

HR POLICY HANDBOOK

XCorp Technologies Private Limited

Effective Date: January 1, 2024

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This Human Resources Policy Handbook ("Handbook") outlines the policies, procedures, and guidelines applicable to all employees of XCorp Technologies Private Limited ("Company" or "XCorp"). This Handbook is designed to provide employees with a clear understanding of their rights, responsibilities, and the Company's expectations.

Note: This Handbook is not a contract of employment and may be modified by the Company at any time. Employees will be notified of significant policy changes.

1. COMPANY OVERVIEW

XCorp Technologies Private Limited is a leading technology solutions provider specializing in software development, IT consulting, and digital transformation services. Founded in 2015, the Company is committed to innovation, excellence, and employee development.

Our mission is to deliver cutting-edge technology solutions while fostering a collaborative, inclusive, and growth-oriented work environment.

Company Contact Information:

Address: 123 Business District, Karachi, Pakistan

Phone: +92-21-1234-5678

Email: hr@xcorp.com.pk

Website: www.xcorp.com.pk

2. CODE OF CONDUCT

All employees are expected to maintain the highest standards of professional conduct and ethics. The following principles guide our behavior:

2.1 Professionalism:

Employees must conduct themselves professionally at all times, treating colleagues, clients, and stakeholders with respect and dignity.

2.2 Integrity:

Honesty, transparency, and ethical behavior are fundamental to our operations. Employees must avoid conflicts of interest and report any unethical conduct.

2.3 Compliance:

All employees must comply with applicable laws, regulations, and company policies. Violations may result in disciplinary action, including termination.

3. WORKING HOURS

3.1 Standard Hours: The standard working hours are 9:00 AM to 6:00 PM, Monday through Friday, with a one-hour lunch break from 1:00 PM to 2:00 PM.

3.2 Flexible Hours: Employees may request flexible working hours with prior approval from their supervisor, provided core hours (10:00 AM to 4:00 PM) are covered.

3.3 Remote Work: Remote work arrangements may be available based on job requirements and performance. Requests must be approved by department heads.

3.4 Overtime: Overtime work requires prior approval. Compensatory time off or overtime pay will be provided as per applicable labor laws.

4. ATTENDANCE AND PUNCTUALITY

4.1 Employees are expected to be punctual and maintain regular attendance. Late arrivals and early departures must be communicated to supervisors in advance.

4.2 Excessive absenteeism or tardiness may result in disciplinary action. Employees with three or more unexcused absences in a month may be subject to a performance improvement plan.

4.3 All employees must use the Company's attendance management system to record check-in and check-out times.

5. LEAVE POLICY

5.1 Annual Leave:

After confirmation, employees are entitled to 20 paid annual leave days per calendar year. Annual leave accrues monthly at a rate of 1.67 days per month.

Annual leave must be requested at least 7 days in advance for planned absences. Approval is subject to business needs and team coverage.

Unused annual leave may be carried forward up to 10 days to the next calendar year, subject to management approval.

5.2 Sick Leave:

Employees are entitled to 10 paid sick leave days per calendar year. Sick leave requires a medical certificate for absences exceeding 3 consecutive days.

Employees must notify their supervisor as soon as possible, preferably before the start of the workday, when taking sick leave.

5.3 Casual Leave:

Employees may take up to 5 casual leave days per calendar year for personal matters. Casual leave requests should be submitted at least 2 days in advance.

5.4 Public Holidays:

The Company observes all national public holidays as declared by the Government of Pakistan. Additional holidays may be declared by the Company for special occasions.

5.5 Maternity/Paternity Leave:

Female employees are entitled to 90 days of paid maternity leave as per applicable laws. Male employees are entitled to 5 days of paid paternity leave.

6. PERFORMANCE REVIEWS

6.1 Review Frequency: Performance reviews are conducted bi-annually (mid-year and year-end) for all confirmed employees.

6.2 Review Process: Reviews assess technical skills, work quality, productivity, teamwork, communication, and adherence to company values. Employees receive written feedback and performance ratings.

6.3 Performance Ratings: Ratings range from 'Exceeds Expectations' to 'Needs Improvement'. Ratings directly impact increment eligibility, promotions, and bonus consideration.

6.4 Performance Improvement Plans: Employees with 'Needs Improvement' ratings may be placed on a Performance Improvement Plan (PIP) with specific goals and timelines.

7. COMPENSATION AND BENEFITS

7.1 Salary:

Salaries are paid monthly on the last working day. Salary increments are based on performance reviews and company policies.

7.2 Health Insurance:

The Company provides comprehensive health insurance coverage for employees and their dependents (spouse and children) after confirmation. Coverage includes hospitalization, outpatient services, and emergency care up to PKR 500,000 per annum.

7.3 Provident Fund:

Employees contribute 8% of their basic salary to the Provident Fund, matched by an equal contribution from the Company, as per applicable laws.

7.4 Professional Development:

The Company encourages continuous learning and provides training opportunities, conference attendance, and certification support based on job requirements and performance. Annual training budget of up to PKR 50,000 per employee is available.

8. IT AND SECURITY POLICIES

8.1 All company IT resources, including computers, software, and network access, are provided for business purposes only.

8.2 Employees must maintain strong passwords and follow cybersecurity best practices. Sharing passwords or unauthorized access is strictly prohibited.

8.3 Personal use of company IT resources should be minimal and must not interfere with work responsibilities.

8.4 All company data must be backed up regularly, and sensitive information must be handled in accordance with data protection policies.

9. GRIEVANCE PROCEDURE

- 9.1 Employees who have concerns or grievances should first discuss them with their immediate supervisor.
- 9.2 If unresolved, employees may escalate to the HR department or department head. All grievances will be handled confidentially and investigated promptly.
- 9.3 The Company prohibits retaliation against employees who raise concerns in good faith.
- 9.4 Grievances can be submitted via email to hr@xcorp.com.pk or through the HR portal.

10. DISCIPLINARY ACTION

Violations of company policies may result in disciplinary action, including verbal warnings, written warnings, suspension, or termination, depending on the severity of the offense.

Serious violations, including fraud, theft, harassment, or breach of confidentiality, may result in immediate termination.

11. HEALTH AND SAFETY

- 11.1 The Company is committed to providing a safe and healthy work environment. Employees must follow all safety protocols and report any hazards immediately.
- 11.2 Fire drills and safety training are conducted regularly. Employees must participate in all safety programs.

12. DRESS CODE

Employees are expected to dress in business casual attire. Clothing should be neat, clean, and appropriate for a professional work environment. Client-facing roles may require formal business attire.

ACKNOWLEDGMENT

I acknowledge that I have received, read, and understood the HR Policy Handbook. I agree to comply with all policies and procedures outlined herein.

Employee Name: _____

Employee ID: _____

Designation: _____

Department: _____

Signature: _____

Date: _____