



# EMPLOYEE HANDBOOK

A Guide for Our Employees

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## Part 1 – Preface

### **WELCOME**

It is my privilege to welcome you and wish you every success in your new job, and I hope that you quickly feel at home. This Handbook is developed to describe some of the expectations that Code District has for all of its employees and what you can expect from us. I hope that your experience here will be challenging, enjoyable, and rewarding.

Khwaja Ashar Samdani  
Founder & CEO

## INTRODUCTION

The Handbook is designed to introduce you to Code District, familiarize you with the company policies, and provide general guidelines on work rules, benefits, and other matters related to your employment.

The purpose is simply to provide you with a convenient explanation of present policies and practices at Code District.

This Handbook is an overview or a guideline. It cannot cover every matter that might arise in the workplace. For this reason, specific questions regarding the applicability of a particular policy or practice should be addressed to the Human Resources Department. The HR Department can be reached at [hr@codedistrict.com](mailto:hr@codedistrict.com).

Code District reserves the right to modify any of its policies and procedures at any time. We will seek to notify you of such changes by email and other appropriate means. However, such a notice is not required for changes to be effective.

## THINGS WE LIVE BY



- We rise by **helping others**. Be empathic and kind.
- **Don't badmouth**. Assign responsibility, not blame.
- Keep your word. People with good intentions make promises. People with **good character** keep them.
- **Never lie** to anyone for any reason.
- **Concern yourself** with what is right rather than who is right.
- Be Patient. No matter what.
- **Be humble**. Being humble is better than being famous.
- **Have a hint of creativity!** Live memorably.
- **Be confident**. Accept yourself the way you are unless you are a serial killer.
- Praise in public, criticize in private
- One combined with one, makes eleven! That's **TEAM**athics not Mathematics.
- You are never too small to make a difference, try sleeping with a mosquito and you'll know.
- **Smile & Laugh** - it's really infectious.

USE GOOD JUDGEMENT

## Part 2 – General Employment Policies and Practices

### **ATTENDANCE AND PUNCTUALITY**

Attendance and punctuality are important factors for success with Code District. The Company expects employees to arrive on time and be ready to work at the start of their shift time.

Official work hours for all employees (except the sales team) are from 11am to 8pm. For the sales team, the official work hours are from 3 pm to 12 am Pakistan Time.

Code District offers an opportunity to its employees to attend client calls for their professional growth and learning. Sometimes client calls are scheduled after official work hours depending upon the client's preference and availability. For this purpose, all Team Leads and Managers agree to be available after shift hours to attend calls with clients whenever required. Employees have the flexibility to attend such calls from the office or home at their convenience

From time to time, it may be necessary for employees to be absent/late from work. The Company is aware that emergencies, illnesses, or pressing personal business may arise that cannot be scheduled outside of work hours. If an employee is unable to report to work, or if arriving late, contact the HR and Team Lead as soon as possible. Give the Team Lead as much time as possible to arrange for someone else to cover the work. Leaving a message with a coworker is not acceptable.

Employees recording another employee's time in or out, having another employee record their time in or out, or falsifying and/or tampering with any timekeeping records will be subject to disciplinary action.

### **Marking Attendance on Biometric or Manually**

Work hours are tracked in the HR Management System. Employees are required to check-in and out on the biometric machine when they arrive in the office or leave. This is essential as the salary is directly tied to the attendance of an employee.

Should an employee forget to check in or out on the biometric machine, attendance can be marked manually by logging in to the Employee Self Service portal at <https://codedistrict.flowhcm.com>. However, in this case, an automatic request would be sent to the team lead and manager for approval. If the lead and manager approve, then attendance would be marked otherwise it would be counted as absence/leave.

**Late Arrival/Early Departure**

Employees are required to arrive on time. There is a threshold of 15 minutes after which the employee will be considered late. If an employee is a habitual late comer and continues to come late for more than 15 minutes for 5 working days per month, then there will be a half day leave deduction from the employee's leave quota. If an employee runs out of their leave quota, there will be a deduction from the employee's salary.

All Early Departures must be approved by the Manager in advance in writing. For approval, employees are required to send an email detailing the reason for early departure to their respective Manager and HR.

Excessive tardiness and early departures may result in disciplinary action and/or the employee being disqualified from the upcoming appraisal or termination in the worst case scenario.

**Out of Office**

If an employee wants to go out of the office for any reason for 1-2 hours, they should take approval from their team lead. The formal email has to be sent to the team lead and HR. Anything more than 2 hours would be considered a half-day leave.

**Work From Home**

All employees are required to get approval from their Team Lead at least two (2) days in advance for Work From Home (WFH) by sending an email to their Team Lead and copy HR [hr@codedistrict.com](mailto:hr@codedistrict.com). Only 1 day a month is allowed for WFH.

Any unapproved WFH or more than one day a month WFH would be adjusted against earned leaves. In case an employee is not entitled to earned leaves or has already availed all, then it would be considered unpaid leave.

Rules for Work From Home are stated below:

1. Employees should mark attendance on FlowHCM ([codedistrict.flowhcm.com](http://codedistrict.flowhcm.com)).
2. Employees should send a message on Mattermost to their respective Team Lead and HR once they commence work and when checking out.
3. Employees are required to be available on Mattermost and phone at all times during their shift.
4. Employees should inform their Team Lead when stepping away from the computer or taking a break.
5. Employees should send a report of their tasks/work done at the end of the shift via email to their respective Team Leads.



## **DRESS CODE AND PUBLIC IMAGE**

Our work environment encourages employees to dress comfortably for work. Dress appropriately in business casual attire. Please do not wear anything that other employees might find offensive or that might make coworkers uncomfortable. This includes shorts, sleeveless shirts, sports trousers, slippers, open sandals (except on Fridays), and clothing with inappropriate language or profanity. Employees are expected to demonstrate good judgment and professional taste.

Decisions regarding attire will be made by the HR Department and not by individual departments or teams.

## **VISITORS POLICY**

Employees whose families or other guests wish to visit the office are more than welcome; Please see the below guidelines:

- Please notify the Admin or HR team of the guest's arrival and the company would be happy to show warm hospitality.
- The guests may only stay in the designated visitor's area. Guests are not allowed to visit any other area in the office, especially the bullpen.
- Employees may, with prior approval from the admin or HR manager, meet their guests in a conference room or cafeteria.
- Above mentioned rules apply to ex-employees as well.
- Unauthorized visitors should be escorted courteously but quickly from the workplace or to the visitor's area.

## **CLEAN DESK PRACTICE AND OFFICE EQUIPMENT**

Clean Desk Practice emphasizes the culture to secure personal and official equipment and sensitive information of our employees and clients. Employees are expected to clear away all official equipment, e.g. laptops, headphones, chargers, notepads, etc., and personal belongings, at the end of their shift.

Certain equipment is assigned to the employees depending on the needs of the job. The assigned equipment is the property of the company. Employees are allowed to take the equipment with them. However, the safekeeping of any company equipment assigned to an employee is their responsibility. It is expected that any malfunctions be reported immediately to the IT team.

## **PERSONNEL RECORDS**

The company must maintain accurate personnel records at all times. Employees are responsible for notifying the HR department of any change in name, current and permanent addresses, phone number, marital status, number of dependents, or any other pertinent information.

## **PERFORMANCE AND SALARY REVIEWS**

Performance reviews happen on an annual basis and will be completed by Team Leads, Managers, and HR. Factors considered in your review include the quality of your job performance, your attendance, meeting the requirements of your job description, dependability, attitude, cooperation, compliance with the company employment policies, any disciplinary actions, and improvement in overall performance.

Salary reviews also happen on an annual basis and a salary increase is given by the company at its discretion in consideration of various factors including your performance review.

The dates of performance and salary reviews are communicated by HR to eligible employees when due.

## **NO SMOKING**

Smoking is permitted during authorized breaks and only in designated smoking areas. Smoking inside the office premises is strictly prohibited.

## **INSUBORDINATION**

Employees are required to obey company directives issued by their Team Leads or Managers. A refusal to obey a Team Lead/Manager's order or a lack of respect directed toward that Team Lead/Manager will result in disciplinary action.

## Part 3 – EEO & Harassment

### **EQUAL EMPLOYMENT OPPORTUNITY**

Code District is an equal opportunity employer and makes decisions concerning employment based strictly on an individual's qualifications and ability to perform the job under consideration, the comparative qualifications and abilities of other applicants or employees, and the individual's past performance within the organization. This policy applies to all terms and conditions of employment, including but not limited to hiring, promotion, termination/layoff, recall, transfer, leave of absence, benefits, compensation, and training.

### **RESPECT FOR THE RIGHTS OF OTHERS**

Code District is committed to building a positive environment in which to work. Employees must treat one another with respect and dignity. While we encourage healthy discussions, employees must use good judgment and avoid behavior and discussions that might distress other employees or disrupt the workplace. We believe in the live and let live philosophy.

### **WORKPLACE HARASSMENT**

The Company is committed to providing a work environment that provides employees equality, respect, and dignity. In keeping with this commitment, the Company has adopted a policy of "zero tolerance" concerning employee harassment. There are several forms of harassment but all can be defined as any unwelcome action by any person, whether verbal or physical, on a single or repeated basis, which humiliates, insults, or degrades. "Unwelcome" refers to any action which the harasser knows or ought to reasonably know is not desired by the victim of the harassment.

Harassment of any person, including and without limitation, fellow employees, contractors, visitors, and clients, whether at work or outside of work, is grounds for immediate termination. The Company will make every reasonable effort to ensure that its entire community is familiar with this policy and that all employees are aware that every complaint received will be promptly, thoroughly, and impartially investigated and resolved appropriately. The Company will not tolerate retaliation against anyone who complains of harassment or who participates in an investigation.

## Part 4 – Compensation

### **PAYROLL PRACTICES**

Employees are paid monthly, on or about the 2nd day of each month. If the regularly scheduled payroll date falls on a weekend or holiday, employees will be paid on the next business day.

### **SALARY DEDUCTIONS AND WITHHOLDING**

The company will withhold the following from your paycheck:

#### **Taxes**

Salary income tax under the Income Tax Rules 2002.

#### **Provident Fund**

Provident Fund contribution of 8.33% of 60% of gross salary is withheld from your paycheck. Please refer to [Provident Fund Policy](#).

#### **Lunch Contribution**

The company offers subsidized lunch to its employees. The contribution of employees for lunch is deducted from the salary. Please refer to [Subsidized Lunch](#) for details.

#### **Other Deductions**

Other deductions which you authorize, e.g. loan repayments, unpaid leave, etc.

## Part 5 – Benefits

### LEAVES

#### Purpose

The purpose of this policy is to provide leaves for employees' recreational needs, health-related priorities, personal/domestic exigencies, etc. This period is essential to maintain employee satisfaction and encourage creativity. It also provides employees time for unexpected events or occurrences which necessitate time away from work.

#### Leave Approval Process

All Leaves shall not be claimed by any employee as a matter of right. A leave application is not deemed to be automatically approved until formally sanctioned by your respective Team Lead. Extension in leave of absence is allowed in special circumstances only, otherwise, they are treated as Unapproved Absences.

All Leave requests have to be approved prior to availing the leave by applying on [FlowHCM](#). If the Team Lead approves the leave, only then the employee can avail it otherwise any unapproved leave will be considered an unpaid day off.

#### General Leave Rules

1. Any unapproved leave/absence will be considered an unpaid day off.
2. No Leave can be taken in advance of the year in which it is due.
3. Annual and Sick/Casual Leave days are counted for working days only.

#### Half-Day Leave

An employee may avail half (1/2) day's sick or casual leave. Two half-day leaves will be considered as one full-day leave.

#### Sick/Casual Leaves

All employees are entitled to sick/casual leaves equivalent to ten (10) working days per calendar year. Employees will be able to avail sick/casual leaves on a prorated basis after probation. At the end of each calendar year, all un-availed sick/casual leaves will lapse. Sick/Casual leaves are replenished every year on January 1st.

For example: If you complete probation in April, you will have a total of 7 sick/casual leaves available until the end of a calendar year. On January 1st, any un-availed leaves will lapse and a new quota of 10 leaves will be assigned.

An employee should apply for leave(s) approval as much in advance as possible (exceptions can be in case of a medical or personal emergency). However, it should be no less than seventy-two (72) hours advance notice for a planned casual leave, e.g. wedding, trip, etc.

In case of emergency/sickness, the employee should inform his/her team lead as soon as possible. Leave requests will then be submitted on the day the employee returns to the office.

Sick leave beyond two (2) days must be supported by a medical certificate from a Registered Medical Practitioner.

### **Annual Leave**

Annual leave is awarded to employees on their work anniversaries. Employees can avail annual leave within 1 year after being awarded. Annual leaves cannot be carried forward to the next year. Any un-availed annual leave days are automatically encashed after 1 year of being awarded. Hence, an employee will be entitled to a maximum of 10 annual leaves per year. The encashment is processed once every quarter, therefore, encashment may take up to 3 months after becoming due.

For example: If you join in March 2022, you will be awarded 10 annual leaves in March 2023, i.e. after a year of employment. You can avail these leaves until the end of Feb 2024, after which any un-availed annual leaves will be encashed and a new quota of 10 leaves will be awarded in March 2024. The same cycle will repeat every year on your work anniversary.

Annual leave requests must be approved at least 6 weeks before availing the leave.

Annual leave may be planned with the Team Lead's approval ensuring that leave is planned in such a way that it does not interfere with key tasks.

Annual leaves can be taken altogether or separately.

Annual leaves cannot be availed in combination with any other leave types unless explicit approval is granted.

## Bereavement Leave

The bereavement leave policy establishes guidelines for providing paid time off to Code District employees for absences related to the death of a family member(s). All permanent employees are eligible for paid bereavement leave as mentioned below:

**For male employees:** Three (3) days in the event of death of spouse, child, parent, or sibling. One (1) day in the event of death of inlaw relationships.

**For female employees:** Three (3) days in the event of death of spouse, child, parent, sibling, or inlaw relationships.

Bereavement leave includes weekends and public holidays.

In the event of a death in your family, please notify your Team Lead and/or HR of the need for time off as soon as possible. Should you need additional time off beyond the allowed leave, you may, with approval from the management, use your available sick/casual or annual leave. Bereavement leave quota is separate from annual leaves. These leaves will not be deducted from annual leaves.

## Maternity Leave Policy

The policy provides information on the support available to expectant and new mothers.

Summary of Support:

1. Time off for check-up appointments
2. Maternity leave
3. Insurance coverage
4. Return to work support

### Time Off for Check-Up Appointments

Pregnant Employees are allowed to take half a day off per month for check-up appointments. Employees should give as much notice as possible to their Team Leads and HR about time off for checkups. It is advisable to, whenever feasible, make check-up appointments at the beginning or the end of the day.

Employees should submit a doctor's note to HR via email at [hr@codedistrict.com](mailto:hr@codedistrict.com) stating that she is pregnant as soon as such a document is available.

### Maternity Leave

- All female employees are eligible for maternity leave after one (1) year of continuous service with the company.
- Employees are eligible for two (2) months of paid maternity leave.
- Additional one (1) month of unpaid leave or work from home option can be availed based on approval from the management.
- Maternity leave includes weekends and public holidays.
- Maternity leave can only be availed altogether.
- There is no limit to the number of times maternity leave can be availed during employment.
- If there is a need, an employee may avail sick/casual and/or annual leave in combination with their maternity leave.
- If an employee decides not to rejoin after availing maternity leave, the total amount of their Provident Fund will be adjusted against the availed leave. This rule will be enforced for up to three (3) months after maternity leave.

### Insurance Coverage

The company's health insurance partner provides a certain amount of insurance coverage for the delivery of a child. Such health insurance is offered to permanent employees only. Employees are advised to contact HR for further information on insurance coverage, panel hospitals, and the claim process.

### Return To Work Support

Employees have the right to return to the same or equivalent position without any loss of rights and privileges.

Team Leads/Managers are advised to offer flexible work hours and/or work-from-home options to ease the return to work for new mothers.

### **Paternity Leave**

- All employees, regardless of the duration of their employment with the company, are eligible to take three (3) days off for paternity leave immediately after the birth of their child. If the birth is on Sat/Sun, then only two (2) days (Mon-Tues) leave is allowed.
- The paternity leave does not include weekends or public holidays.
- Paternity leave must only be availed in one (1) continuous period.
- Employees must request time off for paternity leave at least a month in advance by sending an email to HR at [hr@codedistrict.com](mailto:hr@codedistrict.com) and their Team Lead.



## Leave Without Pay

Leave without pay for personal reasons may be granted to employees only in those instances in which a determination is made that a continuation of an employment relationship is in the best interest of the Company. No employee is automatically entitled to leave without pay regardless of the length of continuous service.

Leave without pay for a limited duration can be granted only with the written approval of the respective Manager and HR. A maximum of one (1) month can be availed, if approved, as leave without pay.

## Leave During Probation

Employees on probation are entitled to one (1) leave per month only.

## Leaves During Resignation Notice Period

Leaves or work-from-home are not allowed during the notice period. Any leave taken during this period will be considered unpaid leave and salary will be deducted.

## Holidays for the Sales Team

The nature of the work requires that the sales team work on Pakistan National/Gazetted Holidays. However, the Sales team will be eligible for US Federal Holidays. Below is the list of US federal holidays:

Holiday	Date
New Year's Day	January 1
Martin Luther King Day	3rd Monday of January
Presidents' Day	3rd Monday of February
Memorial Day	Last Monday of May
Juneteenth	June 19
Independence Day	July 4
Labor Day	1st Monday of September
Columbus Day	2nd Monday of October
Veterans Day	November 11
Thanksgiving Day	4th Thursday of November
Christmas Day	December 25

## Summary

Below is a quick recap of the leaves policy:

Leave Type	Duration (days)	Eligibility
Annual	10 days	Applicable after completion of 1 year of service with the company. Encashed after 1 year of being awarded. Cannot be carried forward. e.g., if you join in March 2022, you will be awarded 10 annual leaves in March 2023. You can avail these leaves until the end of Feb 2024, after which any unused leaves will be encashed automatically and a new quota of 10 leaves will be awarded to the employee in March 2024. The same cycle will repeat annually.
Sick/Casual	10 days in a calendar year	These reset on the 1st of January every year and will be allocated on a prorated basis after completion of probation, e.g., if you complete probation in April, you will have a total of 7 sick/casual leaves available.
National Holidays	As per the announcement of the Govt. of Pakistan	
Bereavement Leave	1 to 3 days	Bereavement leave includes weekends and public holidays. <b>For male employees:</b> 3 days in the event of death of spouse, child, parent, or sibling, and 1 day in the event of death of inlaw relationships (MIL, FIL, BIL, SIL). <b>For female employees:</b> 3 days in the event of death of spouse, child, parent, sibling, or inlaw relationships.
Maternity Leave	2 months	Expectant and new mothers after 1 year of service. Additional 1 month of unpaid leave or work from home option also possible based on approval from the respective Manager and HR.
Paternity Leave	2 to 3 days	All male employees immediately after the birth of their child. If the birth is on Sat/Sun, then only 2 days (Mon-Tues) leave is allowed.

## HEALTH INSURANCE

Health Insurance coverage is provided through our selected insurance service provider to all permanent employees who have completed their probation. Health Insurance coverage is offered to our employees, their spouses, and children. Please contact the HR team for details and questions about health insurance.

## SUBSIDIZED LUNCH

The company offers subsidized lunch to all employees. All new hires are automatically added to the lunch program and can try the lunch for a week before deciding on opting out or remaining part of the lunch program. To opt out of the lunch program please send an email to [admin@codedistrict.com](mailto:admin@codedistrict.com).

In case an employee decides to cancel the lunch subscription, it would be effective from the first day of the following month.

Employees' contribution in subsidized lunch is based on their salary and communicated to them by HR.

## PROVIDENT FUND POLICY

Code District Provident Fund is a contributory benefit offered to the company's permanent employees. Both, employee and employer, contribute to the fund at the rate of 8.33% of the basic salary of the employee.

### Eligibility for the Provident Fund

Provident Fund is mandatory for all permanent employees, i.e. those who have completed the probation, with a salary PKR 50,000 per month or higher, and optional for permanent employees with a salary less than PKR 50,000 per month.

Only those employees who are part of the provident fund for at least twelve (12) months are eligible to receive the company's contribution upon the termination of their employment.

Employees whose employment ends within twelve (12) months of being part of the fund will receive only their part of the contribution once the exit process is completed.

### Sample salary calculation

Suppose an employee's gross monthly salary is PKR 100,000

Basic salary (60% of gross): PKR 60,000 per month

Allowances (40% of gross): PKR 40,000 per month

Provident Fund Deduction (8.33% of PKR 60,000): PKR 4,998 per month.

Provident Fund amount after twelve (12) months: PKR 59,976 (employee contribution) + PKR 59,976 (company contribution) = PKR 119,952

The provident fund is distributed only once the employee is leaving the organization (after a minimum of twelve (12) months).

### **Loan from Provident Fund**

Employees can request a loan of up to 100% of their contribution from the provident fund balance only after being part of the fund for a continuous two years period subject to approval by the management. Such a facility can be availed only twice during the overall tenure of an employee.

### **Repayment of Provident Fund Loan**

The range of repayment period will be up to twelve (12) months in equal monthly installments deducted from salary.

## **LOAN**

Employees can request for a loan of up to 150% of their monthly salary. The loan is subject to approval by the management.

### Process

1. Send an email to HR at [hr@codedistrict.com](mailto:hr@codedistrict.com) with the loan request. Please mention the following:
  - a. Amount required
  - b. Date when the loan is required
  - c. Repayment period
  - d. Purpose of loan (optional).
2. Once the loan is approved by the management, the employee will submit an undated check for the loaned amount to the finance department.
3. After complete repayment, the submitted check will be returned to the employee.

## REFERRAL BONUS

Code District has always been able to find great talent through referrals from our team. To encourage and reward referrals, we have a referral bonus program as stated below:

1. The referral bonus is **PKR 5,000**.
2. A referral bonus will be paid after the successful completion of the probation period of the referred employee.
3. Only candidates referred using the “refer someone” option on our [career page](#) will be considered for a referral bonus.
4. HR/Recruitment, Team Leads, Managers, or any employee involved in the hiring process are not eligible for the referral bonus.

## MEALS REIMBURSEMENT

Employees working pre-approved overtime, i.e. if you are in office for 9+2 hours, are eligible for meal reimbursement of up to PKR 450 per meal in cash. Same is applicable for breakfast and lunch in case an employee comes to the office for work on weekends/public holidays.

The process for claiming overtime dinner reimbursement is as follows:

1. Please scan and email the receipt along with the approval from Team Lead to [accounts@codedistrict.com](mailto:accounts@codedistrict.com) and cc [admin@codedistrict.com](mailto:admin@codedistrict.com) only. Do not cc the rest of the team.
2. Please allow a maximum of fifteen (15) days for reimbursement to be processed. Claims that are submitted after the fifteenth (15th) of a month will be cleared out with upcoming salary.

## PROFESSIONAL CERTIFICATIONS & TRAININGS

We offer an opportunity for our employees to get professional certifications and training for their growth and learning. These certifications and training are advised and approved by the management.

## Part 6 – Exit Process

### **RESIGNATION**

If an employee wishes to resign from the company they are requested to notify their direct manager and HR in email about their decision. HR will then communicate their last working day according to the resignation notice period mentioned on their contract. Please note that public holidays, leave, and work-from-home days will not be counted towards the notice period nor can be requested once an employee has given their resignation.

Early resignation must be approved in writing by the respective manager and HR. If an employee leaves early without approval, there will be a deduction for the equivalent number of days not served in notice period from the final settlement.

Employees who serve the requested amount of notice will be considered to have resigned in good standing and generally will be eligible for rehire.

### **FINAL SETTLEMENT**

Employees will receive their basic salary, i.e. 60% of gross salary, during resignation notice period. Remaining salary will be cleared in the final settlement after the exit process has been completed. Final settlement amount will be paid on the payday following the employee's last working day.

### **EXIT PROCESS**

The HR team will advise the employees on the clearance process and conduct an exit meeting on or before the last day of employment.