

# **HR Policy and Procedure Manual**

EZZE TECHNOLOGY LIMITED

Year-2017



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## **Welcome**

Congratulations on your appointment and welcome to the team at Ezze Technology Limited! We are excited that you have decided to join us and look forward to a long, happy and successful partnership together. Our business is primarily about IT service provide and solution. You have been hired because we believe you can help us to deliver these high levels of customer satisfaction. We want to ensure that your interactions with other ETL employees and our customers will reflect the value that ETL places on Team work, superior customer service.

The purpose of this Manual is to introduce you to the Ezze Technology Limited, give you some information about our history, our clients and what we do. You will also find information about your terms and conditions and employment, our expectations around your behaviour and our policies and procedures. This manual should be read in conjunction with your Contract of Employment.

This Manual is by no means an exhaustive guide to your employment with us. It has been developed to act as a resource and reference for you. The policies within this Manual are easily listed and easily accessed via the contents page. This Manual will be updated as required as our business evolves and grows. You will be notified of any changes as they occur. If you have any questions about the content please do not hesitate to contact with the HR Personnel.

## **Our Company History**

Ezze Technology Limited (ETL) formerly known as Ezze Technology was founded in 2012 by some young, assiduous and innovative Entrepreneur which basically deems to deal with the Information Technology and inventive solution. Md.Mofizur Rahman Tipu, Managing Director along with four other young Entrepreneur who are skilled with IT background by having smooth career pathway started their business with full of dreams that leads the organization to pick of success. ETL have experienced with various government projects such as Digital world, Power weak, learning and Earning Development project so on. It's also thinning out with some more start up brands like ITBAZAR.com.bd, Dhaka Live, and Tortaza.com.bd so on.

## What We Do

At ETL we provide the following products and services to our clients:

- Web Design and Development
- Apps Development
- Software Development
- Domain & Hosting
- Digital Marketing
- Dhaka Live (Live Streaming solutions)
- ITBAZAAR.com.bd (Electric and Electronics products providing)
- E-Business Solution

## Our Clients

As we service many businesses from a variety of industries, we are proud to list the following clients:



## **Our mission, vision & values**

### **Mission Statement**

ETL's mission is to facilitate our clients, build and develop sustainable, profitable businesses.

### **Vision Statement**

Ezze Technology Ltd (ETL's) Vision is to offer excellent, innovative and augmented services in the fields of technology.

### **Values**

- Respected
- Trusted stakeholders
- Experts
- Flexible
- Quality product and service

## Our Achievements

- NATIONAL MOBILE APP DEVELOPMENT AWARD-15

Awarded For Live Blood Bank Mobile Application

Category- Health & Environment,

Position: Runner-up

- BEST LIVE STREAMING AWARD

Online Streaming Partnership: Bangladesh ICT Expo-2015 (15 June to 17 June) at BICC

- ARIJIT SINGH LIVE IN CONCERT

Arijit Singh Live in Concert: 12th Dec 2014 — at Jamuna Future Park, Dhaka

- LEARNING AND EARNING DEVELOPMENT PROJECT, ICT DIVISION

LEDP, 2016-2017



## **Your employment**

Your employment with ETL is essentially governed by your contract/ Appointment letter of employment, ETL Policies, in conjunction with this Manual. The following section provides general information regarding your pay, conditions and our expectations of you.

### **Payroll**

Your pay cycle is monthly. Our pay cycle runs from Saturday to Thursday. Pays will be given cash /Bank Transfer within 7<sup>th</sup> of every month. Subject to the delay will be notified by the HR Department to the employee.

### **Bonus:**

In a year, a full time employee will get two bonus (Two Eid), or In case of other religion depend on their festival after the probation period which is 50% of one's basic salary. Innovation Team Member and part time employee as well as employee during probation period will not be entitled to get any bonus. Thus the decision will depend upon the higher authority.

### **Hours of Work**

Office/Business hours are generally between 9.45am to 6.45 or (9:30-6:30) pm Saturday to Thursday. Your hours of work will depend on business needs and the requirements of the work you are assigned.

Your Manager will work with you to establish your standard hours of work and break times.ETL adopts a common sense approach to managing work hours.

### **Lateness for work**

Any absence or late arrival due to illness, injury or any other reason, and the expected duration of leave must be personally reported to your supervisor as soon as practicable (and prior to your normal starting time wherever possible).If you are unable to do this personally, you are requested to ask someone to telephone on your behalf.

**Late attendance**

Time Extension: 15 minutes

1. If any employee arrives at after 09.45 he /she will be marked as a late comer;
2. For the every three days late in a month, his /her one (1) day salary would be paid off as per management concern;
3. Half-Days Leave will be considered as full Days leave and will cut off from one's Annual leave; Subsequent to this, you must keep HR Manager informed of your progress.

**Reimbursement of Expenses**

ETL will reimburse employees for pre-approved expenses properly incurred by employees in the proper performance of their duties. Reimbursement will be subject to employees providing the Practice with receipts or other evidence of payment and of the purpose of each expense, in a form reasonably required by the ETL. Employees will also be required to complete the Expense Reimbursement Form which is included in the Office Forms section of this Manual.

**Business etiquette in conversation**

1. Board of Directors and Head of the Departments should be called as 'SIR' and Senior officers and Team leaders should be called as 'Bhi, Madam.
2. Be a good listener;
3. Be open and friendly;
4. Be open to new ideas;
5. Accept people as they are;

**Office etiquette**

1. Using official computer/Laptop in anyone's personal use is strictly avoidable;
2. Doing anything unusual like movie Downloading ,Facebook using ,YouTube using so on must be avoided;
3. While leaving office, make sure your computers is properly switched off or shut down;
4. Make sure your computer, cell phone & other electronics are functional;
5. Seek permission before using other user's accessories;
6. Company assets or resources are not allowed to use for any unauthorized non company purposes;

**Telephone Etiquette**

1. Make sure you speak clearly and are smiling as you answer the phone; introduce yourself.
2. Before placing a caller on hold, ask their permission first and thank them.
3. Keep your mobile phone silent during the work period, vibration mode is accepted;

## **Business Environment**

### **Work Areas**

As many employees work in an open plan area, it is important that your workstation and or desk remains clean and tidy and free of boxes, papers and magazines. Our expectation is that your workstation will be cleared and tidied at the end of every day. Any items that require storage should be put away, hard copy paper files should be kept to a minimum, with soft copies of files stored on the relevant shared drive electronically. Laptops should not be open on desks overnight.

### **Security**

Entry to the ETL premises during and / or outside of normal business hours will be by way of Biometric thumb or card punch/security pass. It is the responsibility of every ETL employee to ensure that this Biometric thumb, card punch or security pass is kept in safe custody. It must be returned on demand.

Employees must ensure that all confidential/sensitive documents are locked away at night. You should make sure that your personal belongings and valuables are locked away and secured. Personal property is not covered by Company insurance.

### **Kitchen and Bathrooms**

Please keep the kitchen and bathroom areas clean at all times, cleaning up after use. You should be mindful that these are public areas and you should be respectful to others by always cleaning up after yourself. If you use dishes then wash them immediately after use. Take the food by yourself as there is self-service system exits in ETL.

If there are any issues with these facilities you should notify your Manager immediately.

### **Meeting rooms**

If you need to book or use a meeting room please ensure that you book through the receptionist/office manager/booking system. Please tidy up after meetings, take away your dirty cups, files papers etc. Place chairs back in position and clean all work away.

## **Printing**

Save costs on printing wherever possible by printing on both sides of paper. Please pick up all printed matter off the printer and ensure that the printer is stocked with paper at all times. Colour printing should be kept to a minimum.

## **Waste Bins**

Most individuals will have these under their desk. These bins should be used for any items which are not recyclable eg; plastics, metal, a pen, food scraps etc. Please use your discretion and be mindful of disposing food scraps in the office. Liquids should not be poured/ placed into bins.

## **The noise factor**

Try to avoid shouting at each other across the office or on site at a client and respect people's busy periods or meeting times. Or if someone is engrossed in something at their computer or there are more than two people meeting with someone, it usually means they are busy. Try to talk quietly when you are on the telephone and respect others around you. During the work period everyone needs to keep their mobile phone silent.

## **Conveyance Bill**

1. Launch cost must be less than 100 tk (not more than 100tk).
2. Food cost except launch must be less than 30 tk;
3. CNG is not allowed as transportation mode except Dhaka Live equipment bearing;
4. Bill must be written clearly, elaborately with Date , Time, and purposes;
5. Conveyance must be passed by the HR Department;

## **Recreational policy**

ETL Provides many enjoyment options for its employee like central sound system, Dart Board playing, Bean Bag, swing set, Book Reading Facilities, Juice and Snacks Bar, smoking Zone.

Everyone should use all the recreational options in a timely manner. Like as

- Don't play music every time rather at the end of working period or accepted time set by the higher authority
- Gossiping around the office in the working period is strictly prohibited
- Try to avoid noisy factors
- Don't waste your time during the work period for any humpty dumpty.

## **Code of Conduct Policy**

This policy affirms ETL's belief in responsible social and ethical behaviour from all employees. This policy clarifies the standards of behaviour that ETL expects of all employees.

### **Principles**

Our employees contribute to the success of our organisation and that of our Clients ETL fully endorse that all employees are not deprived of their basic human rights.

Furthermore, our employees have an obligation to the Business, our Clients and themselves to observe high standards of integrity and fair dealing. Unlawful and unethical business practices undermine employee and Client trust.

### **Policy**

Our Code of Conduct policy applies to all employees and provides the framework of principles for conducting business, dealing with other employees, Clients and suppliers. The Code of Conduct does not replace legislation and if any part of it is in conflict, then legislation takes precedence. This policy is based on the following:

- Act and maintain a high standard of integrity and professionalism;
- Be responsible and scrupulous in the proper use of Company information, funds, equipment and facilities;
- Be considerate and respectful of the environment and others;
- Exercise fairness, equality, courtesy, consideration and sensitivity in dealing with other employees, clients and suppliers;
- Avoid apparent conflict of interests, promptly disclosing to a ETL senior manager, any interest which may constitute a conflict of interest;
- Promote the interests of Ezze Technology Ltd;
- Perform duties with skill, honesty, care and diligence;

- Abide by policies, procedures and lawful directions that relate to your employment with ETL and/or our Clients;
- Avoid the perception that any business transaction may be influenced by offering or accepting gifts;
- Under no circumstances may employees offer or accept money;
- Any employee, who in good faith, raises a complaint or discloses an alleged breach of the Code, whilst following correct reporting procedures, will not be disadvantaged or prejudiced. All reports will be dealt with in a timely and confidential manner.

ETL expects co-operation from all employees in conducting themselves in a professional, ethical and socially acceptable manner of the highest standards. Any employee in breach of this policy may be subject to disciplinary action, including termination. If an employee have doubts about any aspect of the Code of Conduct, they must seek clarification from the HR Manager. This policy will be regularly reviewed by ETL and any necessary changes will be implemented by the HR department.

## **Dress Code Policy**

ETL's objective in establishing a safe and comfortable environment includes setting some standards for Dress code. This is to enable all people to project a professional image that is in keeping with the needs of our clients and customers to trust us.

### **Office Employees**

Because our industry requires the appearance of trusted professionals a standard dress code is necessary for everyone.

1. Employees are expected at all times to present a professional, businesslike image to customers (internal and external), co-workers, prospects and the public; Office employees are expected to dress business casual during work hours.
2. Men are expected to come to work clean shaven every day;
3. Employees are required to use their ID card during their work period;

### **General**

Sales/Management/Marketing or other employees who attend meetings with clients or potential clients (valid only on meeting days) should wear formal dress;

### **Prohibited Clothing**

Employees should not wear ripped clothing of any sort, low cut clothing such as T- Shirts, Panjabi or thongs or open toed shoes.

### **Exceptions**

ETL will allow employees to wear casual clothing such as polo, Panjabi on the occasion.

## **IT, Internet, Email & Social Media Policies**

### **Internet Use**

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

Failure to comply with these instructions is an offence and will be subject to appropriate investigation. In serious cases, the penalty for an offence, or repetition of an offence, may include dismissal. Staff need to be aware that some forms of internet conduct may lead to criminal prosecution.

- Doing anything unusual like movie Downloading, Facebook using, YouTube using so on must be avoided;
- Company assets or resources are not allowed to use for any unauthorized non company purposes;

### **Email Use**

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. However, management has the right to access incoming and outgoing email messages to check if an employee's usage or involvement is excessive or inappropriate.
4. Non-essential email, including personal messages, should be deleted regularly from the 'Sent Items', 'Inbox' and 'Deleted Items' folders to avoid congestion.
5. All emails sent must include the approved business disclaimer.



## **Recruitment and Selection**

EZZE TECHNOLOGY LIMITED recognises a robust and professional approach to recruitment and selection helps us to attract and appoint individuals with the necessary skills and attributes to fulfil our aims and support our business goals.

All appointments should be made on the Principle of Merit, compliance with all relevant organizational & HR policy and adherence to this policy and related processes.

Our Business recruits people via the following methods:

- Internal
- External
- Employee Referred
- Job Referred
- Innovation Team

### **Internal Recruitment**

Involves promotion of employees, job rotation, and dual responsibility of the job.

### **External Recruitment**

Subject to give job circular through [techjobs.com](http://techjobs.com), [bdjobs.com](http://bdjobs.com), [bdjobstoday.com](http://bdjobstoday.com) is entitle to hire a potential employee for the specific job title.

### **Employee / Job Referred**

Reference from the existing employee or the employee from the same level of job are another sources of recruitment and hiring process. In case of technical knowledge required job this types of references allows most.

## **Innovation Team**

Ezze Technology Ltd (ETL) introduces “Innovation Team” as a platform to explore all avenues of one’s enthusiasm in the beginning of career as an intern. We offer plum job and wide range of opportunities for students and graduates, apprenticeships for internships and entry-level positions.

There are a bunch of golden expediency for students and graduates. You can join our innovation team by applying for entry-level roles such as a Critical writer, Idea Developer, Business Developer or business.

We are looking for talented, innovative and diligent person for employment. We have a solid infrastructure in place to help you grow your practice including a strong local presence, professional office space, marketing and operating support and comparative industry payout. We want to help you what you deserve.

## **Recruitment Procedure**

1. Create a simple position description for the job covering key activities, tasks, skills required, expectations, deliverables and safety considerations. Target the requirements of the job e.g. we seek an energetic person.
2. The recruitment process may include some or all of these: an application form, interviews, practical testing, and reference checks.
3. Give the successful candidate a contract of employment setting out clear terms and conditions. This includes the nature of employment e.g. permanent, part time, casual, project. The contract should include a welcome note and start details.
4. Once the candidate has accepted, contact the unsuccessful candidates as a matter of courtesy.

## **Selection**

Selecting the appropriate employee, ETL applies formal as well as informal selection procedure.

The usual procedure of the selection process as follows as.

- Job circular
- Initial screening of the applicant
- Job Test (MCQ, written, Aptitude test) depends on the job category
- interview
- Final Screening of the Applicant
- Appointments
- Inductions

## **Requirements for the job placement**

Hard copy of the following Documents needs to be provided to the HR Department by the respective employee...

1. Resume of the Employee;
2. Six Copy passport size photograph;
3. Copy of National ID Card;
4. Copy of latest Academic certificate;
5. Copy of Guaranty letter from the legal Guardian;
6. Reference Request
7. Declaration letter
8. Release letter of the last Employment (If Applicable)

## **Induction**

ETL will make sure all new employees feel welcome and are ready to start work safely and competently through the use of a proper formal Induction process which this manual forms part of.

### **Procedure**

Complete an induction plan for each new starter with details of:

- Orientation Sessions
- introductions
- welcome tea at juice and snacks Bar
- workplace tour
- business overview
- who's who
- a working safely plan
- training plan
- IT system orientation
- assigning equipment
- policy and procedural requirements, e.g. equal employment opportunity

## **Training & Development**

ETL will give employees adequate training to do their job safely and competently. Our business believes training is a two-way process. We encourage employees to participate and to highlight any gaps in their own skills or knowledge they believe they have.

Training includes internal on-the-job training, written instructions such as standard operating procedures, coaching, external training and courses.

### **On the Job Training**

- Orientation (As a requirements of the job placement)
- General discussion (Discussion with the team leader, superiors)
- Meeting (Group meeting)
- Presentation
- Seminar
- Job Rotation
- Dual Responsibility

### **Off the Job Training**

- Foreign Tour
- Arranging seminar and motivational session
- Skill Development Training
- Arrangements Training Courses

## Probation

The (6/12) month probationary period is a time for both the employee and the business to assess suitability, fit and competency within a role. During this period the ETL commits to reviewing employee performance and at the end of this time ongoing permanent employment will be confirmed.

### 1. The Probationary Period

- 1.1. The normal probationary period will be 6 months for **regular staff** and 12 months for **interim staff**, with a review period at the end of month 8, and at the end of month 14 respectively.
- 1.2. In case of regular staff, an employee will be permanent, based on his/her performance, after 6 month probationary period;
- 1.3. In case of interim staff / project staff, an employee after completing the probation period or joining as a regular staff (completing 6 month probation period) will be entitled to be permanent;
- 1.4. In case of project staff, after the project period, He /She will be considered to be permanent based on his/her performance;
- 1.5. Due to the dissatisfactory performance extra 2 month review period will be applicable;

## **2. Purpose of Probation**

- 2.1. An opportunity for new appointees to understand the organizational mission and corporate objectives, and to be clear about what is expected of them to become effective in their new role. The probationer will use this period to demonstrate suitability for the position.
- 2.2. All Policies/Procedures, including Discipline and Grievances, apply to appointees on probation.

## **3. Scheme Procedure**

- 3.1. Together with their employment contract, the probationer will be provided with a job description. In addition to this they will meet with their superior, normally within their first four weeks of employment, and agree an initial set of priorities (as part of the Initial Development Plan), the delivery of these priorities will be monitored throughout the individual's probationary period and will be a key factor in determining the success or otherwise of the probation.
- 3.2. Throughout the probation period, work performance will be regularly assessed,

## **4. Extension of Probation**

- 4.1. In exceptional circumstances, a probationary period may be extended for 3 months maximum. Extensions of probation may be appropriate where there are concerns about performance late in the probation period, or where the individual's attendance at work during the probationary period has been limited, for example, due to sickness and there has therefore been little opportunity to assess them. Head of the Departments, project coordinator, or concern authority should consult with the HR Manager if consideration for such action is warranted.

## **Occupational Health & Safety**

ETL will, as far as practicable, provide a safe work environment for the health, safety and welfare of our employees, contractors, Vendors, visitors and members of the public who may be affected by our work. To do this, ETL will:

- develop and maintain safe systems of work, and a safe working environment
- provide information and training for employees
- assess all risks before work starts on new areas of operation
- remove unacceptable risks to safety
- provide employees and contractors with adequate facilities (such as clean toilets, cool and clean drinking water, and hygienic eating areas)

Ultimately, everyone at the workplace is responsible for ensuring health and safety at that workplace. ETL demands a positive, proactive attitude and performance with respect to protecting health, safety and the environment by all employees, irrespective of their position.

### **Smoking policy**

ETL has its own smoking Zone. Smokers who need to take breaks should do so in their allotted breaks. These breaks must be limited to 10 minutes from leaving the workplace to recommencing work. Excessive smoking breaks will be regarded as absenteeism and performance improvement action may be taken.



## **Equal Employment Opportunity (EEO) & Anti Bullying**

The objective of ETL's Equal Opportunity Policy is to improve business success by:

- attracting and retaining the best possible employees
- providing a safe, respectful and flexible work environment
- delivering our services in a safe, respectful and reasonably flexible way

### **Discrimination, Sexual Harassment and Bullying**

ETL is committed to providing a workplace free from discrimination, sexual harassment and bullying. Behaviour that constitutes discrimination, sexual harassment or bullying will not be tolerated and will lead to action being taken, which may include dismissal.

Any employee found to have contravened this policy will be subject to disciplinary action, which may include dismissal as outlined in the complaint procedure below.

Employees must report any behaviour that constitutes sexual harassment, bullying or discrimination to their manager or HR Manager.

Employees will not be victimised or treated unfairly for raising an issue or making a complaint.

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

If you believe you are being, or have been, discriminated against, sexually harassed or bullied, 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 supervisor, Team leader or manager for support.
3. If this is inappropriate, you feel uncomfortable, or the behaviour persists, contact another relevant senior manager/ HR Manager.

## Leave and Holidays

|  |   |
|--|---|
| <b>General Leave</b>   | Friday  |
| <b>Festival Leave</b>  | 20 (Would be declared as per schedule in consultation with BOD)               |
| <b>Annual and Sick Leaves</b>  | 16 Days (After Probation period one can enjoy according to one's Convenience) |
| <b>Marriage Leave</b>  | 6 Days once in service tenure   |
| <b>N.B:</b> <ul style="list-style-type: none"><li>• If anyone takes leave between the holidays, it will be considered as three days leave.</li><li>• Before taking leave a letter (Hand/e-mail) must be given and passed by the HR Manager</li></ul> |   |

### General leave policy

Unless specified otherwise, employees referred to in this policy mean permanent, full-time or part-time and project employees. All employees are entitled to leave in accordance with the relevant awards or agreements and statutory provisions. Where the entitlements or practices in this document conflict, the applicable award, workplace agreement, employment contract or employment law takes precedence.

All planned leave has to be mutually agreed, and take into account workloads and the employee's needs. Leave must be approved in advance, except when the employee can't anticipate the absence. Any documents regarding leave will be kept on the employee's personnel file.

### List of Holidays for the year -2017

| SI no | Holiday Events                                  | Date                                   | Day       | No.of Days |
|-------|---|--|-----------|------------|
| 01    | Shaheed Day & International Mother Language Day | 21 Feb                                 | Tue       | 1          |
| 02    | Independence and National day                   | 26 Mar                                 | Sun       | 1          |
| 03    | Bangla Nababarsha                               | 14 Apr                                 | Fri       | 1          |
| 04    | May   | 1 <sup>st</sup> May                    | Mon       | 1          |
| 05    | *Buddha Purnima / Vesak (Baishakhi Purnima)     | 10 May                                 | Wed       | 1          |
| 06    | *Shah-E-Barat                                   | 12 May                                 | Fri       | 1          |
| 07    | *Night of Destiny / Laylat- al-Qadr             | 22 June                                | Thu       | 1          |
| 08    | *Eid-ul-Fitr / Festival of Fastbreaking         | 25-28 June                             | Sun - wed | 4          |
| 09    | National Mourning Day                           | 15 Aug                                 | Tue       | 1          |
| 10    | *Eid-ul-Adha / Festival of Sacrifice            | 1 <sup>st</sup> -4 <sup>th</sup> Sept. | Fri - Mon | 4          |
| 11    | *Durga Puja (Bijoya Dashami)                    | 30 Sept.                               | Sun       | 1          |
| 12    | *Eid-e-Miladun-Nabi/ Birth of the Prophet       | 1 Dec                                  | Fri       | 1          |
| 13    | Victory Day                                     | 16 Dec                                 | Sat       | 1          |
| 14    | Christmas Day                                   | 25 Dec                                 | Mon       | 1          |

# Subject to appearance of the moon

# Exception of Project Related Employee

It has been approved by the Honourable Managing Director on 1<sup>st</sup> January, 2017

### **Annual leave policy**

Each employee is entitled to a minimum of 16 days annual leave (sick leave is included) in a year (After the Probation period). Leave entitlements are calculated from the date they started work and accrue in accordance with workplace relations legislation or industrial instruments. Annual leave counts towards continuous service (used when calculating long service leave). Applications for annual leave need to be lodged 1 (one) weeks in advance.

An employee is expected to take accrued annual leave for business close down periods. If insufficient leave is accrued, ETL may direct an employee to take unpaid leave.

### **Personal (sick) leave policy**

An employee should notify his/her manager as soon as possible if they are unable to attend work due to illness or injury. Management, at its discretion, may request evidence such as a medical certificate showing that the employee was entitled to take personal leave during the relevant period.

### **Carer's leave policy**

Carer's leave is available to an employee for the care or support of an ill family or household member or if an unexpected emergency affects a family or household member. It is typically part of personal (sick) leave and is dealt with similarly to above.

### **Compassionate leave policy**

Compassionate leave is paid leave taken by an employee to spend time with a family member/member of the employee's household, who has a personal illness, or injury, that poses a serious threat to his/her life, or after the death of a family member/member of the employee's household.

Each employee is entitled to a period of two days paid compassionate leave for each occasion where a family member has died, or the employee needs to spend time with a seriously ill family member. Additional unpaid leave maybe granted at management discretion.

**N.B: If anyone enjoyed leave without the concern of HR Manager or without providing any letter to HR, one's absence day's salary will be cut off.**

## Performance Appraisal

The purpose of performance management is to improve performance. It is an ongoing process. It should include informal and formal review. We encourage a two-way process, that is, employees can also give management feedback on performance. All employees will undergo a formal performance review with their immediate managers at every month.

- **Reporting**

Employee of ETL must report to one's team leader, co- team leader, or supervisor everyday with the special form where daily activities, pending activities will be written. Based on the daily report monthly performance would be evaluated.

- **Performance Evaluation**

**Performance Evaluation Form**

| EMPLOYEE INFO                          |                |                    |      |           |
|--|----------------|--------------------|------|-----------|
| EMPLOYEE NAME                          |                | DEPARTMENT         |      |           |
| EMPLOYEE ID                            |                | REVIEWER TITLE     |      |           |
| POSITION HELD                          |                | REVIEWER TITLE     |      |           |
| LAST REVIEW DATE                       |                | TODAY'S DATE       |      |           |
| CHARACTERISTICS                        |                |                    |      |           |
| QUALITY                                | UNSATISFACTORY | SATISFACTORY       | GOOD | EXCELLENT |
| Works to Full Potential                |                |                    |      |           |
| Quality of Work/ Consistency           |                |                    |      |           |
| Communication                          |                |                    |      |           |
| Creativity                             |                |                    |      |           |
| Honesty/ Integrity                     |                |                    |      |           |
| Organizational Culture                 |                |                    |      |           |
| Coworker Relation                      |                |                    |      |           |
| Client Relation                        |                |                    |      |           |
| Technical Skill                        |                |                    |      |           |
| Attendance and Leave                   |                |                    |      |           |
| Total                                  |                |                    |      |           |
| Grand Total                            |                |                    |      |           |
| GOALS                                  |                |                    |      |           |
| ACHIEVED GOALS SET IN PREVIOUS REVIEW? |                |                    |      |           |
|  |                |                    |      |           |
| GOALS FOR NEXT REVIEW PERIOD           |                |                    |      |           |
|  |                |                    |      |           |
| COMMENTS AND APPROVAL                  |                |                    |      |           |
| COMMENTS                               |                |                    |      |           |
|  |                |                    |      |           |
|  |                |                    |      |           |
| EMPLOYEE SIGNATURE                     |                | REVIEWER SIGNATURE |      |           |

| <b>PERFORMANCE EVALUATION INDICATORS</b>                 |  |
|--|--|
| <b>Works to Full Potential</b>                           | <ul style="list-style-type: none"> <li>• Involvement with the job;</li> <li>• Participation and Engagement in a work environment;</li> <li>• Showing maximum potentiality;</li> <li>• Taking responsibility to complete the job;</li> </ul>  |
| <b>Quality of Work / Productivity / Work Consistency</b> | <ul style="list-style-type: none"> <li>• Quality input and output of the work assigned to the employee;</li> <li>• Completing the work effectively and efficiently;</li> <li>• Enthusiasm towards the job factors beneficiary to the organization;</li> <li>• Leadership quality/Ability to lead;</li> <li>• Consistency of one's work/productivity and multitasking ability;</li> </ul> |
| <b>Communication / Group Work</b>                        | <ul style="list-style-type: none"> <li>• Level of internal and external communication;</li> <li>• Verbal and non-verbal communication;</li> <li>• Team performance;</li> <li>• Collective Decision making;</li> </ul>  |
| <b>Creativity / Dependability</b>                        | <ul style="list-style-type: none"> <li>• Creative idea generation capability;</li> <li>• Design, Business idea, high level of creativity;</li> <li>• Ability to work without dependency;</li> <li>• Herzberg x/y type employee,</li> </ul>   |
| <b>Honesty / Integrity/ Punctuality</b>                  | <ul style="list-style-type: none"> <li>• To be honest in one's work and Proving integrity to the assigned job;</li> <li>• Completing the work in a timely manner, with the limited cost and effort;</li> </ul>   |
| <b>Attitude / organizational culture</b>                 | <ul style="list-style-type: none"> <li>• Attitude towards the superior, coworker, Clients and others;</li> <li>• Way of Behavior/Manner/Speaking technique/Dress up;</li> <li>• Maintaining organizational behavior;</li> <li>• Gesture/eye contact/feedback quality</li> </ul>  |
| <b>Co-worker Relations</b>                               | <ul style="list-style-type: none"> <li>• Maintaining the Hierarchy from up to bottom;</li> <li>• Considerations of conflict and Grievance;</li> </ul>  |
| <b>Client Relations</b>                                  | <ul style="list-style-type: none"> <li>• Maintaining and retaining potential clients;</li> <li>• Building satisfactory relation with the stakeholders like vendors, client, future client, customers so on.</li> </ul>   |
| <b>Technical Skills</b>                                  | <ul style="list-style-type: none"> <li>• <b>Development Department:</b><br/>Soft skill, Multitasking ability, web design, web development skill, Creativity so on;</li> </ul>  |

|   |   |
|---|---|
|   | <ul style="list-style-type: none"> <li>• <b>Department of Marketing and promotion:</b><br/>Presentation skill, creative writing skill, business letter writing, soft skill like Typing, MS word, Excell,Powerpoint, Photoshop so on</li> </ul>  |
| <b>Attendance / Leave and Holidays</b>  | <p><b>Late Attendance</b></p> <ol style="list-style-type: none"> <li>1. More than Two days late attendance is unsatisfactory;</li> <li>2. Two days Late attendance in a month is satisfactory;</li> <li>3. Below two days is Good;</li> <li>4. No late attendance is excellent;</li> </ol> <p><b>Leave and Holidays</b></p> <ol style="list-style-type: none"> <li>1. Tendency to take leave hardly will be considered as a better performance indicators;</li> <li>2. More than two days leave in a month will be considered unsatisfactory performance;</li> <li>3. Others leave indicators will be set by the higher authority;</li> </ol> |
| <p><b>Total Marks=100</b></p> <p>Unsatisfactory=2, Satisfactory=6, Good =8, Excellent=10</p> <p>Apart that 0 (zero) will be marked as worse job</p> <p><b>N.B:</b></p> <ul style="list-style-type: none"> <li>• 70 out of 100 is satisfactory mark range, less than 70 percent marks is unsatisfactory. Consequent three months unsatisfactory performance of an employee may create the situation of termination or Dismissal.</li> <li>• Due to the unsatisfactory performance, a performance degradation letter or verbal warning to increase performance would be given to the employee.</li> <li>• Mark given to the employee of the specific month is depending on the superior or supervisor, subject to no question on it is applicable.</li> </ul> |   |

### Reward System

Throughout the performance year if anyone performs better as performance evaluation marks set up to the satisfactory level then he/ she will be entitled to get reward. Reward will be given by the higher authority to the best performer.

## **Separation policy**

### **1. Retirement**

ELT hardly deserve to goodbye employee. But retirement is the right of any employee that is why ELT always try to separate employee through retirement. Normal retirement at the age of 60. Early retirement in appropriate cases at Management Discretion;

### **2. Dismissal or Termination**

Termination or Dismissal may generally happen any time by giving one months' notice as per contract or with short notice. It can be like as-

#### **2.1. Performance deficiency policy**

Dismissal or termination because of performance deficiency causes due to the unsatisfactory performance or through the continuous performance evaluation where employee gets less than 70 percent marks in performance evaluation in the three consequent month. Performance or skill deficiency may create immediate dismissal or termination in case of serious performance devaluation after two consecutive verbal notice by the HR department.

#### **Procedure**

1. ETL will advise the employee of any shortfall in their performance, and give them an opportunity to respond.
2. Once they respond, the manager will consider their response and decide if performance improvement action should be taken. ETL will provide support such as training where appropriate.
3. If the employee is given a verbal warning, the manager should make a note of it, date it and sign it.
4. The manager will allow the employee to respond before making a decision and consider the employee's responses. The employee may have a support person present at such meetings. But in case of any serious performance degradation manager can fire employee.



5. The manager will decide if more action is needed.
6. If a written warning is to follow, the manager is to:
  - document it and give the employee a copy
  - give the employee the opportunity (and their support person the opportunity) to sign the warning
  - keep a copy on file
7. The manager concerned will keep a record of all performance evaluation form whether soft copy or hard copy, training and/or coaching given and a summary of discussions, and put a copy on the employee's personnel file. This should include date, location and time of discussion.
8. They will continue to support the employee and note the support they give, for example, training or counselling.
9. If the employee's performance or conduct doesn't improve, the manager will give the employee a final written warning and follow steps. This document needs to warn the employee in clear terms ETL will terminate their employment if there is not enough improvement, and a sustained improvement in, their performance.

## **2.2. Gross or serious misconduct policy**

Dismissal for gross or very serious misconduct is possible (depending on the facts involved). Management should seek advice before taking this step.

### **Procedure**

- The manager is to investigate the alleged offence thoroughly, including talking to witnesses, if any.
- The manager should ask the employee for their response to the allegation (taking notes of this discussion) and allow them to have representation. The manager should also have a witness present. The manager shall give genuine consideration to the employee's response and circumstances.
- If still appropriate, following a thorough investigation, the manager can terminate/dismiss the employee.
- ETL will send the employee a letter of termination noting brief details.

### **3. Resignation**

A staff member can take resign from the organization before or after the probation period by the following way.

- An employee can resign from the job
  - any time by serving three months' notice by the employee (after the probation period)
  - any time by serving one months' notice by the employee (during the probation period); otherwise he or she will not be entitled to get last month salary and job certificate from the organization;
- Without notifying if any employee take resign he /she also will be brought under law.
- In case of any emergency the decision of resignation will be taken by the higher authority by the mutual discussion;

**Note: some circumstances justify going straight to a second or final warning. In case of any emergency higher authority would have the right to terminate or dismiss the employee immediately.**

## **Legal Action**

If any employee is alleged with serious misconduct, information transferring, Data, concept, idea exporting, misuse of intellectual property, so on he/she will be terminated immediately. Then legal action will be taken against him/her.

In case of Development Team, providing ETLs legal resources like idea, concept, source code, server access to others is considered serious offence. Legal action will also be taken against it.

## **Intellectual Property& Security**

All intellectual property developed by employees during their employment with ETL, including Web design, Development concept, layout. Source code, Business ideas discoveries or inventions made in the performance of their duties related in any way to the business of ETL will remain the property of ETL.

Employees may be given access to confidential information, data, business property, keys to premises or any other business related property/information in the performance of their duties. This must be protected and used only in the interests of ETL.

Employees must not:

- disclose or use any part of any confidential information outside of the performance of their duties and in the interests of ETL; or
- authorise or be involved in the improper use or disclosure of confidential information;

‘Confidential information’ includes any information in any form relating to ETL and related concern like ITBAZAAR, Dhaka Live,tortaza.com,and others, clients or businesses, which is not in the public domain.

Employees must act in good faith towards ETL and must prevent (or if impractical, report) the unauthorised disclosure of any confidential information. Failure to comply with this policy may

result in performance improvement proceedings including dismissal, and ETL may also pursue monetary damages or other remedies.

## **ETL Policies and Declaration**

You must read all the policies contained in this document listed below. Company policies are a part of your employment contract /Appointment and therefore must be read and understood to ensure you are fully aware of your responsibilities as an employee of ETL.

Please read each of the policies listed below and tick where shown to indicate you are aware of the rules and responsibilities you have whilst employed by ETL.

1. Code of Conduct Policy
2. Dress Code Policy
3. IT, Email and Internet Policy
4. Recruitment & Selection Policy
5. Induction Policy
6. Training & Development Policy
7. Probation Policy
8. Occupational Health & Safety Policy
9. EEO and Anti-Bullying Policy
10. Separation Procedure
11. Leave and Holidays Policy
12. Performance Appraisal System
13. Intellectual Property & Security Policy

## **Employee Declaration**

I have read and understand the contents of this manual along with the above policies and I agree to the terms of conditions of these documents.

Employee Name:

Employee Signature:

Date:

## **Signature of the authority**

A handwritten signature in black ink, appearing to read 'MD. ABDUL MUKIT', is written on a light-colored, textured background.

MD.ABDUL MUKIT

Head f HR Department

Ezze Technology Ltd