



Company Policies

2024

Human Resource Department

TABLE OF CONTENT

• Annual Leaves Policy.....	3
• Probation Policy.....	4
• Contract/ Internee/ Trainee Policy:.....	4
• Sick/Casual Leaves Policy.....	4
• Maternity Leaves.....	5
• Paternity Leaves.....	5
• Short Leaves/ Early Departure/Half Day.....	5
• Hajj/Umrah/Marriage Leaves.....	6
• Official Holidays.....	6
• Work From Home (WFH).....	7
• Fuel Allowance.....	8
• Attendance Policy.....	8
• Paid Hours Benefit.....	9
• Dress Code Policy.....	10
• Harassment Policy.....	10
• Defamation Policy.....	12
• Resignation Policy.....	13
• Annual Trip.....	14
• Provident Fund.....	14
• Training & Development.....	16
• Travel Allowance (TA) Policy.....	16
• Employee Loan.....	17
• Attendance Policy.....	18

For the year 2024, a total of 25 leaves are allocated, and the breakdown is outlined below.

- **Annual Leaves Policy**

Annual leave must be taken either consecutively or in two parts. Employees are required to avail a minimum of 5 consecutive days or opt for a full 10-day leave.

For unused annual leave due to office requirements or operational issues, 5 days will be carried forward, and the remaining days will be compensated.

If employees choose not to use their annual leave for personal reasons, the company is not obligated to carry forward or provide compensation for any unused annual leave.

Note:

When applying for annual leave, employees are required to submit their requests at least one month in advance & subject to TL/LEAD approval.

Sandwich rule is applicable in the case of annual leaves. Furthermore, only two employees from the same department are allowed to take leaves simultaneously in the below mentioned departments:

(CMS/QA/Engineering/Sales/International Marketing/Marketing)Teams.

Public holidays falling within the annual leave period will be treated as part of the requested leaves.

- **Probation Policy**

During the probation period **two leaves** are allowed.

- **Contract/ Internee/ Trainee Policy:**

One sick and one casual leave are allowed per month.

- **Sick/Casual Leaves Policy**

Fifteen (15) days with full wages in a calendar year but not to be granted for more than two days at a time and shall not be accumulated.

In the case where an employee's casual/sick leave quota exceeds 5, leave encashment will be granted for the number of leaves beyond 5.

Example:

If employee "A" has 11 leaves remaining in his sick/casual quota, he will receive leave encashment for $11 - 5 = 6$ leaves.

Moreover, if an employee's leave quota exceeds 10, in addition to leave encashment, the company will add two bonus holidays to the next year's casual and sick leave quota.

Example:

If an employee finishes the year with 10 unused casual/sick leaves, their leave allocation for the following year will be augmented by two additional bonus leaves. This means the year's quota, initially set at 25, will be increased by 2, resulting in a total of 27 leaves for the new year.

Employees are entitled to paid leaves on public holidays as declared by the Ministry of Interior, Islamabad, and the Provincial Government at the beginning of the calendar year, (usually 14 in number).

Note:

All leaves are working day leaves which are 25 (including annual) and do not include public holidays. If leave is taken before & right after the public holiday then the sandwich rule will be applied and leaves will be deducted from quota accordingly.

- **Maternity Leaves**

Female employees are entitled to a maximum of twelve weeks (or 3 months) of maternity leaves with full pay. The six-week postnatal leave is compulsory. The maternity leave in the public sector is also 90 days (3 months) and during this time, wages are paid in full.

If an employee comes back after two months of maternity leave, a half salary bonus of 1 month will be given as a token of appreciation.

Incase of miscarage female employees are entitled with upto weeks paid leave based on health condition.

Note: If an employee is on maternity leave her half wages (per month salary) will be cleared after she joins back.

- **Paternity Leaves**

Eligible employees are entitled to up to 1 weeks of paternity leave (including public holidays). This time off has to be taken consecutively.

- **Short Leaves/ Early Departure/Half Day**

Only two short/half day leaves are allowed per month will be equivalent to one-day leave and will be deducted from sick/casual leaves.

● **Hajj/Umrah/Marriage Leaves**

A maximum of fifteen(15) leaves for Umrah
Eighteen to twenty two (18-22) leaves for Hajj
Forteen (14) leaves for marriage can be availed at a time.

Note:

Please note that these leaves will be adjusted from the Leave Bank (Annual,Casual ,Sick).
(Sandwich rule is applied on the above mentioned leaves)

You will be eligible to the benefits of the Company's Leave Policy on your confirmation in the Company's Service.

Note:

Absence for a continuous period of seven days without prior approval of your superior, (including overstay on leave / training) would result in your losing your lien on the service and the same shall automatically come to an end without any notice or intimation.

● **Official Holidays**

All regular full-time and part-time employees are eligible for gazetted holidays announced by the Government of Pakistan, subject to their employment status and duration.

- **Work From Home (WFH)**

The purpose of this Work from Home (WFH) Policy is to establish guidelines and expectations for employees who wish to work remotely from their homes due to any reason. This policy aims to provide flexibility while ensuring continued productivity and maintaining a healthy work-life balance. To support this, permanent employees will be allowed to work from home for up to two days per month.

Here are some essential guidelines to follow during this WFH period:

- **Internet Connectivity:** Please ensure that you have a stable and reliable internet connection to support your work tasks.
- **Availability:** You are expected to be available during your regular working hours as per your schedule.
- **Communication and Collaboration:** Continue to actively communicate and collaborate with your team using email, chat, and video conferencing tools.

It's important to note that any team member may be required to come to the office at the discretion of their team lead. Please ensure you remain available as needed.

Eligibility:

- Only permanent employees will be eligible for WFH.
- Employees on probation are not eligible for it.
- Interns do not qualify for the WFH benefit.

Duration:

- Only two days in a month will be allowed to do Work From Home.
- More than 2 days of WFH in a month will be considered as Leave and will be deducted from quota.

Note: The company reserves the right to terminate or modify an employee's WFH arrangement at any time, based on business needs or performance concerns.

Work from home will be subject to approval from the Team Lead.

● **Fuel Allowance**

This Fuel Policy outlines the guidelines and procedures for the allocation and use of fuel cards for permanent employees of Qwerty Experts. The objective of this policy is to ensure efficient and equitable fuel card distribution for helping employees in their expenses in this difficult time of inflation.

Eligibility Criteria

Fuel card allocation will be determined based on an employee's grade and designation. The following criteria will apply:

Record Keeping: Employees are responsible for maintaining accurate records of their fuel card transactions, including receipts and mileage logs for their own record.

Return: Upon resignation or termination, employees must return their fuel cards immediately after clearance.

Updates: This Fuel Policy may be subject to periodic reviews and updates. Any revisions will be communicated to all affected employees.

Note: Employees with a minimum of one year of experience at Qwerty Experts are entitled to receive a fuel allowance.

● **Attendance Policy**

Qwerty Experts has made it easy for you to manage your work life balance. We came up with a flexible timing schedule, as mentioned below:

Required Hours:

Your employment contract requires you to spend 8 hours per day at work, From Monday to Friday (excluding break).

Timings:

Regular work timings for check-in and check-out will be from 9 AM to 9 PM with an hour lunch break so you may manage your time accordingly.

For the CMS/ QA and BD team their regular working timings for check-in and check-out will be from 3PM to 3 AM with an hour lunch break so you may manage your time accordingly.

Note:

Please coordinate with your respective leads for your timing approvals. Office will be functional 24 hours.

● **Paid Hours Benefit**

Late sittings, defined as a minimum of 2 hours after regular office hours, will be compensated based on approval by the Team Lead.

In the case of urgent assignments with deadlines outside the mentioned time frame, the company may request late sittings to meet the project's requirements.

Additional compensation will be provided for regular days based on the hours specified by the leads, taking into account the employee's current pay rate.

Payment for late sittings will be granted solely for those that have been approved by the respective line manager. To obtain approval, team leads must submit the necessary details of each individual employee in either soft or hard copy format.

In such instances, technical employees will receive double their regular salary, while support employees will be compensated at a rate of 1.5 times their hourly wage specifically for weekend late sittings.

● **Dress Code Policy**

This policy is designed to maintain a professional and cohesive appearance within our workplace.

We believe that a formal dress code contributes to a more professional and respectful work environment.

Here are some key points regarding the formal dress code:

Formal shirts, Jeans, T-shirts, Casual Shirts, and appropriate footwear (Dress shoes, Sneakers, Joggers, sandals) are necessary for gents from now onwards.

For females modest and formal attire is appreciated.

Note: A penalty will be enforced following two prior warnings.

● **Harassment Policy**

The purpose of Qwerty Experts' harassment policy is to establish a safe and respectful work environment for all employees. This policy strictly prohibits any form of harassment, including verbal, physical, and written acts. Harassment based on protected characteristics such as race, color, religion, sex, national origin, age, disability, or any other protected category is strictly prohibited.

Applicability:

This policy applies to all employees, contractors, clients, visitors, and individuals associated with Qwerty Experts. It covers all work-related activities, including on-premises and off-premises events, company-sponsored events, and virtual interactions.

Definition of Harassment:

Harassment is defined as unwelcome conduct that creates an intimidating, hostile, or offensive work environment or interferes with an individual's work performance. It encompasses various forms, including:

1. Verbal harassment, such as derogatory comments, slurs, or jokes.
2. Physical harassment, such as unwelcome physical contact or gestures.
3. Visual harassment, such as displaying offensive images or materials.
4. Written harassment, such as offensive emails, messages, or social media posts.
5. Cyberbullying or online harassment.

Reporting Procedure:

Any employee who believes they have experienced or witnessed harassment should report the incident to their immediate supervisor, manager, or the Human Resources department. The report should include a detailed description of the incident, the names of individuals involved, and any available evidence (if possible). Employees have the option to report anonymously if they prefer.

Investigation and Resolution:

Upon receiving a harassment complaint, Qwerty Experts will promptly initiate an impartial and thorough investigation. This may involve interviewing the parties involved, gathering evidence, and consulting witnesses. Based on the investigation findings, appropriate actions will be taken to address and resolve the situation.

Disciplinary Action:

If an investigation confirms that harassment has occurred, Qwerty Experts will take appropriate disciplinary action against the responsible individuals. Disciplinary measures may include verbal or written warnings, suspension, termination, or any other action deemed suitable considering the circumstances. The severity of the action will depend on the nature and frequency of the harassment, as well as any previous incidents or history of misconduct.

Qwerty Experts reserves the right to pursue legal action against any individual proven guilty of engaging in harassment activities following a thorough investigation and presentation of evidence.

Non-Retaliation:

Retaliation against individuals who report harassment or participate in investigations is strictly prohibited. Qwerty Experts is committed to safeguarding individuals who come forward with good faith complaints and will take necessary steps to prevent retaliation. Any act of retaliation should be reported immediately and will be subject to disciplinary action.

Qwerty Experts will take legal action against individuals if found guilty.

● **Defamation Policy**

Objective:

Qwerty Experts defamation policy is designed to protect the company's reputation and promote fair and responsible communication within and outside the organization. This policy defines defamation and establishes guidelines for employees' conduct concerning public statements, both online and offline.

Definition of Defamation:

Defamation refers to false statements that harm the reputation of an individual, group, or organization. It encompasses both libel (written or printed defamation) and slander (spoken defamation). Defamation may involve spreading false information, making baseless accusations, or making statements with malicious intent.

Employee Responsibility:

Employees of Qwerty Experts are expected to exercise caution and professionalism when making public statements, whether in personal or professional capacities. They must refrain from engaging in any communication that could potentially defame individuals, clients, competitors, or the company itself. This applies to all forms of communication, including social media posts, blogs, public speeches, and interviews.

Legal Consequences:

Qwerty Experts has the authority to take legal action against individuals proven to be engaged in harassment activities, provided there is a thorough investigation and sufficient evidence.

● **Resignation Policy**

Any resignation will only be accepted on official working days.

Other than working days resignation will be put on hold till the very next working day of the month.

Employees on probation and resignation period are not allowed to avail WFH or any kind of leave. If its urgent leave will be approved as unpaid leave (depends on the scenario).

Resignation Notice Period on Probation:

The notice period for employees on probation period is 7 days if applied on a working day.

Qwerty Experts may terminate your employment without cause and without advance notice and vice versa. If this occurs, the company would have no further obligation to you, financial or otherwise.

Resignation Notice Period For Permanent:

Notice period per all permanent employees is of 2 months starting from the very next day of resignation if applied on a working day.

Resignation Notice Period For Permanent Team Leads:

The notice period for all Team Leads is for 2 months in a row starting from the very next day of resignation if applied on a working day.

Resignation After bi-annual increment :

Once your increment is approved, you will not be allowed to resign from your post within 60 days. If for any reason you have to resign, your increment amount will be reverted back to the company and in your experience letter, your original salary will be mentioned (salary before increment).

Resignation After annual increment :

Once your increment is approved, you will not be allowed to resign from your post within 60 days. If for any reason you have to resign, your increment amount will be reverted back to the company. And in your experience letter, your original salary will be mentioned.(salary before increment).

● **Annual Trip**

All work and no play makes Jack a dull boy. To remove the dullness and recharge the batteries Qwerty Experts takes its whole team for a retreat in the mountains to reconnect with nature.

It is usually a 3-4 days all expenses paid trip including lavish travel & camp; staying arrangements with ravishing meals, tea & camp; condiments.

● **Provident Fund**

The company offers provident fund to all its permanent team members. The basic clauses of the policy are as follows:

1. Eligibility:

- a. All permanent full time working team members are eligible for the provident fund benefit.
- b. Any one not working full time is not eligible for this benefit.
- c. Interns do not qualify for the provident fund benefit.
- d. Team members in probation do not qualify for the provident fund benefit.

2. Employee Contribution:

- a. Every team member who qualifies for the provident fund benefit will contribute 4% of his salary towards the fund.
- b. The company will deduct the amount from every team member's salary every month and manage the fund.

3. Company Contribution:

- a. Any employee who has served for straight 12 months from his/her date of joining and falls

on the eligibility criteria mentioned in Clause 1 above is eligible for the company contribution to the employee's provident fund.

b. After 12 months of service the company will match 50% of the accumulated amount from the employee contribution.

c. Any employee leaving the company before completing 12 months or multiple of twelve months will not be eligible for the company contribution for that year.

4. Deductions:

a. The provident fund will be subject to any and all tax deductions levied by the Government of Pakistan.

b. The company reserves the right to recover any damages incurred by the employee during his service with the company from the employee's provident fund contribution.

5. Payout:

a. The provident fund of one salary will be held with the company until the employee is working with the company.

b. The provident fund will be released two months after the employee has received the last salary from the company.

6. Advances:

a. An employee can apply for a loan of up to 50% of his accumulated provident fund.

b. The employee is bound to repay the loan according to the agreed terms and conditions.

c. The company reserves the right to recover and loan advances from the accumulated provident fund.

Example:

Employee XYZ joined Computan on January 1, 2021 at PKR 75000 salary per month. His probation ended on March 31, 2021.

Every month his contribution to the provident fund will be:

$75000 \times 4 / 100 = \text{Rs. } 3000$ per month from April 2021 till December 2021

Company Contribution according to 50% = **Rs. 1500**

Total Provident Fund Per Month = **Rs. 4,500** (Less applicable tax)

● **Training & Development**

Qwerty Experts believes in the updating and upgrading of its workforce all the time. Any a permanent team member can attempt a certification in his/her domain. Once they pass the certification the company reimburses the examination fee to the employee.

- The employee can opt for any certification but it has to be approved by his/her team lead or PM.
- The company will reimburse upto PKR 80,000 to the employee in lieu of certification exam fees.
- Any tuition fee shall not be a part of the reimbursement.
- Any expenses above PKR 80,000 will be paid by the employee himself.

For Example: An employee attempted an AWS Certification. The fees for the examination was \$150. He also got admitted at an institute for the training before the exam and paid PKR 20,000 to the institute also. If he passes the exam successfully he will be reimbursed \$150 converted to Pak Rupees only.

- Only permanent employees who have been a part of the company for at least 6 months qualify for the plan.
- The reimbursement plan shall be at the discretion of the management i.e. the management can decide to reimburse the full amount in one go or spread it over a number of months.
- Company will be conducting internal training sessions from time to time.

Note : Employees cannot leave the company for 1.5 years after availing the training.

● **Travel Allowance (TA) Policy**

1. Introduction

- This Travel Allowance (TA) Policy is designed to provide guidelines for reimbursing employees for travel-related expenses incurred during official business trips.

- The policy ensures transparency and fairness in the allocation and reimbursement of travel expenses.

2. Eligibility

- All employees who are required to undertake official business trips as part of their job responsibilities are eligible for travel allowance.
- The eligibility criteria for specific trips will be determined by the employee's manager or department head.

3. Travel Expense Reimbursement

- Employees must submit accurate and timely expense receipts for all travel-related expenses.
- The company's finance department will review and process it accordingly.
- Any unaccounted or unapproved expenses will not be reimbursed.

Note: Employees are expected to adhere to this TA policy and ensure that all expenses are incurred strictly for business purposes. Any misuse or misrepresentation of expenses may result in disciplinary action.

● **Employee Loan**

The loan policy of Qwerty Experts Pvt Ltd aims to provide financial assistance to eligible employees under defined terms and conditions, promoting a supportive work environment.

Eligibility:

All full-time employees who have completed a minimum of 1 year of continuous service are eligible to apply for a loan.

The employee must be in good standing with the company, without any disciplinary issues.

Employees must submit a loan application form, available from the HR Department.

Applications will be reviewed by the designated committee, and decisions communicated within 2 weeks.

The maximum loan amount shall be determined based on the employee's salary and the purpose of the loan.

Employees can apply for a loan for purposes such as medical emergencies, education, housing, or other approved needs.

Loans will be repaid through salary deductions over a period not exceeding 2 years.

Employees failing to meet repayment obligations may face disciplinary action, including termination.

The company reserves the right to recover outstanding amounts through legal means if necessary.

Loan applications and related information will be treated with utmost confidentiality.

Disclosure of loan details without the employee's consent is strictly prohibited.

This policy will be subject to periodic review to ensure relevance and compliance with applicable laws and regulations.

● **Attendance Policy**

Qwerty Experts promotes a balanced work environment with fixed working hours. The company has established a standard timing schedule, as outlined below:

Required Hours:

Your employment contract requires you to spend 8 hours per day at work, From Monday to Friday (excluding break).

Timings:

Employees are expected to be present for work from 9 AM to 6 PM, Monday to Friday, excluding breaks.

The HR Department, Marketing Department, CMS Department, Operations Department, QA

Department, and Email Marketing Department are required to adhere to regular working hours from 9:00 AM to 6:00 PM, with a one-hour lunch break for effective time management.

On the other hand, the BD team is scheduled to work from 6:00 PM to 3:00 AM.

Late Sitting:

Late sittings, defined as a minimum of 2 hours after regular office hours, will be compensated based on approval by the Team Lead.

In the case of urgent assignments with deadlines outside the mentioned time frame, the company may request late sittings to meet the project's requirements.

Additional compensation will be provided for regular days based on the hours specified by the leads, taking into account the employee's current pay rate.

Payment for late sittings will be granted solely for those that have been approved by the respective line manager. To obtain approval, team leads must submit the necessary details of each individual employee in either soft or hard copy format.

In such instances, technical employees will receive double their regular salary, while support employees will be compensated at a rate of 1.5 times their hourly wage specifically for weekend late sittings.