
- v) Stealing organizational or fellow employee(s) property.

C.2.4 Procedure

Depending on the nature and circumstances of an incident and / or job performance, discipline will normally bear a reasonable relationship to the violation. The types of discipline that may generally occur are as follows:

- a) Oral Reprimand – An oral statement by the manager to an employee, usually pointing out an unsatisfactory element of job performance, is intended to be corrective or cautionary. An oral reprimand informally defines the area of needed improvement, sets up goals for the achievement of improvement, and informs the employee that failure to improve may result in more serious actions.
- b) Written Reprimand – This is the first level of formal discipline. The written reprimand is issued by the manager with a copy to Human Resource department for placement in the employee's personnel files.
- c) Probation – this is the next level of formal discipline. Probation is a discipline measure of causes which require more severe action than a written reprimand but are considered sufficiently serious to warrant suspension or dismissal of the employee. An employee will be notified of the probation by written notice that states of the reason for the probation and beginning and ending dates of the probation. A record of the probation will be retained.
- d) Suspension – Suspension of employment, at the sole discretion of Mazik, may be used as third step. The length of the suspension may vary based upon such factors as the severity of the offense, the employee's performance, and the employee's disciplinary record, or other factors. An employee may be suspended for repeated instance of minor misconduct, failure to conform his/her conduct or performance to the standards of his/her position, or for a single serious offense. A record of the suspension will be retained.
- e) Termination – Employees should be aware that their employment relationship with Mazik is based on the condition of mutual consent to continue the relationship between employee and Mazik. Therefore the employee and Mazik are free to terminate the employment relationship at will, with or without cause, and at any time.

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C.3 Recruitment and Selection Policy

C.3.1 Joining

- a) On the day of joining, the new employee first reports to HR and submits a 'Joining Report' in the standard format advising that he/she has joined the services of the organization.
- b) A welcome mail will be initiated about the new incumbent by HR Department. Introduction content will be taken from employee to be used in welcome email.
- c) Upon joining, the employee will be given a written Job Description by his/her Reporting Manager to make him/her aware of what the job involves and what is expected of him/her. Duties and accountabilities of the position shall delegate to the person on assuming charge of the position.
- d) It should be ensured that newly recruited staff members have provided all staff record forms within a week of his/her joining as enclosed in the Joining Toolkit:-
 - i) Confidentiality Agreement
 - ii) Employee Handbook Acknowledgement
 - iii) Health Enrollment Form
 - iv) Joining Report
 - v) Personal Information Form
 - vi) Business Information Form
 - vii) EOBI Form
 - viii) NTN Form
 - ix) HR will coordinate with the bank representative to visit the office for taking the new incumbent's account. Employee is required to be available at the time when the bank representative visits for the subject matter as communicated by HR.
- e) The newly recruited staff members should also provide the following documents to HRD as mentioned in the required documents and forms list, within a week of his/her joining:
 - i) Copies of all testimonials (degrees/certificates etc. pertaining to their educational/professional qualifications/ training).
 - ii) Experience Certificates (in case of any previous employment history)
 - iii) Copy of National Identity Card.
 - iv) Copy of Passport
 - v) Two passport size photographs
- f) If newly recruited employee fails to submit the required documents as mentioned in point (d) and (e) and if any discrepancy is found between the above mentioned documents and details mentioned in his resume, HRD reserves the right to take appropriate action against that employee which may also come under disciplinary grounds.

C.4 Probation Policy

C.4.1 Probationary Period

- a) The length of the probationary period is three calendar months, unless extended with the agreement of the employee. The management may waive part or all of the probation period in special cases, on the recommendation of Manager and/or Department/Function Head.
- b) Dismissal/Termination may occur at any stage during the probationary period with a notice period of 1 (one) day.
- c) Employee may resign at any stage during the probationary period with a notice period of two (2) weeks.
- d) A decision to dismiss may only be made by a panel of Department/Function Head, Chief Technical Officer, Director/ Vice President and HR.
- e) During the Probation period, an employee is not allowed to avail Leaves. Any leave(s) availed during this period will lead to negative leave balance.
- f) Employee earned leaves, which he earned during probation, will be credited in his/her leave bank after his/her confirmation.
- g) In order to successfully complete the probation period, employee need to successful complete the targets handed over from time to time.
- h) Where, for whatever reasons, on the expiry of the probation period, a confirmation or an extension letter has not been issued, the employee will be treated as still on probation until advised by the HRD on the same terms and conditions as mentioned in his/her offer letter.
- i) During the period of probation, concerned employee will be entitled to their gross salaries, meal allowance, health insurance facility and any other allowance as per the offer letter. All other benefits (e.g. Internet Allowance and performance rewards) will become due after confirmation.

C.4.2 Decision (Outcomes)

C.4.2.1 Confirmation (satisfactory progress)

- a) Upon receiving the “Probation Evaluation Form” from Technical Lead/Manager, countersigned by Department/Function Head, the HR will advise the employee the decision to confirm through a formal Confirmation Letter.
- b) The payroll will also be updated for any changes in the compensation and benefits.
- c) The employee will be entitled to the benefits as outlined in his/her offer letter.

C.4.2.2 Extension of the Probation Period (unsatisfactory progress)

Extension of the probation period shall be no more than 6 weeks to allow a final opportunity for improvement. This cannot be an outcome where there has already been an extension to the probationary period. Extensions are exceptional and used only where the employee’s performance is borderline and there are sound reasons for concluding that they will be able to achieve the required standard with appropriate support within the extended period.

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C.4.2.3 *Downgrading the Employee (unsatisfactory progress)*

Downgrading may be appropriate if the Manager is of the view that although the employee has not reached and maintained the standard expected of them in their current role, they have the skills and ability to carry out a role at a lower level/pay band which is vacant and which the Department Head/Manager agrees is available to be recruited to at that time. The employee will have to signify their written agreement to the downgrading as an alternative to dismissal.

C.4.2.4 *Termination of employment (unsatisfactory progress)*

If a decision is made to terminate the employment, the employee must be advised immediately following the decision. This decision must then be confirmed, in writing, within two working days of the meeting. The letter will set out:

- a) The reason(s) for dismissal;
- b) The effective date of dismissal.

There is a notice period of one day from the date of dismissal. All Mazik assets must be returned to HR at a time agreed with the Manager. This will be no later than the last day of service on which the employee attends their place of work.

C.5 *Performance Management Policy*

C.5.1 *Eligibility*

The eligibility for performance assessment for an employee is confirmed service with the organization. The employees who are on “Probation” will not be eligible to be a part of either of the performance appraisal process.

If the employee is nominated only for increment in compensation, then the increment can maximum be the upper limit of the same labor category.

The promotion results in change of labor category or level hence a change in compensation. At an instance, an employee can only be promoted to one level ahead for example a SE I (Software Engineer Level I) can only be promoted to SE II (Software Engineer Level II) vice versa SE III to SSE I.

Employees, who are permanently relocated to Mazik Affiliates/ Mazik Partner Company before the time of bonus announcement, however have completed the evaluation cycle till desired cut off (section D.5.2); will be entitled for bonus of that particular period.

C.5.2 *Assessing Performance*

There are two Performance Appraisals conducted in a year in the following months:

i. June (covering the performance period from January to June):

An employee must be under standards of 90 days of joining or more and must have been confirmed in his/her position by March 31 to be reviewed. Performance appraisals for employees who do not meet the condition should be held and completed after the employee has been confirmed in his/her position by the next appraisal cycle.

ii. December (covering the performance period from July to December):

An employee must be under standards of 90 days of joining or more and must have been confirmed in his/her position by September 30 to be reviewed. Performance appraisals for employees who do not meet the condition should be held and completed after the employee has been confirmed in his/her position by the next appraisal cycle.

iii. For recently confirmed employees:

Goals should be established within the first three months of starting a new position or after being confirmed. If an employee is confirmed near to the above cut offs i.e. April to June or October to December, goals should be established for the next half of the year, and the first evaluation conducted will be for that particular period. For newly confirmed employees near to the above cut offs, “Probation Evaluation Form” will be used as an aid to complete the process and establishing goals instead of repeating the process through mid-year or annual evaluation.

C.5.3 *Process and Activity Timelines for Performance Review*

The evaluations are done twice a year; the schedule is as follows:

C.5.3.1 *Bi-Annual Evaluation (January- June)*

Start Date	End Date	Description
June 25	June 25	Kick Off Mail with Evaluation Toolkit
June 26	July 10	PA Activity
July 11	July 15	Data Consolidation
July 16	July 25	Bonus and Increment Working & Approval from Management
July 26	July 30	Letter Issuance to employees
January 31	February 1	Crediting to Accounts along with the Final bonus.

These dates may be changed by Management and this can be merged with the final annual appraisal as well.

C.5.3.2 *Annual Evaluation (July-December)*

Start Date	End Date	Description
December 25	December 25	Kick Off Mail with Evaluation Toolkit
December 26	January 10	PA Activity
January 11	January 15	Data Consolidation
January 16	January 25	Bonus and Increment Working & Approval from Management
January 26	January 30	Letter Issuance to employees
January 31	February 1	Crediting to Accounts

These dates may be changed by Management but shall not be extended by 2 months.

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C.5.4 *Performance Improvement Plan (PIP)*

A performance improvement plan is a formal process used by Managers to help employees improve performance or modify behavior. The performance improvement plan, or PIP, as it is sometimes called, identifies performance and/or behavioral issues that need to be corrected and creates a written plan of action to guide the improvement and/or corrective action.

C.5.5 *Procedure*

- a) The filled Performance Evaluation Forms are taken from SharePoint by HR.
- b) If an employee's performance is not satisfactory, the Department Head will request for "Performance Improvement Plan" through a request Form and send to HR.
- c) HR will intimate the employee through a memo of his/her being on PIP.
- d) As decided in the PIP request, the Manager will fill out "PIP Evaluation Form" for employee on the designated weeks and submit to HR for record.
- e) At the end of the PIP, the final Review and PIP Report will be forwarded to HR by Manager/Department/Function Head.
- f) The decision outcome may be:
 - i. Termination of employment (Termination while on PIP may occur immediately or on a notice of one day).
 - ii. Extension of PIP (not applicable for more than 6 weeks and if employee was already on 6 weeks PIP)
 - iii. Downgrading
 - iv. Resumption on current salary and position
 - v. Reassignment of goals/objectives.

C.6 *Reward and Recognition Policy*

C.6.1 *Discretionary Performance Bonus*

C.6.1.1 *Eligibility*

- a) Employee must have completed 90 days of service in the position and must be in Confirmed status.
- b) Employee must have current performance evaluation on file at an overall satisfactory or above level.
- c) If employee resigns before standard disbursal time (1st February), announced bonus will not be given. In case employee resigns after standard disbursal time, he/she will be eligible to receive the announced bonus with his/her final settlement dues.

C.6.1.2 *Entitlement*

- a) An employee may receive from one to three Performance Bonus Awards around the year during the two appraisal cycles.
- b) An employee who joined during a year will be entitled to receive proportionate amount of bonus.
- c) A Performance Bonus equals to one basic salary.
- d) Performance Bonus and its methodology will be determined by the Management.
- e) Approved Bonus will be credited in Employee's Bank account every year along with the salary for the month of January.
- f) For details on appraisal deadlines, refer to Performance Management Policy.

C.6.2 *Increment*

C.6.2.1 *Eligibility*

- a) Employee must have completed 90 days of service in the position and must be in Confirmed status.
- b) An employee who joined during a year will be entitled to receive proportionate amount of increment for that year.
- c) Employee must have current performance evaluation on file at an overall satisfactory or above level.

C.6.2.2 *Entitlement*

- a) An employee may receive Increment around the year during the annual appraisal cycles.
- b) Increment and its methodology will be determined by the Management.

C.6.2.3 *Administration*

- a) Increments are recommended after the annual performance evaluation in every December.
- b) Incremented salary will take effect from January 1st.

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C.6.3 Promotion

C.6.3.1 Eligibility

- a) Employee must have completed 2 years of service in the position and must be in Confirmed status.
- b) Employee must have current performance evaluation on file at an overall satisfactory or above level.
- c) Employee should not be on Performance Improvement Plan.

Following are the factors, on which an employee can be considered for promotion:
Experience

- a) Expertise
- b) Performance history over time.
- c) Overall performance on major assignments
- d) Task Ownership
- e) Level of taking initiatives
- f) Level of creativity on the jobs
- g) Potential to perform on the new job
- h) Experience to perform on the new job
- i) Training received to perform on the new job
- j) Career progression
- k) Needs of the future assignments and projects
- l) Manager's Recommendation

C.6.3.2 Administration

- a) Promotions are recommended after the bi-annual performance evaluation in June or after the annual performance evaluation in every December.
- b) On the basis of performance rating, the employees are recommended for promotion by the Manager/ Department Head and approved by the Management.
- c) The promotion results in change of labor category or level hence a change in compensation.
- d) At an instance, an employee can only be promoted to one level ahead, for example an SE I (Software Engineer Level I) can only be promoted to SE II (Software Engineer Level II) and similarly, an SE II to SE III.

C.6.4 Adjustments

C.6.4.1 Purpose

The purpose of special salary adjustments is to allow salary progression to recognize:

- a) On-going additional responsibilities assumed by an employee within the scope of the employee's role profile;
- b) The development of significant job competencies, according to pre-determined objectives.

C.6.4.2 Eligibility

- a) Employee must have completed 90 days of service in the position and must be in Confirmed status.
- b) Employee must have current performance evaluation on file at an overall satisfactory or above level.

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- c) Employee should not be on Performance Improvement Plan.

C.6.4.3 *Administration*

Adjustments are recommended after the bi-annual performance evaluation in every June.

- a) On the basis of factors mentioned in section [D.6.4.1](#), the employees are recommended for adjustments by the Manager/Department Head.
- b) Adjustment and its methodology will be determined by the Management.

C.6.5 *Spot Reward*

C.6.5.1 *Eligibility*

To be considered eligible to receive a Spot Bonus the employee(s) must demonstrate one or more of the following:

- a) Positive impact on client satisfaction;
- b) Substantial improvement to an existing process or performance;
- c) Measurable increase in revenues; and/or
- d) Measurable reduction in expenses.

The Spot Reward Program may be modified or withdrawn at any time. Spot Reward is awarded entirely at the discretion of Management and is not intended to be a binding contract between employees and Mazik.

C.6.5.2 *Entitlement*

Spot Reward recipients will be determined by the Department Head and the Management.

C.6.5.3 *Procedure*

- a) The Spot Bonus Reward Request is forwarded by the Manager to Department/ Function Head.
- b) If approved, the request is sent by the Head to Chief Technical Officer.
- c) Chief Technical Officer forwards the request with recommendations to Vice President with a copy marked to Human Resources.
- d) The approved request from Managing Director/ Vice President will then be circulated to all the concerned while Department/Function Head or Manager is responsible to communicate spot reward among his team.
- e) The amount of spot bonus will be given via cheque or transferred in an employee's account together with the salary.

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C.6.6 *Long Serving Employees Recognition Award*

C.6.6.1 *Purpose*

Mazik recognizes an employee's long relationship considering the importance of long serving employees to maintaining an effective and efficient workforce. The contribution made by such employees to the ongoing operation of Mazik is significant and worthy of recognition.

C.6.6.2 *Eligibility*

All full-time and confirmed employees are eligible for long serving reward according to their entitlements provided they are in pay status for the work day preceding and the work day following the reward's due date i.e. haven't resigned. One remains eligible to get the reward if he/she has earned the reward; however, serving notice period at the time of reward disbursal, the reward amount is paid in final settlement of the employee.

Required Years of experience	Award
15 YEARS: Diamond Team Members	USD 4,000
10 YEARS: Gold Team Members	USD 2,000
5 YEARS: Silver Team Members	USD 500
3 YEARS: Bronze Team Members	Certificate of Recognition

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C.7 *Speak Up Policy*

C.7.1 *Purpose*

The policy aims to:

- a) Encourage employees to feel confident in raising serious concerns, and to question and act upon concerns about practice;
- b) Provide avenues for employees to raise those concerns and receive feedback on any action taken;
- c) Ensure that concerns are given proper consideration and receive a response to employee concerns and are made aware of how to pursue them if they are not satisfied;
- d) Reassure employees that they will be protected from possible reprisals or victimization if there is a reasonable belief that a disclosure has been made in good faith.

C.7.2 *Scope of Policy*

The 'speak up' policy is intended to cover major concerns. These include:

- a) Conduct which may be considered to be a criminal offence;
- b) Disclosures relating to injustice/discriminations;
- c) Health and safety risks, including risks to the public as well as employees;
- d) Unauthorized uses of public funds;
- e) Possible fraud, corruption, or malpractice;
- f) Breaches of procedures;
- g) Unsafe or unhealthy working practices environmental risks;
- h) Failure to comply with legal obligations;
- i) Instances of sexual, physical or verbal abuse or any behavior including harassment which you genuinely find unacceptable or inappropriate;
- j) Other unethical conduct; bribery and inappropriate giving or receiving of gifts;
- k) The deliberate concealing of information relating to any of the above matters.

C.7.3 *Making a Disclosure-Procedure*

C.7.3.1 *Initial Report*

If an employee has a concern about work place malpractice, he/she should initially discuss it with Manager/ Department/Function Head or HR. He or she will attempt to resolve the matter as promptly as is reasonably practicable.

There may be circumstances where the employee feels unable to approach their Manager/ Department/Function Head or HR and in these circumstances they can email at speakup@mazikglobal.com. The management will either deal with the matter or nominate a management representative, as appropriate.

Concerns may be raised verbally or in writing. Employees who wish to make a written report are advised to set out the background and history of the concern, giving names, dates and places, where possible, and the reasons for making the disclosure. This will make the investigation easier to complete.

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C.7.3.2 *Speak Up Online*

Employees can report their concerns to Management where they cannot reach to their Manager/Department/Function Head or HR by sending an e-mail on speakup@mazikglobal.com. Alternatively, employees can report their concerns to Human Resources at HR@mazikglobal.com.

The employee may remain anonymous if they wish but he or she is encouraged to provide their name and contact details to help facilitate the effectiveness of the subsequent investigation and to keep them up to date with progress.

C.7.3.3 *Self-Reporting*

If an employee believes that he/she has been personally involved in an instance of non-compliance, he/she is still expected to speak up; it is better to self-report than to be the subject of another person's allegation. Mazik will consider the situation fully when deciding if disciplinary action is necessary.

C.7.3.4 *Non-Retaliation Statement*

Employees should feel comfortable reporting issues of non-compliance. Retaliation of any type against an employee who brings forward a concern in good faith will not be tolerated. Anyone who attempts to retaliate against an employee for speaking up will face discipline, which may include termination. If a complainant suspects retaliation against himself/ herself or any employee for speaking up, report your concern.

C.7.4 *Confidentiality*

All concerns will be treated in confidence and every effort will be made not to reveal a complainant's identity, if he/she so wishes. However, while making all reasonable effort to maintain the confidentiality of the matter as a whole, at a certain stage in the investigation, it will be necessary to make the origin of the complaint known to the person or persons the allegations concern.

C.7.5 *Untrue Allegations*

The Management accepts that deciding to report a concern can be very difficult and uncomfortable. If a complainant genuinely believes that what he/she is saying is true, then he/she has nothing to fear because he/she will be doing his/her duty and acting in the public interest.

If a complainant makes an allegation in good faith, but it is not confirmed by the investigation, no action will be taken against the Complainant. If, however, the Complainant makes an allegation frivolously, maliciously or for personal gain, disciplinary action may be taken against him/her.

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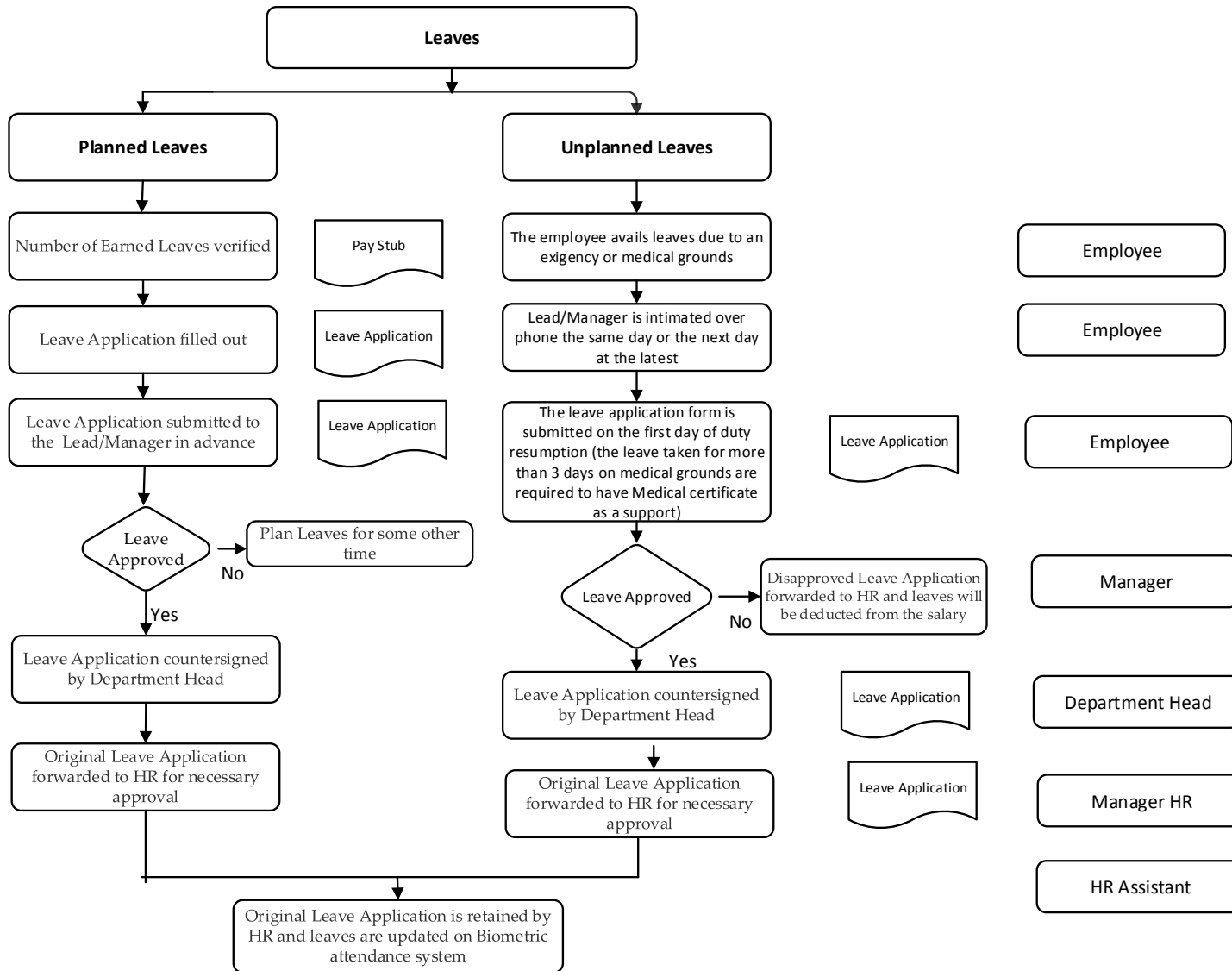
C.7.6 *Communication and Review*

The Management is committed to making sure that all of our employees know about the policy and are supported and encouraged to speak up about bad practice. This will be achieved by:

- a) Manager/Department/Function Head ensuring that employees are clear about how to raise a concern where appropriate;
- b) Ensuring that new and existing service providers inform their employees of the Management's policy;
- c) Publicizing the policy on the intranet;
- d) A review of the procedure and the handling of complaints under the procedure may be requested at any time, with the agreement and involvement of Human Resources.

C.8 Leave Management Policy

C.8.1 Process Flow



C.8.2 *Process Overview*

Step 1: Leave Calculation

Before requesting the leave, an employee is required to calculate the Leaves Earned by him/her (see section [D.8.5](#)). If an employee has joined in the mid of the year, he/she will have to calculate the prorated earned (see section [D.8.5](#)). The updated Leave status can also be viewed from Pay Stub.

Step 2: Filling out Leave Application Form:

For Leave approval, fill out the Leave Application Form.

Step 3: Leave Approval by Manager:

Forward the Leave Application Form to your Lead/Manager for approval at least two days for planned casual time off or within 1 day after resuming duty if you have taken unplanned or sick time off. In the event of planned/ vacation time off, the leave application form should reach to the Lead/Manager at least three weeks in advance. In case of unplanned exigencies, the Lead/Manager must be intimated on the same day over phone or through e-mail.

Step 4: Leave Approval/Disapproval:

When a Lead/Manager approves planned leaves, the leave form should be counter signed by the Department Head and if disapproved at any stage, the planned leaves should be re-planned for some suitable time with the consent of Manager/ Department Head.

If the unplanned leaves are approved by the Lead/Manager, the leave form should be counter signed by the Department Head and if disapproved at any stage, the leave form should be submitted to HR so that the leave should be treated as unpaid.

Step 5: Leave Approval by HR:

The original leave application form should be submitted to HR for necessary approval one week in advance before availing leaves.

Step 6: Leave updates by HR using Biometric Attendance System:

After HR's approval, the leave period is updated on Biomet attendance device which can be viewed through TCMS web portal by the respective employee and manager. HR uses Biometric attendance device to maintain employee's leave data which is used by HR for subsequent working to freeze the accumulated leaves for the year in every December and updating employees' leave records. It is the employee's responsibility to check his/her TCMS web portal and/or monthly paystubs and report to HR before 24th of every month if any discrepancy is found in the leave data.

C.8.3 *Eligibility*

All **confirmed** employees are eligible to avail leaves in accordance with the statements contained in this leave policy. Employees appointed during the year will be entitled on a pro-rata basis, calculated from the date of appointment.

C.8.4 *Period*

Period of leave entitlement will be from 01st January to 31st December or proportionate for the broken period in a year.

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C.8.5 *Prorated Leave Calculation*

The employee joining during a year will be entitled to proportionate quantity of leave earned from the date of joining and effective after confirmation which can be calculated by applying the below mentioned formula:

$$\text{Leave} = \text{Total Leave Entitlement per year} / 12 * \text{Number of months from joining}$$

C.8.6 *Types of leave*

Following types of 'Leaves' are covered in this policy:

- a) Paid Time Off
- b) Maternity
- c) Without Pay

C.8.7 *Paid Time Off*

C.8.7.1 *Principle*

The Paid Time off (PTO) takes the place of sick, personal time, vacation and other absences.

C.8.7.2 *Entitlement*

All time away from work will be deducted from each individual's PTO bank with the exception of organization holidays and weekends.

In a calendar year, the confirmed employee is allowed for 21 days PTO.

C.8.7.3 *Eligibility*

PTO is earned (accrued) on a per pay period basis and credited to an employee's PTO bank at the completion of every month. PTO is not earned for months where unpaid leave is taken or periods of unauthorized absence of more than 1 day.

C.8.7.4 *Accumulation*

Only 40% of the accrued leaves will be carried forward while 60% will lapse at the end of each calendar year. There is no limit for the accumulation of PTO. PTO is accounted on Last-In-First-Out Method (LIFO) and leave utilized is taken out of current year's accretion and balance is accumulated. For example, an employee has a balance of 8 days leave for 2012 while 6 days have been accrued for 2013. If an employee applies for 10 days leaves, 6 days leaves from 2013 while remaining 4 days leave will be deducted from his previous year's leave balance.

At the closing of each calendar year's leave pool, if there is negative leave balance, the deduction will be made for the whole negative balance on the gross salary of an employee for that year; hence, no negative leave balance shall be carried forward to the next year. Nevertheless, if the negative leave balance of an employee exceeds by -21 leaves or by the figure where it is deemed that net leaves can't be made positive at any instance of the year, deduction will be made from the salary immediately to avoid further accumulation of negative leave balance in an employee's pool.

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The leaves taken for marriage/ Hajj/Umrah are exempted from this deduction during the year as for such cases, negative leave balance will be adjusted at the end of the same year i.e. in December. For further details on Advance PTOs, refer to section [D.8.7.8](#). Exceptions to this policy are subject to approval in case of pressing work requirements. The Manager may request in writing to the HR department to defer an employee's scheduled leave. Though, it is a must for the managers to mention the utilization plan of those deferred leaves by the employee in the coming year. These deferred leaves can't be accumulated to an employee's leave pool to be carried forward further.

C.8.7.5 *Encashment*

Upon cessation of employment due to willful resignation, retirement or death, an employee shall be entitled to avail 100% leave encashment against balance accrued PTO. This would be paid along with the final settlement dues to the employee after his/her last day.

The encashment amount of each year's balance leaves will be calculated on the gross salary of an employee for the last month of the same year i.e. December and will be frozen as an employee's accumulated leave encashment amount for the year (for this purpose, twenty two (22) days shall constitute a month). For example, an employee's carried forward leaves for the year 2013 are 6. The encashment of 6 leaves will be calculated and locked for the year, as follows:

Leave Encashment for 2013= (Gross Salary in December 2013/22* Number of leaves which is 6 in this case.)

Upon separation from the organization, for any reason, any unearned (not accrued) PTO hours that have been taken must be repaid to the organization in full. The organization reserves the right to reduce an employee's final paycheck in the amount equal to the negative PTO balance. If there is any negative leave balance of any of the previous years, it will be calculated based on the respective year's ending salary and hence, it won't be adjusted with any accrued positive leave balance of any of the further/current or previous year. If the negative PTO balance exceeds the employee's final pay check, the employee must directly reimburse the organization for the difference. Mazik reserves the right to take any legal action for the recovery of any related sum from the employee.

In the event of summary dismissal due to misconduct or not serving notice period in full and leaving without completing separation protocol, encashment of accrued annual leave would not be permissible unless advised by the Management. For details on separation protocol, refer to Separation Policy [D.16](#).

C.8.7.6 *Maximum Leave Limit*

Annual leave may be availed at one time or may be divided and availed at various times during the year, subject to appropriate approvals. Assuming earned eligibility, employees can't take annual leave exceeding or equivalent to fourteen (14) calendar days uninterrupted leave.

C.8.7.7 Administration

- a) If an employee's requested PTO cannot be accommodated, he/she should be advised by the respective Manager as soon as possible and asked to submit revised dates. Vacation Time Off should be scheduled in such a way that it facilitates the normal operating efficiency of the department. It should ideally be availed in short periods throughout the year and not concentrated during any single period of the year.
- b) In case two or more than two employees of the same section/department apply for vacation Time Off for the same period, the matter has to be decided by the Manager.
- c) Availing PTO is a privilege and not a matter of right. An employee applying for PTO according to PTO program may therefore, depending upon the exigencies of work, be asked to prepone, postpone or even cancel his/her PTO program.
- d) Any public/weekly holidays falling within a PTO period will not be counted as part of the PTO. Similarly, Saturdays and Sundays falling within the leave tenure, will not be considered as part of the PTO.
- e) If any employee has resigned from the service of Mazik, PTO will not be allowed during the tenure of his/her notice period. For exigencies, special prior approval from the Manager shall be required. Any unapproved leave shall be treated as leave without pay.
- f) If an employee resigns when on leave, no PTOs will be adjusted against the notice period instead salary will be adjusted against short notice days. In addition, if notice period is not served, and clearance process along with complete separation protocol not followed by the resignee, the final settlement dues of resignee may be forfeited along with his/her normal benefits including but not limited to remaining leave encashment and experience certificate.
- g) The employee will also not earn leaves during the period on which he/she was on leaves and resigned. For example, if an employee availed leaves from 15th of April to 15th of May and during these leaves, he/she resigned; he/she will earn leaves only till 15th April.
- h) Line managers will ensure that staff is made aware of their leave entitlements and their responsibility to complete and submit leave forms.
- i) For availing vacation Time Off, an individual Leave Plan should be submitted for approval to Manager. Original approved Leave Form will be sent to Human Resources for record whilst the copy can be retained by the employee.

C.8.7.8 Advance PTO & Pay

- a) Employees are allowed to take full or balance PTO days that have not been earned on special occasions like Marriage, Hajj, and Umrah. Additional time off that has not been earned beyond an employee's entitled leave which is 21 will be considered unpaid leave.
- b) When an employee is on approved PTO, the pay is deposited in bank account. Leave salary is not paid in advance.

C.8.7.9 Leave Management Plan

All employees will develop an individual leave management plan, for approval by their Manager.

The purpose of the leave management plan is to ensure that staff takes their leave entitlement on a regular basis, that the Mazik is able to continue its business by managing the timing of staff leave and that accrual is understood and managed.

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By December each year, employees must submit to their Managers new leave management plans covering the following calendar year.

Individual leave management plans will include:

- a. A schedule of when the employee intends to take leave to which he or she is currently entitled or will become entitled during the next 12 months.
- b. If employees have been unable to agree upon a plan with their Manager, or have not complied with the plan, the Manager will exercise its discretion to direct the employee to take annual leave.

The Managers/ Department Heads will be required to send a Composite Leave Plan of their Department to HR by December each year.

C.8.8 *Maternity Leave*

C.8.8.1 *Eligibility*

No woman shall be entitled to maternity benefit unless she has actually worked for a period of 4 months (confirmed status) in the twelve months immediately preceding the date of her expected delivery.

C.8.8.2 *Entitlement*

12 calendar weeks with full pay for pre-natal care and post-natal care.

For miscarriage/ still birth: In case of miscarriage or medical termination of pregnancy (under medical advice), a female shall, on production of such proof as may be prescribed, be entitled to leave (outside the leave account) with salary at the rate of maternity benefit, for a period of six calendar weeks immediately following the day of her miscarriage (including weekends and holidays).

C.8.8.3 *Administration*

- a) Applications for availing Maternity Leaves should be submitted for approval on the prescribed form and duly recommended by the Department Head at least three (3) weeks prior to anticipated start of the leave period.
- b) Any public holidays/weekends falling within a leave period will be counted as part of the Maternity Leave.
- c) Maximum limit for extension of maternity leave will be allowed for one month's time, which can be adjusted against PTOs but not exceeding one month. If the female employee does not have any leave balance, the same shall be considered without pay leave.
- d) Original approved Leave Form will be sent to Human Resources for record whilst the copy can be retained by the employee.

C.8.9 *Leave without Pay*

C.8.9.1 *Entitlement*

Confirmed employees.

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C.8.9.2 *Eligibility*

Leave without pay for limited duration not exceeding two weeks may be granted in very special circumstances only.

C.8.9.3 *Administration*

- a) The basic consideration in granting leave without pay will be whether the Organization is in a position to spare the employee and whether the reasons for the request for leave are acceptable to the Organization.
- b) If an employee has balance in PTO, the number of days of leave without pay will be granted after reducing the remaining PTO Days.
- c) A request for leave of absence without pay to meet an exceptional contingency should first be referred to and discussed with the Human Resource Department. The approval of the leave will be on the sole discretion Department/Function Head and HR.
- d) The period of absence of leave without pay will not count towards Organization Service and an employee won't earn leave during this period.

C.8.10 *Overstay of Leave/ Unauthorized Absence*

Employees overstaying their sanctioned leave except under circumstances beyond their control (for which satisfactory explanation/evidence must be provided) shall not be paid salary for the period of overstay. Any deliberate or intentional overstay, without reasonable justification, would render an employee liable to disciplinary action.

Unauthorized absence from work for a continuous period of three (3) days (including absence in case of leave applied for but not granted), or when overstayed for the same period after expiry of sanctioned leave, may as per management discretion, constitute grounds for disciplinary action which may lead to summary dismissal (For details, refer to Separation Policy [D.16.4.2.1](#) and [D.16.6](#)).

C.8.11 *An employee may be recalled on duty*

In an emergency, where practicable, an employee on leave may be recalled on duty before the expiry of his/ her leave.

C.9 *Employee Referral Policy*

C.9.1 *Eligibility*

C.9.1.1 *Employee Eligibility for referral award*

To be eligible to receive an employee referral award, the following criteria must be met:

- a) He must be a Mazik regular employee (not on notice period and on probation) at the time of the referral and the award payout, which is till confirmation of the referred employee.
- b) He is not involved in the hiring process of the referred candidate.

C.9.1.2 *Employees **NOT eligible to receive the bonus include:***

- a) Director/ Vice President
- b) Manager or Department Head
- c) Human Resources (HR) staff.

C.9.1.3 *Candidate Eligibility*

- a) Candidates must not be currently associated with Mazik in any capacity.
- b) Candidates must meet the basic qualifications (educational and/ or technical) for employee referral award.
- c) Candidates must follow the prescribed application process for the position.
- d) Candidates must accept an offer for full-time and must still be employed by Mazik in that positions till his/her confirmation in good performance standing.

C.9.1.4 *Award Eligibility*

- a) In the event the same candidate is referred by more than one employee, the person who submitted the referral form first will receive credit for the referral.
- b) Mazik Human Resources will notify the referrer of the pending award if the referral is hired.
- c) All referral awards are subject to applicable tax withholding.

C.9.1.5 *Procedure*

There are two scenarios that can occur in making a referral.

C.9.1.5.1 *Scenario 1:*

A position is open and a Mazik employee refers someone he/she knows who they believe is a qualified applicant and meets eligibility requirements. The referrer is expected to:

- i. Complete and send referral form as indicated below in section [D.9.1.6](#) before the referral completes the application process.

C.9.1.5.2 *Scenario 2:*

A Mazik employee refers someone they know for potential future openings. The referrer is expected to:

- i. Complete and send referral form as indicated below in section [D.9.1.6](#).

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C.9.1.6 *Process*

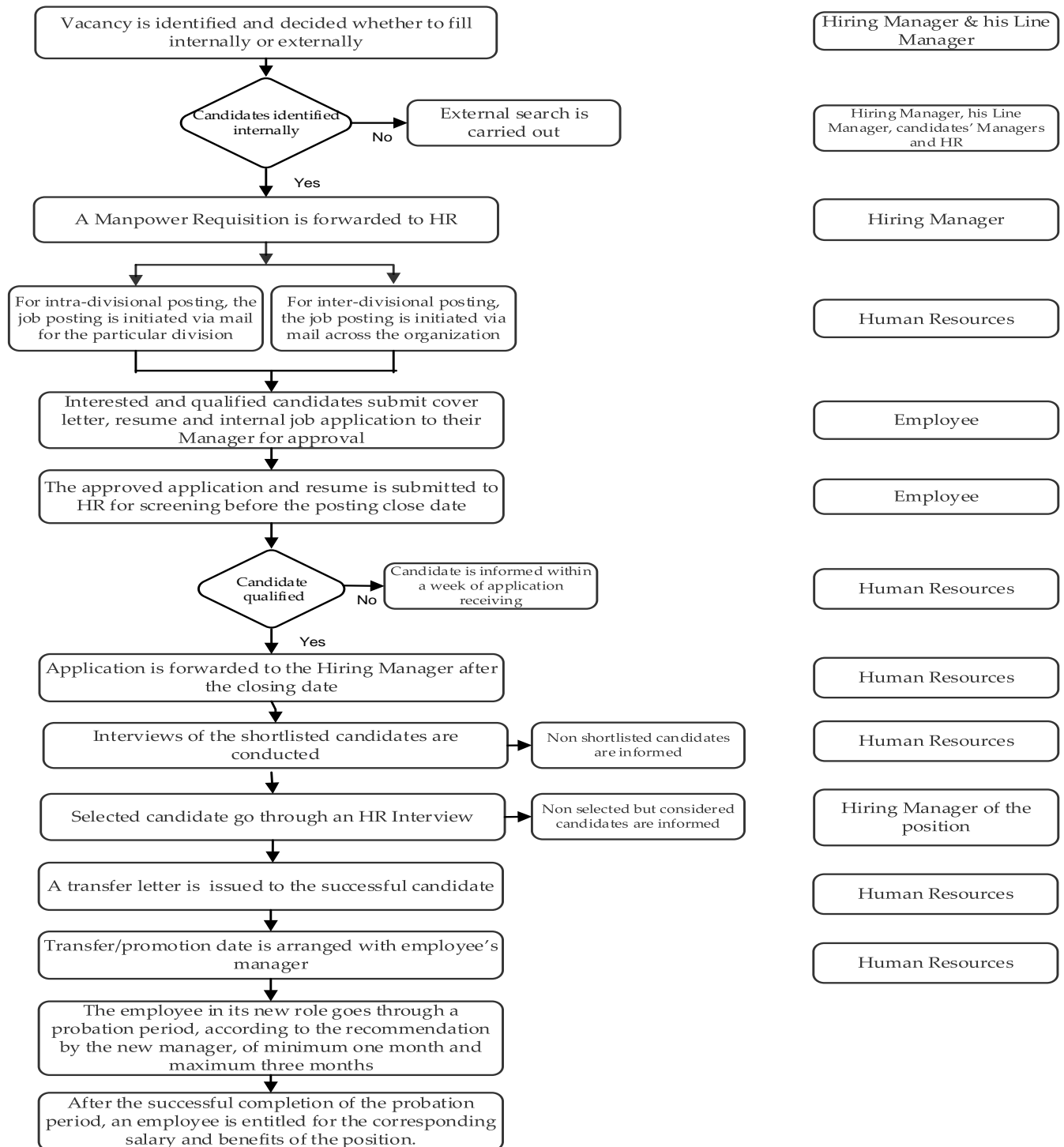
- a) The referring employee must submit the candidate's resume to the Human Resources along with a referral form.
- b) Referrals will not be accepted if a resume or application has been submitted directly by the applicant or by an outside agency.
- c) The referring employee will be advised in writing of the outcome of the referral.
- d) When the referred candidate is confirmed, the referring employee will receive a check of PKR 10,000 or award payments will be included in the employee's regular paycheck and will be subject to all applicable taxes.
- e) Employee Referral Program final decisions - in the event of any disputes, all final decisions will be made by the Management and HR.

C.9.2 *Referral Guidelines*

- a) All referrals must meet specific job qualifications and have the necessary skills to perform the job in order to be given consideration for the position.
- b) Consideration is given to all referrals without regard to race, religion, sex, or marital status.
- c) New hire cannot refer any one from his last employer for two years.
- d) There is no limit to the number of referrals an employee may provide.
- e) The employee is eligible for a referral award only when he/she refers to external candidates.
- f) Only one referral award can be given per candidate. If a candidate is referred by more than one employee, the first referral received will be the one rewarded in the event that the candidate is hired.

C.10 Internal Placement Policy

C.10.1 Process Flow



C.10.2 Process Overview

Step 1: Eligibility requirements.

- You have a satisfactory performance and attendance record.
- You have a minimum of 2 years continuous service with the company (including 1 year in current position).
- You meet the qualifications listed for the position on the job posting.

Step 2: Internal Job Application Form

Complete an Internal Job Application Form and attach your updated resume to the completed application.

Step 3: Manager's Approval

Submit the Internal Job Application to your Manager for approval.

Step 4: Submission of application to HR

After approval from the Manager, submit the approved Internal Job Application to HR.

Step 5: Screening of resumes

The application materials submitted by each applicant will be evaluated by HR to determine whether candidates meet the established qualification standards for a position. Screening interviews may also be conducted by HR for this purpose.

Step 6: Intimation of outcome to employee

Human Resources will notify an employee within one week of receiving an application if the employee does not meet the eligibility criteria. Such notice will state which requirement(s) was not met, and that the employee will not be considered for the position unless the employee can provide information to support her/his qualifications within one week.

Step 7: Screening of resumes by Manager

Applications from employees who apply for the position and possess the required qualifications are forwarded, after the closing date for applying, to the manager of the position. The manager of the position further screens the candidates. Qualified candidates and non-shortlisted candidates are notified by HR.

Step 8: Interview of the shortlisted candidates

The manager of the position and/or immediate line manager/lead interview shortlisted applying employees and make a decision regarding each one. The finalist(s) will also go through an HR interview.

Step 9: Intimation of outcome to employee

When the selection has been made, the hiring manager notifies the selected candidate and any non-selected but considered candidates.

Step 10: Issuance of transfer letter

Upon concurrence of Human Resources regarding the selected candidate, a transfer letter will be issued to the selected candidate.

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Step 11: Transfer date

Ideally, the successful candidate should transfer to the new position within four weeks of the job offer and acceptance. However, impacted departments will set a transition and transfer timeline based on current business needs.

Step 12: Trial/Probationary Period

Depending on Managers' requirement, employees who are transferred or promoted will have a trial period of fixed duration in the new position. Unless otherwise specified by the hiring Manager, this trial period will be thirty (30) working days, but in no circumstances should exceed ninety (90) working days.

C.10.3 Eligibility

Employees are eligible to apply for a posted positions if they:

- a) Are a current, full-time employee.
- b) Have a satisfactory performance (at least "a Good rating" on their last performance appraisal and not following a Performance Improvement Plan) and attendance record (no excessive absence or late during the past 12 months).
- c) Have not had an employee counseling or corrective action within six months.
- d) Meet minimum qualification as listed in the position posting.
- e) Have completed two (2) years continuous service with Mazik (including 12 months (1 year) in current position.)
- f) Any exception to these eligibility provisions must be approved by the employee's Department/Function Head, Chief Technical Officer and Human Resources.

C.10.4 Selection Policy

- a) In case of internal hiring, positions will be awarded to the most competent internal candidates, and only if no internal candidates meet the minimum requirements of the position as posted, the external candidates will be considered.
- b) In placing employees in new structures, employees shall be placed on a close-match basis. In close matching a post, the job content of the "new" post must be compared with the existing job content of the employees. The employees having the closest match in respect of the job content are then the successful employee to be placed e.g., a Senior Engineer will be closed matched to a Senior Engineer.
- c) Where the close match cannot be done one hundred percent, the match must be done on the most matched job content. The focus should be on the crux of the job, e.g. an accountant's job content will be matched against a post that contains the most stipulations reflecting accounting duties. The close match is done on job content and not job designation. Post designation may however be used as an indicator.
- d) The hiring manager may:
 - i. Exclude a position from the posting process after consultation with Human Resources
 - ii. Consider external candidates before, after, or at the same time as internal candidates after consultation with Human Resources.

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- iii. Have candidates take a validated, job-skills related test. The hiring manager must consider internal and external candidates using the same qualifications and criteria.
- e) An applicant's current lead/manager may be contacted to verify performance, skills and attendance, and the personnel file may also be reviewed.
- f) The supervising manager of the employee applying for a posted job has the option to withhold employee from consideration for:
 - i. Business needs
 - ii. Performance Issues

C.10.5 *Position Postings*

- a) All vacant and newly created positions shall be posted for eight (8) working days from the date indicated on the posting notice.
- b) Positions are not considered vacant for reasons of maternity leave, sick leave, vacation or other authorized absences.
- c) Positions available will be posted via mail. Information contained on the posting will include:
 - i. Position title
 - ii. Role profile and level
 - iii. Grade
 - iv. Minimum requirements
 - v. Reporting manager
 - vi. Summary of responsibilities
 - vii. Date of posting
- d) Mazik reserves its discretionary right not to post a particular opening. The business conditions that could cause a decision to bypass posting, include, but are not limited to: organizational restructuring; position requirements that include skills, education, and/or experience known not to match any existing employee or only match a certain employee, critical operational needs; etc.

C.10.6 *Procedure*

- a) When a position becomes available, the manager to whom that position reports will first decide whether to fill the position from within or from outside the Organization, based on the position's requirements. This decision is to be reviewed with and approved by the person to whom the manager reports.
- b) If the position is to be filled from within the Organization, the manager of the open position first considers employees within the division and/or a reorganization of the division's work.
- c) In the event a qualified candidate is not available within the division, the manager consults with the person to whom he/she reports to determine if there is a qualified person within other divisions.
- d) If no employees within the organization are qualified for the position, and if the work cannot be reorganized, the manager and the department head can decide to hire candidates from outside the Organization.
- e) The manager completes the Manpower Requisition Form, has it approved and signed by the manager to whom he/she reports, and submits it to Human Resources, along with a request for internal job posting and/or external candidates.

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- f) For intra divisional job posting request, Human Resources notifies the available job via mail within the specific division stating the requirements as mentioned in [D.10.3](#).
- g) For inter divisional job posting request, Human Resources notifies the available job via mail across the organization stating the requirements as mentioned in [D.10.3](#).
- h) The eligible and qualified employees interested in applying for a posted position shall submit a cover letter, resume and internal job application to his/her current manager for an approval.
- i) After the approval from an employee's current manager, the application is submitted to Human Resources prior to the closing date of the posting.
- j) The application materials submitted by each applicant will be evaluated by the Human Resources Department for purposes of determining whether candidates meet the established qualification standards for a position. Screening interviews may also be conducted by the Human Resources Department for this purpose.
- k) Human Resources will notify an employee within one week of receiving an application if the employee does not meet the eligibility criteria. Such notice will state which requirement(s) was not met, and that the employee will not be considered for the position unless the employee can provide information to support her/his qualifications within one week.
- l) Applications from employees who apply for the position and possess the required qualifications are forwarded, after the closing date for applying, to the manager of the position.
- m) The manager of the position further screens the candidates. Qualified candidates and non-shortlisted candidates are notified by HR.
- n) The manager of the position and immediate line managers or leads interview all qualified applying employees and make a decision regarding each one.
- o) In the event there are two or more employees with identical qualifications, skills and performance, the manager is encouraged to use length of service with the Organization as a tie-breaker.
- p) The finalist(s) will also go through an HR interview.
- q) When the selection has been made, the hiring manager notifies the selected candidate and any non-selected but considered candidates.
- r) Upon concurrence of Human Resources regarding the selected candidate and an appropriate salary, an offer will be extended to the selected candidate (If applied).
- s) Following acceptance of an offer by an internal candidate, the employee's current manager will be notified and a transfer/promotion date will be arranged.
- t) If for any reason the job requirements are changed after the position has been posted, the position will be re-posted with the appropriate changes noted.

C.10.7 Trial/Probationary Period

Employees who are transferred or promoted will have a trial period of fixed duration in the new position. Unless otherwise specified, this trial period will be thirty (30) working days, but in no circumstances should exceed ninety (90) working days. After this trial period is satisfactorily completed, the employee will be entitled to the corresponding salary and benefits. Before mentioning about the probation/trial period on the transfer letter, HR will take Manager's consent. If Manager doesn't want to put employee on probation/trial, HR will not initiate the probation protocol and consider the employee as confirmed in the new division.

C.11 *Employee Relocation Policy*

C.11.1 *Objectives*

Staff Relocation is required to achieve the following objectives:

- a) To deliver quality products and services to our customers across the globe.
- b) To have a mix of personnel positioned at different locations/jobs who have gained varied experience systematically.
- c) To distribute the available manpower evenly in Mazik as per workload, keeping in view the zone of relocation as applicable to specific level/cadre.
- d) To provide opportunities to work in different disciplines.
- e) To enhance productivity and obviate monotony.
- f) To ensure rotational redeployment of the personnel from sensitive posts.
- g) To ensure continuity of management and systematic succession planning for key posts in middle and senior management level.
- h) To maintain and to sustain the organizational growth.

C.11.2 *Scope*

Employee relocation policy is applicable to all Confirmed and Permanent employees of Mazik.

C.11.3 *Management's Right*

The management has the right to move or not to move employee(s) from one post/job to another, to different locations, to different shifts, temporarily or permanently, as per business requirements and special needs.

C.11.4 *Eligibility*

- a) Employee must be able to meet the requirements of the new position.
- b) Employee must be in current job position with Mazik for at least one year effective the promulgation of this Policy.
- c) The employees having visa for USA or other countries will be preferred. Having a visa stamped will be a plus.
- d) Employee must have a satisfactory performance record.
- e) Employee must have no adverse disciplinary actions during the same period.
- f) Manager/ Department Head recommendation for relocation.
- g) Employee must not be in mid of any project/ deliverable.
- h) Employee's successor is available.

C.11.5 Procedure

- a) Mazik may require employees to make either temporary or long-term job transfer in order to accommodate the organization's needs.
- b) Transfers may be initiated by the employer for reasons of business necessity to include but not limited to: temporary workload imbalances, need for new or broader experience, Mazik restructuring, and reductions in staff.
- c) Job openings for which management seeks candidates from within Mazik will either be announced by the respective manager to regular potential employees or be posted by Human Resources via e-mail and by memo to all regular employees. This internal posting will be active for ten (10) working days.
- d) Transferred employees will be placed in the new position on introductory status for a period of at least four (4) months. If the person is not performing acceptably, the employee may be reassigned to another position if one is available.
- e) Transferred employees will retain existing compensation and benefits unless advised otherwise by Management and/or HRD.
- f) Leaves of the transferred employees will be maintained at the transferred location where he will start accruing and utilizing the leaves according to the policy in force at the transferred location. For the employees relocated for 1 year or more, their accrued leaves will be encashed along with the final settlement. Once he/she resumes to the original location, he/she will start earning the leaves as normal.

C.12 *Emergency Closure Policy*

C.12.1 *Types of Hazards*

C.12.1.1 *Natural Hazards*

- a) Floods
- b) Hail/severe rain
- c) Thunderstorms
- d) Tornado/ severe winds

C.12.1.2 *Manmade or Technological Hazards*

- a) Biological Emergency
- b) Bomb threats/bombing
- c) Chemical spill/release/leak
- d) Civil disturbance/ Strikes
- e) Fire/explosion
- f) Food/water poisoning
- g) Loss of utilities including power failure
- h) Loss of water supply
- i) Major structural failure
- j) Natural gas leak
- k) Medical emergencies
- l) Pandemic
- m) Radiation Emergency
- n) Terrorism
- o) Vehicular accident
- p) Violent persons/ Mobs/ Political unrest

C.12.2 *Emergency Closure Procedures*

Any closure will be final and will not be left to the discretion of individuals unless special arrangements are made by the Management. Though, it is the responsibility of Managers that in case of such closure, it should be ensured that client's work shall not hurt. Only those employees who have been notified in advance by their Managers that they are essential employees for the purposes of this policy are expected to report to work or remain at work or be available from home for clients' support.

C.12.2.1 *Closure during business hours*

Once the decision is made to close Mazik premises, the Human Resource Department is responsible for notifying the employees in consultation with Management. The following Saturday may be used as a replacement working day. In such case, no holiday salary shall be payable.

C.12.2.2 *Closure after business hours*

If an emergency situation occurs while Mazik is closed and a decision to remain closed is required, every effort is to be made to render a judgment on the matter prior to 9:00 a.m. to allow timely public communication of the decision. The Human Resource Department is responsible for notifying the employees in consultation with Management. The following Saturday may be used as a replacement working day. In such case, no holiday salary shall be payable.

If an employee works from home during office closure, HR will be informed of the same by providing proper business justification by the Manager at KHI-Workinghours@mazikglobal.com and the working hours will be verified from Timesheet maintained by the relevant Manager.

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C.13 *National Holiday Policy*

C.13.1 *Days Designated as National Holidays*

The days designated for the observance of the following national holidays are scheduled as listed below:

Holiday	Number of Days
Ashura	2
Kashmir Day	1
Eid-e-Milad-un-Nabi	1
Pakistan Day	1
Labor Day	1
Independence Day	1
Eidul-Fitr	3
Allama Muhammad Iqbal Day	1
Eid ul-Azha	3
Quaid-e-Azam's Birthday	1

National Holiday Table

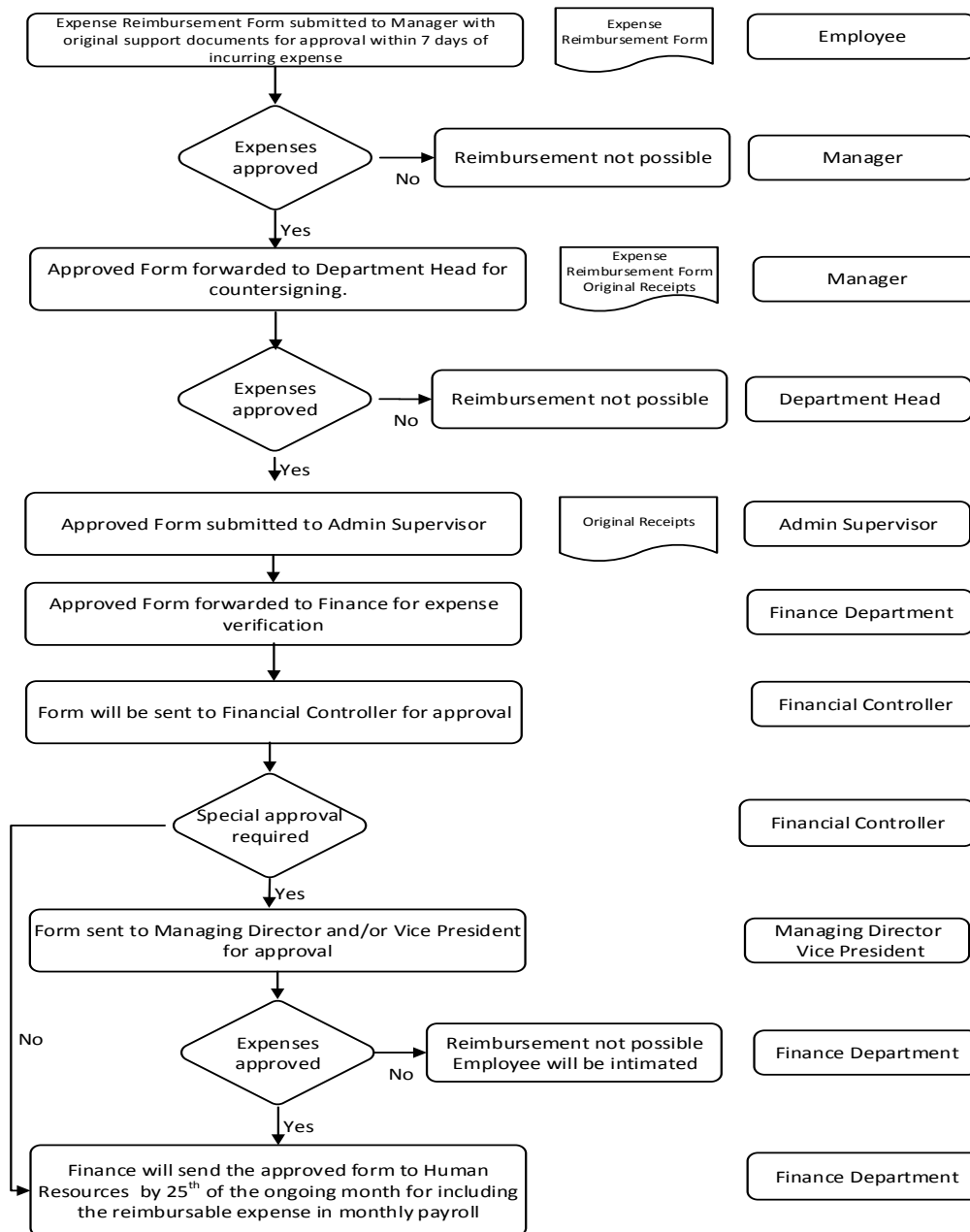
The above list can be amended based on Federal Government circulars.

C.13.2 *Guidelines (Pay Policy for National Holidays)*

- Holiday Pay.** All regularly paid full-time employees in pay status receive their usual pay for National holidays which occur on their regularly scheduled workday.
- An employee working on a holiday from office,** subject to the business justification and approval of the respective Manager, is eligible to be paid Rs 1,500. To be entitled for the amount, standard working hours should be served in the office. Exception of this policy is subject to the approval of the Manager and proper business justification. For further details on eligibility, refer to Holiday/Weekend Reimbursement policy [D.17.1.2.6](#).
- Holidays during Paid Leave.** Holidays which occur when an employee is absent because of a Paid Time Off (PTO) leave, that particular day will not be deducted from earned leaves and hence, will not be treated as part of the PTO leave.
- Holidays during Unpaid Leave:** Employees on leave without pay will not be paid for the working days that occur to be National holidays.
- New Employees:** No new hire can be offered to join on a National holiday. The holiday will not be the effective date of hire.

C.14 Expense Reimbursement Policy

C.14.1 Process Flow



C.14.2 *Process Overview*

Step 1: Submission of expense reimbursement form

The employee submits expense reimbursement form to the Manager with all support documents and receipts.

Step 2: Approval by the Manager

The Manager keeping in view all the justifications behind the incurred expenses either approves or disapproves the expenses.

Step 3: Approval by Department/Function Head

If approved by the Manager, the form is forwarded to Department/ Function Head for countersigning and approval of the expense.

Step 4: Submission of Form to Finance

The form is submitted to Admin Supervisor from where it is forwarded to Finance for expense verification.

Step 5: Finance Verification

If Accounts feels that the expenses are as per the approved reimbursable limit, the incurred expenses will be verified and the form will be sent to Financial Controller for his approval.

Step 6: Approval by Financial Controller

If verified by Finance, the form is forwarded to Financial Controller by Finance for the approval.

Step 7: Special Approvals from Managing Director /Vice President

For expenses those are not covered under this policy but required for Mazik business are approved/ disapproved by Managing Director /Vice President. These approvals will be sought by Financial Controller.

Step 8: Intimation to an employee

For any non-reimbursable expense, an employee is intimated of the disapproval within 3 working days of the disapproval by Finance Department.

Step 9: Reimbursement Process

After receiving all the due approvals, Finance will send the forms to HRD by 25th of every month. HRD includes all the approved reimbursable expenses in monthly payroll and hence, expense gets reimbursed with employee's monthly salary.

C.14.3 *Reimbursable Expenses*

- a) Meal Reimbursement
- b) Certification Reimbursement
- c) Others

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C.14.3.1 Meal Reimbursement

- a) All employees of Mazik are eligible for meal reimbursement if he/she stays back in the office for more than 12 hours, subject to the approval of Manager.
- b) For more than one person, the total amount of dinner should not exceed their individual limit.
- c) The entitlement is Rs. 350 per Head.

C.14.3.2 Certification Reimbursement

The company facilitates the employee's by paying the yearly membership fee and any other expenses such as diploma or certificate trainings those are relevant to the Company's business and employees' job responsibilities subject to approval by Manager. The maximum limit for such professional memberships shall not exceed Rs. 10,000 per annum.

C.14.3.3 Others

Reimbursement for reasonable and necessary expenses not otherwise described by this policy may be allowed when fully documented and explained. The Managing Director /Vice President has the authority to approve any such reimbursement not specifically addressed in this policy, but deemed necessary in the conduct of Mazik business or caused by extenuating circumstances.

C.14.4 Approvals

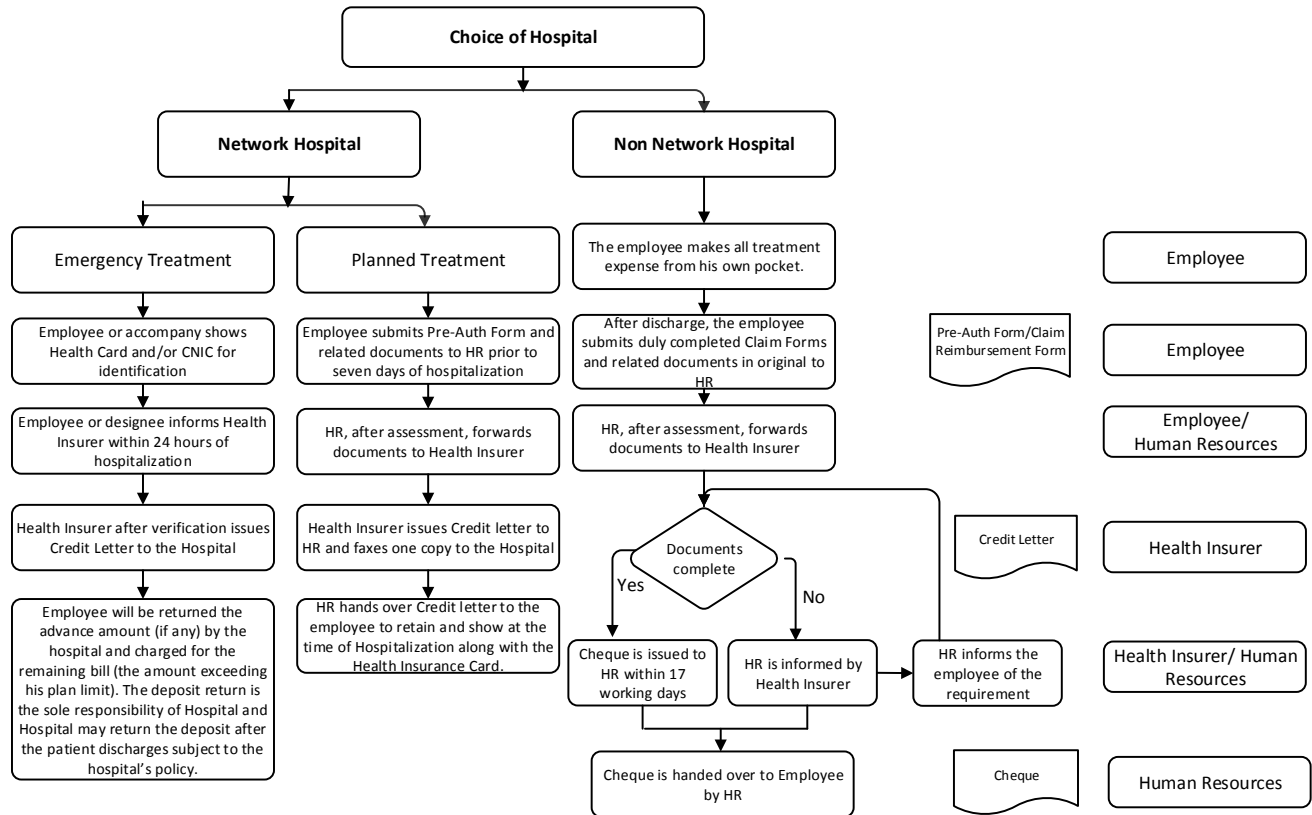
- a) Expense reimbursement forms, together with required documentation, must be submitted to the employee's Manager for review and approval.
- b) Manager's approving expense reports are responsible to ensure the following:
 - i. Expenses reported are proper and reimbursable under this policy.
 - ii. The expense report has been filled out accurately and has the required documentation.
 - iii. The expenses are reasonable and necessary.
- c) After Manager's approval, Department Head needs to sign off the form.
- d) The Managing Director or Vice President may approve expense reimbursement if the above mentioned approvals cannot be obtained due to the Manager and Department Head absences.
- e) After getting approved from Manager and Department Head, the reimbursement form is sent to Finance department for expense verification.
- f) After expense verification from Finance department, form is sent to Financial Controller for the approval by Finance.
- g) Reimbursement expenses, other than pertaining to Meals and certificates, must be approved by the Managing Director and/or Vice President subject to review by Finance department. The approvals from Vice President and Managing Director (if required) will be sought by Financial Controller himself.
- h) At the last stage, the forms for payment will be sent to HR by 25th of the month to be incorporated in payroll.
- i) Approval process may take 2 weeks and hence; any expense claim which is not in stimulated timeframe shall be reimbursed in next month's payroll.

C.14.5 *Reimbursement Procedure*

- a) All requests for reimbursement shall be made in writing on the expense reimbursement form and shall be signed and dated by the person seeking reimbursement. Receipts should be attached for all expenditures. Expenditures lacking a receipt will not be paid without adequate explanation.
- b) Reimbursement Forms, signed by Manager and countersigned by Department Head, should be submitted to Admin Supervisor to deliver to Finance department.
- c) The approved payments shall be made with the monthly payroll.

C.15 Health Insurance Policy

C.15.1 Process Flow



C.15.2 Process Overview

C.15.2.1 Admission Process for Network Hospital

C.15.2.1.1 Emergency Treatment e.g. Accident, Appendicitis etc.

Step 1: Patient Identification

When an employee or dependent admits to Hospital, he or his accompany will show Health Insurer Health card and/or CNIC to the Hospital.

Step 2: Informing Health Insurer

The employee or designee will inform Health Insurer through Phone/ Hot Line Number or Facsimile (on the back of the Health Insurer Card) within 24 hours of admission to the Hospital. Employee is required to inform Mazik's HRD as well on time about the admission.

Step 3: Issuance of Credit Letter to Hospital

The Health Insurer immediately issues a credit letter to the Hospital through facsimile and/or sends to HRD.

Step 4: Bill Reimbursement

The Hospital may charge deposit amount to the individual as per their policy and submits the remaining bills directly to the Health Insurer afterwards. All the expenses over and above an employee's entitlement are directly paid to the Hospital by the employee. The deposit return is the sole responsibility of Hospital and Hospital may return the deposit to an employee after the patient discharges subject to the hospital's policy.

C.15.2.1.2 Planned Treatment e.g. Delivery, Day Care Surgery etc.

Step 1: Submission of Pre-Authorization Form

The employee will forward complete Pre-Authorization Form and related documents, if any to HR Department at least 7 days prior to Hospitalization.

Step 2: Issuance of Credit Letter

HR Department, after conforming to all relevant protocol, forwards the Pre-Authorization Form to Health Insurer. The health insurer after assessing the documents, issues a credit letter to HR, a copy of which is also faxed to the Network Hospital. HR then forwards the credit letter to the concerned employee to be retained for identification by the Hospital.

Step 3: Admission to Hospital and Identification

The employee at the time of Hospitalization submits the original credit letter to the Hospital. And also shows Health Insurance Card for his/ her identification.

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C.15.2.2 Admission Process for Non-Network Hospital

Step 1: Out of pocket payment

The payment of all the treatments will be made by employee himself at all the Non-Network Hospitals.

Step 2: Submission of Documents to Human Resources

After being discharged, the employee submits duly completed Claim Reimbursement Forms and all related documents in original to Mazik's HR Department.

Step 3: Expense Reimbursement

The HR Department forwards all the documents to Health Insurer. If there is any requirement of additional documents from Health Insurer, HR intimates of the same to the employee. The expense reimbursement cheque is received by HR within 17 working days from health insurer and then hands over to the employee. Any applicable deductions shall apply to the employee.

C.15.3 Scope

This chapter is applicable to all permanent employees and qualified family members.

Dependents whom details are not available with the HR department will not be entertained under this policy. Incumbent after joining will be required to provide particulars of self and dependents (spouse, children) to the Human Resources Function on the format provided. It is imperative that the employee informs HRD for the addition of new family member within 15 days of the applicable change; else, Health Insurer will not be held liable to entertain the dependent's addition and/or claim if not added within the stipulated timeframe. Accordingly, Mazik will not be responsible for the repercussions of such delays caused due to employees' negligence.

C.15.4 Health Care Entitlements

Mazik provides Health Insurance to all the employees from the date of their joining.

The health insurance cover extended to employees and their qualified family members includes the following facilities:

- a) Hospital Care and Major Medical Care
- b) Maternity Care
- c) OPD Discount Centers Facility

C.15.4.1 Hospital Care and Major Medical Care

Hospital Care Benefit covers all medically necessary treatment and services provided by or on the order of a Physician to the Individual Covered when admitted as a registered in-patient to a Hospital.

Major Medical Care Benefit is available to cover cost of treatment in addition to Hospital Care Limit.

C.15.4.1.1 Hospitalization Benefits

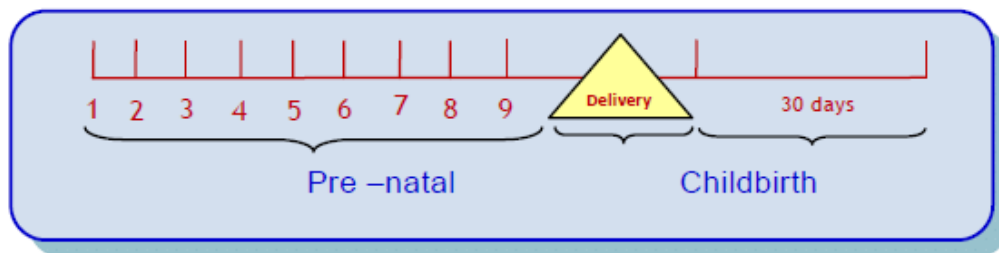
- a) Daily Room & Board Charges
- b) Physician's Visit Charges
- c) Specialist Consultation (Inpatient) Charges
- d) Intensive Care Unit (ICU) Charges
- e) Cardiac Care Unit (CCU) Charges
- f) Miscellaneous Hospital Expenses
- g) Surgical Operation Charges
- g) Day Care Surgery charges.
- h) Pre-Hospitalization Diagnostic Charges (Reimburse of expenses for diagnosis outside the hospital and can be utilized up to 30 days before admission into the hospital).
- i) Post hospital Follow-ups charges (Reimburse of expenses for post-hospitalization follow-up treatment (Consultation, laboratory, medicine expenses and can be utilized up to 30 days after discharge from the hospital)).

C.15.4.1.2 Specialized Investigations Outpatient Cover

- a) Magnetic Resonance Imaging (MRI)
- b) Computed Tomography (CT) scan
- c) Endoscopy
- d) Thallium Scan
- e) Angiography

C.15.4.2 Maternity Care

Maternity Benefit covers all cost of medically necessary treatment in connection with prenatal, childbirth and post natal for the mother. Female employees or wives of the employees are entitled for maternity benefits up to the defined limits. In case of Complication, maternity limit increases from the amount of normal delivery to the Complicated Delivery limit (free of cost).



The above benefits are up to defined limits specified by management every year at the time of renewal of Health Insurance Policy.

C.15.4.3 OPD Discount Centers Facility

This facility is for those who pay cash at the spot on account of OPD services. In return, they will be given variable discounts. All dependent can also avail this facility by following the same procedure as mentioned below:

Procedure for availing OPD Discounts:

Show your Health Takaful Card to the concerned person.

- a) Confirm the discount rate and match it with the OPD Discount Center's flyer issued by HRD.

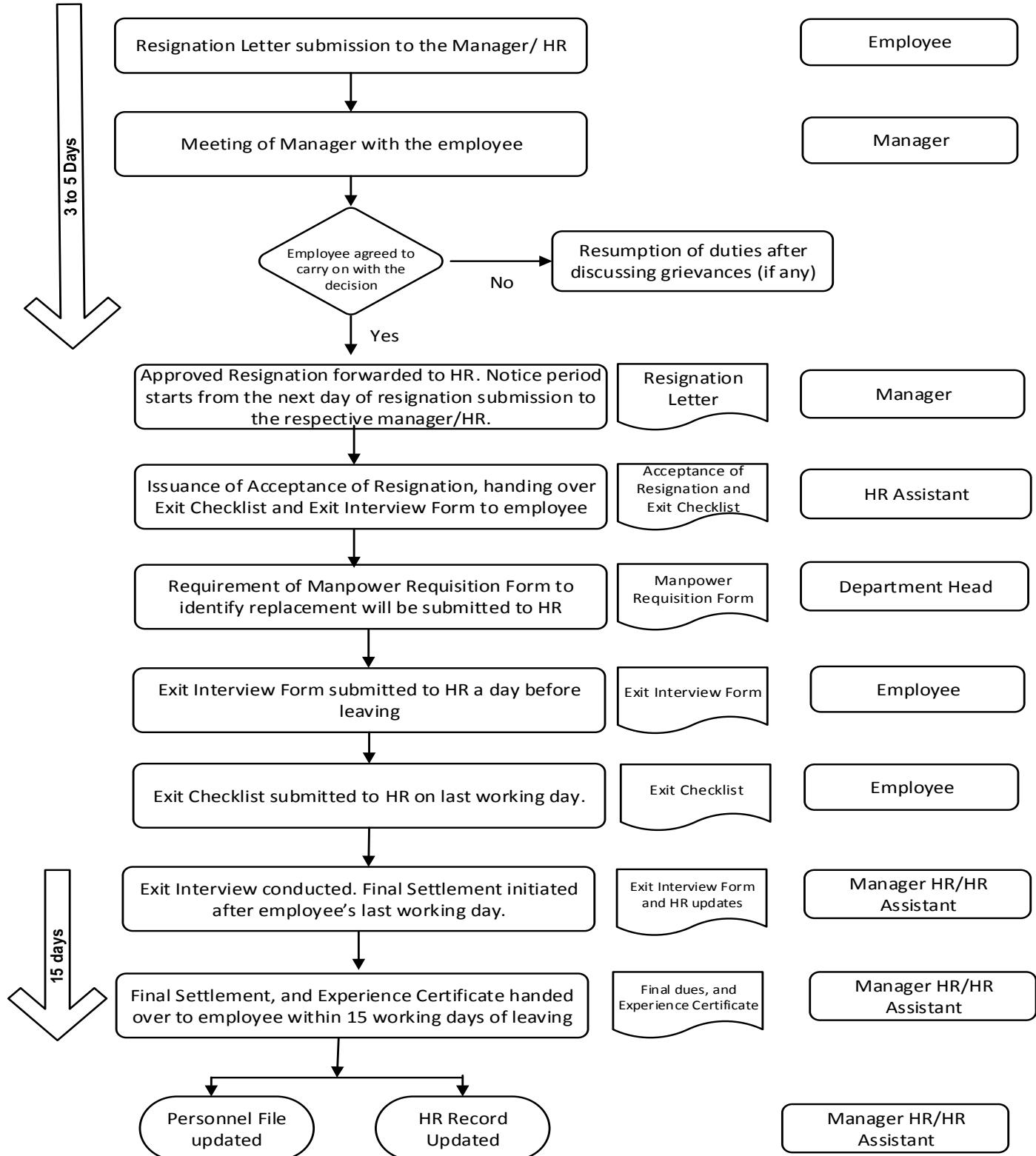
C.15.5 *Reimbursement of medical expenses availed at Non-Network Hospital(s)*

If an employee or dependent wishes to be hospitalized in a non-Network hospital:

- a) Payment has to be made first in case of treatment in a Non-network Hospital, followed by provision of following documents to the Human Resources Department:
 - i. Duly filled Claim Form.
 - ii. Itemized hospital bill.
 - iii. Clinical summary.
 - iv. Discharge card.
 - v. Itemized bill for medicines used during hospitalization supported by doctor's prescription.
 - vi. Laboratory and investigation reports.
 - vii. Any other documents required by the insurance company.
- b) The Human Resources Department will then forward the documents to PQFT for reimbursement.
- c) The bills are reimbursed according to the charges of the PQFT Network hospitals in the same city/town and the deductions shall be deemed from respective employee's paycheck under intimation to Mazik's HR.

C.16 Separation Policy

C.16.1 Process Flow



C.16.2 Process Overview

Step 1: Submission of resignation letter

The employee submits Resignation Letter to the Manager/Department/Function Head/HR or handed over termination letter.

Step 2: Meeting with the employee

The Manager/Department/Function Head independently or in facilitation with the Human Resource Department conducts a one on one meeting with the employee to discuss the resignation causes. During this negotiation period, policies regarding separating employees will be applicable on the resignee.

Step 3: Employee Decision

If the employee proceeds with the resignation decision, the Department/Function Head forwards accepted resignation to Human Resources within 3 to 5 working days from the initiation of employee resignation. If the employee reverses the resignation decision, then he will resume the duties with immediate effect.

The notice period of the employee starts from the next day of resignation submission to the respective Manager and/or HR.

Step 4: Issuance of Acceptance of Resignation

Upon receiving accepted resignation letter from the Department/Function Head, Human Resources issues a formal Acceptance of Resignation and hands over the Employee Separation Checklist and Exit Interview Form to the employee.

Step 5: Manpower Requisition Form origination for replacement

Human Resource requests the Department/Function Head to initiate Manpower Requisition Form to record the replacement of the resignee, if required.

Step 6: Completion of Employee Separation Checklist

The employee completes the Exit Interview Form and submits to HR a day before of leaving. The separation Checklist is submitted by employee on his last working day to HR.

Step 7: Exit Interview and Final Dues Settlement

HR conducts an Exit Interview with the employee. Work on final dues settlement starts after employee's last working days.

Step 8: Handing over Certificates and Dues

The HR issues experience Certificate and cheque of final dues to the employee within 15 working days of employee leaving.

The numbers of unpaid notice period days and extra leaves taken (*refer to Leave Policy under Section [D.8.10](#)*) and any payables will be deducted from employee's final dues.

Step 9: Updating Employee File and informing payroll

HR will update employee's personnel file with all the documents and records and update payroll.

C.16.3 Types of Employee Separation

C.16.3.1 Voluntary Separations

- a) Resignations

C.16.3.2 Involuntary Separations

- a) Death
- b) Retirement
- c) Disability
- d) Termination of service on disciplinary grounds (including Job abandonment).
- e) Non-renewal of employment contract
- f) Variation in workforce or re-structuring

C.16.4 Separation Procedure

C.16.4.1 Voluntary Separation (Resignation)

- a) The employee hands over the resignation letter to his/her Manager/Department/Function Head in advance as per the days defined under section [D.16.5](#) from the actual date of employment separation or Gross Salary equal to the number of short notice days as defined under section [D.16.5](#) will be rendered by him in lieu thereof.
- b) In case the employee is to serve short notice period, he will take prior approval from his Department Head and/or Manager via email and the resignee or the approver (Department Head and/or Manager) will confirm the same to HRD prior to resignee's leaving date. He/she will pay gross salary for short notice in lieu thereof.
- c) A legal action may be sought if notice period as defined under section [D.16.5](#) is not served or Gross Salary equal to the number of days is not rendered by the resignee.
- d) An employee's voluntary resignation will be accepted within 3 to 5 days.
- e) The Manager/Department/Function Head independently or in facilitation with the Human Resource Department holds a one-on-one meeting with the employee, before acting on the resignation formally, to ascertain reasons for resignation and provide counseling to the employee for possibility of change in the resignation decision. In case of grievances, the Manager/Department/Function Head tries to find an amicable solution for the issue.
- f) In case the employee maintains the resignation decision, the Department/Function Head forwards the resignation letter to the Human Resources Department with his/her recommendations.
- g) The notice period starts from the next day of resignation submission to the respective Manager and/or HR.
- h) As soon as the resignation of the employee is approved, the salary of the employee for the ongoing month till his/her final settlement will be withheld to be paid with his/ her dues settlement.
- i) During notice period, an employee is not entitled to avail any leave. Any leaves taken during notice period will be considered as without pay. In this case, HRD with or without Manager's concern reserves the right to initiate disciplinary action against the employee.
- j) If notice period is not served, and clearance process along with complete separation protocol not followed by the resignee, the final settlement dues of the resignee may be forfeited along with his/her normal benefits including but not limited to remaining leave encashment and experience certificate.
- k) The HRD initiates the Employee Separation process and issues Acceptance of Resignation to the employee and hands over an Employee Separation Checklist to the separating employee to obtain formal clearance from concerned Departments. Exit Interview Form is also provided to employee at this stage.

- l) The HRD consults the Department/Function Head in order to update the vacancy in the Requisition Status through Manpower Requisition Form.
- m) Manager facilitates in the separating process by completing all formalities related to their functions including steps mentioned in the Employee Separation Checklist and handing over and taking over.
- n) When an employee submits Exit Checklist and Exit Interview form to HRD at least a day before his/her leaving, the Manager HR and/or a trained HR Assistant conducts an exit interview with the employee in order to obtain information for review and reference.
- o) After receiving completely filled clearance form and exit interview form from the employee, HR sends a mail to the employee's manager for sending HR the content of the detailed experience certificate for the resignee. For final settlement, HR initiates the working and sends it to Finance for the issuance of the cheque.
- p) On employee's last working day, his email ID should be configured for forwarding to exemployees@mazikglobal.com.
- q) The HRD provides the separating employee with the full and final dues and Certificate of Experience after 15 working days of his/her leaving.
- r) The HRD discusses on the basis of feedback received from exit interview any policy related issues with the Management, for reasons of employee separation to be identified and appropriate changes to be made, if felt necessary, after final approval of the Management.
- s) In case of forceful resignation/termination of employee other than disciplinary ground, part or full notice period of employee may be waived by the Management in consultation with HR. Same voluntary procedure of leaving will follow in this case as well.
- t) The Employee Separation Checklist, the completed Exit Form and a copy of the Certificate of Experience are placed in the employee's file and the file is closed. Closed files are maintained as per requirements of the organization's Management System.

C.16.4.2 Involuntary Separation

C.16.4.2.1 Termination of service on disciplinary grounds (including Job abandonment)

- a) A disciplinary committee is formed when a termination is required on disciplinary ground. Disciplinary committee consists of Manager/Department/Function Head, Directors and HR (as a facilitator to disciplinary committee).
- b) On disciplinary grounds, services of an employee may be terminated at any time and the notice salary will be forfeited.
- c) Employees whose employment is terminated on disciplinary grounds do not qualify for standard separation benefits at that time, which are balance Leave Encashment, issuance of Acceptance of Resignation and Experience Certificate.
- d) Disciplinary grounds may become effective, including but not limited to leaving the organization without informing Manager/HR prior to leaving. The same disciplinary ground follows if an employee leaves the organization without rendering Company assets in his/her possession. In this case, HRD reserves the right to withheld dues settlement and experience certificate unless the employee completes clearance process and fulfills notice period or salary of short notice days in lieu thereof.

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C.16.5 *Notice Period*

C.16.5.1 *Confirmed Employees*

Services of a confirmed employee may be terminated either by employee or by Mazik by giving the below mentioned notice period in writing or on payment of the below period gross salary in lieu of notice period.

Directors	60 calendar days
CXO	30 calendar days
Managers	30 calendar days
Others	30 calendar days
Support Staff	15 calendar days

Others include all those designations which are not specifically mentioned above.

C.16.5.2 *Contractual Employees*

A contractual employee needs to serve the notice period according to the terms of contract.

C.16.5.3 *Employees under Probation or on Performance Improvement Plan (PIP)*

During probationary period or on PIP, services of an employee by Mazik may be terminated at any time on the notice period of one day. For further details, please refer to Probation Policy and Performance Management Policy.

C.16.6 *Unauthorized absence from duty*

When an employee remains absent from his/her duty without proper authorization, or fails to return for duty within specified period mentioned in the written notice issued to him, he/she will be liable for disciplinary action which may include termination of service. In this case, the termination of services on disciplinary grounds ([section 16.4.2.1](#)) applies to the employee.

C.16.7 *Notice when on leaves*

An employee is required to resign and serve full notice period (as stated in Notice Period section D.16.5) after returning from leaves (annual/casual/sick/maternity/without pay). He/she cannot give notice of resignation while availing his/her entitled leaves. If an employee resigns when on leave, no PTOs will be adjusted against the notice period instead salary will be adjusted against short notice days. In addition, if notice period is not served, and clearance process along with complete separation protocol not followed by the resignee, the final settlement dues of resignee may be forfeited s along with his/her normal benefits including but not limited to remaining leave encashment and experience certificate. The employee will also not earn leaves during the period on which he/she was on leaves and resigned. For example, if an employee availed leaves from 15th of April to 15th of May and during these leaves, he/she resigned; he/she will earn leaves only till 15th April.

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C.16.8 Settlement of Dues

- a) Upon obtaining clearance from all concerned Departments, the separating employee submits the Employee Separation Checklist to the HRD for approval to seek final settlement. The employee's salary is withheld till the time of his full and final dues payment. The HRD reviews the completed separation form, prepares final settlement working and sends it to the Finance Department for the issuance of final settlement cheque and prepares the Certificate of Experience with the help of employee's Manager.
- b) The accrued Paid Time Off of Confirmed Employee shall be paid in final settlement under Mazik Leave Policy (under Section [D.8.7.5](#)). In case of termination of service on disciplinary grounds; the employee will not get any accrued leave encashment.
- c) The Finance Department prepares the cheque of the separating employee and hands over to HRD for onward delivery to the separated employee.
- d) The HRD hands over the dues to the employee within 15 working days after the employee leaves along with employee's Certificate of Experience.

C.16.9 Rehiring after Termination

Employees terminated for the following reasons will not be considered for future employment at Mazik Global:

- a) Unsuccessful Completion of Probationary Period;
- b) Failure to Report;
- c) Falsification of Information;
- d) Absenteeism;
- e) Tardiness;
- f) Job Abandonment;
- g) Misuse of Data Systems;
- h) Violation of meeting schedules/ warnings;
- i) Theft;
- j) Fighting;
- k) Insubordination;
- l) Disclosure/Misuse of Confidential Information;
- m) Damage/Loss/Misuse of Mazik Property;
- n) Absence from Work Area;
- o) Abusive/Threatening Behavior/Language;
- p) Failure to Comply with Mazik Policies and Procedures;
- q) Possession/Use of Intoxicants; and
- r) Unsatisfactory work performance.

Rehiring will be considered at the discretion of the Management.

C.17 **Compensation Management Policy**

C.17.1 **Compensation Structure**

The Compensation structure at Mazik has three components which are salary, benefits and incentives.

C.17.1.1 **Salary**

The salary payable is subject to statutory deductions (e.g. income tax and EOBI deductions). In addition, the following deductions may be made from the salary:

- a) Mazik Club Deduction
- b) For adjustment of any over payment.
- c) For an employee's unauthorized absence from duty or leave without pay.
- d) Upon termination of employment where annual leave taken exceeds the pro-rata entitlement.
- e) Any other legitimate deductions.

Salary is paid monthly in arrears and is deposited by direct credit transfer to the employee's bank account. Payment is generally made on 5th working day of every month. Employees, who join on or after 25th of the month, will get salary in the next month salary as an arrear.

C.17.1.2 **Benefits**

C.17.1.2.1 **Conveyance Allowance**

The confirmed employees are provided with monthly conveyance allowance based on job title. This amount is transferred in an employee's account together with the salary as per below schema:

Labor Categories	Conveyance Allowance
Senior Software Engineer I	6,000
Senior Software Engineer II	7,000
Senior Software Engineer III	8,000
Senior Software Test Engineer I	6,000
Senior Software Test Engineer II	7,000
Senior Software Test Engineer III	8,000
Software Engineer I	4,000
Software Engineer II	4,500
Software Engineer III	5,000
Software Test Engineer I	4,000
Software Test Engineer II	4,500
Software Test Engineer III	5,000

The allowance for other designations may vary. In case of change in designations, the revised matrix will be issued.

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C.17.1.2.2 Mobile Phone Allowance

The confirmed employees are provided with monthly mobile allowance based on job title. This amount is transferred in an employee's account together with the salary as per below schema:

Labor Categories	Mobile Phone Allowance
Senior Software Engineer I	2,500
Senior Software Engineer II	3,000
Senior Software Engineer III	3,500
Senior Software Test Engineer I	2,500
Senior Software Test Engineer II	3,000
Senior Software Test Engineer III	3,500
Software Engineer I	1,000
Software Engineer II	1,500
Software Engineer III	2,000
Software Test Engineer I	1,000
Software Test Engineer II	1,500
Software Test Engineer III	2,000

The allowance for other designations may vary. In case of change in designations, the revised matrix will be issued.

C.17.1.2.3 Leave Encashment

Upon cessation of employment due to willful resignation, retirement or death, an employee shall be entitled to avail 100% leave encashment against balance accrued Paid Time Off (PTO). This would be paid along with the final settlement dues to the employee after his/her last day. Encashment of PTO shall be calculated on last drawn gross salary of an employee per month (for this purpose, twenty two (22) days shall constitute a month). (For further details, refer to Leave Management Policy under Section [D.8.7.5](#)). In the event where termination of employment occurs on disciplinary grounds or the separation protocol is not followed by the separated employee, leave encashment shall not be provided.

C.17.1.2.4 Meal and other Reimbursements

All employees of Mazik are eligible for dinner reimbursement if he/she stays back in the office for more than 12 hours, subject to the approval of Manager.

For more than one person, the total amount of dinner should not exceed their individual limit which is Rs. 350 per head. Reimbursement for reasonable and necessary expenses not otherwise described by this policy may be allowed when fully documented and explained. The Managing Director /Vice President have the authority to approve any such reimbursement which are deemed necessary in the conduct of Mazik business or caused by extenuating circumstances. (For further details, refer to Expense Reimbursement Policy under Section [D.14.3.1](#)).

C.17.1.2.5 Professional Membership/Fee Reimbursements

The organization facilitates the employees by paying the yearly membership fee and any other expenses such as diploma or certificate trainings those are relevant to the

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Organization's business and employees' job responsibilities subject to approval by Vice President. The maximum limit for such professional memberships and fee reimbursement shall not exceed Rs. 10,000 per annum. For further details, refer to Expense Reimbursement Policy under Section [D.14.3.2](#).

C.17.1.2.6 *Holiday/Weekend Work Payment*

All confirmed employees receive Rs. 1,500 per day that will include meal expenses, if they show up for their regular work or special assignments on designated National Holidays and/or Weekends, subject to the approval of their Manager.

- a. The Manager informs Administration Department before the anticipated work day (which is Thursday in case of weekend) by email.
- b. To claim Holiday Salary, Holiday Work Application Form will be filled by the Claimant employee, approved by the Manager and must be submitted to HR.
- c. Where there an employee is called by the Manager on emergency basis, the employee fills the form after the day of "worked holiday" within 48 hours of availing the holiday/weekend. This should not happen very frequent and the approval must be sent before the anticipated worked holiday/weekends.
- d. To be eligible for Holiday salary, it should be noted that proper attendance punching (time in/out) is available in Biomet Attendance System.
- e. Employee may face deferred payments in case delays occur in submitting the Holiday Work Application Form within the stipulated timeframe.
- f. Any Holiday work payment request received after 25th of the month shall be paid with the following month's salary.
- g. Human Resource has the right to disapprove any or all forms not meeting the standard working hours' requirement. The unapproved forms shall be sent back to employee and/or the Manager with reasons.
- h. All expenses related to meal, transport etc. for that day shall be borne by an employee.

C.17.1.2.7 *Meal Allowance*

The Company facilitates the employee's by paying Rs. 3,000 in the monthly salary as meal allowance. Those who are on long vacation, maternity leave and or temporarily relocated to some other regions are not entitled for meal allowance of that particular period.

C.17.1.2.8 *Internet Allowance*

To ensure high level of communication between teams (offshore & onshore) and to enhance the ability to communicate via online, Mazik provides Rs. 1,100 to all confirmed employees for selecting ISP (Internet Service Provider) of their own choice.

C.17.1.2.9 *Health Insurance*

Employee, spouse and children have been provided with the health insurance coverage to secure them against health related issues and facilitate the visits or reimburse the expenses spent during the in-patient appointments as per the specified entitlements. (For further details, refer to Health Insurance Policy under Section [D.15](#)).

C.17.1.3 *Incentives*

- a) Performance Bonus
- b) Increment
- c) Promotions
- d) Salary Adjustments
- e) Spot Rewards
- f) Long serving rewards

For details, refer to Rewards and Recognition Policy under section [D.6](#).

E. Excerpts from IT Manual

D.1 Hardware Asset Protection - User Responsibilities

- a) Asset owner is first responsible person for his asset.
- b) Any upgrade or fault is reported by asset owner, IT staff is for support of user and any problem or upgrade request belongs to asset owner from reporting till closure.
- c) Maintaining optimum / latest working state of business tools is responsibility of owner, availability of tools is responsibility of IT staff.
- d) Maintaining optimum / latest working state of Operating System and Antivirus definitions is responsibility of owner, availability of such upgrades is responsibility of IT staff.
- e) An asset should be:
 - i. Powered off when not in use
 - ii. Free from any non-business software
 - iii. Free from any personal data, in case of fault IT staff is responsible only to recover/provide business related data and tools
- f) For a new machine, an up to date machine will be provided by IT staff with latest antivirus definitions and Operating System. Any business related software will be installed by owner.
- g) Malicious websites should not be accessed to reduce virus threats.
- h) In future, certain content/applications and p2p sharing will be disabled, available only after approval for a specified interval of time.
- i) Validate software installation checklist upon receiving asset from IT.
- j) Routine inspections of assets will be performed; any violations recorded can be used to take administrative action.

D.2 Internet Policy

- a) Internet access to all staff is available for the business use purpose only.
- b) Any kind of video/audio streaming (other than your job official needs) over MSN, Skype etc. is not allowed.
- c) Access to internet video streaming sites (other than job related) is not allowed within Mazik. It consumes more bandwidth which effects our business operations.
- d) Limited access to personal email accounts is allowed.
- e) Access to social collaboration sites like Facebook, Twitter, etc. is not allowed.
- f) All internet traffic is monitored & recorded in our gateways. Mazik IT may share the periodic report with you or with your Line Manager/Divisional Manager with or without your information.
- g) Mazik IT reserves right to randomly check any station (on spot check or remote check), or capture packets on firewall, at any random time, to check internet content is in accordance with NDA and policies.

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F. Right Contact Points

S. No.	Description	Contact Person
1	Salary and allowances	Faima Noor – HR
2	EOBI related matters	Najam Hilal – Finance
3	Employee Business Cards	Javed Khan – Admin
4	Referral Bonus	Faima Noor – HR
5	Travel Arrangements	Javed Khan – Admin
6	Training	Faima Noor – HR
7	Telephone Lines	Javed Khan – Admin
8	Electricity	Javed Khan – Admin
9	Consumables	Javed Khan – Admin
10	Software and Internet Services	Maaz Najam / Asif Ali – IT
11	IT related equipments	Maaz Najam / Asif Ali – IT
12	Electrical equipments	Javed Khan – Admin
13	Furniture and Fixtures	Javed Khan – Admin
14	Safety and Security	Javed Khan – Admin
15	Cleanliness	Javed Khan – Admin
16	Leave Management Queries	Shahina Mairaj – HR
17	Reimbursement Forms Queries	Najam Hilal – Finance
18	Reimbursement Amount Inquiry	Syed Moiz Hussain – Finance
19	Professional Membership/Certification Course Fee Approval	Faima Noor – HR
20	Fee Reimbursement Inquiry	Najam Hilal – Finance
21	Emergency Closure	Faima Noor – HR
22	Health Insurance	Shahina Mairaj/Faima Noor – HR
23	Holiday Queries	Faima Noor – HR
24	Service Letter/ Certificates	Faima Noor – HR
25	Reporting of unauthorized absences from duty	Faima Noor – HR
26	Relocation Travel Queries	Javed Khan – Admin
27	Relocation Compensation Queries	Faima Noor – HR
28	Personnel Information Updates	Shahina Mairaj/Faima Noor – HR
29	Birthday Gift Deliveries	Shahina Mairaj/Faima Noor – HR
30	Reporting of new baby birth/ obituary/ educational achievements	Faima Noor – HR

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