



## EMPLOYEE HANDBOOK

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## **Welcome to Contour Software - a subsidiary of Constellation Software Inc.**

Welcome! You have joined a company that has established an outstanding reputation for quality in vertical market software applications. We take pride in the well-built and solid technological solutions we bring to our customers. Our employees bring vast experience, creativity, and expertise to the Company. Thus, the credit goes to our employees for the great company we are today! We hope you, too, will find fulfilment and take pride in your work here.

You have joined us at a time of great and continuing change. Constellation Software Inc., our parent company, continues to acquire companies, and our products and services keep us on the leading and challenging edge of software technologies. Change has always been a part of our lives here – our founders were pioneers in our software industries.

Change brings new challenges and new opportunities. Your first and most important responsibility will be to do today's job as well as you possibly can. Beyond that you will be encouraged to learn new things, to develop yourself, to grow and to influence the future of the Company. All of us, especially your supervisor/manager, are ready to help you with any current problem and to assist you in working toward your future goals and to the goals of the Company.

Whether you have just joined our staff or have been at Contour for a while, we hope that you will find our company an excellent and rewarding place to work. We look forward to a productive and successful association.

## **Purpose of this Handbook**

This handbook provides answers to questions you may have about Contour's benefit programs, as well as the Company policies and procedures we abide by – our responsibilities to you and your responsibilities to Contour. If anything is unclear, please discuss the matter with your Supervisor/Manager/HR Representative. You are responsible for reading and understanding the employee handbook. Please read the entire handbook carefully and review it periodically. In addition to clarifying responsibilities, we hope this handbook also gives you an indication of our interest in the welfare of all who work here.

Please understand that:

- Our policies are to be considered guidelines and are merely description of suggested procedures to be followed. While the benefits (cash and noncash) prescribed in this handbook are only applicable to the full time and permanent employees, the matters associated with the processes and procedures and conduct are applicable on all employees of Contour Software Private Ltd (hereinafter referred to as 'Company', 'the Company', or 'Contour'), regardless of when hired and the capacity in which they're currently employed. The Company, at its option, may change, delete, suspend, or discontinue any part or parts of the policies in this Handbook at any time. We will notify you of changes as soon as possible.

No one other than Managing Director or the Head of Human Resources may alter or modify any of the policies in this handbook. No statement or promise by a supervisor/manager may be interpreted as a change in policy, nor will it constitute an agreement with an employee.

- This handbook and the information within it should be treated as confidential. No portion of this handbook should be disclosed to others except Company employees, their families and others affiliated with the Company, whose knowledge of the information is required in the normal course of business.

This handbook supersedes all previous policies, procedures, promises and representations of any kind whatsoever.

## **Company Overview**

You have joined or are a current employee of Contour Software Pvt Limited, a subsidiary of Constellation Software Inc. (CSI). CSI's operations are based in North America, Europe, and Australia, with over 25000 employees dedicated to providing superior software and services in select markets.

Most of CSI's acquisitions have annual revenues between \$3 million and \$30 million (US). As a financially well-managed company, CSI has both the resources and track record to provide a high measure of confidence and comfort to the owners and stakeholders of the firms that Constellation acquires. Visit [csisoftware.com](http://csisoftware.com).

### **Our Goals**

- We will be the leading supplier of software systems in our specific industry, excelling in R&D, services, and support beyond our competitors.
- We will strive to make each customer a fully implemented reference site.
- We will deliver quality products and services to our customers that will make them more profitable.
- We will become the trusted enterprise partner for our customers.
- We will hire and retain great employees.

### **Our Values**

What you can expect from us includes the goal to:

- Develop an organizational learning environment focused on personal and systemic integrity.
- Foster an environment of open, honest communication.
- Honor diversity in culture, experience, and ideas.
- Provide a safe and inviting work environment.
- Ethical discernment and effective collaboration.

Our overall company philosophy is to maintain a positive, productive, and nurturing work environment so that the Company will be known as a great place to work!

In your first few weeks of employment, we will collaborate in acquainting you with the Company and the way your job vitally contributes to our success. Cooperation and maintaining a good team attitude are important to our working environment and to the promotion of the Company.

We strongly believe you should have the right to make your own choices in matters that concern your life within the context of the needs of the company. We believe in direct access to your management. We are dedicated to making the Company an environment where you can approach your supervisor, or any member of management, to discuss any problem or question.



We expect you to voice your opinions and contribute your suggestions to improve the quality of the Company.

CONFIDENTIAL

## **Employment General Guidelines / Policies / Procedures**

### **Hiring Policy and Procedure**

The Company believes that hiring qualified individuals to fill positions contributes to the overall strategic success of our parent company, Constellation Software Inc. Each employee, while employed, is hired to make significant contributions to Constellation. In hiring the most qualified candidates for positions, the following hiring process is applicable:

#### **Job Postings**

All regular job openings within your location are posted via Careers section of the Corporate Website.

#### **Interview Process**

Human Resources or the hiring manager will screen applications and/or resumes prior to scheduling interviews. Initial assessment comprising of technical test and technical and HR interviews are generally conducted by Human Resources and the Service Line Heads/Local Technical Leads. After the Human Resources / Service Line Heads / Local Lead complete the interview process, the results of the interview should be forwarded to the hiring manager/supervisor for review. The hiring manager or supervisor has ultimate responsibility for making a hiring decision.

#### **Reference Checks**

We put utmost importance towards maintaining high standards of performance, integrity, and suitability for all the employees. As part of the hiring process, we do consider the information provided by the applicants and once a decision has been made in favour of hiring an applicant, an offer will be made contingent upon satisfactory completion of reference checks. Employment with the Company may be conditional upon review of the information in the background check, even after an employee has been offered, and has accepted the role, in case the references take time to respond back.

If, after an employee has started their employment with the company, it is identified that the feedback from the references that was shared by the candidate is unsatisfactory or misrepresented the employee's experience, qualifications, performance or the suitability for the position, the company reserves the right to take appropriate action, up to and including the termination of employment.

#### **Employee Referral Program**

The Employee Referral Program at the Company is designed to promote the use of Company employees' personal networks, to gain qualified candidates for employment opportunities at the

Company. The program is further designed to promote the collaboration and engagement among our employees and to foster a culture of acquisition of quality talent and development.

Employees are encouraged to refer qualified candidates for job opportunities at the Company through a referral bonus incentive program.

### **Employee Referral Process via Email**

1. Employee referrals must be sent to '**CRXX Employee Referrals [employee referrals@contour-software.com](mailto:employee referrals@contour-software.com)**' only.
2. Please attach one resume per email and mention subject as: **Position (technology) – City**, e.g., **Junior software developer (PHP) – Karachi**.
3. Please don't attach extra documents in the email like Cover Letter/Summary.
4. Please do not mention anything in the body of the email and also make sure to remove your Signatures from Referral Email, otherwise data will be parsed incorrectly in ATS [Applicant Tracking System] and HR team will be unable to process your referral in such scenario.
5. Please make sure to send a resume in PDF/Word format since ATS doesn't accept any other format.

### **Employee Referral Process via Workday**

#### **Option 1: Referring via a Job Posting**

1. Log in to Workday and navigate to the Jobs Hub through the Global Navigation Menu.
2. In the Jobs Hub, browse all open positions across Contour Software. Use the search bar in the "Browse Jobs" section to find specific roles of interest.
3. After locating the desired job, click "View Job" to review the full job description, including responsibilities and required qualifications.
4. To refer a candidate for that job, click the "Refer" button at the top of the job description page.
5. Complete the required fields:
  - Candidate's Name, Email, and Job Title or Job Area.
  - Providing additional information about the candidate is strongly recommended.
  - Note: Only select Job Areas with "(Contour)" in the title.
6. Attach the candidate's resume (preferred formats: PDF or Word).

#### **Option 2: Referring Directly via the Search Bar**

1. In the Workday search bar, type and select "Refer a Candidate."
2. Fill in the required fields:
  - Candidate's Name, Email, and Job Title or Job Area.
  - Providing additional information about the candidate is strongly recommended.
  - Note: Only select Job Areas with "(Contour)" in the title.
3. Attach the candidate's resume (preferred formats: PDF or Word).

Human Resources team will review the resume and if appropriate, contact the referred candidate for a technical test & interview.

1. A 6-Month expiration period will be applicable on all resumes received by HR from any source. For example, if an 'Employee A' refers a candidate on Jan 1<sup>st</sup>, 2023, he/she will continue to be recognized as 'Employee A's' referral up until we receive the resume of the same candidate from any other employee or source after the completion of 6 months i.e., June 31<sup>st</sup>, 2023.
  - Thus, if an unsuccessful referral is referred in by a second employee after the completion of 6 months, and this results in a successful hire, then this will be counted as second employee's referral.
  - If the Human Resources does not receive the resume of a referred applicant from another source even after the referral expiry date, the applicant will continue to be considered as a referral of the employee who initially referred him/her. However, it is important to note that the validity of this referral will expire after a period of 12 months.
  - If the candidate's hiring process was initiated after the submission of the first referral but the referral expired before the process was completed, and another referral was submitted during this time, the first referee will still be credited for the referral. However, if there is a pause in the hiring process (requiring re-evaluation or catch-up session) that leads to the expiration of the first referral, the second referee will be recognized as the source of the referral.
2. If the candidate is hired, the referrer will receive a PKR. 30,000/ referral bonus after the new employee completes 6 months of service. At this point, both the referee and the referral must be employed as full-time permanent employees to qualify for the referral bonus.
3. Hiring managers or any individual integral in the selection process is ineligible to receive the Employee Referral Bonus.

### **Anti-Nepotism Policy**

#### **Purpose**

The purpose of this policy is to uphold fairness, avoid conflicts of interest, and ensure equal opportunities in employment decisions at Contour Software. The policy aims to prevent favouritism, the appearance of favouritism, and potential workplace conflicts associated with nepotism.

This policy prevents individuals from directly or indirectly supervising/managing or having institutional authority over a member of their family. Institutional authority means where one individual has influence or control over the other's conditions of employment, including but not limited to: the granting or denying of a benefit, influence over compensation, providing direction or instructions, assigning or coordinating work, or engaging in performance or disciplinary functions.

Nepotism is defined as using personal influence or authority to benefit or hinder another individual in employment matters due to a personal or familial relationship.

## Scope

This policy applies to all employees of Contour Software, across all positions and departments.

## Policy

Contour Software is an equal opportunity employer. Being related to a current employee by blood, marriage, or other personal relationships does not affect a candidate's eligibility for employment, provided they meet the job's requirements on merit.

To maintain a professional and unbiased work environment, the following restrictions apply:

- Family members or relatives cannot work in a direct or indirect reporting relationship (e.g., supervisor, manager, dotted-line reporting).
- Family members or relatives cannot work in the same division, business unit (BU), or leadership and administration teams.

For this policy, "family" includes spouse, parent, stepparent, child, stepchild, grandchild, sibling, grandparent, and step-grandparent. "Relatives" include aunt, uncle, niece, nephew, first cousin, or corresponding in-law relationships.

## Disclosure Requirements

Any employee who is a manager, supervisor, or has institutional authority over a family member is required to disclose the familial relationship to Human Resources. Failure of the manager, supervisor, or individual with institutional authority to report this relationship may result in discipline up to and including termination of employment. The family member who is not the manager, supervisor, or individual with institutional authority, or any other employee who has knowledge of a relationship which breaches this policy, is encouraged to disclose the relationship to Human Resources. When Contour HR is made aware of any violation of this policy, the immediate manager, if applicable, and Human Resources will address the situation by working with both parties to review options for resolving the conflict. Contour Management reserves the right to reassign or relocate one of the parties.

## Existing Relationships:

- Employees must formally disclose any existing familial or personal relationships with current employees by notifying HR in writing.

## Changes in Relationship Status:

- If a new relationship develops (e.g., marriage or other changes) during employment, the employees involved must inform HR immediately.

**Failure to Disclose:**

- Non-disclosure of a familial relationship is a violation of this policy and may result in disciplinary action, up to and including termination.
- Employees who become aware of a violation of this policy are encouraged to report it to HR.
- Disciplinary action, up to and including termination, may be taken against individuals found in breach of this policy.

**Management of Conflicts:**

If a relationship creates a potential conflict of interest or violates this policy:

- Contour Software reserves the right to reassign one or both employees to different roles and departments.
- If reassignment is not possible, the company may determine an alternative resolution, including ending the employment of one of the employees.

**Romantic Relationships Policy**

Consenting “romantic” relationships between a supervisor and their direct report/employee may at some point lead to complications and significant difficulties for the employee, the supervisor, and the Company. Any such relationship may, therefore, be contrary to the best interests of the Company.

If such a relationship between a supervisor and their direct report/employee should develop it is the responsibility of the supervisor to promptly disclose the existence of the relationship to the supervisor’s/employee’s Senior Manager. Upon being informed, the Senior Management Committee may take all steps that it, in its discretion, deems appropriate. At a minimum, the direct report/employee and supervisor will not thereafter be permitted to work together on the same matters and the supervisor must withdraw from participation in activities or decisions that may reward or disadvantage any employee with whom the supervisor has or has had such a relationship. This policy shall apply without regard to gender or sexual orientation.

**Equal Employment Policies**

We are an equal opportunity employer. This means we do not discriminate in employment decisions or policies in violation of law, including race, colour, ethnic/national origin, citizenship status, religion, sex, sexual orientation, political belief, age, marital status, physical or mental disability, and veteran status or any other unlawful basis, as prescribed by federal law, provincial or local law. Additionally, Contour complies with applicable provincial and local laws governing non-discrimination in employment in every location in which Contour has facilities. This policy applies to all terms and conditions of employment, including but not limited to hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation, and training. We comply with all applicable federal, provincial, and local laws that prohibit discrimination in employment.

Human Resources have overall responsibility for this policy and maintain reporting and monitoring procedures. Employee's questions or concerns should be referred to the Human Resources.

## **Employment at Will**

We hope you will have a productive and rewarding employment relationship with us. Nonetheless, employment terminations can occur, and you should understand that your employment with us is at will.

This means that just as you are free to resign at any time, we reserve the right to discharge you at any time, with one-month advance notice. Nothing in this handbook or that is said or written any place else should be construed as a promise of permanent employment, of employment for any length of time, of discharge only for cause, or of a right to any corrective action or discharge procedures, unless the promise is in a written employment agreement signed by the Managing Director.

No one except Contour's Managing Director has authority to bind us to policies or agreements that conflict with our policy of employment at will. Any such policy or agreement must be in a written employment agreement signed by the Managing Director.

## **Conflict of Interest and Outside Employment**

We expect our employees to conduct business according to the highest ethical standards and to devote their best efforts to the interests of the Company. Business dealings that appear to create a conflict between the interests of the Company and an employee are unacceptable. We recognize the right of employees to engage in activities outside of their employment which are of a private nature and unrelated to our business. However, the employee must disclose any possible conflicts so that the Company may assess and prevent potential conflicts of interest from arising. A potential or actual conflict of interest occurs whenever an employee can influence a decision that may result in a personal gain for the employee or an immediate family member (i.e., spouse or significant other, children, parents, siblings) as a result of the Company's business dealings. Moreover, a conflict of interest also exists whenever a Representative's private interests interfere or appear to interfere with the Company's interests and may arise whenever a Representative acts or has an interest that prevents that person or appears to prevent that person from performing their duties for the Company openly, honestly, objectively, and effectively. Some common examples of conflicts of interest are:

- Having a financial interest in a company that competes with or does business with the Company.
- Holding a position as a director, officer, employee, or consultant of an enterprise that competes with or does business with the Company.
- Acceptance by a Representative (or a family member thereof) of any gifts or hospitality other than in accordance with the details prescribed in the acceptance of gifts section of this handbook.

- Taking personal advantage of an opportunity in which, the Company has an interest.
- Diverting a business opportunity from the Company for personal benefit or using position within the Company to influence the Company to do business with or give preferential treatment to a friend or relative (or a company with which the friend or relative is associated in a significant role); and
- Using Company funds, facilities, personnel, or other assets for personal benefit.

Please contact Human Resources to obtain advice on whether an action or proposed course of conduct would create a conflict of interest.

### **Financial Interest in Other Business**

An employee and his or her immediate family may not own or hold any significant interest in a supplier, customer, or competitor of Constellation, except where such ownership or interest consists of securities in a publicly owned company and these securities are regularly traded on the open market.

### **Acceptance of Gifts**

No employee may solicit or accept gifts which are not reasonable or customary and are of significant value (i.e., more than PKR.5,000) such as lavish entertainment or other benefits from potential and actual customers, suppliers, or competitors. Special care must be taken to avoid even the impression of a conflict of interest. Employees are encouraged to report all gifts received to their manager.

An employee may entertain potential or actual customers if such entertainment is consistent with accepted business practices, does not violate any law or generally accepted ethical standards, and the public disclosure of facts will not embarrass Constellation.

### **Reporting Potential Conflicts**

An employee must promptly disclose actual or potential conflicts of interest, in writing, to his or her supervisor. Approval will not be given unless the relationship will not interfere with the employee's duties or will not damage the Company's relationship.

### **Outside Employment**

Employees are required to obtain written approval from their Managers/Supervisors before participating in outside work activities. Approval will be granted unless the activity conflicts with the Company's interest. In general, outside work activities are not allowed when they:

- Prevent the employee from fully performing work for which he or she is employed at the Company, including overtime assignments.
- Involve organizations that are doing or seek to do business with Constellation, including actual or potential vendors or customers; or
- Violate provisions of law or company's policies or rules.



In cases of conflict with any outside activity, the employee's obligations to the Company must be given priority.

### **Confidential Nature of Work**

All information relating to Constellation, its subsidiary or its customers are confidential, and employees must, therefore, treat all matters accordingly. No Constellation-related information, including without limitation, documents, notes, files, records, oral information, computer files, including information given to Constellation by its customers or similar materials (except in the ordinary course of performing duties on behalf of Constellation) may be removed from the Company's premises without permission of Management.

Additionally, the contents of Constellations' records or information otherwise obtained regarding business may not be disclosed to anyone, except where required for a business purpose. Employees must not disclose any confidential information, purposefully or inadvertently (through casual conversation), to any unauthorized person inside or outside the Company. Employees who are unsure about the confidential nature of specific information must ask their supervisor for clarification. Employees will be subject to appropriate disciplinary action, up to and including dismissal, for knowingly or unknowingly revealing information of a confidential nature. For more information about appropriate sharing of confidential information refer to Employment Agreement.

### **Information Confidentiality**

To protect against potential data security risks and to protect employee information confidentiality, all employees must:

1. Always lock their screens, when moving away from their desks.
2. Activate the option that will automatically lock your system after it is inactive for a certain amount of time (Operating systems allow this option). Contact Contour IT/Network employees if you are not sure how to set this up.

## **Disclosure, Confidentiality & Insider Trading Policy**

### **Purpose of this Policy**

Ensure that the Corporation complies with its timely disclosure; that all disclosures are accurate and complete; that documents released by the Corporation or public oral statements do not contain misrepresentations; that all persons understand their obligations to preserve the confidentiality of Undisclosed Material Information; and that all parties who have Undisclosed Material Information understand that they are prohibited from Insider Trading or Tipping.

### **To Whom this Policy Applies**

- Board Members, Officers, Employees and Contractors, and any spouse or relative of any of these individuals who resides in the same household as that individual.

## Responsibility for this Policy

- The Corporation has a corporate disclosure committee responsible for overseeing the Corporation's disclosure practices under this Policy, which will consist of the Chief Financial Officer ("CFO"), the President of the Corporation and the Secretary of the Corporation.
- It is essential that the Disclosure Committee be kept fully apprised of all pending material developments of the Corporation to evaluate and discuss those events and to determine the appropriateness and timing for public release of information.

## Individuals Who Are Authorized to Speak on Behalf of the Corporation

Only the individuals listed below are authorized to communicate with analysts, the media, and investors on behalf of the Corporation and only with respect to the areas noted opposite their respective names.

Spokesperson	Area
President	All areas
CFO	All areas
COO	All areas
VP, Business Development	All areas

Other than as set out above, approval from either the President or CFO is required prior to any communication with analysts, media, or investors on behalf of the Corporation.

## Timely Disclosure of Material Information

**"Material information"** means a fact or change that would reasonably be expected to have a significant effect on the market price or value of the securities of the Corporation. If the event constitutes a material change, prepare a press release and a material change report describing the material change as required under applicable laws.

## Internet Chat Rooms and Bulletin Boards

Do not discuss or post any information relating to the Corporation or any of its subsidiaries or trading in securities of the Corporation in Internet chat rooms newsgroups, bulletin boards, web logs or other electronic media available to the public.

## Rumours

- The Corporation shall not comment, affirmatively or negatively, on rumours.

## Quiet Period

- Each period (a) beginning on the last day of each fiscal quarter and each fiscal year, and (b) ending when the earnings for that quarter or year have been Generally Disclosed by way of a news release, will be a **"Quiet Period"**. During a Quiet Period, Spokespersons won't talk to any

outsider.

### **Avoiding Selective Disclosure**

- A shareholder meeting or analyst meeting does not qualify as “General Disclosure”; hence no new material facts/changes may be disclosed there.

### **Analyst Reports**

- Any comments must contain a disclaimer that the report was reviewed **for factual accuracy only** and that only Generally Disclosed information can be reviewed. Analysts' reports must not be circulated by the company.

### **Trading of Securities of the Corporation**

- Board Members, Officers, Employees and Contractors shall not purchase or sell or otherwise monetize securities of the Corporation except during a “**Trading Window**”. “**Trading Window**” means 3 trading days after the financial results have been disclosed by way of a news release, and end on the 14<sup>th</sup> day of the last month of that quarter.

### **Insider Trade Reports**

- An Insider of the Corporation is required to file an initial insider report through SEDI, within ten (10) days of becoming an Insider and subsequent insider reports within five (5) calendar days following any trade of securities of the Corporation.

## On the Job

### Workplace Ethics

At Contour, we're committed towards promoting a positive and respectful work environment. Keeping in view the same, we expect all employees to adhere to the following workplace ethics guidelines:

- **Respect and Professionalism:** Treat all colleagues, superiors, and subordinates with respect, dignity, and professionalism. Foster an inclusive and supportive workplace culture that values diversity and promotes teamwork.
- **Integrity and Honesty:** Act with integrity and maintain high ethical standards. Be honest, transparent, and accountable for your actions, words, and decisions. Avoid conflicts of interest and protect the confidentiality of sensitive information.
- **Communication:** Foster open and effective communication. Listen actively, express ideas and opinions respectfully, and seek to understand diverse perspectives. Avoid gossip, rumours, and inappropriate or offensive language. Maintain an appropriate noise level in the workplace to ensure a productive and comfortable environment for all. Avoid speaking loudly or engaging in disruptive activities that may disturb or bother colleagues. Be mindful of others' need for concentration and a quiet work environment. If conversations or activities require a higher noise level, consider utilizing designated areas or meeting rooms to minimize disruptions. By being considerate of noise levels, we foster a harmonious and focused workplace for everyone.
- **Fairness and Equality:** Treat everyone fairly and equally, regardless of their race, ethnicity, gender, sexual orientation, religion, age, disability, or any other protected characteristic. Promote a work environment free from discrimination, harassment, or any form of unfair treatment.
- **Safety and Security:** Prioritize the safety and security of all individuals within the workplace. Adhere to all safety protocols, procedures, and guidelines established by the company. This includes but is not limited to using designated entry and exit points, wearing identification badges or using employee cards for access control, and promptly reporting any suspicious activities or safety concerns to the appropriate authorities. By following these rules and procedures, we can maintain a secure and protected work environment for everyone.
- **Professional Conduct:** Always Conduct yourself professionally. Dress appropriately, maintain good personal hygiene, and adhere to the company's code of conduct. Avoid engaging in behaviour that may harm the company's reputation or create a hostile work environment. Make sure to maintain appropriate distance with your fellow colleagues while interacting with them.
- **Work-Life Balance:** Strive to maintain a healthy work-life balance. Prioritize your well-being, take breaks when needed, and support your colleagues in achieving a healthy work-life balance as well.
- **Compliance with Laws and Policies:** Abide by all applicable laws, regulations, and company policies. Report any violations or unethical behaviour to the appropriate channels without fear of retaliation.

- **Personal Growth and Development:** Continuously strive for personal and professional growth. Take advantage of training and development opportunities provided by the company and actively seek to enhance your skills and knowledge.
- **Cleanliness and Hygiene:** Maintain cleanliness and hygiene in all office facilities. This includes keeping workstations clean and organized, disposing of waste properly, and making sure that shared spaces such as recreational areas and lunch areas are clean. It is essential to maintain a clean and sanitary environment for the well-being and comfort of all employees. Additionally, ensure the cleanliness of lavatories after usage by properly disposing of waste, cleaning up any spills, and leaving the facilities in a tidy condition. By taking responsibility for cleanliness, we create a pleasant and healthy workplace for everyone.

Failure to comply with the above stated workplace ethics Policy may result in disciplinary action, up to and including termination of employment.

### **Standards of Conduct**

Whenever people gather to achieve goals, some rules of conduct are needed to help everyone work together efficiently, effectively, and harmoniously. Employees at the Company are expected to act with honesty, integrity, and diligence always during their employment.

By accepting employment with us you have a responsibility to the Company and to your fellow employees to adhere to certain rules of behaviour and conduct. The purpose of these rules is not to restrict your rights but rather to be certain that you understand what conduct is expected and necessary. The following guidelines for employee conduct are not an exhaustive list and are subject to change, any employee who breaches these guidelines or engages in inappropriate actions and inactions not specifically referenced in this policy will be subject to disciplinary action, which may include the termination of an employee's employment with the Company for not adhering to these standards of conduct and any other.

### **Guidelines for the Code of Conduct**

We expect each person to always act in a mature and responsible way. However, to avoid any possible confusion, some of the more obvious unacceptable activities are noted below. Please contact your supervisor or a member of human resources for an explanation if you have questions concerning any of the unacceptable activities listed below. The following is a non-exhaustive list of activities or conduct that may account to just cause for discipline and/or immediate termination which include but are not limited to:

#### **Gross Misconduct**

- Wilful disobedience or violation of any company rule, any deliberate action that is extreme in nature and is obviously detrimental to the efforts of the Company to operate profitably.

- Wilful violation of security or safety rules, failure to observe safety rules or Company safety practices, tampering with Company's safety equipment.
- Negligence or careless action that endangers the life or safety of another person.
- Being intoxicated or under the influence of controlled substance drugs while at work; use, possession, or sale of controlled substance drugs in any quantity while on company premises; except medications prescribed by a physician which do not impair work performance.
- Gross insubordination, disrespect or wilful defiance or refusal to obey instructions properly and lawfully issued by your supervisor/manager pertaining to your work.
- Unauthorized possession or providing firearms, weapons of any kind, or explosives on company property while on duty.
- Engaging in criminal conduct or acts of any kind including but not limited to violence; making threats of violence toward anyone on company premises or when representing the Company; fighting or provoking a fight on Company property; negligent damage of any property; or engaging in any act that leads to a criminal conviction or award of civil damages or any action undertaken by an employee which could bring the reputation of the Company into disrepute.
- Threatening, intimidating, or coercing fellow employees on or off the premises – at any time or for any purpose.
- Engaging in an act of sabotage; wilfully or with gross negligence, causing the destruction or damage of company property, or the property of fellow employees, customers, suppliers, or visitors in any manner.
- Theft of company property or the property of fellow employees; unauthorized possession or removal of any company property, including documents, from the premises without prior permission from the management; unauthorized use of company equipment or property for personal reasons; using company equipment for profit.
- Any act of harassment: sexual, racial, or other; telling sexist or racial-type jokes; making racial or ethnic slurs.
- Giving preferential treatment to relatives or personal friends or to organizations in which employees or their relatives or personal friends have a financial interest or otherwise.
- Placing oneself in a position to derive any direct or indirect benefit or interest from any company contracts about which the employee can or may influence decisions.
- Benefiting or attempting to benefit from the use of information acquired during an employee's duties, which is not generally available to the public.
- Engaging in any outside work or business undertaking that interferes in any way with the performance of the employee's duties; or in which the employee has an advantage derived from the employment with the Company; or in a professional capacity that will or is likely to influence or affect the carrying out of the employee's duties as a Company employee.
- Directly or indirectly demanding, accepting, or offering or agreeing to accept from a person who has dealings with the Company, a reward, commission, advantage or benefit of any kind.
- Releasing to unauthorized persons confidential and propriety Company information, whether oral, written or taking the form of any other method of communication, including but not limited to, any information relating to personnel matters, matters

under negotiation, matters relating to litigation or potential claims or litigation, or other Company information to which employees have access only by virtue of his or her employment.

- Releasing information regarding individuals affiliated with the Company (e.g., employees, recipients of payments, etc.) except where required by law or authorized by the appropriate manager.
- Making files or documents belonging to the Company available to any unauthorized person without the specific consent of the appropriate manager.
- Using any information acquired by virtue of the employee's position for his or her personal or private financial or other benefit or for the benefit of friends and relatives.
- Breaching rules regarding confidentiality or privacy, or other Company rules or policies.
- Dealings with customers, suppliers, employees, and other parties that are not based on honesty and fairness.
- Sharing or discussing one's salary/compensation details with other Company employees who are not authorized to, and do not already, due to the nature of their job, have knowledge of the same.
- Any action or inaction on the part of an employee that allows any virus, malware or similar software which threatens to or affects the Company's data or software, or results in the release of any Company data or applicable data privacy laws.
- Failure to return to work after the conclusion of maternity leave or not informing your supervisor/Human Resources regarding your prolonged absence (more than 3 days) from work.

### **General Misconduct**

- Dishonesty; wilful falsification or misrepresentation on your application for employment or other work records; falsifying reason for a leave of absence or other data requested by company; alteration of company records / documents.
- Unsatisfactory or careless work; failure to meet productivity or quality standards as explained to you by your supervisor; mistakes due to carelessness or failure to get necessary instructions.
- Failure to immediately report damage to or an accident involving company equipment.
- Alteration of your time sheet, records, or attendance documents; altering another employee's time sheet or records or causing someone to alter your time sheet or records.
- Failure to use appropriate security measures.
- Conflict of Interest.
- Engaging in any business or transactions or having financial or other personal interest which is incompatible with the discharge of his/her responsibility or conflicts with the interests of Constellation.
- Failure to promptly disclose actual or potential conflicts of interest, in writing, to his or her supervisor.
- Using or lending Company property of any kind for activities not associated with the discharge of company responsibilities, without the express permission of an authorized Constellation representative to give such permission.

## **Discipline**

All employees are expected to meet our standards of work performance. Work performance encompasses many factors, including attendance, punctuality, the above standards of conduct, job proficiency and general compliance with the Company's policies and procedures. If an employee does not meet these standards the Company may under appropriate circumstances, take corrective action including immediate dismissal.

The Company's policy is to attempt to deal constructively with employee performance problems and errors. The intent of corrective action is to formally document problems while providing the employee with guidance in areas that need improvement. The disciplinary process will be determined by Management considering the facts and circumstances of each case. Depending upon the facts and circumstances, the discipline applied may include, among other things, oral or written warnings, probation, suspension without pay, or immediate discharge. Each situation will be considered considering a variety of factors including, but not limited to, the seriousness of the situation, the employee's past conduct and length of service, and the nature of the employee's previous performance or incidents involving the employee.

Corrective action usually begins with a verbal warning, followed by a written warning that is placed in the employee's personnel folder. If more serious corrective action is required, the employee may be put on probation or have his or her employment terminated. Under the direction of Human Resources, managers are obligated to investigate the cause(s) thoroughly before commencing any action against an employee. If the issue is irreconcilable, the employee may be terminated. All employment issues will be dealt with confidentially.

### **Retaliation is prohibited.**

We honour the Code of Conduct and prohibit retaliation against any individual who reports Code of Conduct violations or participates in an investigation of such reports in good faith.

## **Substance Abuse Policy**

The Company recognizes alcohol and drug abuse as potential health and safety problems. We expect all employees to assist in maintaining a work environment free from the effects of alcohol, drugs, or other intoxicating substances. Compliance with this substance abuse policy is a condition for employment.

We prohibit employees from the unlawful manufacture, possession, use, distribution, or purchase of non-prescribed drugs and intoxicants on Company premises and from working under the influence of alcohol, illegal drugs, or intoxicants during working hours.

All employees are required to report to their jobs in appropriate mental and physical condition and ready to work. If an employee may be impaired because of taking medication according to a doctor's prescription, s/he is expected to discuss it with their manager and Human Resources before commencing work that day.



Any employee who is convicted of any violation occurring on Company property or during working time shall notify the Human Resources within 5 days of the date of conviction. A conviction includes any finding of guilty (including one agreed to by the employee) or pleas of no contest and/or any imposition of a fine, jail sentence, or other penalty.

Any violator of this substance abuse policy will be subject to disciplinary action up to and including termination of employment.

### **Non-Discrimination and Anti-Harassment**

The Company strives to provide a work environment that is pleasant, healthful, comfortable, and free from intimidation, hostility, or any action or omission that might interfere with work performance. Harassment of any sort – verbal, physical or otherwise – will not be tolerated.

Harassment can take many forms. It may be, but is not limited to words, signs, jokes, practical jokes, intimidation, physical contact, or violence; and can be related to race, gender, ethnicity, religion, sexual orientation, disability, and physical characteristics. Contour's policies against sexual or other harassment apply fully to the email system, voicemail, and any other means as well.

Harassment is contrary to the basic conduct between individuals and represents a clear violation of the values and philosophies, that underpin the work environment at Contour. It is the intent of the Company to provide clients and employees a work environment free of harassment. Employees who violate our non-discrimination (non-harassment) policy will be subject to discipline consistent with the offense – up to and including immediate termination of employment and criminal prosecution.

#### **Sexual Harassment**

Sexual harassment constitutes discrimination and is illegal under "Protection against harassment at Workplace Act 2010". For this policy, sexual harassment is defined, as in the "Protection against harassment at Workplace Act 2010", as any unwelcome sexual advance, request for sexual favours or other verbal or written communication or physical conduct of a sexual nature or sexually demeaning attitudes, causing interference with work performance or creating an intimidating, hostile or offensive work environment, or the attempt to punish the complainant for refusal to comply to such a request or is made a condition for employment.

Sexual harassment may include a range of subtle and not so subtle behaviours and may involve individuals of the same or different gender. Depending on the circumstances, these behaviours may include, but is not limited to:

- Unwelcome advances or requests for sexual favours or dates.
- Unwelcome physical touching.
- Verbal abuse of a sexual nature; insulting or obscene comments or gestures.
- Jokes or gestures that have a sexual content or sexual connotation.
- Posters or cartoons that have a sexual content or connotation.

- Unwelcome sexual flirtations or sexual comments about an individual or his or her appearance.
- Nicknames, leering, catcalls, or other methods or addressing someone that have a sexual connotation or are otherwise discriminatory in nature.
- Display or circulation in the workplace of sexually suggestive objects or pictures (including through email); and other physical, verbal or visual conduct of a sexual nature.

### **Other Harassment and Discrimination**

Other types of harassment and discrimination are strictly prohibited and will not be tolerated. Under this policy, harassment is verbal or physical conduct that denigrates or shows hostility or aversion toward an individual because of race, colour, religion, sex, age, national origin, disability, or any other characteristic protected by law or that of his/her relatives, friends, or associates, and that:

- Has the purpose or effect of creating an intimidating, hostile or offensive work environment.
- Has the purpose or effect of unreasonably interfering with an individual's work performance; or
- Otherwise adversely affects an individual's employment opportunities.

Harassing conduct includes, but is not limited to epithets, slurs or negative stereotyping; threatening, intimidating or hostile acts; denigrating jokes and display or circulation in the workplace of written or graphic material that denigrates or shows hostility or aversion toward an individual or group (including through voicemail or email).

Employees and management are responsible for respecting the rights of their coworkers and promptly bringing to management's attention any instances of potential discrimination or harassment. Conduct prohibited by these policies is unacceptable in the workplace and in any work-related setting outside the workplace, such as during business trips, business meetings, client sites and business-related social events.

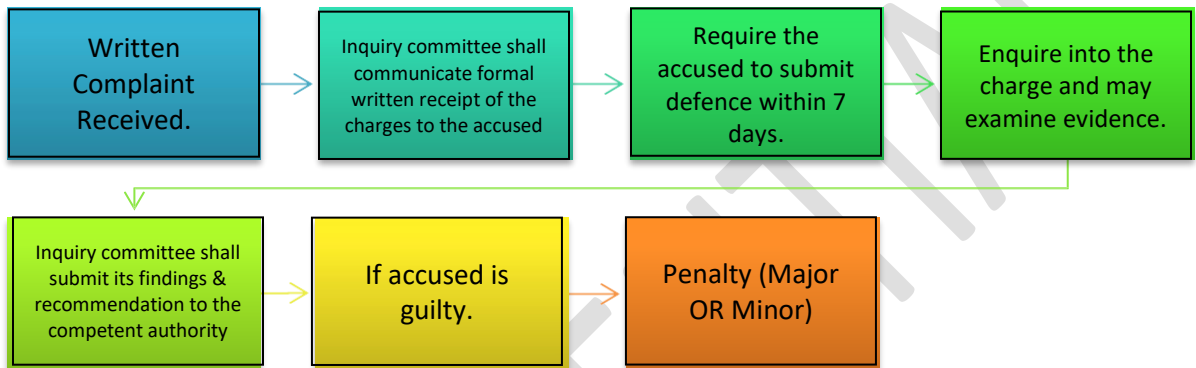
Persons who engage in unlawful discrimination or harassment will be subject to disciplinary action, up to and including discharge. If you feel you or another Company employee has been unlawfully discriminated against or harassed, you should notify your supervisor, the Human Resources staff, or any other person in management with whom you feel comfortable.

### **Mechanism to report an incident of Misconduct/Harassment/other discrimination act and its Investigation Procedure (Reach & Share, Contour!)**

Contour strongly urges the reporting of all incidents of discrimination, harassment, misconduct, or retaliation, regardless of the offender's identity or position. Any employee who believes that they or another employee have been subjected to sexual harassment, other harassment, misconduct or prohibited discrimination shall immediately report in writing to the inquiry committee on this email id: [reachandshare@contour-software.com](mailto:reachandshare@contour-software.com).

Early reporting and intervention have proven to be the most effective method of resolving actual or perceived incidents of harassment. Therefore, while no fixed reporting period has been established, we strongly urge the prompt reporting of complaints or concerns so that rapid and constructive action can be taken.

The availability of this reporting procedure does not preclude individuals who believe they are being subjected to harassing conduct from promptly advising the offender that their behaviour is unwelcome and requesting that it be discontinued.



- An **Inquiry Committee** consists of the following individuals nominated by the Company:
  - a female employee,
  - an additional employee,
  - a member from the Company's senior management,
  - in addition to these individuals the Company may appoint an officer to advise the parties involved in the matter.
- **Competent Authority**: The Inquiry Committee will be presided over by a member of the Company's senior management (someone with Manager to Director level seniority in the management team), who for the purposes of the misconduct proceedings will be considered the competent authority.

During the inquiry both parties will have the opportunity to present evidence and supporting documentation regarding the matter of misconduct. Both parties will have the opportunity to question and cross examine any evidence or witnesses submitted to the Inquiry Committee. The decision of the Inquiry Committee will be final and binding and may result in the immediate termination of an employee's employment with the Company and where permissible by applicable law, the withholding of any financial settlement that the employee may have been entitled to.

### **Investigation**

Any reported allegations of harassment, discrimination or retaliation will be investigated promptly. The investigation may include individual interviews with the parties involved and where necessary with individuals who may have observed the alleged conduct or may have another relevant knowledge. Confidentiality will be maintained throughout the investigation and process to the extent consistent with adequate investigation and appropriate corrective action. The Company may hire an outside agency to investigate complaints of unlawful discrimination or harassment.

### **Responsive Action**

Misconduct constituting harassment, discrimination, or retaliation will be dealt with appropriately. Responsive action may include, for example, training, referral to counselling, and/or disciplinary action such as warning, reprimand, withholding of a promotion or pay increase, reassignment, temporary suspension without pay, or termination, as the Company believes appropriate under the circumstances.

### **Retaliation is prohibited**

We at Contour prohibit retaliation against any individual who reports discrimination, harassment, or Code of Conduct violations, or participates in an investigation of such reports. Retaliation against an individual for reporting harassment or discrimination or for participating in an investigation of a claim of harassment or discrimination is a serious violation of this policy and, like harassment or discrimination itself, will be subject to disciplinary action.

## **Social Media Policy**

### **Scope / Purpose of this Policy**

This document reflects the current guidelines as determined by Constellation and its subsidiaries in collaboration with employees. This document is subject to modifications and amendments from time to time as required.

Constellation and its subsidiaries would like to encourage the use of social media by employees, customers, partners, and others as it can be a valuable way to stimulate discussion, demonstrate transparency and share information regarding our company and our products.

Henceforth, “Constellation” or “Company” will represent either Constellation or any of its Brands or Business Units.

The Constellation social media Policy applies to:

- All blogs, wikis, forums, and social networks hosted or sponsored by Constellation.
- Your personal blogs that contain postings about Constellation’s business, products, employees, customers, partners, or competitors.
- Your postings about Constellation’s business, products, employees, customers, partners, or competitors on external blogs, wikis, discussion forums, or social networking sites such as LinkedIn, Twitter, and Facebook
- Your participation in any audio or video related to Constellation’s business, products, employees, customers, partners, or competitors, whether you create a video to post or link to on your blog, you contribute content for a video, or you appear in a video created either by another employee or by a third party.

Even if your Social Media activities take place completely outside of work, what you say can have an influence on your ability to conduct your job responsibilities, those of your teammates, those of Constellation and its business interests.

Employees at Constellation are expected to always act with integrity and diligence during their employment. They are also bound by Constellation’s policies and guidelines, which govern their conduct. These require that employees exercise honesty in all business dealings relating to their employment. Failure to do so will result in discipline, up to and including termination of employment, and may result in prosecution of the Employee by legal authorities. Employees are subject to discipline up to and including termination of employment for other inappropriate actions and inactions not referenced in this policy.

### **Guiding Principles for All Employees**

There’s a big difference in speaking “on behalf of Constellation” and speaking “about” Constellation. This set of principles refers to those personal or unofficial online activities where you might refer to Constellation.

**1. Adhere to the Company Code of Conduct and other applicable policies.**

- a. All employees and contractors are subject to the Code of Conduct and all policies, including the **Media Policy, Disclosure, Confidentiality and Insider Trading Policy and Information Systems Policy**. These policies are applicable to your business and personal activities online.
- b. You must not comment publicly on Constellation's M&A activity, including potential and pending acquisitions. This applies to potential acquisitions regardless of their status - in diligence, announced but not closed, etc.
- c. Don't discuss product upgrades, new features, or future product releases. Please note that any direct communication to analysts, the financial market and/or members of the media must be conducted only by official Company representatives.
- d. Constellation encourages you to review office policies, guidelines, and procedures at our On-Line Employee Centre if you have any questions. You may also contact your manager and/or Human Resources department if you have any further questions.

**2. You are responsible for your actions.** Anything you post that can potentially tarnish Constellation's image will ultimately be your responsibility. We do encourage you to participate in the online Social Media space, but urge you to do so properly, exercising sound judgment and common sense. If you feel you might have violated this purposely or in error, please contact your manager and/or Human Resources department.

**3. Be a "scout" for compliments and criticism.** Even if you are not an official online spokesperson for Constellation, you are one of our most vital assets for monitoring the Social Media landscape. If you come across positive or negative remarks about Constellation or its brands online that you believe are important, consider sharing them by forwarding them to your manager and/or Human Resources department.

**4. Let the subject matter experts respond to negative posts.** You may come across negative or disparaging posts about Constellation or its brands or see third parties trying to spark negative conversations. Unless you are a certified online spokesperson, avoid the temptation to react yourself. Pass the post(s) along to our official in market spokespersons that are trained to address such comments.

**5. Be conscious when mixing your business and personal lives.** Online, your personal and business personas are likely to intersect. Constellation respects the free speech rights of all its associates, but you must remember that customers, colleagues and managers often have access to the online content you post. Keep this in mind when publishing information online that can be seen by more than friends and family and know that information originally intended just for friends and family can be forwarded on. Remember NEVER to disclose non-public information of Constellation (including confidential information) and be aware that taking public positions online that are counter to Constellation's interests might cause conflict.

## **Personal Spaces on the Web**

You are free to set up any blog, space, or other area within the given framework of the terms provided by the host of such spaces (e.g., Facebook, LinkedIn, Twitter, etc.). Do not post inappropriate, disrespectful comments to your blog, or post comments that are intended to

embarrass Constellation, your co-workers, customers, partners, or competitors. Any personal space where you identify yourself and could be associated or identified with Constellation in any way should have a clear disclaimer that it is not an official space of Constellation. This policy is to protect both the Employee and Constellation.

The following basic template may be used for this purpose:

“The opinions on this Web site/blog/other are those of the author and do not represent the views, express or implied, of any past or present employer and/or organization.”

**Please do not use a personal account to conduct company business, nor use a company account for personal business.**

It is important not to post Company content on public Web sites or Social Media spaces including photos, videos, or company collateral. Please refrain from posting personal photos or information of Employees from Company events that could harm Constellation, employees or anyone associated with Constellation.

Managers and their subordinates are free to “friend” each other on social networking sites. Both managers and employees, however, should be mindful of avoiding any interactions/communications that may create a conflict of interest or that may compromise Constellation’s ability to enforce its policies, especially its policies against nepotism, harassment, and discrimination.

#### **Additional Rules of Engagement as a Corporate Social Media Publisher**

**In addition to details provided above, following serve as the Code of Conduct and Guiding Principles for engagement on social media platforms:**

- 1. Do not comment or engage others on non-Company Web sites or Social Media channels unless you are granted permission by Constellation’s corporate marketing group.** Corporate Marketing is responsible for all internal and external corporate communications. It is important that corporate marketing knows what is being posted in the event they need to get involved due to any issues that may arise from a post or comment on a third-party Web site. If you do have permission, review privacy settings of the social networking site you are using. Understand that when your content is posted on a public social network, all posts and comments may be traceable. Any information that you post should be considered at risk for public disclosure, regardless of your privacy settings since your postings can be reposted elsewhere and may be viewed by people other than your intended audience.
- 2. Be authentic, factual, and respectful always Use your real identity.** Provide informed, well-supported opinions and cite sources, if applicable. Always obtain permission if needed. Though Social Media sites are a more casual form of communication, be sure to remain professional and use a positive tone of voice. Be respectful of your colleagues, Constellation, our customers, prospects, and our competitors.
- 3. Avoid engaging in on-line disputes with your audience.** Don't use slurs, personal insults,

or obscenity, and always respect privacy concerns. Avoid language that may be considered objectionable or inflammatory. Show that you have listened and be responsive. If you disagree, respond in professional and respectful manner.

4. **Stick to your area of expertise** and provide unique, individual perspectives on what's going on at your business unit and in the world. In the event you cannot answer a question or comment, refer it to the appropriate internal contact.
5. **Post meaningful, respectful comments** - in other words, no spam and no remarks that are off- topic or offensive. Remember that some postings on the Internet can have an indefinite life and may not have the ability to be removed.
6. **Please respect our Company Privacy Policy.** Do not disclose any information from anyone covered under our Company Privacy Policy.
7. **Be aware of global implications.** Your posts can have global significance. The way that you answer an online question might be appropriate in some parts of the world, but inaccurate, inappropriate (or even illegal) in others. Keep that “world view” in mind when you are participating in online conversations. If you have a question about global relevance, please contact the appropriate Company PR Representative for guidance.

### **Setting up corporate spaces in Social Media channels**

To create a corporate account for a Social Media channel, you must get permission from your manager for approval. All accounts are managed from a corporate management centre. This is to track accounts and not lose control of spaces once an employee leaves, or an administrator needs to access the account. Once approved, the corporate IT team will set up the appropriate account/space and access permission. We will also provide the necessary branding, verbiage, and disclaimer.

### **Attendance, Punctuality and Dependability**

Because we heavily depend upon our employees, it is important that employees attend work as scheduled. Dependability, attendance, punctuality, and a commitment to do the job right are always essential. Employees are expected at work on all scheduled workdays and during all scheduled work hours, and to report to work on time.

Employees who have an unexpected need to be absent from work should notify their direct supervisor before the scheduled start of their workday, whenever possible. The direct supervisor must also be contacted on each additional day of unexpected absence. A careful record of absenteeism and lateness is kept by the Administration and becomes part of the personnel record. Please note that absenteeism may result in discipline up to and including termination, unless otherwise required by law and may lessen employee's chances for advancement.

### **Time Tracking through Workday HRMS**

Employees are required to diligently update their time logs in the Workday HRMS. Those working from the office must ensure they use their employee cards when entering and exiting the office, as this enables accurate tracking of daily attendance.



For employees working from home—either fully or partially on any given day are required to log their time in Workday in addition to using the specific time-tracking system mandated by their respective BUs/Divisions.

Failure to record time promptly and regularly will result in adjustments to the employee's leave balance. If the leave balance is fully exhausted, it will lead to salary deductions based on the following guidelines:

- A shortage of up to 4 hours from the minimum 40-hour workweek will result in a half-day leave deduction.
- A shortage of more than 4 hours and up to 8 hours will result in a full day leave deduction.
- Once all leave is exhausted, the corresponding salary deductions will apply:
  - Half-day pay for a 4-hour shortage.
  - Full day pay for shortages between 4 and 8 hours.

### **Flex time (Non-Supervisory Employees)**

Approval of a flex time schedule is subject to Senior Management's approval. Employees may request to vary their work schedule, starting and ending time, provided they continue to work a minimum of 40 hours per week, and obtain prior approval from their manager.

### **Working from Home - Telecommuting**

Under certain circumstances, employees may work from home on a temporary basis. Telecommuting is generally discouraged but may be allowed if it can be shown that it will improve the employee's performance or productivity. Employees must seek prior approval from their local and onshore leads at the start of the day while availing telecommuting facility. Also, they are required to intimate working hours before the end of the working day. It is the responsibility of the employee to ensure that his/her time logs are timely updated in the Workday HRMS (and any other system that his/her BU/Division is using for time tracking purposes). No telecommuting arrangement will be considered permanent, and the policies may be reviewed, altered, or cancelled at any time.

### **Breaks from Work Lunch / Meal**

Lunch break of one hour can be taken at an agreed time with your manager. Eating lunch/dinner at workstations is prohibited. Dry/Cold snacks such as cookies, chips, chocolate, and drinks such as coffee, tea, water, and soft drinks are permissible for consumption in/around the work area. Employees are advised to take lunch / meal in designated lunch area only, to avoid creating a disturbance for other employees.

### **Recreation Activities**

Contour values the benefits of recreation activities and aims to create a supportive environment for its employees to be physically active. To aid this, games and equipment have been installed

in the office recreation area. All employees are encouraged to use and share these facilities responsibly, in a positive environment. No employee should use any of the games/equipment for more than 20-30 minutes if other employees are waiting. The recreation area/facilities are, of course, to be utilized only if work priorities/tasks/deadlines/delivered work hours are under control.

When in the recreation area, employees are instructed to behave as they would in the rest of the office premises, and further, to strictly refrain from:

- Having regular meals (lunch/dinner) outside designated Lunch/Dinner area - dry/packaged, non- curry types of lunch/snacks (burgers, sandwiches, rolls, chips, fries, drinks, samosas etc.) can be consumed elsewhere.
- Moving chairs, stools, tables, or any equipment out of their existing spots – this is necessary to avoid personal injury or equipment breakage.
- Using/Handling equipment that has been communicated as broken or in need of service.

Entrance of non-employees is strictly prohibited in the recreation area/premises. Please inform Administration or HR personnel, in case you see any visitor/non-employee in or around the area.

### **Smoking**

Contour is a smoke-free work environment. Smoking is permitted only in designated outdoor smoking areas. The use of electronic smoking devices, including e-cigarettes and vaping devices, is subject to the same restrictions as traditional smoking. Employees using designated areas are expected to keep the area clean. Please use your discretion when taking smoke breaks and limit your time away from work.

### **Workplace Violence Policy**

We are strongly committed to providing a safe workplace. The purpose of this policy is to minimize the risk of personal injury to employees and damage to the Company property. We specifically discourage you from engaging in any physical confrontation with a violent or potentially violent individual. However, we do expect and encourage you to exercise reasonable judgment in identifying potentially dangerous situations and informing management accordingly. Threats, threatening language, or any other acts of aggression or violence made toward or by any Company employee WILL NOT BE TOLERATED. For purposes of this policy, a threat includes any verbal or physical harassment or abuse, attempts to intimidate or to instill fear in others, menacing gestures, bringing weapons to the workplace, stalking, or any other hostile, aggressive, injurious and/or destructive actions undertaken for the purpose of domination or intimidation. All potentially dangerous situations including threats by co-workers should be reported immediately to the Administration/Human Resources or to any other member of management with whom you feel comfortable. Reports of threats may be made anonymously. All threats will be promptly investigated. No employee will be subject to retaliation, intimidation, or discipline because of reporting a threat in good faith under this policy. If an investigation confirms that threat of a violent act or violence itself has occurred, the Company

will take appropriate corrective action about the offending employee. If you are the recipient of a threat made by an outside party, please follow the steps detailed in this section. It is important for us to be aware of any potential danger in our workplace. Indeed, we want to take every precaution to protect everyone from the threat of a violent act by an employee or anyone else. If you have any questions about this policy, please contact Human Resource.

## **Safety and Health**

Safety is everybody's business. Safety is to be given primary importance in every aspect of planning and performing all Company activities. We want to provide you with an environment that promotes safety, as well as minimizes the potential loss of productivity.

Employees will use safety equipment provided by the Company. If safety equipment is required but not available, employees will not do the task until safety equipment is provided. Below are some general safety rules:

- Avoid overloading electrical outlets.
- Candles or open flames of any kind are strictly prohibited, except when required for your job.
- Ask for assistance when lifting heavy objects or moving heavy furniture.
- Ask for IT assistance when moving computers or office equipment.
- Smoke only in the designated area.
- Watch out for the safety of fellow employees.

Maintaining the security of Contour's premises is everyone's responsibility. It is important that you: develop habits that ensure security as a matter of course such as keeping cash properly secured; know the location of all fire extinguishers and the procedures to operate them; lock and secure entrances to the building when you leave the premises.

## **Hazardous Materials**

Each employee is responsible for making sure his or her actions are safe. If you notice any hazardous or unsafe conditions, please report them to your supervisor or Human Resources immediately so that potential accidents can be prevented. You should be sure that you receive proper training before operating any equipment or systems.

## **Accidents or Injury**

Should an accident or injury occur on the job (no matter how slight), notify your supervisor and Human Resources at once regardless of the nature or severity of the accident or injury, and seek appropriate medical attention. We provide a first aid box which is usually kept in the kitchen.

## **Ergonomics**

We are committed to provide you with an ergonomically compatible workstation. Please pay particular attention to your workstation adjusting to your unique physical needs. You are

encouraged to pay particular attention to eyestrain and repetitive motion. We encourage you to reduce the risks of eyestrain and repetitive disorders by switching tasks, by changing your posture, and by taking brief breaks. If you need assistance adjusting or obtaining the appropriate equipment for your workstation, or if you have any questions, talk with your supervisor or Human Resources.

## **Weapons**

All employees are prohibited from bringing weapons onto our premises. This policy applies to weapons of all kinds, including guns, knives, and related paraphernalia such as ammunition. Carrying mace, pepper spray or like for defensive purposes, however, is not a violation of this policy.

## **Office Security**

It is the responsibility of each employee to ensure that the office is secured. This includes ensuring that doors are locked, offices are locked, laptops and other office equipment are appropriately secured inside a cabinet or drawer.

Employees are required to display/use their Door Access Cards when entering inside/going outside the office premises. Anyone failing to maintain this practice may not be allowed access to Company premises and may also be subject to disciplinary action on persistent negligence. It is the responsibility of the cardholder to ensure the proper use of his/her Access Card. If the card is lost, stolen or damaged, then the loss or damage must be immediately reported to Administration/HR.

To safeguard the property of our company, employees, and our customers, we reserve the right to question and to conduct personal search of employees and all other persons entering and leaving our premises and to inspect any packages, parcels, purses and bags, briefcases, lunchboxes or any other possessions or articles carried to and from Company property when the Company has a reason to believe its misappropriation.

In addition, the Company reserves the right to search all work areas, including but not limited to employee offices, desks, files, lockers, or any other article or area on our premises. All offices, desks, files, lockers, and related areas are Company property and are issued for the use of employees only during their employment with the Company. Inspections may be conducted at any time, at the discretion of the Company.

## **Visitor/Guest Policy**

The visitors & guests' policy is meant to ensure the safety and security of Company employees, visitors, and property, and to ensure that only authorized personnel have access to the Company facilities. This policy pertains to all visitors of Contour during regular business hours and for regular business operations.

Visitors are allowed to come in to see specific employees, if they remain in the visitors' waiting

area. In case any visitor in or around the premises (even if claiming to be a government/public official) initiates contact with an employee and asks for particulars or any documents relating to the Company, please inform them to get in touch with Administration or HR personnel or put them in touch with Administration/HR personally.

Arrival of personal guests should be kept at a minimum, and employees are strictly instructed to avoid discussing or sharing:

- Company related activities with an outsider.
- Financial projections of the Company.
- Plans, programs, products, operations, or any other confidential information of the Company.

### **Use of Conference Rooms**

Conference Rooms are available for meeting / conferencing requirements of employees. To use a conference room, a team/employee must reserve it for the date, time, and length of time, in advance. Availability is per the first-come-first-serve basis, apart from exceptional circumstances, determined per management discretion. For booking the conference room, please visit

<https://constellationhbs.sharepoint.com/sites/CR/confrooms/SitePages/HomeNew.aspx> and use your Perseus/Contour email account credentials to log in.

For multimedia facilities during meetings, employees are encouraged to contact Contour IT Team for facilitation.

### **Email and I.T. Policies**

Every employee is responsible to read, understand & comply with the IT policies and any revisions in it and should consult and seek clarification from the Contour IT Department in case of any question.

These policies include:

IT Policies
1. Information Access Management Policy
2. Network Management Policy
3. Asset Acquisition and Disposal Policy
4. Device and Media Controls Policy
5. Corporate Email Policy
6. Corporate Password Policy
7. Portable Computing Devices Policy
8. Corporate Protection from Malicious Software Policy
9. Remote Access Policy
10. Security Awareness and Training Policy

11. Transmission Security Policy
12. Workstation Use and Security Policy
13. Responsible Use of IT Resources Policy
14. OneDrive for Business Usage Policy
15. Data Security Incident Policy
16. AI Usage Policy

## **Performance Management**

Through our performance management program employees will receive constructive work reviews designed to address performance and skill development, needs and interests. Based upon demonstrated job performance, and in accordance with Equal Employment Opportunity, we are committed to compensate employees in a fair and equitable manner. Employees become eligible for consideration of a salary review upon the completion of 6 months of employment with the company, at year-end, or as mentioned in their employment contract. We at Contour believe that pay and merit increases are determined by performance factors such as: meeting or exceeding objectives, level of contribution to the department, tenure with the Company, change in responsibility, cost of living, market climate, dedication to their work, skills improvement and higher than average performance.

### **Performance Evaluations**

A performance evaluation is an ongoing process and should begin the moment the individual is hired, with a formal evaluation occurring at least once a year. Every division-side manager will perform a monthly quick performance review for the employees that are in the first year of their employment and a quarterly review for the employees that have completed a year with the division or have gone through the annual review with the same division previously. Similarly, a detailed Annual Performance Review shall be conducted by the manager with his/her employees who are working from Contour's premises.

An annual performance evaluation does not necessarily result in a pay increase. However, requests for salary increases will not be processed unless accompanied by a performance evaluation form. Managers should seek approval from the President on salary increases before presenting salary increase information to their Employee(s). Assistance from Human Resources is also available to managers in preparing their performance evaluations.

There are many reasons that performance evaluations are important:

- Defining results that are expected from each employees' job description.
- Establishing an environment that encourages managers and their employees to discuss performance issues, explore development opportunities and to set realistic goals and expectations.
- Ensuring that job performance and contribution are in line with accomplishing organizational goals.
- Allowing necessary change of position and/or promotion.

## **Bonus Payout and Salary Revisions**

Decisions related to Bonus and Salary Revision are based on merit, ensuring that employees are fairly rewarded for their performance and contributions. To be eligible for an annual bonus, an employee must be employed with the company for at least 6 months and still be employed at the time of bonus payment. The bonus is typically paid in two instalments, with one portion with the July payroll and the remainder with the February payroll, subject to company approval.

To receive the bonus payout, an employee must have completed a minimum of 6 months of employment with the company by the relevant cut-off date (June 30th for the July payout and December 31st for the February payout). Moreover, the employee must also be employed at the time of bonus payment. The actual bonus amount, ranging from 1 to 2 months' basic salary, depends on meeting or exceeding expectations as evaluated through cumulative monthly or quarterly performance ratings.

The July payout is processed assuming that the employee must have at least maintained a 'meets expectation' performance rating (rating of 3). On the other hand, the February payout covers the actual cumulative rating for the employee, including any arrears due to differences between the cumulative rating and the rating of 3 for the previous period, which are also paid in the February payroll.

Contour follows an annual performance review and salary revision cycle. To be eligible for a salary revision, an employee should have completed at least six months of employment by the year-end. The revised salary, effective from January, is paid out in the February payroll. However, if an employee decides to leave the company before the salary revision occurs (i.e., before February payroll), the company reserves the right to withhold the decision to revise the salary. In such cases, the final settlement will be processed based on the employee's prior year's basic salary.

## **Dress Code**

We expect our employees to dress appropriately in business casual attire or as per local societal norms except Fridays, when a more casual/comfort attire is routinely acceptable. Overall appearance should be neat, tidy, and decent.

## **Employee References and Confirmation of Employment**

An employee or former employee may request a formal employment letter of reference from Human Resources. The letter is limited to the following pieces of information:

- Last Job Title held
- Beginning and end dates of employment

Under no circumstances will the Human Resources Department provide information not specified in the above list, unless written consent is obtained from an employee or former employee.

If a former employee requests a personal reference from an employee of Contour, you may provide the personal reference if you so choose. Your reference is not to be as a company's representative or express the opinions of Contour/Constellation.

### **Confirmation of Employment**

The probationary period allows both the employee and the organization to assess job performance, suitability, and overall compatibility. Unless specified in the employment contract, every employee is required to serve a three-month probationary period before his/her employment status can be confirmed. On demonstration of satisfactory performance (i.e., a performance rating of 3), the Human Resources team will send an employment confirmation email or will notify the same via a confirmation letter within 10 working days of the probation completion. However, in case if the performance ratings are less than three for any of the probationary months, the company may ask the employee to serve additional time on probation and unless notified, the employment status shall not be considered as confirmed.

### **Hours of Operation**

The standard workweek for full-time employees is 5 days / 45 hours (inclusive of 1 hour lunch and other breaks) or more unless otherwise approved in the Employment Agreement. Schedules may vary based on Constellation's needs. Core business days are Mondays through Fridays or as approved by the Manager. The Company's preference is for employees to work within the schedule specified by their manager. Flexible work hours may be approved if employees are present at the work site between the hours that were specified by the supervisor/manager.

If an employee ends up working less than 40 hours in a week, the adjustment of short hours will be made from the Leave balance of ongoing year as per below criteria:

- Half day Leave will be counted, up to 4 hours of shortage.
- Full day leave will be counted, for each 8 hours shortage.

If an employee exhausts their entire leave balance and still has remaining short hours, those hours will be deducted from their pay and will be treated as leave without pay.

### **Office Closure**

We encourage employees to make reasonable effort to get to the office in the event of inclement weather or other similar issues. Should the need arise that the office be closed, the employees should get in touch with the local Human Resources for further guidance on this.

### **Personnel Records & Employees Pictures**

We keep personnel records of each of our employees. These records are confidential in nature and are managed by Human Resources. They will not be copied / removed from the premises unless there is a legitimate business reason to do so. To keep necessary company records up to date, it is extremely important that you notify HR/Administration of any



changes in name and/or marital status; address and/or telephone number; number of eligible dependents; tax deductions; person to contact in case of emergency. All employees may view and obtain a copy of his or her personnel record by contacting Human Resources during normal business hours. No employee may alter or remove any document in his or her record.

The Company reserves the right to use employee solo and group pictures on marketing collateral such as the website, newsletters, etc. In case an employee prefers to not have his/her pictures used on said collateral, the picture(s) shall be removed shortly after such a request is received by Human Resource Representative.

### **Voluntary Travel and Remote Work Policy**

While Contour values in-person collaboration and encourages its staff to work from the office, we do recognize that some employees would like the flexibility to travel and/or work remotely from time to time. Due to operational efficiency and compliance with legal and contractual obligations working from overseas for an extended time is generally discouraged at Contour. Simultaneously, we understand that there may be exceptional circumstances that require employees to work from overseas. In such cases, the following policy applies:

- **Requesting to work Remotely:** For purposes of this policy an “Alternative Location” is any city, state, province, or country which is different from the city, state, province, or country from which you are currently approved to work, as reflected in Workday. Any employee who wishes to work from an Alternative Location must follow this policy and, where required, must request, and receive approval from the Company prior to working from the Alternative Location. Working from an Alternative Location without following this policy may result in disciplinary action up to and including termination of employment.

Please note that this policy is not intended to create a right or benefit related to travel or relocation - the Company reserves the right to deny your request at its discretion. If an employee wishes to work from overseas, they must immediately inform the HR department and their Service Line Manager. This notification should include the reason for the request, the intended duration of remote work, and any relevant details.

- **Approval Process:** You can only proceed with working from overseas after you’ve obtained approval from the HR department. The HR team in coordination with the Service Line Managers will assess the request based on factors such as operational requirements, legal compliance, data security, and any other considerations specific to the employee’s role or department.
- **Work Arrangements:** Employees working from overseas are expected to maintain regular working hours, fulfil their job responsibilities, and meet performance expectations as outlined in their employment contract. They should have access to reliable internet connectivity and necessary work tools to ensure uninterrupted productivity.
- **Data Security and Confidentiality:** Employees working from overseas must adhere to the company’s data security policies and protocols. They should take necessary precautions to protect confidential and sensitive information, including using secure networks,

encrypting data, and complying with local privacy laws.

- Termination of Overseas Work Arrangement: The approval to work from overseas may be revoked at any time by the HR department or management if it is deemed necessary or no longer feasible. In such cases, the employee will be required to return to their designated workplace or follow alternative arrangements as directed.

Please note that this policy aims to provide general guidelines for working from overseas. The final decision regarding individual requests will be based on the specific circumstances and the company's discretion. For more details associated with Travel, remote work and global mobility please refer to the 'Perseus Group Voluntary Travel and Remote Work Policy'.

### **Employee Benefits Plans**

Some of the benefits we provide to the eligible employees each year include:

- Paid (Public) Holidays
- Paid Casual Leaves
- Paid Annual Leaves
- Half Paid Sick Leaves
- Maternity Leaves
- Health Insurance (Emergency, Hospitalization, Maternity & Outpatient, with Limits)
- Life Insurance
- Employee Profit Sharing Plan (EPSP)
- Employee Share Purchase Plan (ESPP)
- Loan for Laptop
- Annual Professional Development Budget
- Home Internet Subsidy
- Conveyance subsidy: fuel & parking
- Provident Fund

Contour will periodically review its benefit program and make modifications as appropriate to the Company.

### **Paid Holidays**

Employees will be entitled to paid public holidays as declared by the federal Government. The Company observes the following seventeen holidays in each calendar year:

- Kashmir Day
- Youm-e-Takbeer/National Holiday
- Eid Milad-un-Nabi\*
- Pakistan Day
- Labour Day
- Independence Day
- Eid –ul – Fitr (3 days) \*
- Eid – ul – Adha (3 days) \*

- Moharram (2 days) \*
- Iqbal Day
- Quaid-e-Azam/ Christmas Day
- After Christmas (for Christians only)
- Diwali (for Hindus Only)

*\*Subject to appearance of moon/based on lunar calendar. Number of holidays on Eid may vary and are announced by Federal Government of Pakistan.*

If work commitments deem it necessary, an employee may work on a public holiday upon approval of his or her manager, and then take a mutually agreeable day off, in lieu. Employees on a paid leave of absence including vacation or sick leave will be paid for any public holidays that fall during the paid leave.

### **Casual Leaves**

Ten Casual Leaves (also known as Floater days) with full pay are granted to every employee each year on pro-rata basis. These casual leaves can be used as accrued for any purpose such as illness, medical or dental appointments, injury, family illness, personal time, transportation unavailability, etc. Employees who are ill are encouraged to stay home until they are well or no longer contagious. If an employee comes to work and becomes ill over the day, he or she may either be asked to go home or may tell their supervisor of their current condition and then leave to go home. Employees are to apply for the casual leave via Workday or call/email their supervisor prior to the normal start time of their usual work schedule (or latest by 11:00 a.m.) to let their supervisor know they will be home sick, each day this occurs. In the event, where an employee is aware in advance of planned absence then he/she must discuss the Leave Request in advance with his/her manager and should apply for the same via Workday to avoid disruption in work.

If an employee has used all 10 casual leaves (and has no more days accrued) and becomes ill and is absent from work later in the same calendar year, an employee may choose to use Annual Leaves to cover the illness or take the time as paid. Employees whose employment with Contour is terminated will not be granted pay or any other form of compensation in lieu of remaining casual days.

An employee who anticipates an absence of more than 4 hours in a work day should request in writing approval from their supervisor/Manager - Subject to change at management discretion.

### **Annual Leaves**

The purpose of annual leaves is to allow employees a chance to rest, relax and renew themselves. All eligible staff is therefore encouraged to make use of their allotted annual leaves. Annual paid entitlement is 14 days. Staff commencing during the year will receive a pro-rata entitlement based on the number of complete months worked. As there is a Christmas shutdown in countries where our divisional offices exist, employees may be required / encouraged to use a proportion of the entitlement above for / during this Christmas shutdown.

The Company reserves the right to grant holidays as and when circumstances dictate at their sole discretion.

- An employee must obtain the agreement of his/her manager by generating Leave request through Workday HRMS. To avoid disruption to work schedules and deadlines, advance notice is mandatory, for leave approval. Subject to manager's discretion, the following serves as a guideline for when to submit the leave request by:
  - A week before for one day's leave
  - Two weeks before for 2-4 days' leave
  - A month before for 5 days' leave
  - Two months before for 6-10 days' leaves
  - Two months before for more than 10 days' leaves.
- The Company has the right to withhold accrued holiday pay where termination has been due to gross misconduct.
- The Company reserves the right to deduct from an employee's final salary payment an amount equivalent to any leave taken for which there was no entitlement.
- On termination of employment, employees will be paid for leave based on each complete month worked as a proportion of annual entitlement less any days already taken.
- Half of the annual leaves entitled to each employee during the year can be carried forward and utilized till the end of March, of the next year.

#### **Leave Encashment**

- i. All Contour employees are allowed to take 14 annual leaves during the calendar year (i.e., January to December). In case an employee joins the company during the calendar year, leaves will be granted on pro-rata basis.
- ii. Employees must avail half (50%) of their allocated annual leaves (i.e., 7 in case of 14 allocated) by the end of each calendar year otherwise they will lapse on 31st Dec.
- iii. The other half from the actually allocated annual leaves can be carried over to next year and must be availed within the first quarter of next year (they lapse on 31st March).
- iv. Encashment facility applies only to the maximum of 57% of the 50% carried forward annual leaves.
  - Example Calculation:
    - An employee joining on July 1st will earn 7 annual leaves for the year.
    - 50% of these leaves (3.5) can be carried forward to the next year.
    - Out of these 3.5 leaves, a maximum of 57% (approximately 2 leaves) can be encashed.
    - In this situation if a person has utilized 5 annual leaves in the current year, he can still encash all the remaining annual leaves.
- v. Employees will also be eligible to cash those leaves which are requested by employees but are not approved by the company because of work deadlines.

- vi. The request to cash leaves must be made by January 12th, otherwise all leaves will be treated as carry forward leaves.
- vii. Once requested by employee, the payment of the cashed leaves will be made with the January payroll.
- viii. The rate of leave encashment will be on one month's gross salary/26 working day.

### **Sick Leaves**

In addition to 14 annual & 10 casual leaves with full pay, employees are entitled for further 16 days sick or medical leave with half pay in conditions where an employee is unable to attend office because of injury/ accident or any serious illness.

Sick leave will need to be confirmed by valid medical certificate issued by the qualified medical practitioner and other supporting information as the Company may reasonably require.

#### **Note:**

All leaves (i.e., casual, annual and sick leaves), except maternity leave, will be recalculated on a pro-rata basis in the event of an internal transfer or when an employee moves to a different business unit (BU). The revised leave balance will be determined based on the employee's date of joining the new division.

### **Maternity Leaves**

Contour's Maternity Benefit Policy follows the statutory requirements of The Maternity Benefit Ordinance 1958. As per The Maternity Benefit Ordinance 1958 (Sec-4), Maternity Leave is fixed at a total of 16 weeks, divided into 4 weeks pre-natal, and 12 weeks post-natal leave. Maternity Leave is on full pay and is in addition to normal casual, annual leave and gazette holidays.

To be eligible for maternity leaves, a female employee must have served as a full-time employee of Contour Software for at least four months, at the time of the request for maternity leave.

During maternity leaves, an eligible employee is entitled to continued group health plan coverage as if the employee had continued to work. At the conclusion of the statutory maternity leave period, the employee has a right to return to the same or equivalent position.

In addition to 16 weeks of statutory paid maternity leave, one or two months of unpaid leave may, in special circumstances, be considered reasonable by the Management. Additional unpaid leave would be unusual and for business reasons, the Management has the right to decline such requests.

At the end of the statutory maternity leave period (and any unpaid leave Management might approve), if the employee does not report to work, her services shall be terminated after adopting the proper Misconduct procedure.

### **Leave of Absence without Pay**

Should a situation arise that temporarily prevents an employee from working, he/she may be eligible for a personal Leave of Absence without pay. However, employees must be employed for at least three months prior to the requested leave.

Any request for a leave of absence without pay must be submitted in writing as far in advance as possible stating the purpose and the duration of the proposed absence. The request will be reviewed on a case- by-case basis by the employee's supervisor/ manager. The decision to approve or disapprove is based on the circumstances, the length of time requested, the employee's job performance and attendance and punctuality record, the reasons for the leave, the effect the employee's absence will have on the work in the department and the expectation that the employee will return to work when the leave expires. Employee compensation will cease for the duration of any unpaid leave of absence. However, certain benefits remain in effect and the employee would be responsible for paying the premiums directly to the employer. The employee is responsible for making arrangements for premium payments before the commencement of his or her leave. Leaves of absence will be considered only after all vacation and personal time have been exhausted.

### **Salary Action**

Any planned salary increases for an employee returning from an unpaid leave of absence without pay will be deferred by the length of the leave.

### **Vacation Time**

Accrued unused vacation must be used before a leave of absence without pay will be granted.

### **Returning/Not Returning from a Leave**

Due to the nature of our business, we cannot guarantee either that an employee's job will remain available or that a comparable position will exist when return from an unpaid leave is sought. When an employee is ready to return from a leave of absence without pay, we will attempt to reinstate the employee to his/her former position or to one with similar responsibilities. If the position or a similar position is not available, the employee will be terminated. An employee who returns to work following an unpaid leave will be considered as having continuous service. If an employee does not return from an unpaid leave of absence without pay, the termination date is the last day of the authorized leave period or the date the employee notifies his/her supervisor/manager s/he is not returning, whichever is sooner. Such employees may be considered for reemployment.

### **Health Insurance**

Contour is interested in your health and well-being. Comprehensive health coverage is provided for Emergency / Maternity hospitalization, which is available to employees after completion of probation period and ends on the last day of active employment. Takaful Health insurance

covers Emergency Hospitalization (including limited pre and post OPD/Doctor consultation in the event of hospitalization) plus Maternity Costs, with a ceiling. For all other types of out-patient consultations, prescribed medication and other costs not covered by this health insurance, the company offers cash allowance to serve as a subsidy against such expenses.

Currently Contour pays for you, your dependent's (spouse & children) and your parents health insurance. Health benefit package details can be received separately, by requesting Human Resources for the same.

### **Life Insurance**

Contour provides life insurance benefit to all its active and full-time permanent employees. This benefit provides coverage in case of natural and accidental death and provides support in case of Natural Disability, and Accidental Disability for Permanent/Partial & Short/Long-Term injury.

The insurance covers the Employee only and is provided by Contour's selected Takaful Insurance provider. Participation in this benefit is voluntary and can be availed by submitting the relevant form via Workday HRMS. Details of coverage provided, can be requested from Human Resources.

### **Employee Profit Sharing Plan (EPSP)**

#### **Purpose**

The purpose of this plan is to align common company goals by recognizing and compensating long serving employees for their contribution towards business unit growth.

#### **Process of calculation**

Contour's local fiscal year goes from July to June, as opposed to the parent (CSI) company's January to December financial year. In alignment with local financial and audit timelines, 25% of Contour's annual profit is to be held back, for the Employees Profit Sharing Plan, every year. The payout will be weighted by salary [the same way the performance bonus is weighted by salary], so the higher your salary, the higher your portion of profit.

#### **Eligibility**

Although Contour's local fiscal year (for audit and tax) is July to June, our employment year (for performance reviews and bonuses) is aligned with the parent company, from January to December.

Therefore, all permanent employees who will have completed a continuous 3-year tenure (regardless of division switch) with Contour as of Dec 31<sup>st</sup> of a given year, will be eligible.

For Example:

- Employees who joined us between 1st and 10th (inclusive) of January 2020 or earlier,

will be eligible in the 2023 year-end payout and in subsequent years.

- Employees who joined us after 10th of January 2020 but within the year 2020, will be eligible in the 2024 year-end payout and in all subsequent years of continuous employment.
- Employees who resign and then re-join will have to serve 3-years from their new joining date, to achieve the 3-year continuous-service threshold.

### **Payout Month**

It will be paid in March following the year end. For Example:

- 2022 year-end payout will be paid with March 2023 Payroll.
- 2023 year-end payout will be paid with March 2024 Payroll and so on.

### **Mode of Payment**

With monthly Payroll.

### **Changes in Profit Plan**

All aspects of the Profit Plan are subject to change.

## **Employee Share Purchase Plan (ESPP)**

### **Purpose**

The purpose of the Plan is to enable the Eligible Employees of the Constellation, and of its Subsidiaries, to acquire Market Shares through payroll deduction contributions.

### **Participation**

The participation of an employee in the Plan is entirely voluntary and not obligatory and shall not be interpreted as conferring upon any of such Eligible Employees any rights or privileges other than those rights and privileges expressly provided in the Plan. In particular, participation in the Plan does not constitute a condition of employment nor a commitment on the part of Constellation to ensure the continued employment of such employee.

The Plan does not provide any guarantee against any loss or profit that may result from fluctuations in the market value of the Shares. Neither the company nor the Administrative Agent shall be liable to any Participant for any loss resulting from a decline in the market value of any Market Shares purchased by the Administrator. Neither the company nor the Administrative Agent shall be liable to any Participant for any change in the market price of the Market Shares between the time a Participant authorizes the purchase or sale of the Market Shares and the time such purchase or sale takes place.



## **Contributions**

Each Eligible Employee (i.e., the one who has completed 6 months of permanent employment with the company) who wishes to purchase Market Shares pursuant to the terms of the Plan shall submit notice in the form prescribed by the company requesting enrolment in the Plan. The Eligible Employee shall indicate the percentage from one percent (1%) to fifteen percent (15%), in whole percentages, to a maximum dollar amount as determined from time to time by the company, of such Eligible Employee's annual gross base salary which the Eligible Employee wishes to contribute towards the purchase of Shares under the Plan. The company shall deduct from each Participant's pay the amount of that Participant's contributions. All funds deducted in currencies other than Canadian Dollars will be converted into Canadian Dollars at the then current exchange rates as determined by the company. The company will contribute, on behalf of each Participant, an amount equal to twenty percent (20%) of the amount contributed by such Participant, on a pay-period basis, which will be used to purchase additional Market Shares on behalf of such Participant.

## **Hold Period**

A Participant shall be only permitted to withdraw Market Shares from the Plan after the date that is two (2) years following the date on which such Participant's Shares were purchased. The hold period will not apply to Shares purchased with reinvested dividends but will continue to apply following termination of a Participant's participation in the Plan.

## **Voluntary Termination by a Participant**

Any Participant may terminate his or her participation in the Plan by providing notice to the company in the form prescribed by the company. All Participant payroll Contributions by such terminating Participant shall cease as soon as administratively practicable following receipt of such notice by the company.

Further details of the benefit can be requested from Human Resources.

## **Loan for Laptop**

The idea behind this facility is that if someone has a desktop instead of laptop at home, and has unreliable power and UPS, s/he can avail this loan to buy a laptop.

## **Eligibility**

All permanent employees of Contour who have been employed for a continuous period of at least six months are eligible for this loan.

## **Duration**

This loan will be extended for 6-10 months and is to be paid off via payroll deductions over 6-10 months period.

### **Maximum loan entitlement**

The loan will only be up to PKR 90,000. Actual approval of loan shall require employee's PF account balance to be at least equal to the loan amount. Otherwise, a lower amount shall be approved.

### **Method of Payment**

A cheque for the sanctioned amount will be provided.

### **Proof of Purchase**

The proof of purchase should be provided to HR within two weeks of granting the loan.

### **Procedure**

A written request is to be made to HR by signing and filling out all the necessary forms.

### **Rate of Interest**

No interest is charged on this loan.

### **Acknowledgement of debt**

Applicants of loan are required to acknowledge their debt in writing, authorize the monthly repayments from their salary and, in the event of termination of employment for whatever reason, the recovery of any outstanding balance from any monies due to him/her.

### **Please note that**

In case we get too many requests, we'll stagger it a bit, giving it right away to the people who first asked, and delaying it by a month or two for others.

### **Internet Subsidy**

Since a strike or other such occurrence can lead to a Casual off day, the company has instituted the Internet Subsidy, so that people have the option of working from home on such days, instead of having to either lose a day of work or have an impractical/problematic commute to work that day.

### **Provident Fund (PF)**

Contour employees are eligible for Provident Fund after successful completion of their probation period (normally 3 months). Below are the rules for this benefit:

- 8.33% is deducted from employee's salary and same is contributed by employer after

successful completion of probation period. Employee can withdraw maximum 80% of the total balance after 1 year of service.

- PF can be withdrawn only for necessities, not for luxuries.
  - There are two types of PF withdrawals:
    1. **Temporary Withdrawal:** This withdrawal covers expenses like Medical, educational, home renovation, wedding etc. In case of temporary withdrawal employee is required to pay it back in up to 48 instalments and these instalments will be deducted from his/her monthly salary.
    2. **Permanent Withdrawal:** It is allowed only for purchase/construction of residential property (any other reason will fall under temporary withdrawal category).
- Once an employee withdraws the PF amount, s/he will need to provide evidence (contract, receipts, invoices) for the expenses made, within 3 weeks of the disbursement of amount.
- There are two types of PF Plans:
  1. Plan 1: Without any investment
  2. Plan 2: With Investment:
    - Here an employee has two further options for investment:
      - Islamic Investment
      - Conventional Investment

Every request is different; hence approval of PF withdrawals will vary from case to case after considering all pertinent rules.

### **Professional Development**

Contour is committed to the professional development of its employees. As the job you are fulfilling dictates, it could be necessary that you stay abreast of recent or emerging technologies; receive a specific certification; learn a software program that the Company has recently implemented; for example. Your supervisor will discuss with you and ultimately approve any training that your position and department requires. You will be encouraged and possibly required to attend and fulfil the professional development required for your position.

You will be entitled for an annual professional development budget of US\$250 provided on prorated basis. In general, it is not applicable in the probationary months, and discouraged in the first 3 months, when focus must be 100% on ramp-up and performing at one's job.

In an instance, where an additional investment is being made in employee's professional development, over and beyond the usual limit of annual professional development fund, the company may require an employee to sign an undertaking. In case an onshore trip/international travel is required for the training or professional development opportunity, signing an undertaking shall be compulsory. The terms of the undertaking will state the minimum number of months an employee must serve the company and the amount payable if employee leaves the company before the completion of stipulated months. You can always refer to Human Resources to answer your concerns or questions.

## **Reimbursement Procedure**

If anyone has any PDB (Professional Development Budget) claims, s/he is required to create reimbursement claim request via Workday.

- Once submitted, the request will be directed to your manager, and s/he will be able to approve via workday.
- While creating a reimbursement claim, please attach the payment vouchers in Workday as well.
- Any claim request approved after 15<sup>th</sup>, will be processed with next month's payroll.
- Any claim request approved after 30<sup>th</sup> Nov of the given year, will be considered as the next year's request, and will be processed with Jan Payroll and the amount will be deducted from next year's budget.

In case of any query, please feel free to contact HR team.

## **Employee Termination and Separation**

Your employment with the company is at will and this means that just as you are free to resign at any time, we reserve the right to discharge you at any time, with one-month advance notice. Termination of the employment relationship can be initiated by both the employee and the employer at any time. To facilitate a smooth transition, both parties are required to provide a one-month notice period, or as per the duration specified in the employment agreement. Resignation should be submitted via email to the HR i.e., to the Email ID: [contourhr@contour-software.com](mailto:contourhr@contour-software.com).

To ensure the adequate handover of tasks and responsibilities, leaves during the notice period are normally discouraged and should only be availed, if necessary and with the prior approval of your managers. It is essential to facilitate a seamless transfer of duties to maintain business continuity.

On the last day of the notice period, the employee is required to work from the office and is expected to return all company belongings, including hardware and employment cards, to the designated HR/IT personnel. The request for issuance of the employment letter will be processed once the IT Department has provided acknowledgment of the hardware return.

The process associated with the issuance of final settlement (final payment made in the form of a cheque) will be initiated after the return of hardware and other company belongings. Please note that the final settlement process may take approximately six weeks before it is ready for collection. Company reserves the right to adjust amount in lieu of the damage caused to the company issued hardware.