



**Tecshield**

We bring Ideas to Reality



# POLICY HANDBOOK 2024 - 2025

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## HR POLICY

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

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

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

These policies and procedures apply to all Teammates.

## PERSONAL CONDUCT

Tecshield expects its Teammates to maintain a high standard of conduct and work performance to ensure the business maintains its good reputation with clients. Good personal conduct contributes to a good work environment for all.

This involves all Teammates:

- Treating colleagues with courtesy and respect.
- Treating clients professionally at all times.
- Keep your voice low while discussing things.
- Keep friendly and professional behavior with your fellow Teammates.

### Dress Code Policy

As a minimum standard, the dress should be clean, neat, and professional. Clothing should not be too revealing.

## CLIENT INFORMATION

Teammates are not allowed to share their personal information with clients nor can they disclose contact lists, customer lists, etc. to people outside their company.

## **NON-SOLICITATION OF CUSTOMERS, PROSPECTS, AND TEAMMATES**

Except with the prior written consent of Employer, during your involvement with Employer and after the employment ends, you will not directly or indirectly, either for yourself or for any other business or person, solicit, call upon, attempt to solicit, or attempt to call upon any of the customers of Employer. You will not accept any business from such customers of Employers for yourself or any employer during such period.

Furthermore, you also agree not to actively recruit or hire Teammates of your former employer after your employment ends. This is to prevent you from enticing your former colleagues to leave the company and join a new employer.

## **CONSULTING / PART-TIME ASSIGNMENT POLICY**

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

## **EMAILS POLICY**

1. Email facilities are provided for formal business correspondence.
2. Take care to maintain the confidentiality of sensitive information. If emails need to be preserved, they should be backed up and stored offsite.
3. Limited private use of email is allowed if it doesn't interfere with or distract from a Teammate's work.
4. No material is to be sent as an email that is defamatory, in breach of copyright or business confidentiality, or prejudicial to the good standing of Tecshield in the community or to its

relationship with staff, clients, and any other person or business with whom it has a relationship.

5. Email must not contain material that amounts to gossip about colleagues or that could be offensive, demeaning, persistently irritating, threatening, and discriminatory, involves the harassment of others, or concerns personal relationships.
6. When using email, a person must not pretend to be another person or use another person's computer without permission.
7. Excessive private use, including mass mailing, "reply to all" etc. that are not part of the person's duties, is not permitted.
8. Teammates must use only company email for work-related communication. Personal email accounts are not allowed on company-provided laptops or devices. Violations may lead to disciplinary action.

## LAPTOP POLICY

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

## RULES FOR LAPTOP USAGE

1. The company laptops are to be used for company-related business as a productivity tool.
2. Laptops issued to staff are the company's property.
3. The laptop is provided for your use, but it remains the property of Tecshield.
4. In case you have problems with your laptop, notify it right away.
5. If a junior staff member is assigned the laptop, he/she must take written permission from the manager/team lead before carrying the laptop to his home. In case of oral permission staff member must email his Manager and cc CEO.
6. Staff is expected to protect laptops from damage and theft.

7. Staff is monetarily responsible for any hardware or software damage or loss inflicted on the laptop due to negligence on his/her part.
8. Staff agrees to pay replacement costs of lost laptops and peripherals, or repair costs for damage due to negligence on his/her part.
9. Staff will not be held responsible for computer problems resulting from routine-related use.
10. All policies as well as the Acceptable Use Policy apply to the use of all laptop computers inside and outside the company's premises.
11. Do not place drinks or food in close proximity to your laptop.
12. Extreme temperatures or sudden temperature changes can damage a laptop. When using the laptop, keep it on a flat, solid surface so that air can circulate through it. Using the laptop while it is directly on a bed, for example, can cause it to overheat and become damaged.
13. You should NOT leave the laptop in any unattended vehicle.
14. Carry your laptop in a nondescript carrying case or bag when traveling.
15. Company laptops are not allowed to be used for any personal purpose.

## **INTERNET USE POLICY**

Tecshield provides internet access for work purposes only. Limited personal use is allowed outside of working hours, as long as it doesn't interfere with work or involve inappropriate sites. During working hours, personal internet browsing is not permitted. Management reserves the right to monitor internet usage to ensure compliance.

## **INTERNSHIP POLICY**

The Tecshield Internship Policy is established to provide motivated and ambitious students with a wealth of challenging tasks and exposure to day-to-day technical learning in a highly professional environment. Moreover, an Internship is an excellent opportunity for students

pursuing undergraduate or graduate studies and even for fresh graduates to familiarize themselves with the organization, working methods, and corporate culture.

## Duration

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

## Stipend

Interns shall receive a monthly stipend.

- Undergraduate or graduate students will be paid 10K-15K on a monthly basis, part-time (25 hours/ per week)
- Fresh graduate full-time Intern will be paid 20K-30K on a monthly basis, (8 working hours/ per day)

Interns are not eligible for provident funds and any other type of benefits.

## Professional Expectations

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

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

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

Internship certificates will be awarded to all designated interns.

## PART-TIME EMPLOYEE POLICY

The company offers part-time employment with the following conditions:

- **Working Hours:** Part-time employees are required to work a minimum of 25 hours per week. However, the number of hours may vary based on the workload and specific project needs.
- **Compensation:** Part-time employees will be compensated based on the agreed hourly rate, calculated pro-rata for the hours worked.
- **Leave Entitlement:** Part-time employees are entitled to 12 days of leave per year. Any additional leave taken beyond this will result in a deduction from the employee's salary.
- **Benefits:** Part-time employees are not eligible for provident funds, & leave encashment.

## ISSUES / COMPLAINT POLICY

### Procedure: To make a complaint

If you believe you are being, or have been, discriminated against, sexually harassed, bullied, or irritated by someone's behavior which causes a continuous disturbance you should follow this procedure.

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

3. If this is inappropriate, you feel uncomfortable, or the behavior persists, contact another senior manager.

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

## Possible outcomes

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

1. disciplinary action to be taken against the perpetrator (counseling, warning, or dismissal)
2. counseling for the complainant
3. an apology (the particulars of such an apology to be agreed between all involved)

## **WORK TIMING AND TASK STATUS**

Monday to Thursday :            09:00 AM to 06:00 PM

(Lunch & Prayer Break: 01:30 PM to 02:30 PM)

Friday:                            09:00 AM to 06:00 PM

(Jumma Prayer & Lunch Break 1:30 PM to 03:00 PM).

Saturday & Sunday:            Off day

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

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

**As a Company, Tecshield believes in standard completion of assigned tasks in lieu of time slot allocations. We believe that the optimization of 8 working hours & completion of tasks**

**should guarantee the completion of assigned hours. Management shall stand sole authority while deciding the completion of allocation work/tasks against no. of hours at work.**

## ATTENDANCE POLICY

1. Flexible time of 30 minutes (till 09:30 AM) is allowed at time of reporting, exit time of concern will be adjusted according to reporting time subject to the completion of eight (8) working hours per day.
2. During working hours if an Teammate leaves the office for non-official work, it must be notified to the immediate lead/ HR and enter the details in an email addressed to the lead and HR; including the expected time of return and the actual time of return on return. In such a scenario, the hours spent out of the office will be considered non-working hours and must be adjusted/completed by the concern, subject to the completion of eight (8) working hours per day.
3. Strict punctuality should be observed at all times. Staff will not be considered punctual if he/she is late for work persistently without acceptable reasons being given prior to or after the occurrences.
4. If there is no CL balance left, he/she can work on weekends to avail casual leaves (only be approved by the manager / CEO)
5. All Teammates are expected to self-administer themselves as per the Attendance policy.
6. A Teammate who is absent for three or more consecutive days without intimation to their respective manager or the HR department will be deemed to have abandoned their job.
7. All team members are expected to have their meals (breakfast, lunch, or other) only during designated break times. If you must eat outside the scheduled break, please record your break time accordingly and resume work promptly afterward. A substantial fine will be imposed for any violations of this policy.
8. This policy does not apply to teammates who are permanently working remotely.

**Note:-** In case of emergency Teammates are allowed to do 7 working hours by seeking the approval from Manager/CEO.

## LEAVE POLICY

### Procedure: To take a leave

1. Teammates are requested to email the HR/leads or CEO about their intention to take a leave (Sick or Casual) before time (before office timing starts). Please clearly state the reason why you want to take a leave.
2. Leaves will be approved by your immediate lead at his sole discretion. A request for leave does not guarantee that it will be approved; it will be at the sole discretion of Management according to the exigencies of the work.
3. If you don't inform your HR/leads about your leave before the time is up, you will be considered absent, which results in deductions from your salary.
4. Upon approval, your leads will send this request to the Manager who will adjust your Leaves according to your leave balance.

**Note: If any team member requires vacation exceeding their TOTAL leave entitlement, such as for a month or more, the company will not pay their salary for that period. Conversely, if the leave taken is within the allowed limit, the salary will remain unaffected.**

## LEAVES TYPE

Our leave year is for calendar year and will be due after full-time job confirmation. Teammates doing remote jobs will not be eligible for any kind of leave. There are no fixed holidays, if they want holidays then they must be approved by CEO and HR.

All the Teammates will be eligible for full paid leave days on yearly basis, as under:

## CASUAL LEAVES

Casual leaves can be availed for attending to personal urgency, causality, important work, etc., or any other emergency. To cover for such situations, all Teammates are granted 12 casual leaves per year.

### Rules:-

1. CL cannot be accumulated and carried forward beyond the contract period or at the end of calendar year.
2. The unveiled CL balance of all Teammates will lapse automatically at the end of Calendar year. CL shall not be granted for more than two (2) days at a time. In case of leave is availed for three (3) or more than three days, such excessive leaves should be duly approved by the CEO via email otherwise it will be considered as Leave without pay.
3. The Teammate must notify HR, their manager, or leads in advance. Approval is mandatory before casual leave can be taken.
  - a. It is recommended to seek approval a few days before taking the casual leave.
4. The Teammate can en-cash his/her casual leaves. The calculations are as below:  
(1 CL = Monthly Salary / 22). The amount will be awarded on the 28th Feb of each year.

## SICK LEAVES

Resources can avail of sick leaves when they are genuinely unable to perform duties due to health issues. All Teammates are granted 12 SL per year.

### Rules:-

1. Unavailed SL shall not be en-cashed.
2. Sick leave can be taken immediately, without prior notice. However, the Teammate must inform HR as soon as possible on the day of the sick leave.
3. SL applied for more than two (2) days at a time shall be accompanied by a certificate from a Registered Medical Practitioner. However, a Certificate can be required even for one day, if felt necessary.

4. In case of prolonged sickness; when all the SL has been availed: extra leaves will be taken out from the CL quota.
5. Teammates should clearly specify the reason for taking sick leave in their email; otherwise, it will be marked as casual leave.

**Note:** The email should be addressed to the appropriate recipient, such as the HR department, lead, or CEO. This ensures that the relevant individuals are informed about the absence and can take necessary actions, like updating attendance records or arranging temporary coverage.

## COMPENSATORY LEAVE

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

### **Rules:-**

1. One Compensatory Leave shall be admissible for a minimum of 8 hours' work on any Saturday/ Sunday / Public Holiday / extra working hours requested by the Manager/CEO.
2. No Compensatory Leave shall be admissible for work periods less than 8 hours.
3. Prior approval in writing from a concerned Manager / CEO is mandatory before performing work on an off day.
4. The Teammate gets paid 1.5x of the basic salary or can be compensated in CL; the decision is based on the company.
5. The maximum bonus day salary is capped at 10,000, if your daily salary is less than 10,000 then teammate will receive their bonus day salary.
6. If your per-day salary is more than 10,000, you will receive your daily salary as compensation.

**Note:-** If in case the project is delayed from the Teammate side then the company will not bear the cost of doing extra work and won't be compensated in CL.

Note:- Per Day Salary = (Basic Salary + HR Fund)/22.

## **HALF DAY LEAVE**

Half-day (4 hours; excluding break-time) leave will be allowed to a Teammate in case of SL or CL only and shall be deducted from the available applied leave balance.

### **Sandwich Leaves**

Sandwich leaves are days off that a Teammate avails on either side of scheduled office closures, such as weekends and national holidays. However, although the office is closed on those days, they are treated as leave and deducted from the Teammate's CL balance if they are sandwiched.

### **Leave without Pay**

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

### **Absent**

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

# EMPLOYMENT BENEFITS

## **Provident Fund:**

The rules of Provident Fund issued to Teammates are:

1. The provident fund will be offered after the completion of one year of employment.
2. The Provident Fund will only be sponsored by the company, and eligibility to participate will be extended to permanent Teammates.
3. Teammates can withdraw the savings of provident funds at the time they leave the company or as per the company's decision.
4. The share of the Provident fund will only be entitled after the completion of the notice period.

## **LOAN POLICY**

### **Eligibility for Loan:**

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

### **Eligibility amount and repayment**

- The maximum amount to be sanctioned as the loan will be as per the grading & incentive structure of the Company and the Teammate's tenure with the company. Application for a higher amount will be subject to approval from the CEO. The sanction will depend on the sole discretion of the CEO.

- The loan will be repayable within 12 months in equal monthly deductions from salary/ by any other mode defined beforehand. The deduction of installments from salary will start from next month.
- Minimum serving period must be 1 year for eligibility.
- Company policy stipulates that Teammates are required to settle his/her loan amount before leaving the company.

## INCREMENT

The increment is solely based on the team member's attendance score, performance growth, & review of other teammates:

- A Teammate who completes one year of service will be eligible for this.
- Annual salary increments are based purely on Teammate performance. The increment may vary from 5% - 100% of the current salary. The yearly increment date is 30th July of the year.

## BONUS, PERKS & BENEFITS:

**Disclaimer: ANY TYPE OF BONUS** is A sum of money added to a person's wages as a reward for good performance. It's not part of your salary which you can demand. It's the company's decision if the Teammate is eligible for bonuses.

- **Annual Bonus** will be awarded purely based on the Teammate's performance growth, attendance, and reviews.
- **Appreciation bonus** will be awarded based on the Teammate's performance, at the company's decision regarding the timing and amount of the award.
- **Wedding bonus** shall be awarded with the wedding bonus of PKR 50,000/- (this amount is subject to change based on the company's decision).

- Teammate will be given 3 days extra off on his/her wedding without any deduction from the leaves.
- **Childbirth Bonus** Teammate shall be awarded a bonus of PKR 25,000/- upon the birth of a child (this amount is subject to change based on the company's decision).
  - Teammate will be given 2 days extra off without any deduction from the leaves.
- **Maternity Leave Bonus (FOR FEMALE STAFF ONLY)** Female teammates are eligible to receive a maternity leave benefit, amounting to 33% of their monthly salary for a period of up to three months. If additional leave is needed beyond this period, it will be offered on an unpaid basis.
  - Additionally, employees may explore the option of converting their full-time role to a remote work arrangement during this period if preferred.
- **Trips** are fully sponsored trips based on company decisions.
- **Monthly Activities** There will be company-sponsored monthly activities (birthdays, outings, bowling, dinner, etc).
- **Snack Compensation** Small compensation for snacks.
- **Eid Celebration Bonus** to celebrate the spirit of Eid-ul-Fitr, the company offers a special Eid bonus to all employees as a token of appreciation for their hard work and dedication. This bonus will be provided before the Eid holidays, allowing employees to enjoy the festive season with their loved ones. The exact amount of the bonus is determined by the company and may vary based on company discretion.

## GYM POLICIES

The company supports your health and wellness! We will cover 50% of your total gym membership fee to help you stay active. Just submit your gym membership details, and we'll take care of the rest.

**Note: The company only supports Mehran GYM membership.**

## EDUCATION & COURSE POLICIES

With the company's consent, you are allowed to suggest a course or certification for consideration. Upon successful completion of the course with the company's approval, you can submit proof of your achievement and the related invoice, at which point the company will reimburse you for the course fees.

The Teammate shall make sure the entitled course will not impact the Teammate and company's performance and it is submitted to be completed outside of working hours.

## SALARY IN U.S DOLLAR POLICY

If an Teammate wishes to receive their salary in U.S. dollars, the company will transfer the payment to the Teammate's active Payoneer account. This allows the Teammate to save the amount in dollars and utilize it as needed. The condition for this is the Teammate must have a verified and active Payoneer account.

**Note: The salary will be converted according to the Payoneer exchange rate of PKR at the time of the salary transfer. Payoneer exchange rates vary from Google, the company will not be responsible for any Payoneer or local bank action/policy.**

## RESIGNATION & TERMINATION POLICY

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

### Resignation

1. All confirmed Teammates will be required to give one month's notice, and one week's notice in case of probationary, or pay in lieu of Notice period as specified in the Appointment letter.
2. The resignation acceptance is subject to repayment of any outstanding loan amount as it will not be deducted or adjusted from the final settlement.
3. The notice period will be effective from the date of submission.

4. The final settlement will be paid 30 plus working days after the last working day regardless of employment status. However, if a Teammate has served at least one year and his/her release date is between the last week of the month, then his / her salary will be released in the monthly payroll, and the Provident fund will be released later as the final settlement.
5. All company-provided benefits will be ceased from the date of resignation acceptance.
6. The Teammate will be liable to strict disciplinary action in case company-related data is found deleted, tampered or missing and pay for the damage if any electronic devices under the use of the Teammate are found faulty, malfunctioning, or lost.
7. The experience certificates, clearance letter, and final settlement will be put on hold if the Teammate does not complete the separation process as per the policy.
8. The company will give one-month notice to the confirmed Teammate, and one week's notice to the probationary Teammate, or pay in lieu in case of employment termination due to any extreme reason of misconduct.
9. If a Teammate submits their resignation while on leave, it will be considered as if they have left the services without notice on the day they commenced their leave.
10. Any leaves taken after resignation will be regarded as unpaid, with a ratio of 1 leave day being equivalent to 2 days of unpaid leave.

**Note: The company is liable to take back salary increments or Bonuses in case of any resignation coming 2 Months before or after the increment or Bonus evaluation.**

## Termination process

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

1. In case of poor performance, concerned authorities (direct lead) may issue verbal warnings.

2. If a Teammate's performance falls below average, the HR Department will issue an official warning, communicated via email. A second level of warning will be given if the performance is not up to the mark after the 1 month of HR warning. In case the company finds that you're not performing well after two warnings then the company will be liable to terminate the employment of the Teammate.
3. Unsatisfactory performance during the probation time may lead to the issue of a termination letter to the Teammate.
4. The company may terminate a Teammate without giving any notice period or pay in lieu only in the case where gross misconduct is established beyond the doubt after the inquiry.
5. In case of employment termination, the Teammate will not be entitled to any kind of settlement from the company.