



TECHWARDS

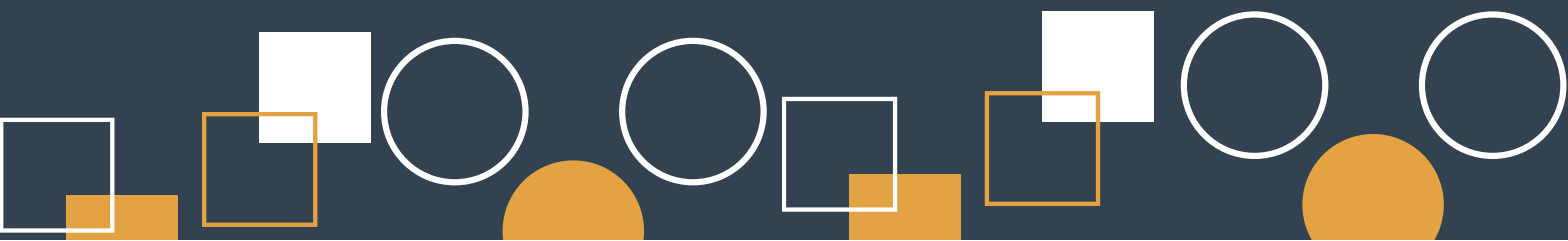
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# POLICY MANUAL

# WELCOME MESSAGE

This handbook is prepared to keep all our employees up to date about the policies and procedures of Techwards. It is not all-inclusive or intended to provide strict interpretations of our policies; rather, it offers an overview of the work environment. This handbook is not a contract, expressed or implied, guarantying employment for any length of time and is not intended to induce an employee to accept employment with the company. The company reserves the right to unilaterally revise, suspend, revoke, terminate or change any of its policies, in whole or in part, whether described within this handbook or elsewhere, in its sole discretion. If any discrepancy between this handbook and current company policy arises, conform to current company policy. Feel free to contact the People Ops department about any of the information within this handbook.

In case you have suggestions about policy addition in this manual, please share it with CEO & People Ops.



# EMPLOYMENT BASICS

## Permanent

A permanent employee is someone who has been hired for an indefinite period and is not limited to a specific project or time frame. They enjoy stability and security in their employment, with ongoing benefits. They typically work on a regular schedule and contribute to the long-term goals and success of the company.

## Probation

A probationary employee is an individual who has been newly hired by an employer and is in a trial period to assess their suitability for the position. During this probationary period, the employee's performance, work ethic, and compatibility with the company culture are closely monitored and evaluated. The duration of the probationary period varies but is typically of 03 months. Probationary employees may not receive all the benefits and protections of permanent employees until they successfully complete their probation.

## Contractual

Contractual employees are individuals who are hired by an employer for a specific period or project, as defined in a contractual agreement. Their employment is temporary and typically comes with limited benefits and fewer long-term commitments compared to permanent employees.

## Paid Internship

A paid internship refers to a temporary work opportunity where individuals, often students or recent graduates, gain practical work experience in a specific field or industry.

## Unpaid Internship

An unpaid internship is a temporary work arrangement where individuals gain practical experience in a field or industry without receiving monetary compensation.

# WORKPLACE COMMITMENTS

## Equal Opportunity Employment

Techwards is an equal opportunity employer and does not unlawfully discriminate against employees or applicants for employment on the basis of an individual's race, color, religion, creed, sex, national origin, age, disability, marital status, or any other status protected by applicable law. This policy applies to all terms, conditions and privileges of employment, including recruitment, hiring, placement, compensation, promotion, discipline and termination.

## Harassment / Discrimination

Techwards has zero tolerance policy against discrimination or harassment based on race, color, religion, creed, gender, national origin, age, disability, marital status, or any other status protected by applicable law. Each individual has the right to work in a professional atmosphere that promotes equal employment opportunities and is free from discriminatory practices, including without limitation harassment. Consistent with its workplace policy of equal employment opportunity, Techwards strictly prohibits and will not tolerate harassment on the basis of race, color, religion, creed, gender, national origin, age, disability, marital status, or any other status protected by applicable law.

How to Report: Any employee who feels that he or she has been harassed or discriminated against, or has witnessed or become aware of discrimination or harassment in violation of these policies, should bring the matter to the immediate attention of People Ops department. The company will promptly investigate all allegations of discrimination and harassment, and take action as appropriate based on the outcome of the investigation. An investigation and its results will be treated as confidential to the extent feasible, and the company will take appropriate action based on the outcome of the investigation. Upon proven guilty, responsible employee will immediately be terminated.

## Open Door Policy

Techwards has an open door policy and takes employee concerns and problems seriously. We value each employee and strives to provide a positive work experience. Employees are encouraged to bring any workplace concerns or problems they might have or know about to their supervisor or some other member of management directly to People & Culture department

# COMPANY PROCEDURES

## Professional Conduct

Techwards expects its employees to adhere to a standard of professional conduct and integrity. This ensures that the work environment is safe, comfortable and productive. Employees should be respectful, courteous, and mindful of others' feelings and needs.

## Dress Code

An employee's personal appearance and hygiene is a reflection on the Techwards' character. All members are required to be neat, clean and tidy and of smart appearance in a way to present themselves at all times in accordance with their professional status.

- All employees are expected to be well-groomed and to have good hygiene.
- All attire must be appropriate and modest for work; do not show-up in workout or outdoor activity dress wear.
- All employees are expected to dress professionally, anything that is revealing or inappropriate will not be tolerated.
- All employees are required to avoid attire with offensive or inappropriate drawings or sayings.
- Females are advised to wear Abaya (an additional gown) over their clothes, covering their head and preferably a veil(optional) on their face while visiting male sitting area. Anyhow, in designated areas for female employees, they have the relaxation, but their dressing should be modest.

## Salary

All the employees will receive their salary on monthly basis on or before 28th of every month. In case of bank holiday, the salary will be disbursed before the holiday starts. In case of any query related to salary, feel free to contact Finance department.

## Company Property

Techwards property, such as equipment, vehicles, telephones, computers, and software, is not for private use. These devices are to be used strictly for company business, and are not permitted off grounds unless authorized.

## Leaving Office Premises

In case anyone goes out of office premises for any reason, he/she needs to check-out while leaving the premises and again check-in after coming back to office. Away duration should be communicated to Project Manager and People Ops Department. PM can also inform respective line manager and People Ops.

# ATTENDANCE

## General

Techwards has a policy of flexible working hours, with a 9-hour shift (including a 1-hour break). We encourage employees to start work early. Attendance is recorded via thumb impression or the geofenced Flow Mobile Application.

## Absence / Late / Half Day

Techwards has a strict policy regarding absenteeism. Employees must notify their supervisor in advance or as soon as possible in case of emergencies. Chronic absenteeism may lead to disciplinary action. Absences can be requested through the Leave Request feature in FlowHCM. If leave balance is depleted, unpaid leave must be indicated.

Arriving after **09:59 AM** will be marked as late. In case of genuine reasons, employees can submit an exemption request for removing late flag. Departing early requires prior notification to a supervisor. Unauthorized early departures may result in disciplinary action. Half-day absences should be recorded in FlowHCM. All requests on FlowHCM will be approved by line managers. Exemption requests can only be approved by People Operations Department.

## Work from Home

Employees can work from home after taking prior approval from their respective project manager. Work from home requests need to be applied via FlowHCM. Project Manager needs to update line manager and People Operations Department.

## Remote Work Hours

In case an employee is working from home after or before office hours, remote working hours should be added in FlowHCM.

# LEAVES

## Eligibility

All permanent employees, including those on probation, are covered by the leave policy. Probationary employees become eligible for leaves after completing their probation period. Interns are not eligible for leave.

Our leave policy operates on a calendar year basis, from January 1st to December 31st. Annual leave can be carried forward for up to one year only. Employees receive leave credits in advance at the beginning of the year or upon confirmation of employment. Prorated leave is granted to employees joining during the year. Weekends, declared holidays, and national holidays falling within applied leaves are not counted as leave days. Upon resignation or termination, leave balance is calculated prorata and adjustments are made according. For instance, if an employee leaves the organization in August, then the leave balance will be calculated as per following formula:

Leave Balance (if an employee leaves in a mid of year) = (Total leaves in a year / 12) x  
Number of months an employee served (8 months as an example of August)

## Types of Leaves

### *Annual Leaves*

Permanent employees are entitled to 14 days of Annual Leave per calendar year (January-December). Any unused Annual Leave can be carried forward to the following year, with no additional compensation provided for lapsed leaves. Approval of leave requests is subject to the discretion of the Line Manager, considering important assignments or client commitments. Annual Leave can be used as casual or sick leave, even if the respective balance is empty. For instance, if an employee's casual/sick leave balance is empty and he/she is sick, then leaves can be used from Annual Leave balance. To avail Annual Leave, employees must plan and inform their Managers at least 7 days (2 weeks) in advance, using the FlowHCM system for leave applications.

### *Casual / Sick Leaves*

Permanent employees have an entitlement of 10 days of Casual/Sick (C/S) Leave per calendar year (January-December). Unutilized C/S Leave will not be carried forward, and no additional compensation will be provided. C/S Leave cannot be used interchangeably with annual leave, either in combination or if the Annual Leave balance is depleted. Employees are advised to promptly inform their Managers and People Ops about their C/S Leave plans, using FlowHCM for leave applications. Backdated leaves can also be applied for, subject to approval.

C/S Leaves should be applied 2 days before in case of casual nature. Sick leave should be applied as soon as possible.

# LEAVES

## *Special Leaves*

All employees have the opportunity to request special leaves throughout the calendar year (January-December). The granting of special leaves is at the complete discretion of the CEO. These leaves may be approved for reasons such as severe physical or psychological conditions, as well as maternity-related needs.

## *Compensated Leaves*

If an employee works full hours on a designated off day or holiday, they will be eligible for a compensated leave, which will be added to their leave balance on FlowHCM. Compensated leaves are similar to C/S leaves in nature.

## *Unpaid Leaves*

In situations where the leave balance is depleted, employees have the option to apply for unpaid leaves through the company's portal.

## *Religious Leaves*

Techwards understands the significance of religious observances and the importance of pilgrimage and spiritual journeys, such as Hajj, Umrah, and more. To cater to these needs, religious leaves will be allowing you to take up to 5 days paid leaves. The most notable change is that you now have the flexibility to combine these leaves with any other leave category (Annual Leaves & Casual/Sick Leaves). This means that if you plan to undertake a religious journey, you can utilize your Religious Leaves along with any remaining leaves from other categories, giving you more time to devote to your spiritual pursuits. Religious Leaves must be applied at least 20 days in advance. This leave can be availed one time during employment at Techwards.

## *Wedding Leaves*

Acknowledging the importance of celebrating joyous occasions, Techwards has introduced wedding leaves, providing you with 5 additional days of paid leave for your wedding-related events. However, unlike the revised flexibility for Religious Leaves, Wedding Leaves cannot be combined with leaves from the Casual/Sick Leave category. Wedding leaves must be applied at least 20 days in advance. This leave can be availed one time during employment at Techwards.



# IN-PATIENT HEALTHCARE

HEALTH CARE BENEFITS PER PERSON PER YEAR	PLAN
Hospital care limit	600,000
Room limit	34,000
Maternity Normal Delivery	220,000
Maternity Complicated Delivery	340,000

Our health coverage is comprehensive and encompasses various aspects. It includes the coverage of all expenses incurred during hospitalization due to sickness, accidents, or surgeries. Furthermore, medical expenses related to childbirth, pregnancy, and prenatal treatments are covered within the specified limits. We also provide coverage for pre-diagnostic lab tests and post-hospitalization follow-up for up to 30 days, including medication, consultations, and lab tests.

In-patient hospitalization charges, day-care surgery, hospital casualty ward accident, and emergency services are also covered. Additionally, specialized tests such as MRI, CT scan, endoscopy, thallium scan, and angiographies are included, even if there is no hospitalization required (subject to prior approval).

Our coverage extends to congenital birth defects, local road ambulance for emergencies, emergency dental treatment for pain relief, and cataract surgery. We also provide coverage for individuals who are already enrolled in another healthcare policy, although it is recommended to utilize the health card of the respective company. Moreover, our coverage includes expenses incurred during hospital stays, encompassing room charges, operation theatre and ICU costs, physician, surgeon, and anesthetist fees, diagnostic tests (including MRI and CT scan), medicines, kidney dialysis, cancer treatment, organ transplants, endoscopy, and angioplasty.

## Eligible Family Members:

Self, Father, Mother, Wife, Kids

# IN-PATIENT HEALTHCARE

## Exclusions

- Routine medical examinations or check-ups, routine eye or ear examinations, medical certificates, examinations for employment or travel, spectacles, contact lenses, hearing aids, elective cosmetic surgery, all dental or oral surgery related to teeth, rest cures and services or treatment in any home, spa, hydro-clinic, sanatorium or long term care facility that is not a Hospital as defined.
- Interferon Treatment or Oral Treatment for Hepatitis 'B' & 'C'
- Treatment-Related to Infertility, Contraception, Sterilizations & Dental Disease
- Birth defects or congenital illnesses
- Any abortion performed due to psychological or social reasons and consequences thereof.
- Prosthesis, corrective devices, and medical appliances which are not surgically required.
- All cost related to transplant from a donor to recipient
- Treatment of Mental Illness, Psychiatric or Nervous disorders
- Self Inflicted Injuries, Suicide, Abuse of Alcohol, drug addiction
- STD, AIDS, or AIDS-related conditions or diseases.
- Elective Overseas treatment
- Experimental or unproven treatment
- Treatment resulting from participation in war, riot, civil commotion, or any illegal act which may result in imprisonment.
- Injuries that occur while participating in Dangerous or Professional sports. E.g. Parachuting, Hang gliding, Scuba diving, Bungee jumping, Motor racing, Participation in professional sports.
- Costs arising out of any litigation or dispute between individual covered and any medical person or establishment from whom treatment has been sought.

## Procedure to Apply (before procedure/admission):

- Print and fill the Inpatient Medical Expense Claim Form (IMECF) from <https://docs.google.com/document/d/1H0hksZQn2U059wOEsteFUQtafN56djiCkRehVcCCkoQ/edit?usp=sharing>.
- Submit the IMECF and required documents to the concerned persons (HR & Finance).

Fill online reimbursement from <https://forms.gle/zkj9tuGkJTX1JReC8> and upload the received IMECF photo in the reimbursement form.

## Procedure to Apply (after procedure/admission):

- Print and fill the Inpatient Medical Expense Claim Form (IMECF) from <https://docs.google.com/document/d/1H0hksZQn2U059wOEsteFUQtafN56djiCkRehVcCCkoQ/edit?usp=sharing>.
- Submit the IMECF and required documents to the concerned persons.
- Fill online reimbursement from <https://forms.gle/zkj9tuGkJTX1JReC8> and upload the received IMECF photo in the reimbursement form.

# OUT-PATIENT HEALTHCARE

The total limit for OPD is PKR 110,000/- per family.

- OPD claims can be submitted online.
- The claims will be verified by People & Culture Department.
- Based on verification, Finance department will be reimbursing the claims.

OPD forms can be filled by following the link:

[https://docs.google.com/forms/d/e/1FAIpQLSc3QMqg7hh7fXfF\\_kS2KcUo9MNKSuSnk6JJFTCVZkAnGmeYJA/viewform](https://docs.google.com/forms/d/e/1FAIpQLSc3QMqg7hh7fXfF_kS2KcUo9MNKSuSnk6JJFTCVZkAnGmeYJA/viewform)

# DISCIPLINARY ACTIONS

Techwards reserves the right to take action and/or terminate any employee who violates company policies, practices or rules of conduct. Poor performance and misconduct are also grounds for discipline or termination. The following actions are unacceptable and considered grounds for disciplinary action. This list is not comprehensive; rather, it is meant merely as an example of the types of conduct that this company does not tolerate. These actions include, but are not limited to:

- Engaging in acts of discrimination or harassment in the workplace;
- Possessing, distributing or being under the influence of illicit controlled substances;
- Being under the influence of a controlled substance at work, on company premises, or while engaged in company business;
- Unauthorized use of company property, equipment, devices or assets;
- Damage, destruction or theft of company property, equipment, devices or assets;
- Removing company property without prior authorization or disseminating company information without authorization;
- Falsification, misrepresentation or omission of information, documents or records;
- Insubordination or refusal to comply with directives;
- Failing to adequately perform job responsibilities;
- Excessive or unexcused absenteeism or tardiness;
- Disclosing confidential or proprietary company information without permission;
- Illegal or violent activity;
- Falsifying injury reports or reasons for leave;
- Possessing unauthorized weapons on premises;
- Disregard for safety and security procedures;
- Disparaging or disrespecting supervisors and/or co-workers; and
- Any other action or conduct that is inconsistent with company policies, procedures, standards or expectations.

This list exhibits the types of actions or events that are subject to disciplinary action. It is not intended to indicate every act that could lead to disciplinary action. Techwards reserves the right to determine the severity and extent of any disciplinary action based on the circumstances of each case.

# EXIT POLICIES

## Termination

Employment at Techwards is on an at-will basis and may be terminated voluntarily or involuntarily at any time. Upon termination, an employee is required:

- To continue to work until the last scheduled day of employment;
- To turn in all reports and paperwork required to be completed by the employee when due and no later than the last day of work;
- To return all files, documents, equipment, keys, access cards, software or other property belonging to the company that are in the employee's possession, custody or control, and turn in all passwords to his/her supervisor;
- To participate in an exit interview as requested by People Ops.

## Resignation

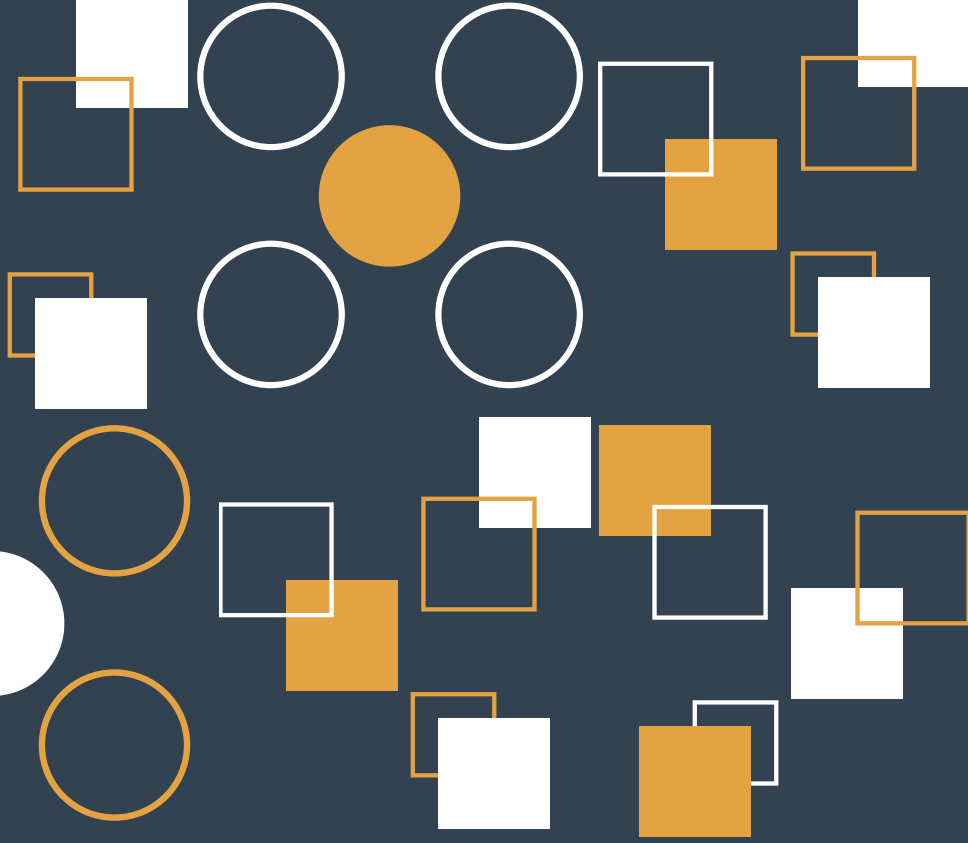
The company recognizes that personal situations may arise which requires a resignation from employment. Should this occur, the company requests that the employee must provide one month advance notice in writing. Necessary deductions will be applicable from final settlement, if the notice period is not served completely. All rights and privileges of employment with the company terminate upon the date of separation. Employees are required to return all company property assigned to them. Failure to do so may result in the withholding of their final paycheck.

## Final PayCheck

Employees who terminate employment with the company will be given their final pay check within a month.

## Exit Interview

The company may request an exit interview upon notice of termination. The purpose of the exit interview is to complete necessary forms, collect company property and discuss employment experiences with the company.



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**LET'S GROW**  
**TOGETHER**