



# GenlTeam HR Policy Manual

HR Team

Genlteam Solutions

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## HR POLICY

The GenITeam Human Resources Policy and Procedure Manual provide the policies and procedures for managing and developing staff. It also provides guidelines GenITeam will use to administer these policies, with the correct procedure to follow.

GenITeam will keep HR policies current and relevant. Therefore, from time to time it will be necessary to modify and amend some sections of the policies and procedures, or to add new procedures.

Any suggestions, recommendations or feedback on the policies and procedures specified in this manual are welcome.

These policies and procedures apply to **all** employees.

## PERSONAL CONDUCT

GenITeam expects its employees to maintain a high standard of conduct and work performance to make sure the business maintains its good reputation with customers and suppliers. Good personal conduct contributes to a good work environment for all.

This involves all employees:

- Treating colleagues with courtesy and respect.
- Treating customers and clients in a professional manner at all times.
- Keep your voices low while discussing things.
- Keep friendly and professional behaviour with your fellow employees.

### Dress Code Policy

As a minimum standard, dress should be clean, neat and professional.

## CLIENT INFORMATION

Employees are not allowed to share their personal information with clients nor can they disclose contact lists, customers list etc. to people outside their company. Only customers that are mentioned on the website can be shared on their public profiles over social media; Facebook, LinkedIn.

## NON-SOLICITATION OF CUSTOMERS, PROSPECTS AND EMPLOYEES

Except with the prior written consent of Employer, during your involvement with Employer and for a period of 2 years after the employment ends, you will not directly or indirectly, either for yourself or for any other business or person, solicit, call upon, attempt to solicit or attempt to call upon any of the customers (existing at the time of my leaving Employer) of Employer, and I will not accept any business from such customers of Employers for yourself or for any employer during such period. Furthermore, I will not seek direct employment with such customers of Employer during this period. I will not solicit; attempt to solicit employees of employer for period of 2 years after my employment end.

## CONSULTING / PART TIME ASSIGNMENT POLICY

During your employment with GenITeam, you shall not accept any other consulting / part time assignment with any organization without consent of employer.

## EMAIL POLICY

1. Email facilities are provided for formal business correspondence.
2. Take care to maintain the confidentiality of sensitive information. If emails need to be preserved, they should be backed up and stored offsite.
3. Limited private use of email is allowed if it doesn't interfere with or distract from an employee's work.
4. No material is to be sent as email that is defamatory, in breach of copyright or business confidentiality, or prejudicial to the good standing of GenITeam in the community or to its relationship with staff, clients and any other person or business with whom it has a relationship.
5. Email must not contain material that amounts to gossip about colleagues or that could be offensive, demeaning, persistently irritating, threatening, and discriminatory, involves the harassment of others or concerns personal relationships.
6. When using email, a person must not pretend to be another person or use another person's computer without permission.
7. Excessive private use, including mass mailing, "reply to all" etc. that are not part of the person's duties, is not permitted.

## LAPTOP POLICY

GenITeam is providing staff members with laptops. These laptops can be used inside and outside the company by the staff in order to enhance, enrich, and facilitate their tasks and goals.

### **Rules for laptop use:**

1. The company laptops are to be used for company-related business as a productivity tool.
2. Laptops issued to staff are company's property.
3. The laptop is intended to serve as your primary computer workstation. If you already have a desktop computer, it will in most cases be replaced by the laptop. Desktop systems will be redistributed.
4. The laptop is provided for your use, but it remains the property of GenITeam.

5. In case you have problems with your laptop, notify your Network Administrator right away.
6. The laptop will be configured with a standard suite of programs that are appropriate for the type of laptop you received based upon GenITeam software standards. Other applications may be provided to you based upon your professional needs and/or requirements.
7. Staff should NOT install software or hardware, or change any system configuration. All software and/or hardware installations or system configuration requests must be submitted through Network Administrator.
8. If junior staff is assigned the laptop, he/she must take written permission from manager / team lead before carrying laptop to his home. Request form is available from Network Administrator, also in case of oral permission staff member must email his Manager and CC network department.
9. Staff is expected to protect laptops from damage and theft.
10. Staff is monetarily responsible for any hardware or software damage or loss inflicted to the laptop due to negligence on his/her part.
11. Staff agrees to pay replacement costs of lost laptops and peripherals, or repair costs for damage due to negligence on his/her part.
12. Staff will not be held responsible for computer problems resulting from regular routine related use.
13. All policies as well as the Acceptable Use Policy apply to the use of all laptop computers inside and outside the company's premises.
14. Since the laptop's keyboard and touch pad are permanently attached to the rest of the system, make sure that your hands are clean before using them. It is costly to change a damaged laptop keyboard and/or touch pad due to excessive dirt.
15. Do not place drinks or food in close proximity to your laptop.
16. Extreme temperatures or sudden changes in temperature can damage a laptop. You should NOT leave the laptop in any unattended vehicle.
17. When using the laptop, keep it on a flat, solid surface so that air can circulate through it. Using the laptop while it is directly on a bed, for example can cause it to overheat and become damaged.
18. Due to their size and portability, laptop computers are especially vulnerable to theft. Do not leave a laptop in an unlocked vehicle, even if the vehicle is in your driveway or garage, and never leave it in plain sight. If you must leave your laptop in a vehicle, the best place is in a locked trunk. If you do not have a trunk, cover it up and lock the doors.
19. Carry your laptop in a nondescript carrying case or bag when traveling.
20. Do not leave a meeting or conference room without your laptop. Take it with you.
21. If a theft does occur, you must notify the reporting Network Administrator as soon as possible.

22. Company's laptops are not allowed to be used for any personal purpose
23. Your issued laptop carrying case is rated for a maximum load of 15 lbs. Your laptop weighs 7 lbs. Over packing the carrying case with books and other items can cause the handle to break, which in turn can cause damage to the laptop if dropped.

## INTERNET USE POLICY

The internet is provided by GenITeam for work. Limited private use is permitted if the private use does not interfere with a person's work and that inappropriate sites are not accessed. Management has the right to access the system to check if private use is excessive or inappropriate.

## INTERNSHIP POLICY

The GenITeam Solutions Internship Policy is established to provide motivated and ambitious students with a wealth of challenging tasks and exposure to the day-to-day technical learning in a highly professional environment.

Moreover, an Internship is an excellent opportunity for students pursuing undergraduate or graduate studies and even for fresh graduates to familiarize themselves with the organization, working methods and corporate culture.

### Duration

Each Internship posting will be for 1-3 months, full time (40 hours/ per week). In special cases, an Internship can be arranged for any duration between 1 month to a year, depending upon the needs of the function/ business and Internship requirement.

### Stipend

Interns shall receive the monthly stipend

- Undergraduate or graduate students will be paid 12K-15K on monthly basis.
- Fresh graduates will be paid 20K on monthly basis.

Interns are not eligible for travelling allowance, medical insurance, provident fund and any other type of benefits.



## **Professional Expectations**

Interns are expected to be punctual for all meetings and complete work assignments within the timeframe specified by their supervisor. Interns are expected strictly work within the working hours of GenITeam (9:00 AM -6:00 PM, including 1-hour lunch break).

The following actions of the Intern may lead to termination, including absence without prior intimation, unacceptable behavior, fraud or any other breach of confidentiality. Interns are expected to respect and maintain confidentiality with all information and data they may encounter during the Internship. In the case of illness, the Intern must notify the Human Resources Manager as soon as possible. Upon completion of the Internship, the Intern must return all property belonging to the GenITeam.

GenITeam management may offer the employment to the interns on the completion of their internship tenure by keeping in view their performance and behavior.

Internship certificate will be awarded to all designated interns.

## **ISSUES /COMPLAINTS POLICY**

### **Procedure: To make a complaint**

If you believe you are being, or have been, discriminated against, sexually harassed, bullied or is irritated by someone behaviour which cause a continuous disturbance you should follow this procedure.

1. Tell the offender the behaviour is offensive, unwelcome, and against business policy and should stop (only if you feel comfortable enough to approach them directly, otherwise speak to your manager). Keep a written record of the incident(s).
2. If the unwelcome behaviour continues, contact your HR Manager for support.
3. If this is inappropriate, you feel uncomfortable, or the behaviour persists, contact another senior most manager.

Employees should feel confident that any complaint they make is to be treated as confidential as far as possible.

### **Possible outcomes**

If after investigation management finds the complaint is justified, management will discuss with the complainant the appropriate outcomes which may include:

1. disciplinary action to be taken against the perpetrator (counselling, warning or dismissal)
2. counselling for the complainant

3. an apology (the particulars of such an apology to be agreed between all involved)

## WORK TIMINGS & TASK STATUS:

Monday to Thursday	:	09:00AM	to	06:00PM
		(Lunch & Prayer Break: 01:00 PM to 02:00 PM)		
Friday	:	09:00AM	to	06:30PM
		(Jumma Prayer & Lunch Break 1:00 PM to 02:30 PM).		
Saturday & Sunday	:	Off day		

**Note:** The Jumma/Lunch Break timings will vary according to day light saving if applicable

Individual operations within the organization may have different working hours as per sole discretion of Management. Working hours may be subject to change from time-to-time as determined by the management according to the season. The working hours during Ramadan will be announced separately every year.

**As a Company, GenITeam believes in standard completion of assigned tasks in lieu of time slots allocations. We believe in optimization of 8 hours & completion of tasks should guarantee completion of assigned hours. Management shall stand sole authority while deciding completion of allocation work/task against no of hours at work.**

## ATTENDANCE POLICY

1. Employees are required to record their in/out attendance on HRM/Assembla portal. Accurate recording of time worked, is the responsibility of every employee.
2. Flexible time of 15 minutes (till 09:15 AM) is allowed at time of reporting, exit time of concern will be adjusted according to reporting time subject to completion of eight (8) working hours per day or forty (40) hours per week, otherwise will be deducted from balance Casual Leave (CL).
3. Coming late without notification after flexible 15 Minutes (till 09:15 AM) will be considered late. Four late will be considered as one (1) day CL and will be deducted from the balance CL. Two late comings shall stand exempted.
4. **If staff is late or unable to report for work for any reason, he/she must have to notify the immediate superior well in time otherwise leave balance will be deducted according the situation. The relaxation for late coming is only for**

**one hour & 30 minutes (after flexible time i.e., till 10:30 AM). If employee is coming late more than 1 hour and 30 min (till 10: 30 AM) it will be treated as half day leave and will be deducted from leave balance CL. It is not acceptable to leave a message for immediate superior with co-worker, except in extreme emergencies.**

5. During working hours if an employee leaves the office for non-official work, it must be notified to immediate supervisor/ Project manager and enter the details in email addressed to supervisor and HR; including the expected time of return and actual time of return on return. In such a scenario, the hours spent out of office will be considered non-working hours and must be adjusted/completed by the concern, subject to completion of eight (8) working hours per day or forty (40) hours per week, otherwise will be deducted from balance Casual Leave (CL) as Half day CL.
6. Altering, falsifying, tampering with time records, or recording time on behalf of another team member's record will result in disciplinary action, including termination of employment.
7. Strict punctuality should be observed at all times. Staff will not be considered punctual, if he/she is late for work persistently without acceptable reasons being given prior to or after the occurrences.
8. If there is no CL balance left, the deduction will be made from employee salary as Half day or full day salary as per the CL balance to be adjusted.
9. All employees are expected to self-administrate themselves as per the Attendance policy.
10. An employee who is absent for three or more consecutive days without intimation to their respective manager or the HR department will be deemed to have abandoned their job.

## LEAVE POLICY

### **Procedure: To take a leave**

1. Employees are requested to submit request through ORANGE HR PORTAL to their supervisors about their intention to take a leave (Sick or Casual) before time. Please clearly state the reason of why you want to take a leave.
2. Leaves will be approved by your immediate supervisor on his sole discretion. Request for leave does not guarantee that the request will be approved, it will be as per sole discretion of the Management according the exigencies of the work.
3. In case you don't inform your supervisor about your leave before time you will be considered as absent which results in deductions of your salary.

4. Upon approval your supervisor will send this request to HR Manager who will adjust your Leaves according to your leave balance.

## LEAVE TYPES

All the employees will be eligible for full paid leave days on yearly basis, as under: Our leave year is for calendar year & annual leave will be due after 1 year of confirmation.

### Casual Leaves

Casual leaves can be availed for attending personal urgency, causality, important work, etc. or any other emergency. To cover for such situations, all employees are granted 8 casual leaves per year, on prorated basis.

#### **Rules: -**

1. CL cannot be accumulated and carried forward beyond the contract period or at the end of calendar year.
2. The un-availed CL balance of all employees will lapse automatically at the end of Calendar year and will not be en-cashed. CL shall not be granted for more than two (2) days at a time. In case leave is availed for three (3) or more than three days, at a time, the total leaves availed shall be treated as annual leaves. Such excessive leaves should be duly approved by Head of the Department via email otherwise it will be considered as Leave without pay.

### Sick Leaves

Resources can avail sick leaves when they are genuinely unable to perform duties due to health issues. All employees are granted 6 SL per year on prorated basis.

#### **Rules: -**

1. Un-availed SL shall not be en-cashed.
2. SL applied for more than three (3) days at a time shall be accompanied by a certificate from a Registered Medical Practitioner. However, a Certificate can be required even for one day, if felt necessary.
3. In case of prolonged sickness; when all the SL has been availed: Management may grant annual leaves for the situation.

## **Annual Leaves**

Only permanent full time employee shall be entitled to AL on the completion of one-year service. All employees are granted 10 days' annual leaves at completion of 1-year service.

### **Rules: -**

1. AL may be accumulated for maximum of twenty (20) days. However, under special circumstances and/or during lean period of work load, employees may be asked to avail their total AL or a part thereof.
2. AL exceeding the defined maximum balance will automatically expire on the last day of the hiring month in a calendar year.
3. **An employee will be entitled for the encashment of available accumulated AL balance (up to maximum limited defined as above) at the rate of monthly present bank transfer basic salary in following situation only: -**
  - **Death (payable to nominated legal heirs in Next of Kin Declaration)**
4. AL cannot be availed less than three (3) days at a time.
5. AL Leave shall always be pre-planned and approved by the Management at least 1 month in advance.
6. While availing the AL, all intervening Sundays, Off Saturday and Public Holidays shall not be counted.
7. No other leave (Casual Leave, Sick Leave, Compensatory Leave) can be combined with AL

## **Compensatory Leave**

CPL(s) with full pay may be granted to an employee who works on Saturday, Sunday, or a Public Holiday.

### **Rules: -**

1. One Compensatory Leave along with a complimentary lunch of Rs 600/- per day shall be admissible for minimum 8 hours' work on any Saturday/ Sunday / Public Holiday / extra working hours requested by Manager.
2. No Compensatory Leave shall be admissible for work periods less than 8 hours.
3. Prior approval in writing from concerned Manager /Head of Department is mandatory before performing work on off day.

### **Half Day Leave**

Half day (4-hours) leave will be allowed to an employee in case of SL & CL only and shall be deducted from the available applied leave balance.

### **Maternity & Paternity Leaves:**

1. Female Employees shall be eligible to avail 90 calendar days paid leaves on account of maternity.
2. Male Employees shall be eligible for 2 days paid leaves on account of paternity leave.

### **Leave without Pay**

In case all the entitled leaves have been exhausted, the Management at its sole discretion may allow leave without pay (full / half) for any period as per the situation on case to case basis. Keeping in view the exigencies of work and/or non-ingenuity of the reasons of leave, the Management / Head of Department has sole discretion to approve a leave without pay (full / half) even the balance is available.

### **Absent**

Any Leave availed without proper information or against the rules and regulations defined in the policy may be marked absent (unapproved) at per sole discretion of the Management / Head of Department.

## **EMPLOYEE BENEFITS**

### **Provident Fund:**

The rules of Provident Fund issued to employees are:

1. Employee contribution of a fixed amount (Rs 1500) from monthly salary is stored separately in an individual account after the completion of probation period.
2. Employer (GenITeam) contribute equal fixed amount (Rs 1500) on to employee's salary to the individual account at the same time after the completion of probation period.
3. Employee can withdraw the savings at the time they leave the company.
4. Employee will be entitled to receive Employer (GenITeam) contribution against his/her service of at least 1 year at GenITeam. (Note: Employee will only receive

the Employee contribution if he intends to leave GenITeam before 1 year of his/her service).

5. The share of Provident fund neither be deducted from employee salary nor contributed from employer during a notice period.

## LOAN POLICY:

### Eligibility for Loan

- All permanent employees are eligible for an interest free loan subject to availability of funds.
- The basic criterion for eligibility is a genuine verifiable purpose for which the employee has applied for a loan.

### Eligibility amount and repayment

- The maximum amount to be sanctioned as loan will be as per grading & incentive structure of the Company. Application for a higher amount will be subject to approval from the CEO. The sanction will depend on the sole discretion of the CEO.
- The loan will be repayable within **12 months in equal monthly** deductions from salary/ by any other mode defined beforehand. The deduction of installments from salary will start from the next month.
- Minimum serving period must be 1 year for eligibility.
- Employee who has availed this facility can apply only after one year but in exceptional cases loan can be sanctioned after 6 Months clearing the loan, subject to the approval of Director HR

### Procedure

1. The applicant has to fill a loan application form which could be taken from the HR.
2. Employee has to submit Future Cheque of total amount on a given date which will be returned to the employee once all the installments fully repaid.
3. The HR verifies the eligibility amount and forwards the application to Director HR for approval. The sanction / rejection of loan is at the sole discretion of the Director HR.
4. After the loan is sanctioned, an advice is given by HR to Finance to process the payment.

5. If an Employee intends to leave the organization before the repayment of the full loan amount, the employee is liable to pay the balance of the loan amount before submitting resignation.

## **OPD POLICY:**

### **Eligibility:**

All full time/Permanent employees are covered along with his/her spouse, children and parents living in Pakistan. Employees cannot avail this opportunity during their probation period.

### **Out Patient:**

1. OPD treatment covers medical expenses which include consultancies, investigations, checkups, lab tests, child mandatory vaccinations, treatments(allopathic/homeopathic), prescribed medicines for existing and pre-existing medical conditions (if any).
2. Prescriptions will be required for all the medicines and lab tests for reimbursement.
3. Prescription is not required for over the counter (OTC) medicines which are standard medicines including syrups, pain killers, antihistamines, ORS, antacids, etc.
4. Dental coverage includes treatment of teeth/gum (only if medically required), standard extraction of teeth, root canal and crown, filling, X-rays.
5. Dermatology covers prescribed treatment medically required including acne treatment, Eczema, Dermatitis, Autoimmune skin diseases.
6. Optical covers checkups, tests and medicines only.

### **Exclusion:**

1. Medical equipment e.g. BP apparatus, glucometer, sugar strips, nebulizer, hearing aids, thermometers, weight machine.
2. Rehabilitation items like crutches, wheel chairs, cervical collars, lumbar support belts, arm slings.
3. Baby milk formulas, Vitamins/Supplements.
4. Osteopathy, Chiropractic, Acupuncture, Hijama, Physiotherapy.
5. Dental crowning, bridging, capping, dentures, braces, scaling/polishing, implants, toothpaste, tooth brushes, mouthwash.



6. Cosmetic treatment including whitening cream and medication, hair fall treatment/ transplant, oils, face washes moisturizers, soaps, sunblock, aesthetic treatment, skin laser treatment, sanitation items, and shampoo.
7. Eye contact lenses, powered glasses, frames and powered lens solutions.
8. Contraception, fertility treatments.
9. Obesity treatment, energy drinks, protein supplements for bodybuilding and physical fitness.

**Procedure:**

1. Employees are encouraged to prefer authorized hospitals or clinics for any medical needs and pay medical related cost from their own pocket then for reimbursement they are required to do the following:
2. Employees are required to provide original computerized payment receipt/bill receipt/memo (mentioning the amount) with copy of prescription and supporting documents in hard form. Patient's name should be mentioned clearly in doctor's prescription. Copy of vaccination card is required for claiming child vaccination expenses.
3. In cases of non-computer generated/manual invoice or receipt, the stamp of the hospital/pharmacy is a mandatory requirement. On manual invoice/receipts there should be no over writing / cutting. The date of the manual receipts should match with the prescription date.
4. Submit/handover it to Admin/ HR representative.
5. Make scanned/hard copies of your claim documentation before dispatching them to health insurance representative. Record keeping of claims/documents pertaining to the claim is employee responsibility.
6. Medical claim officer reserves the right to refer any or all bills for further verification submitted by employee for reimbursement.
7. Any forged billing in this regard will be considered gross misconduct and will therefore, invoke disciplinary action accordingly, leading to possible dismissal.
8. Expense claim has to be submitted within first 26 days of each month to receive the reimbursement.
9. OPD expenses are disbursed on monthly basis and transferred to employee salary bank accounts.
10. Only the prescribed treatment amount will be reimbursed by the company.
11. Reimbursement amount for each employee will be 3% of their gross monthly salary.

## MATERNITY MEDICAL COVERAGE:

Company would cover all employees through Pak-Qatar Maternity Policy. Details are:

- An employee must be covered during maternity cycle i.e. of 9 Months. Pre-existing won't be entertained.
- Employees would need to register spouses for eligibility of maternity.

<b>Maternity Coverage</b>	<b>Plan A (G4 &amp; G4-A &amp; G5)</b>	<b>Plan B (G2 &amp; G3 &amp; G3-A)</b>	<b>Plan C (G1 &amp; G1-A)</b>
Normal Delivery Limit (Per married female per year up to age 45)	PKR 50,000/Year	PKR 50,000/Year	PKR 30,000/Year
Complicated Delivery Limit (Per married female per year up to age 45)	PKR 70,000/Year	PKR 70,000/Year	PKR 50,000/Year

## OVERSEAS TRIP POLICY

1. In view of the kind of business in which our company is involved, the employees in the technical groups may have to travel to any place in the world for the desired period depending upon the business needs.
2. The employees are expected to take up such assignment without any hesitation.
3. All the travel bookings shall be made through Company's official Travel Agent. Company's travel agent should be asked to issue the air ticket only few days in advance, after the exact date of travel is known and final.
4. Lodging (Accommodation expenses) shall be arranged and paid for by the company, when an employee travels on deputation or training.
5. The local conveyance expenses from Airport to place of residence or hotel as well as conveyance expenses incurred for official work while on duty shall be paid at actual, supported by bills.
6. All expenses incurred in foreign exchange shall be supported by bills.
7. The employee should use the facilities of the visiting office for communication through phone/fax/e-mail, etc. for official purpose.
8. The visiting employee shall keep GenITeam management and her/his manager at Lahore fully informed in advance about plans for their return and interim movement, if any.
9. Immediately after reaching the destination during onward journey from Lahore, the employee shall inform GenITeam management as well as her/his

immediate supervisor about safe arrival per telephone/e-mail/fax. An employee should also advise contact details from viewpoint of communications to this office.

As per our policy below are the Guidelines & details for Business Visit.

1. Visa + Travel Arrangements Are covered by company.
2. Accommodation: Company Apartment.
3. Travel + Food Expense: 80 - 100 AED / Day. Will be issued from Dubai Office in cash.
4. Traveler Package Sim Card: 50 AED
5. Receipts to back up if there needs any dinning or traveling with clients.
6. Meeting logs, agenda and statuses updates on Assembla for future references on daily basis.
7. A comprehensive report submission within 7 working days of return.

## EMPLOYEE REFERRAL POLICY

The purpose of the Employee Referral Program is to recruit high quality information technology talent in 'hard to fill,' mission critical, and highly competitive positions. GenITeam will issue a per instance award of PKR 10,000 to a current regular employee whose referral is subsequently hired by company for an open, eligible full-time position. i.e. 50% of amount will be added upfront and remaining after the completion of 3 Months of probation period.

### **Reason for Policy/Purpose:**

Recruiting great talent is important for GenITeam continued growth and success. The market for recruiting IT talent is challenging and the competition is quickly increasing. The employee referral program is intended to bring in the best possible talent for GenITeam and supports the company mission of equal employment opportunity for all candidates.

### **Policy/Procedures:**

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

### **Employee Eligibility**

1. You must be a current regular employee at the time of the referral and the award payout i.e. 50% of amount will be added upfront and remaining after 3 Months.
2. You may not be involved in the Selection process.

3. All managers level staff and above, as well as Human Resource staff, are not eligible.

### **Candidate Eligibility**

4. Candidates must meet the basic qualifications for employee referral award-eligible positions.
5. Candidates must follow the prescribed application process for the position.
6. Candidates must accept an offer for full-time employment into an award-eligible position, and must still be employed by GenITeam in that position for six continuous months in good performance standing.

### **Award Eligibility**

1. In the event the same candidate is referred by more than one employee, the person who submitted the referral first will receive credit for the referral.
2. Human Resources will notify the referrer of the pending award if the referral is hired.

## GRADING STRUCTURE:

Grades	Designations	Experience	Responsibilities
G1- Officer	Associate SE/CG/SQA, Associates /MTO	0-1 year	Fresh
G1- A Officer	SE/CG /SQA /Officer Level	1-2 year/s	Functional Level
G2-Sr.Officer	SSE/Sr.CG Artist/Sr.SQA Engineer/ /Specialists etc	3-4 years applied experience in Respective domain.	Leading a team of 2-4 resources
G3-Executives	PSE/PCG /Principal QA/Lead /Equal	4-7 years of Applied Experience in Respective domain.	Leading team size of 5- 10 Resources, 2-3 domains /streams. Tactical contribution in growth.
G3-A Sr. Executive	Staff Engineer /Associate Architect/Staff Artist /Equal	7– 10 years of Applied Experience in respective domain	Leading 3-5 streams/Domains and team size of 11 to 20, tactical Contribution in growth.
G4 Associate Managers	Architect/APM /Software Specialist /Associate Manager- Arts/Equal	8+ years of applied experience in respective domain	Strategic Contributions ,extension of G3-A
G4 –A Managers	Manager, Sr. Software Specialist/ Manager Arts /Equal	10+	Heading a Division of 20-40 resources, tactical +strategic Contribution
G5 Sr. Managers	Sr. Manager, Principal Software Specialist Sr. Architect, Sr. Manager Arts/Equal	15+	Strategic Contributions + heading two divisions

## INCENTIVE STRUCTURE:

Grades	OPD	Health Insurance	Maternity	Provident Fund	Loan Facility	Car Financing	Travel Allowance
G1-Officer	3% of Gross Salary	PKR 150,000/Year Self+Spouse	PKR/-30,000 Normal Delivery PKR/-50,000 Complicated Delivery	Applicable	1 Basic Salary	N/A	7,000 PKR/ Month
G1-A Officer	3% of Gross Salary	PKR 150,000/Year Self+Spouse	PKR/-30,000 Normal Delivery PKR/-50,000 Complicated Delivery	Applicable	2 Basic Salaries	N/A	8,000 PKR/ Month
G2- Sr. Officer	3% of Gross Salary	PKR 150,000/Year Self+Spouse+ 2 Children	PKR/-50,000 Normal Delivery PKR/-70,000 Complicated Delivery	Applicable	2.5 Basic Salaries	N/A	14,000 PKR/ Month
G3- Executives	3% of Gross Salary	PKR 200,000/Year Self+Spouse+ 2 Children	PKR/-50,000 Normal Delivery PKR/-70,000 Complicated Delivery	Applicable	3 Basic Salaries	N/A	20,000 PKR/ Month
G3-A Sr. Executive	3% of Gross Salary	PKR 200,000/Year Self+Spouse+ 2 Children	PKR/-50,000 Normal Delivery PKR/-70,000 Complicated Delivery	Applicable	3 Basic Salaries	1000 CC on sharing basis @ 60% Employee 40% Employer	22,000 PKR/ Month
G4- Associate Managers	3% of Gross Salary	PKR 200,000/Year Self+Spouse+ 2 Children	PKR/-50,000 Normal Delivery PKR/-70,000 Complicated Delivery	Applicable	3-4 Basic Salaries	1000 CC on sharing basis @ 60% Employee 40% Employer	25,000 PKR/ Month
G4-A Managers	3% of Gross Salary	PKR 200,000/Year Self+Spouse+ 2 Children	PKR/-50,000 Normal Delivery PKR/-70,000 Complicated Delivery	Applicable	4-5 Basic Salaries	1300 CC on sharing basis @ 60% Employee 40% Employer	34,000 PKR/ Month
G5- Sr. Managers	3% of Gross Salary	PKR 200,000/Year Self+Spouse+ 2 Children	PKR/-50,000 Normal Delivery PKR/-70,000 Complicated Delivery	Applicable	5-7 Basic Salaries	1500 CC on sharing basis @ 60% Employee 40% Employer	42,000 PKR/ Month

## RESIGNATION & TERMINATION POLICY

This policy lays down the rules and regulations for resignation / termination of employee services

### Resignation

1. All confirmed employees will be required to give one-month notice, and one week notice in case of probationary, or pay In lieu of Notice period as specified in the Appointment letter.
2. The resignation acceptance is subject to repayment of any outstanding loan amount as it will not be deducted or adjusted from the final settlement.
3. The notice period will be effective from date of submission.
4. The final settlement will be paid within 30 working days after the last working day regardless of the employment status. However, if the employee release date is after 10<sup>th</sup> of the next month, then his / her salary of the previous month will be released in the monthly payroll and Provident fund will be released later as final settlement.
5. All company provided benefits i.e. Provident Fund, Medical Insurance and OPD will be ceased from the date of resignation acceptance. However, in special circumstances and management approval, the medical insurance expenses during the notice period may be processed to service provider for the reimbursement of the claims.
6. The employee will be liable to strict disciplinary action in case company related data is found deleted, tampered or missing and pay the damage, if any electronic devices under the use of the employee is found faulty, malfunction or lost.
7. The experience certificates, clearance letter and final settlement will be put on hold, if the employee will not complete the separation process as per the policy.
8. The company will give one-month notice to the confirmed employee, and one week notice to probationary employee, or pay in lieu in case of employment termination due to any reason other than the misconduct.
9. If an employee serves resignation while on leave will be treated to have left the services without notice on the day of proceeding on leave.
10. Any leaves taken after resignation will be regarded as unpaid, with a ratio of 1 leave day being equivalent to 2 days of unpaid leave.

**Note: Company is liable to take back salary increments in case of any resignation coming 1 Month before or after resignation.**

### **Non-Competing Technology**

In case of termination of my employment contract before 2 year I agree not to engage and participate directly or indirectly in any type of training or development in competing technology on which I work or got trained during my term of engagement at company starting from my joining date. I also agree to pay the company 2-month salary as compensation to my training cost in case I do not wish to comply with above clause.

### **Termination process**

Company shall make best effort to provide timely feedback to resources and help them concentrate on creative & productive work. Management will follow streamlined process to initiate termination

1. In case of poor performance, concerned authorities (direct supervisor) may issue verbal warnings.
2. If an employee's performance falls below average, the HR Department will issue an official warning, communicated via email, and may change the employee's status from confirmed to probation while setting new performance objectives.
3. Unsatisfactory performance during probation, may lead issue of termination letter to the employee.
4. The company may terminate an employee without giving any notice period or pay in lieu only in the case where gross misconduct is established beyond the doubt after the enquiry.