



# Employee Handbook

[A Living Document](#)

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# Welcome

**Hello and welcome aboard!** Now that you have officially become a member of the Tintash family, we look forward to working with you, and wish you a rewarding career at Tintash.

Tintash is a human-centered and human-relationship based company. Our foundation is built on bringing together, inspiring and enabling great talent to create teams that want to keep learning and increasing the bar to become the best versions of themselves.

However, what sets us apart from our competitors is that we take pride in our high performance standards, the technical capability of our engineering team, the creativity of our art & design team, the management expertise of our production team and last but not least the remarkable cooking skills of our chef!

***The Tintash team is exceptional; we are strategic, driven, creative, young and dynamic.***

We at Tintash, hope to provide you the opportunity to discover the best in you, to be creative, innovative and imaginative in your work and enjoy doing it.

This employee handbook defines who we are and how we work together. We will do everything possible to create a fair, productive, and rewarding workplace for you, but we will

need your help. We've created this handbook to guide you on how you can play your part towards making Tintash great

### **A quick heads up**

This handbook isn't a contract or a guarantee of employment. Similarly, this handbook is not intended to, and nothing in this handbook should be construed to, create an implied or express contract of employment nor to relieve either party of any of its obligations otherwise. It's a collection of our expectations, commitments and responsibilities. Please read this employee handbook carefully and consult it whenever you need to. Most importantly, if you have any feedback at any point for us, then please be sure to reach out on [feedback@tintash.com](mailto:feedback@tintash.com)

## **Welcome message from the CEO**

Tintash as a company adopts a very human centric approach. It attaches tremendous value to the human relationships that it develops over time. From the ground-up, our company is built with a strong sense of family, camaraderie, and impact. Tintash wishes to work on increasingly important, complex and interesting problems. In order to do so, we try our best to mutually evolve in order to keep learning and growing, not only as a company but also as individuals.

As I walked on various journeys of learning and growth, my understanding of Tintash and the work we do has constantly been shaped. Thus the first advice I have for all those starting fresh is to always be ready to be surprised. You should join the company with the expectation that you will be surprised by a few things. Once onboard try to look for the hidden structures of things and start to put together the small pieces of the puzzle. Through my experience of all these years, I have learnt that the ground reality is not always the same as what we think it is or will be. So, do not get unsettled by the way the system works rather give it some time.

While still in university, I got the opportunity to intern with a startup for automating marketing processes that allowed me to dabble a bit in business and technical roles. Through the course of my internship, I learnt that there is an entire process of design thinking where you have to experience the product like the user would. So, one thing that I would really encourage you to consider is that whatever work you do, you should always remember the purpose behind it. The purpose is not to write a code, or run a marketing campaign, or do sales. The purpose is to delight someone. Approach your work with the attitude that you are building this for somebody, so put yourself in their shoes, and understand their emotions and needs. This will lead you to some techniques like working smart, not hard. Sometimes delighting someone is not as hard as it seems. Rather you should focus on the purpose of the work you do, whatever it may be.

My overall experience at university and at different internships taught me that one has to be a T-shaped individual. That is, one should have breadth as well as depth in a particular domain. As you work at Tintash, keep in mind that you want to gain that breadth; you want to learn IOS programming, Android programming, back end engineering etc. No one can be a specialist on day one, but within each area, there are multiple things that you can specialize in, and you would want to, so your deep knowledge is developed. Only then, you can work on complex projects. So, my third advice is to always be motivated to become a T-shaped individual.

Together with this piece of advice and Tintash's five core values of having faith, prototyping, practicing akhlaq and kindness, mastering our craft in the ethic of shokunin, and being proactive, I believe that we as the Tin family can achieve new heights and can easily fit into the bigger picture to make our daily work more meaningful.

## **Executive Summary**

This employee handbook serves as a guide for the Tintash employees which they can consult whenever they want to know more about company policies and procedures. Furthermore, this is meant to be a living document, which means that we'll keep updating it as needed.

This handbook is broadly divided into eight sections that consist of multiple subsections, headings and subheadings. The first section gives an insight into the company's background, mission statement, long-term vision and five core values. The second section depicts the relationship between Tintash and its employees and explains the recruitment process in detail. Then the handbook lists down the workplace policies implemented at Tintash, focusing primarily on workplace harassment and workplace health & safety. In the section on employee code of conduct, Tintash communicates to its employees the expectations it has from them regarding their behavior and work ethic. The following two sections emphasize upon employee compensation packages and benefits that employees can avail at Tintash. The section on 'Time' sheds light upon company's working hours and different types of leaves for which employees become eligible during their stay at Tintash. All in all, the last section of the handbook describes the employee separation process. However, this handbook is subject to change at the discretion of Tintash management and the changes will be communicated to the employees accordingly.



# Getting to know Tintash

## Company history

Tintash is a company which started in 2007 with a breakfast at Hobee's Palo Alto. It was founded by Stanford Alumni with work experience at Apple, Google, Oracle and Microsoft. Over the famous coffee cake at Hobee's, the founders - Mannan and Murad - decided to prototype working together.

They worked on a few smaller projects together and found themselves to be deeply aligned on the core elements of how a company should be run. The alignment they saw through prototyping their relationship still strongly holds true, and a decade after the two of them decided to start working together, Tintash has grown into an entity with a global presence with a team of more than 150 highly talented and hard working people, and presence in San Francisco, Toronto, Oslo, Kiev, Lahore and Islamabad.

We've come a long way over the course of the last 12 years in terms of what we do, and across this period we've evolved into an organization which specialises in providing development services on both web and mobile platforms across verticals such as HealthTech, EdTech, PropertyTech, FinTech, LifeStyle, and Games. app, and work with promising startups, growing companies, and global brands. Our clients include distinguished names such as Careem, BBC WorldWide, Bed Bath and Beyond, and Sesame Street.

## Philosophy

At Tintash we encourage a working environment, based on mutual trust and confidence that provides opportunities for individual effort and reward. We do not promote titles or offices which gives the company a loose structure. Nonetheless, this doesn't account for absence of management or chain of command. There are people whose experience and knowledge have earned them more authority than others to make decisions, to approve and review the work of others. Our success as a company is an outcome of the outstanding skills and efforts of each employee. Our team is our best and most valuable asset. At Tintash, each individual matters.

Tintash strongly believes in equal opportunity for all. We are committed towards development and implementation of a nondiscriminatory employment program. The company subscribes to the principles of an equal opportunity employer and employs personnel on the basis of merit and qualification irrespective of race, color, religion, national origin, disability, marital status, sex or age.

Lastly, one of the most distinctive characteristics of our culture is open and direct communication. Tintash promotes two-way communication between management and its employees to maintain a healthy environment of mutual trust and respect. The company has adopted a formal open door policy. The open door policy encourages open communication, feedback, and discussion regarding any matter that is salient to an employee. We try to solve all our queries through deliberation. We believe no problem is too big that open communication cannot solve.

## Values

Tintash has five core values;

- Have faith – Believe in great things and they shall happen

Faith is at the core of everything we do at Tintash.

Always know that your hard work will be recognised and rewarded by the team and the company. If you're helping Tintash grow, Tintash will help you grow. Imagine it to be like the growth of a new node that helps the entire plant to grow. When that begins to happen, the plant in return provides that one node the necessary resources to help it grow until it blooms.

Have faith in your team, your organisation and the higher power to always look out for you, help you, and take decisions that are in the best interest for you.

- Prototype – Always search for a better solution, then top it

Rome was not built in one day, and neither are great products or companies.

Prototyping played a critical role in getting Tintash off the ground and has been very important in our growth over the years. Be persistent and build in small increments, iteratively progressing towards your goals. To fail quickly and learn from that failure to improve yourself is what prototype is all about. Keep searching for a better solution and keep improving it further. Be data driven and keep it simple.

Try and approach everything with this concept - whether it be a problem, a project, or even something new you're starting out on. No one knows at the start of an effort how things will pan out, but it is important to remember that sometimes the journey is more important than the destination.

- Akhlaq – Be ethical & moral

Be kind and nice to each fellow person you work with or interact with regardless of their social status or seniority level in the organisation.

Feel comfortable in expressing your thoughts without hesitation and when you disagree with someone. However, always be kind and courteous, especially when you're having difficult conversations. We want to create an environment for our team where they can give constructive feedback and disagree passionately.

Just always remember to be kind, in your words and in your actions.

- Shokunin – Give your best

Shokunin is a Japanese term - meaning craftsmen spirit - that the Japanese Samurai used to embody. It means taking absolute care and pride in the work you do, and to do it to the best of your ability. Anyone with this spirit strives for perfection in whatever they pursue.

We want our team to embody this spirit. Take pride in your work and strive to achieve perfection in whatever you're pursuing - not because you have to, but because it is the right thing to do and it is what we believe will help you fulfil your potential.

Shokunin is not just a frame of mind. It is rather a way to unlock self actualisation and your path to become fulfilled and happy.

Shokunin is a fundamental value for us.

- Be Proactive – Make things happen

Being proactive means taking ownership.

Take control and ownership of your growth, of the company's growth, and of those around you. Think about how you can provide maximum value to the company, identify problems and then proactively work towards solving them.

## Company's Vision and Mission

Our ultimate vision is to build a global innovation team of skilled professionals who are the top choice of top tier startups and enterprises. Aligned with this broader vision, is also the vision to make Pakistan a land where great tech companies are built -- which giants like Google, Apple, Facebook, and Amazon compete to acquire. While doing so, we aim to massively improve the economic position of the people of Pakistan.

In order to achieve this vision, all of us will need to play our role and contribute. In order to contribute effectively towards a shared vision, we'll all need to come together and have a solid base of strong and meaningful relationships. Only then we'll be able to become the next big innovation hub that the world can rely and look towards for growth.

Relationships are built on trust, and trust takes time and effort to develop. Therefore, our mission is to build trust and camaraderie in our team, to take care of each individual's inner work life and to strive towards the success of each other and the company as a whole.

As a part of a broader mission of building lasting relationships, we'll also need to embark on another mission, which requires us to look internally and strive to keep evolving towards a better version of ourselves. This will be crucial towards enabling all of us to develop more effective teams, processes, and most importantly products, which our customers will love to use.

## Company events

### All Hands

Once every month a company wide event, under the name of All- Hands, is held where the Tintash team under the leadership of the co-founders comes together. In this meeting matters that are close to the hearts of the employees are discussed in order to maintain a culture of openness and transparency. The discussion is followed by the introduction of new employees, after which an open session is conducted in which any topic is open for discussion.

## Committees

There are a total of eight (8) committees present at Tintash each fulfilling a unique purpose. Below is the list of committees along with their members. In case you have any concerns, you can get in touch with the relevant committee members.

Committees	Members				
<b>Bonuses</b>	Murad Akhter	Mannan Amin	Faizan Rasool	AbdulWasay	
<b>Employee Engagement</b>	Faizan Rasool	Shireen Kanwal	Sabaenah Saleem	Hamza Mahad	Abdussami Tayyab
<b>Anti-Harassment/ Ethics &amp; Values Committee</b>	Faizan Rasool	Sabaenah Saleem	Maha Mehdi	Shireen Kanwal	

<b>Devices</b>	Maaz	Khawar	Abdul Mateen	Saad Salman	
<b>Leave/Attendance</b>	Azhar	Shireen Kanwal	Salman Mughal		
<b>University Liaison &amp; Events</b>	Maaz	Sajjad Haider	Nauman Minhas	Hamza Mahad	
<b>Grievance Resolution</b>	Abdul Wasay	Faizan Rasool	Sabaenah Saleem	Hamza Mahad	Muskaan Rouf

# Get in touch with us

If you have any queries please feel free to get in touch with us. Kindly route an email to the relevant body (from the list shared below) stating your concern. We will be happy to help you.

Contact information	Purpose
<a href="mailto:team@tintash.com">team@tintash.com</a>	To communicate with the entire Tin family together
<b>For support:</b>  a) <a href="mailto:helpdesk@tintash.com">helpdesk@tintash.com</a>	In order to get support on following matters; <ul style="list-style-type: none"> <li>● policy related issue</li> <li>● furniture</li> <li>● internet connectivity issues</li> </ul>
b) <a href="mailto:hardware@tintash.com">hardware@tintash.com</a>	To send hardware requests and hardware issues related: <ul style="list-style-type: none"> <li>● laptops</li> <li>● mobile phones</li> <li>● earphones</li> <li>● internet devices</li> <li>● or any other electronic devices</li> </ul>
<a href="mailto:attendance@tintash.com">attendance@tintash.com</a>	To discuss leave matters
<a href="mailto:reimbursements@tintash.com">reimbursements@tintash.com</a>	To send request for reimbursements along with relevant evidence of expenditure
<a href="mailto:careers@tintash.com">careers@tintash.com</a>	To send in referrals

[resolvingconcerns@tintash.com](mailto:resolvingconcerns@tintash.com)

To voice all sorts of employee concerns and grievances related to the workplace environment (harassment/violence), employee relations, appraisal, cyber bullying, forgery/fraud, conflict of interest etc.

Note: For harassment related queries kindly read the section on workplace harassment within **Workplace policies** chapter

## Employment basics

In this section, we explain our employee contract types and define our basic employment policies.

### Employment contract types

People working at Tintash fall under the following categories:

- Full-time employees
- Part-time employees
- Contractors

Below are details on how aspects such as salary, benefits, leaves and others are handled for each category.

#### Full Time Employees (FTEs)

- Working hours: FTEs are expected to work at least forty (40) hours a week.
- Salary: FTEs salaries are decided on the basis of twenty two (22) working days a month and forty (40) working hours per week.
- Benefits: FTEs are eligible to avail all benefits and perks as mentioned in the pertinent section.
- Leaves: FTEs can avail the different types of leaves mentioned in this document as per their need.

#### Part Time Employees (PTEs)

- Working hours: PTEs usually work for less than 40 hours per week. Typically PTEs give in 20 to 40 hours per week, but anyone working less than 20 hours per week would also be marked as a PTE
- Salary: PTEs salaries are in accordance with the number of hours worked per month.
- Benefits: PTEs can avail the following benefits according to their employment status;
  - Tintash allocated laptop
  - EOBI - Old age benefits
  - Monthly secondary internet reimbursements (when working remotely)
  - Paid therapy/counselling from in-house psychologist
  - Flexible timings
- Leaves: PTEs can only avail the leaves granted to them through their employment contract.

### **Contract workers**

In the case of the contractors, their contracts will dictate the following terms and conditions;

- Working hours
- Salary
- Benefits
- Leaves

### **At will employment**

We remind you that employment is “at-will.” This means that you or Tintash may terminate the employment relationship at any time and for any non-discriminatory reason(s).

### **Equal opportunity employment**

Tintash is an equal opportunity employer. We don't tolerate discrimination against protected characteristics (gender, age, marital status, race, nationality, ethnicity, religion, disability.) We want all employees (including executives and People Operations) to treat others with respect and professionalism. In practice, this means that we:

- Hire and promote people based on merit, qualification, skill, experience or potential and try to reduce bias in every process (e.g. through structured interviews.)
- Make accommodations to help people with disabilities move about safely on our premises and use our products, services and equipment.
- Use inclusive, diversity-sensitive language in all official documents, signs and job ads



Apart from these actions, we commit to penalizing every discriminatory, offensive or inappropriate behavior. To do this properly, we ask you to report any discriminatory action against yourself or your colleagues to the People Operations or Grievance Resolution committee. Any employee who retaliates or discriminates will face disciplinary action.

## **Rehiring process**

Employees who leave Tintash in good standing with proper notice may be considered for rehire. Former employees must follow the normal application and hiring processes and must meet all minimum qualifications and requirements of the position.

Rehired employees will not retain previous tenure when calculating longevity, leave accruals or any other benefits, unless required by law.

Employees who are involuntarily terminated by Tintash on disciplinary grounds or who resign in lieu of termination are ineligible for rehire. In addition, employees who resign without providing adequate notice or who abandon their job will not be considered for rehire, unless the company leadership decides to make an exception

## **Recruitment and selection process**

Our hiring steps might vary across roles, but we always aim for a process that is fair and effective in hiring great people. Tintash uses multiple channels to hire fresh candidates for various positions;

### **Recruitment drive for fresh graduates**

When hiring fresh graduates, we are likely to follow these steps:

1. Recruitment drive form is communicated to all chosen universities via their career representatives.
2. The link to this form is also uploaded on Tintash website.
3. Prepare a panel of engineers for shortlisting CVs
4. Make calls to the shortlisted candidates and schedule the first interview i.e. the technical interview
5. Prepare an interview panel
6. Based on feedback from the first interview, schedule the second interview i.e. the team fit interview of shortlisted candidates.
7. Select suitable candidates

8. Make an official offer to the finalized candidates

### **Lateral hiring of fresh graduates or experienced candidates**

When hiring candidates for lateral positions, we are likely to follow these steps;

1. Conduct a need analysis with relevant managers and senior management in order to identify the need for a new role.
2. Prepare suitable job descriptions (JD).
3. Decide on hiring stages and possible timeframes.
4. Review CVs that have been received through following sources
  - a. Referrals
  - b. Tintash website ([careers@tintash.com](mailto:careers@tintash.com))
  - c. LinkedIn
5. Make calls to the shortlisted candidates
6. Forward CVs of selected candidates to hiring manager
7. Schedule first technical interview
8. Based on feedback from the first interview, schedule the second technical interview of shortlisted candidates
9. Then schedule the team fit interview of the shortlisted candidates
10. Conduct an offer negotiation with the finalized candidates and make an official offer to them
11. Maintain a tracking sheet of all these candidates
12. Run background checks and verify references

Some steps of these processes may overlap, so skip steps when appropriate.

Throughout this process, we aim to keep candidates informed, communicate well with each other and give everyone an equal opportunity to work with us.

## Referrals

If you know someone who you think would be a good fit for a position at our company, feel free to refer them to us. If we hire your referred candidate and he/she successfully completes probation period, you shall receive a referral bonus of Rs. 20,000.

Additional rules for rewards:

- There is no cap on the number of referrals an employee can make. All rewards will be paid accordingly.
- If two or more employees refer the same candidate to us, only the first referrer will receive the referral incentives.
- Referrers are still eligible for rewards even if a candidate is hired at a later time or gets hired for another position.

## Who can be referred?

We have two conditions for candidates who can qualify you for our rewards. They should:

- have not applied to our company for at least a year.
- be hired as permanent full- or part-time employees (not as temporary employees or contractors.)

You can reach out directly to our People Operations recruiter with referrals by sending an email to [careers@tintash.com](mailto:careers@tintash.com).

Generally, we encourage you to check our open positions and consider your social networks and external networks as potential resources for referred candidates.

## Attendance

Tintash expects all employees to assume diligent responsibility for their attendance and promptness. All employees are supposed to be present during their scheduled working hours as per the understanding with their manager. In case of an emergency that prevents you from coming to work one day, kindly inform your manager and People Operations team via email as soon as possible. Also include [attendance@tintash.com](mailto:attendance@tintash.com) in all such communication. We will only excuse unreported absences in cases of serious accidents, acute medical emergencies. But, whenever possible, we should know when you won't be coming in.

We at Tintash do understand that our employees are working around the clock as our clients are located in different time zones so we try our best to accommodate such employees. Employees who tend to work late or extra hours have the option to start their workdays late provided they inform their managers beforehand. By providing the option for flexible work hours, Tintash tries to facilitate all its employees who have different personal and professional constraints.

# Workplace policies

This section describes policies that apply to everyone at our company: employees, contractors and stakeholders alike. These policies help us build a productive, lawful and pleasant workplace. Here is a quick list of policies you are expected to follow, and the details related to these policies are added in this section below as well:

- Policy on Confidentiality and data protection
- Policy on Workplace harassment and violence
- Policy on Safety and health
- Policy on Client communications

## Confidentiality agreement and data protection

We want to ensure that private information about clients, employees, partners and our company is well-protected. Some examples of confidential information are:

- employee records
- unpublished financial information
- data of customers/partners/vendors
- customer lists (existing and prospective)
- unpublished goals, forecasts and initiatives marked as confidential

Such information should not be shared with anyone outside the company.

As part of our hiring process, we may ask you to sign non-compete and non-disclosure agreements (NDAs) if need be.

We also expect you to act responsibly when handling confidential information.

You must:

- lock or secure confidential information at all times.
- make sure you view confidential information on secure devices only.
- only disclose information to other employees when it's necessary and authorized.

You must not:

- use confidential information for your personal benefit or profit.
- disclose confidential information to anyone outside of our company.
- replicate confidential documents and files and store them on insecure devices.

This policy is important for our company's legality and reputation, and the company has the right to terminate any employee who breaches our confidentiality guidelines for personal gain.

We may also discipline any unintentional breach of this policy depending on its frequency and seriousness. We will terminate employees who repeatedly disregard this policy, even when they do so unintentionally.

## Harassment and violence

To build a happy and productive workplace, we need everyone to treat others well and help them feel safe. Each of us should do our part to prevent harassment and workplace violence.

### Workplace harassment

Harassment is a broad term and may include seemingly harmless actions, like gossip. We can't create an exhaustive list, but here are some instances that we consider harassment:

- Sabotaging someone's work on purpose.
- Engaging in frequent or unwanted advances of any nature.
- Punishing the complainant for refusal to comply with an unwanted request or in case such a condition is made for employment.
- Passing derogatory personal comments.
- Creating an intimidating, hostile or offensive work environment.

Sexual harassment is illegal and we will seriously investigate relevant reports. If an employee/Tintash member is found guilty of sexual harassment, they will be terminated. You are required to abide by the Workplace Harassment policy, which you can find [here](#).

If you're being harassed, whether by a colleague, customer or vendor, you can choose to talk to any of these people, and we also encourage you to reach out on the email address given for ethics and values committee;

- Offenders.
  - If you suspect that an offender doesn't realize they are guilty of harassment, you could talk to them directly in an effort to resolve the harassment. This tactic is appropriate for cases of minor harassment (e.g. inappropriate jokes between colleagues.) Avoid using this approach with customers or stakeholders.
- Your manager.
  - If customers, stakeholders or team members are involved in your claim, you may reach out to your manager. Your manager will assess your situation and may contact People Operations if appropriate.
- In-house counsellor
  - You can always talk to the in-house counsellor as well and discuss the matter in detail with her. Anything you disclose will remain confidential.
- People Operations.
  - Feel free to reach out to People Operations in any case of harassment no matter how minor it may seem. For your safety, contact People Operations as soon as possible in cases of serious harassment (e.g. sexual advances) or if your manager is involved in your claim. We assure you the matter will remain confidential.

### **Workplace violence**

Violence in our workplace is a serious form of harassment. It includes physical and sexual assault, destruction of property, threats to harm a person or property and verbal and psychological abuse. We want to avoid those incidents altogether, but we also want to be ready to respond if needed.

For this reason, we ask you to:

- Immediately report to People Operations if you suspect or know that someone is being violent. You can also send an email on [resolvingconcerns@tintash.com](mailto:resolvingconcerns@tintash.com). Your report will be kept confidential and we will investigate the situation with discretion.
- Call the building's security guard if you witness incidents of severe physical violence. For your own safety, avoid getting involved.

We will treat employees who verbally threaten others as high risk and they will receive an appropriate penalty. If People Operations finds that an employee commits an act of violence, we will terminate that employee and press criminal charges if need be. Employees who damage property deliberately will be solely responsible for paying for it.

### Supporting victims

To support victims of workplace violence, we may:

- Cover relevant medical bills.
- Pay for mental health treatment if needed

### Get help early on

Seek help from others early on to mitigate conflicts. For example:

- If you experience conflicts with a colleague, ask your manager for advice before tensions escalate. If these conflicts persist, contact People Operations at your earliest.
- If you are experiencing personal or work troubles, ask for help from the company's mental health professional. Your discussions will remain confidential.

Our workplace is founded on mutual respect and we won't allow anyone to compromise this foundation.

## Workplace safety and health

Tintash is committed to creating a hazard-free workplace. To this end, we will ensure workplace safety through emergency management.

### Emergency management

Emergency management refers to our plan to deal with sudden catastrophes like fire, floods, earthquakes or explosions. Our emergency management provisions include:

- External technicians available to repair leakages, damages and blackouts quickly



- Presence of fire extinguishers at the workplace. An evacuation plan for each floor.
- Fire escapes and safety exits that are clearly indicated.

### **Smoking**

Our company is a smoke-free workplace. You can smoke only in designated smoking areas and outdoor premises like gardens and balconies. Any other area in our workplace (like restrooms, lobby, offices, staircases, warehouses) is strictly smoke-free to protect non-smokers.

We also advise you to:

- extinguish your cigarettes and discard them properly.
- avoid smoking near flammable objects and areas.

Setting off fire alarms and causing fires by smoking are serious offenses. If you are found responsible, you may face disciplinary action up to and including termination.

### **Drug and alcohol free workplace**

Tintash is also a drug and alcohol free workplace. Whether you are an employee, contractor or visitor, you must not bring, use, give away or sell any drugs or alcohol on company premises. If you are caught with illegal drugs or alcohol, or show that you are under the influence of substances, you will face disciplinary action up to and including termination.

### **Alcohol**

We prohibit employees from consuming alcohol at the workplace.

### **Prescription drugs**

If you feel that a prescription drug (e.g. an anxiety medication) that you consume unexpectedly affects your senses, thinking or movement, ask for the rest of your day off.

## **Grievance Resolution**

Problems and misunderstandings may arise in the workplace. It is Tintash's intent to be responsive to its employees and their concerns. All employees at Tintash can raise their concerns via different means to multiple authorities. Employees can either voice their concerns verbally or submit them in a written form. Initially the employee can discuss their complaint with their immediate manager. In case the manager is unable to resolve the issue or the employee is not satisfied with the resolution the issue can be escalated to the respective partner and if that does not work then the co-founders can be involved. During

this entire process the employee is expected to keep the People Operations team in the loop via sending an email on [resolvingconcerns@tintash.com](mailto:resolvingconcerns@tintash.com).

However, the employee needs to adhere to some time limits to appeal from one level of authority to the next level. If the employee fails to do so the problem should be considered settled on the basis of the last decision, and the problem should not be subject to further consideration.

Tintash reserves the right to impose appropriate disciplinary action for any conduct it considers to be disruptive or inappropriate.

No Tintash employee will be subject to retaliation for filing a complaint.

# Employee Code of Conduct

As an employee, all company policies mentioned above apply to you. We have some additional expectations about your behavior at work, which we outline here. We can't cover every single case of conduct, but we trust you to always use your best judgement. Reach out to your manager or People Operations if you have any queries.

## Dress code

Tintash's official dress code is business/ business casual/ smart casual. However, if you frequently meet with clients or prospects, conform to a more formal dress code. We expect you to be clean when coming to work and avoid wearing clothes that are unprofessional (e.g. shorts, workout clothes etc.)

As long as you conform to our guidelines above, we don't have specific expectations about what types of clothes or accessories you should wear.

We also respect and permit grooming styles, clothing and accessories that are dictated by religious beliefs, ethnicity or disability.

## Cyber security and digital devices

This section deals with all things digital at work. We want to set some guidelines for using computers, phones, our internet connection and social media to ensure security and protect our assets.

### Internet usage

Our corporate internet connection is primarily for business. But, you can occasionally use our connection for personal purposes as long as they don't interfere with your job responsibilities.

You must not use our internet connection to:

- download or upload obscene, offensive or illegal material.
- send confidential information to unauthorized recipients.
- invade another person's privacy and gain access to sensitive information.
- download or upload pirated movies, music, material or software.

- visit potentially dangerous websites that can compromise our network and computers' safety.
- perform unauthorized or illegal actions, like hacking, fraud or buying/selling illegal goods.

**Cell phone**

We allow use of cell phones at work. But, we also want to ensure that your devices won't distract you from your work or disrupt our workplace. We ask you to follow a few simple rules:

- use your cell phone in a manner that benefits your work (business calls, productivity apps, calendars.)
- keep personal calls brief and try not to disturb your colleagues.
- avoid playing games on your phone or texting excessively.
- don't use your phone to record confidential information.
- don't download or upload inappropriate, illegal or obscene material using our corporate internet connection.

**Corporate email**

Email is essential to our work. You should use your company email primarily for work, but we allow some uses of your company email for personal reasons.

- Work-related use.
  - You can use your corporate email for work-related purposes without limitations. For example, you can sign up for newsletters and online services that will help you in your job or professional growth.
- Personal use.
  - You can use your email for personal reasons as long as you keep it safe, and avoid spamming and disclosing confidential information. For example, you can send emails to friends and family and download eBooks, guides and other safe content for your personal use.

**Our general expectations**

No matter how you use your corporate email, we expect you to avoid:

- signing up for illegal, unreliable, disreputable or suspect websites and services.
- sending unauthorized marketing content or emails.
- registering for a competitor's services, unless authorized.
- sending insulting or discriminatory messages and content.
- spamming other people's emails, including your coworkers.

In general, use strong passwords and be vigilant in catching emails that carry malware or phishing attempts. We recommend that your passwords have the following checks:

1. minimum of 8 characters
2. At least one upper case letter
3. At least one lower case letter
4. At least one numeric character
5. One special character

## Social media

We want to provide practical advice to prevent careless use of social media in our workplace.

We address two types of social media uses: using personal social media at work and representing our company through social media.

### Using personal social media at work

You are permitted to access your personal accounts at work. But, we expect you to act responsibly, according to our policies and ensure that you stay productive. Specifically, we ask you to:

- Discipline yourself. Avoid getting sidetracked by your social platforms.
- Ensure others know that your personal account or statements don't represent our company. For example, use a disclaimer such as "opinions are my own."
- Avoid sharing intellectual property (e.g. trademarks) or confidential information. Ask your manager or PR first before you share company news that's not officially announced.

- Avoid any defamatory, offensive or derogatory content. You may violate our company's anti-harassment policy if you direct such content towards colleagues, clients or partners.

### **Representing our company through social media**

If you handle our social media accounts or speak on our company's behalf, we expect you to protect our company's image and reputation. Specifically, you should:

- be respectful, polite and patient.
- avoid speaking on matters outside your field of expertise when possible.
- follow our confidentiality and data protection policies and observe laws governing copyrights, trademarks, plagiarism and fair use.
- coordinate with our marketing team when you're about to share any major-impact content
- correct or remove any misleading or false content as quickly as possible.

### **Conflict of interest**

When you are experiencing a conflict of interest, your personal goals are no longer aligned with your responsibilities towards us. Some examples of conflict of interest situations are below:

1. Accepting a direct payment or any kind of favour directly from a client in the form of a bonus, salary, or any other kind is certainly a conflict of interest situation.
2. Similarly, a situation where you might be induced by someone to accept money or any other favour which may benefit you financially or in some other way, but might be illegal or against the interest of Tintash.

If we become aware of such behavior, you will face disciplinary action up to and including termination.

For this reason, conflicts of interest are a serious issue for all of us. We expect you to be vigilant to spot circumstances that create conflicts of interest, either for yourself or for your direct reports. Follow our policies and always act in our company's best interests. If you are experiencing an ethical dilemma, talk to your manager or People Operations and we will help you resolve it.

If you find yourself in a conflict of interest situation but are not sure, we ask that you do the following:

- Step 1 - Kindly talk to your manager or write an email to him/her.
- Step 2 - In case you are not satisfied with your manager's suggestion, refer the matter to People Operations via email.
- Step 3 - People Operations will give a suggestion to the best of their knowledge. Depending on the severity of the situation, People Operations may escalate this issue to the ethics and values committee. The employee may on their own take up the matter with the ethics and values committee as well if they are not satisfied with the suggestion given by People Operations.

## Employee relationships

We want to ensure that relationships between employees are appropriate and harmonious based on mutual trust. Tintash expects all its employees to always behave professionally.

### Friendships at work

Employees who work together may naturally form friendships either in or outside of the workplace. We encourage this relationship between peers, as it can help you communicate and collaborate. But, we expect you to first prioritize your work.

### Employment of relatives

Everyone in our company should be hired, recognized or promoted because of their skills, character and work ethic. We would not like to see phenomena of nepotism, favoritism or conflicts of interest, therefore we place a few restrictions on hiring employees' relatives.

To our company, a "relative" is someone who is related by blood or marriage within the third degree to an employee. This includes: parents, grandparents, in-laws, spouses, children, grandchildren, siblings, uncles, aunts, nieces, nephews, step-parents, step-children and adopted children.

As an employee, you can refer your relatives to work with our company. However, here are some restrictions:

- You must not be involved in a supervisory/reporting relationship with a relative.
- You cannot be transferred, promoted or hired inside a reporting relationship with a relative.

- You cannot be part of a hiring committee, when your relative is interviewed for that position.

If you become related to a manager or direct report after you both become employed by our company, we may transfer one of you.

## **Workplace visitors**

If you want to invite a visitor to our offices, please inform the People Operations team first. Also, inform the reception of your visitor's arrival. Visitors should sign in and show identification. They will receive passes and will be asked to return them to the reception once their visit is complete.

When you have office visitors, you also have few responsibilities. You should:

- always tend to your visitors (especially when they are underage.)
- keep your visitors away from areas where there are confidential records



# Compensation & development

In this section, we outline our guidelines for compensating employees according to their employment status. We also describe our performance management and employee development policies.

## Payroll

We pay your salary or wage on arrears basis for the previous month at the start of the new month by checks/ bank transfers on arrears basis.

## Performance management

We have built our performance management practices to:

- Ensure you understand your job responsibilities and have specific goals to meet.
- Provide you with actionable and timely feedback on your work.
- Invest in development opportunities that help you grow professionally.
- Recognize and reward your work in financial or non-financial ways (e.g. employee awards.)

To meet these objectives, we have:

- Established bi-annual performance reviews that take place every six months from the day of an employee's probation period ends. Prior to this bi-annual review, a self-review report, a review by the manager and an appraisal form the Team Manager need to be submitted to the People Operations team. In case these documents are not submitted on time there is a strong likelihood that the employee appraisal will be delayed. Accordingly, the People Operations team will arrange a meeting with the manager to discuss the employee appraisal. Through these discussions, managers aim to recognize employees who are good at their jobs, identify areas of improvement and talk about career moves. Pay increases or bonuses are not guaranteed. But, we encourage managers to recommend rewards for their team members when they deserve them.
- All managers are supposed to meet their team members at least once per month to provide feedback and talk about their work and motivations through One on One meetings (O3s). The managers are supposed to have one on one sessions with the employee to acknowledge employee wins, discuss challenges and boost employee

morale. This serves as an opportunity for managers to develop a personal connection with the employees. After every six weeks, managers also conduct CFRs i.e. continuous feedback and recognition of their employees. This is used as a means to provide formalized feedback to the employee in a timely manner that contributes towards the biannual performance review of the employee. Also it helps in avoiding surprises during performance review.

### **How we expect managers to lead employees**

If you manage a team, you are responsible for your team members' performance. To conduct effective regular meetings and performance evaluations, we expect you to:

- Set clear objectives. Your team members should know what you expect of them. When you first hire someone to your team, ensure they understand their job duties. Set specific goals for each team member (and team-wide if applicable.) Revisit those goals during bi-annual performance reviews.
- Give shoutouts. We've seen that we all love our efforts to be acknowledged and appreciated publicly. We've set up a Shoutouts board on Camaradly for this. If anyone you work with has done well, please be sure to give them a shoutout on the shoutouts board.
- Provide useful feedback. During scheduled meetings with your team members, give them both guidance and praise, as appropriate. Be fair and specific to help them understand and implement your feedback.
- Keep your team members involved. There should be two-way communication between you and your team. Make your expectations clear, but always take your team members' motivations and aspirations into account. Discuss training and development opportunities that may interest your team members.

### **Employee training and development**

We owe our success to our employees. To show our gratitude, we will invest in our employees' professional development. We want employees to feel confident about improving their efficiency and productivity. We also want to help our employees achieve personal growth and success.

Development is a collective process. Team members and managers should regularly discuss learning needs and opportunities. And it's People Operation's responsibility to facilitate any development activities and processes.

Tintash offers following trainings as part of employee orientation program for new recruits;

**Training on Camaradly**

Camaradly is an in-house product designed by our very own team of talented software engineers. This product extends a platform to the Tintash employees for providing continuous feedback and recognition (CFR) to each other.

Once an employee comes onboard, he/she is given training on operating the camaradly software. In the training, employees are made familiar with different features of camaradly which they are recommended to use when giving feedback and recognition to each other.

**Sharing your pie**

This training is conducted by our very own in-house psychologist who provides a brief background of the company and sheds light upon the five core values of Tintash. The psychologist narrates a small story of how these values came into being and what they stand for within the company setting. The purpose of this training is to encourage all new employees to openly accept and commit to these values so that the overall company goals can be achieved.

# Benefits and perks

In this section, we describe what we offer to our employees. We provide information on our health insurance plans and benefits like work from home options and company issued equipment.

## Benefits Eligibility

All full-time employees are, subject to their contract/agreement and the laws of the land, eligible for the following perks/benefits:

- Tintash Allocated Laptop
- Provident fund
- Medical insurance for you and your immediate family (parents, spouse, and children-with up to 300K coverage per insured person)
- EOBI - Old age benefit
- Gym reimbursements
- Monthly secondary internet reimbursements (when working remotely)
- Facilitation in setting up a workspace (when working from home)
- Free in-house lunch
- Performance-based bonuses
- Paid therapy/counselling from in-house psychologist
- Car benefit (upon completion of two years of employment with Tintash)
- Referral bonuses
- Up to 25 paid leaves per year
- Extensive leave policy including Hajj, Umrah, maternity, paternity, and wedding leaves (upon completion of a predefined period of employment at Tintash)
- Leave encashment
- Flexible timings

## Provident Fund

As per the law, each month, 5% of the employees' base salary is contributed to the provident fund by Tintash, and the same amount is also contributed by the employee. Employees can claim their provident fund at the time of leaving the company.

## Bonuses

We at Tintash believe that the spoils of our wins that are profits earned from our highly rated products should be shared with all deserving team members. A portion of the profits are usually distributed amongst the employees annually as bonuses. A portion of the profits are reserved as our safety net that we rely on in difficult times.

Following factors are taken into account when calculating employee bonuses;

- Ratings obtained from PMs and TMs on each project
- Logged hours for each project
- Total budget for team bonus distribution
- Budgets allocated to each project for bonus distribution

However, it is not mandatory for Tintash to disperse bonus after each bi-annual performance review. Bonus dispersion is contingent upon the profits earned by Tintash annually.

## Employee health

Employee health is important to us. We don't discriminate against people with disabilities or health conditions, but we want to do everything possible to help employees stay healthy. At a minimum, we provide group health insurance to all eligible employees. The table below highlights the basic health insurance limits for two employee categories A & B.

	Employee Categories	
	Category A	Category B
Health Insurance Limits		
Annual limit per employee	500,000	300,000

Room limit per employee	15,000	10,000
Annual limit per parent	300,000	300,000
Room limit per dependent	15,000	10,000
Annual limit for hospitalization due to pregnancy	100,000	60,000
Normal delivery	100,000	60,000
C-Section	150,000	100,200

For detailed information about employee insurance packages, kindly contact People Operations.

## Food at workplace

Tintash provides lunch facility to all its employees. Food is prepared on the premises by our gourmet chef and offered at a subsidized rate of **Rs. 200/-** per day and a total of **Rs. 4000** per month for 4 weeks.

Employees can subscribe to the food facility for the entire month or can choose to avail food on specific days as per the monthly menu. Member of the People Operations team prepare the monthly lunch menu that is a mix of continental and desi dishes. The prepared menu is then shared with the Tintash team. We try our best to include the favorite dishes of our employees in the menu.

Due to the covid-19 situation, this facility is only available to the admin staff and those employees who are present in the office premises.

## **Work from home**

If your job doesn't require you to be present at our premises, you can work from home (WFH). Kindly inform your manager accordingly.

Please inform your manager that you want to work from home in advance. If there's a rare emergency, you may work from home without having received prior approval, but call or email your manager as soon as possible and inform People Operations too.

When you are working from home, please use an internet connection and devices that are fast and secure. Choose a place without loud noises or distractions. Do check in with your team frequently to make collaboration easier.

If there is inclement weather (e.g. heavy rain or hailstorm) please check your email to see if the office is officially closed. If you judge that your commute during inclement weather is dangerous, let us know. We will not force you to come to work if your safety is at stake.

During covid-19 times, Tintash encourages its employees to work from home as employee health and safety is our top most priority. We will try our best to facilitate our employees in setting up a workplace at home.

## **Remote working**

Remote working refers to working from a non-office location on a temporary or permanent basis.

Tintash, in its entirety, is in favor of employees working remotely. The idea is not to keep the employees office-bound rather to enhance their overall productivity and efficiency without restricting them to an office environment. Following covid-19, employees have both the options to work remotely and come to office as and when required or work from office as usual. In either case, please inform your manager timely. Submit your remote working requests in advance.

If you work remotely permanently, we ask that you adhere to our security, confidentiality and equal opportunity policies just like your office-based colleagues.

## **Employee expenses**

There are some expenses that we will pay directly on your behalf (e.g. hotel rooms for work-related travel.) But, we ask you to keep track and report on those reimbursable expenses that you pay yourself. We reimburse employee expenses that are related to:

- Business travel
- Upon approval, outings with business partners or colleagues

Not all travel expenses are reimbursable. For example, we will pay for your transportation to an airport for work-related travel, but not to a museum for a personal visit. Before traveling for business, contact People Operations to clarify which expenses are reimbursable within your particular trip.

Please keep receipts for all reimbursable expenses. You can submit them to the People Operations team. If People Operations approves your expenses, you will receive your reimbursement.

## Company car

All employees who have completed continuous 5 years with the company and have a grade level 9 or above may be eligible to avail this benefit. The company will exercise their right to determine their priority according to the available slots.

Eligible team members can avail this benefit by applying through the following procedure:

- People Operations will send out an email along with the form to all employees eligible for this benefit to get relevant information to move the process forward..
- Senior management will review the information and send an acknowledgment according to available slots.

## Company-issued equipment

As an employee, you may receive company laptop, device or furniture. Unless otherwise mentioned in your contract, any equipment we offer belongs to our company and you may not sell it or give it away. You are also responsible for keeping our equipment safe and in as good condition as possible. If your equipment breaks or malfunctions, let us know so we can get it repaired.

### Theft and damage of company equipment

We ask you to inform us immediately if your equipment is stolen or damaged. We might be able to trace stolen laptops.

### Security of company issued devices

We advise you to keep your company-issued computer and tablet secure. You can do the following:



- Keep all devices password-protected.
- Ensure you do not leave your devices unattended.
- Install security updates for browsers and other systems as soon as updates are available.
- Log into company accounts and systems through secure and private networks only.
- Follow all instructions for disk encryption, anti-malware protection and password management that you received along with your equipment

## **Gym reimbursement**

Tintash encourages a healthy lifestyle, and routine gym users are allowed to get their monthly gym fee reimbursed by submitting their monthly receipt to People Operations. 50% of the gym fee up till Rs. 3000 PKR is reimbursed and debited with the employee's monthly salary.

# Time

In this section, we explain our provisions for your working hours and time off. We include the different types of leave and holidays.

## Working hours

Since Tintash employees have to work with clients and team members across multiple time zones, we understand that following a standard pattern of work hours can be challenging.

Therefore, we expect our employees to put in at least 40 productive hours of effort per week, which is split into 8 product hours per day across the week. However, there is considerable flexibility on when you need to put in these productive hours. Below are some guidelines on how you can do that.

### Typically Available Time Schedules:

We typically recommend Tintash employees to work within the following time schedule in order to manage a healthy work life balance:

- 9:00 a.m. - 6:00 p.m.
- 10:00 a.m. - 7:00 p.m.
- 11:00 a.m. - 8:00 p.m.

Each employee has to choose from the above mentioned schedules. Whichever option you choose, please let People Operations know so we know when you'll be available. You can also change the time schedule you'll be working in. However, prior approval of your manager will be required for adjustment of work schedule. The approved schedule will be submitted to People Operations via email by the manager, for it to be reflected in attendance records.

### Exceptions to the above time schedules:

Some team members and even entire departments might need to work outside of the above mentioned hours. In case the need arises to work beyond the time schedule you've chosen for a limited number of days, an exception can be created for you. For example, you might have a pressing deadline to ship a build, and might need to work till late at night to make that happen. It's only reasonable to start your next day after you're well rested. We certainly don't want to be unfair to any of our people. All we request is that you please work with your manager and the relevant people operations team member to ensure that they know that you'll need an exception so the required work hour exceptions are made for you.

We also understand that some of you will need to regularly work during the night with clients and other team members. If your actual schedule simply cannot fit into the options above, then please engage your manager and the relevant people operations team member to ensure that we create an exception for your work hours which is more aligned with a working schedule you need in order to add value to Tintash. For example, for people who are regularly attending scrum meetings at night or are providing overlap to teams in the US or some other region, might need to regularly work on schedules other than the ones above.

## Annual leaves (vacation time)

Employees are entitled to ten (10) days of paid annual leaves per year. Newly appointed employees will be entitled to annual leaves on a pro-rata basis for one (1) year from the date of their joining. On completion of one (1) year they will be allocated additional annual leaves based on the months remaining in that calendar year. For subsequent years they will be awarded ten (10) annual leaves at the start of the year.

All employees must apply for annual leaves at least one (1) month before the commencement of leaves and get approval of leaves from their manager and inform their team accordingly.

Annual leaves not used in one year are not available in subsequent years unless the leaves were deferred to meet project deadlines. Annual leaves will not be granted without prior approval from the concerned manager.

NOTE: Employees taking leaves exceeding their entitlement will have the additional leaves deducted from their annuals and in case there are no annuals left, they will be treated as “leave without pay” and will have that deducted from their monthly salary.

If you leave our company, we may compensate accrued annual leaves with your final paycheck according to local law. We will only compensate accrued leave to those employees who leave the company in good standing.

## Holidays

Employees are granted public holidays as and when declared by the Government of Pakistan. Provincial/Local Holidays would be provided on the discretion of Tintash partners and management and would be communicated to all employees.

Our company usually observes the following holidays however this is not an exhaustive list:

- \*Eid-ul-Azha

- \*Eid-ul-Fitr
- \*Eid-Milaad un Nabi
- \*Ashura
- Kashmir Day
- Pakistan Day
- Labor Day
- Independence Day
- Quaid-e-Azam Day

\* Depends on the sighting of the moon

Here is the link to our holiday calendar, [Holiday Calendar 2021](#)

### **Working on a holiday (Compensatory leave)**

These holidays are considered “off-days” for most employees. If an employee works on a holiday he/she is supposed to inform his/her manager and People Operations. Such an employee has the following two options either of which he/she can avail;

1. The employee can take compensatory leave, after discussing with his/her manager, as paid time off for having worked on a holiday.
2. If the employee chooses not to avail compensatory leave then he/she can be paid for working overtime. However, this facility is only available for overtime given on billed projects. This is done on a pro-rata basis i.e. employee salary is prorated.

### **Sick leave**

We offer seven (7) days of paid sick leave. You can take sick leave to recover from short-term illness, injuries, mental issues and other indisposition. Under normal circumstances, sick leaves will not be granted for more than two (2) consecutive working days. In order to avail sick leaves of more than two (2) days, a medical certificate from an authorized doctor covering the period of absence and details of illness is required.

Employees who wish to avail sick leave must inform their manager via email and kindly include [attendance@tintash.com](mailto:attendance@tintash.com) in all such communication. You may take a half/quarter day sick leave or work from home, but we advise you to rest and recuperate for a day before

returning to work. These leaves are counted in the yearly quota allocated to each employee and also count towards the check-in time for the respective day.

## Casual leave

Our company grants eight (8) days of paid casual leave. Under normal circumstances, you can take casual leave only after seeking approval from your respective manager fourteen (14) calendar days in advance. Requests need to be made and approved in written form via email and [attendance@tintash.com](mailto:attendance@tintash.com) should be included in all such communication.

In case of an emergency situation, the employee should directly inform their respective manager via call and tell his/her manager the reason for leave and explain how pending work can be performed in his/her absence.

## Parental leave

Caring for a newborn is an exciting time for parents. We want to support new mothers and fathers in their first months of parenthood with paternity and maternity leave.

### Maternity and Paternity leave

Our company offers twelve (12) weeks of paid maternity leave to all female employees who have completed at least four months with the company. Female employees are to give at least 6 weeks advance notice when applying for maternity leave so that alternative, temporary work arrangements can be made.

Male employees are entitled to five (5) days of paid paternity leave. These leaves must be availed within 30 days from the date of child's birth. These leaves are to be taken in a block and not on alternate days. Male employees must notify the management at least one week in advance of the expected days he intends to take paternity leaves on.

### Returning to work after parental leave

We are committed to helping new parents transition back to work after their leave ends. We offer:

- Flexible hours
- Remote working

## Wedding Leave

Employees can take up to two (2) weeks of paid wedding leave. However, the employee is expected to give one (1) month notice prior to the start date of wedding leave. They may

combine these leaves with their annual leaves. Thus, a maximum of four (4) weeks of paid leave can be taken for this purpose. Kindly, timely inform the People Operations team of the leave.

## **Umrah Leave**

An employee is eligible to take up to eight (8) working days of Umrah leave after completing two years of service with the company. Employee's respective manager needs to be informed at least two (2) months prior to the planned leave days. This leave can be availed only once a year by an employee.

At one time a maximum of one (1) employee assigned on a project may avail this leave. In case more than one employee assigned to the same project requests Umrah leave, a draw will be conducted to decide who is granted the leave.

## **Hajj Leave**

An employee is entitled to maximum forty (40) days paid Hajj leave (including weekends) or for the duration of their travel, whichever is shorter, after completing 2 years of service with the company. This leave can only be availed once in his/her entire service with the company. The employee is supposed to give two months prior notice to his/her manager and submit proof of travel once they're back to work.

Only one (1) employee from a project team can apply for the Hajj leave at one time. In case more than one employee requests a leave, a draw will be conducted to decide who is granted the leave.

Unentitled leaves (after management approval) and leaves exceeding forty days will be counted as unpaid leaves. Managers may refuse to approve leaves depending on the project and work that the employee is assigned.

## **Unpaid leave**

Employees can take unpaid time off through the year if they have exhausted their annual and sick leaves. However, no more than five (5) such leaves can be taken at a stretch. If you take more time off without approval you can be put on probation or your employment contract can be terminated. Approvals might be granted for longer unpaid leaves on a case-to-case basis.

## **Compassionate leave**

All employees are entitled to compassionate leave (also known as bereavement leave). Compassionate leave can be availed when an employee has to deal with a sensitive or

upsetting situation. Examples of such situations include when a member of an employee's family or household is seriously ill or injured or when there has been death in the family.

## Half/Quarter day leave

Employees can also avail half or quarter day leave if need be. Kindly note if employee wishes to take:

- up to 2 hours off it would be categorized as a quarter leave and would result in a deduction of 0.25 from your respective leave quota
- up to 4 hours off it would be categorized as a half leave and would result in a deduction of 0.5 from your respective leave quota

## Previous Year Annual Leave

The option to avail previous year annual leaves is only available to those employees who could not avail their annual leaves due to a certain project/task in the previous year. Leaves need to be deferred in written form with an email sent to [attendance@tintash.com](mailto:attendance@tintash.com) and approved by the relevant manager.

Any employee combining previous year annual leaves with current year annual leaves must inform and get approval from their manager at least sixty (60) days in advance. Previous year annual leaves can be carried forward to next year only.

## Leave encashment

Employees who are unable to avail their annual leaves due to project deadlines and do not wish to carry forward these leaves to the next year, may request for leave encashment. The request must be approved by the employees' manager. Only leave encashment requests for leaves not availed due to projects will be entertained. Tintash encourages employees to avail all their leaves timely, otherwise, and encashment requests will only be considered for cases in which annual leaves could not be attained due to work. Therefore, employees are required to send in leave encashment requests by 1st December so that valid requests can be approved after consultation with relevant managers.

## Backup

Employees are required to request a person to serve as backup in their absence. This person should voluntarily agree to do this, should have knowledge of the work, and access to any project files required to perform the work in others absence. All code and asset files must be handed off to this person before taking time off.

NOTE: Kindly plan all your leaves in accordance with project deliverables and deadlines. If an employee's presence is needed to share a deliverable such as meeting a project deadline then respective managers might not approve the employee's leave and request that it be taken at a different point in time.



# Leaving our company

In this section, we describe our procedures regarding resignation and termination of our employees. We also refer to our progressive discipline process that may sometimes result in termination.

## Disciplinary Action

Here we outline steps we will take to address employee misconduct. We want to give employees a chance to correct their behavior when possible and assist them in doing so. We also want to ensure that we thoroughly investigate and handle serious offenses.

Our progressive discipline process has six steps of increasing severity. These steps are:

- i. Verbal warning
- ii. Written warning
  - a. First warning letter
  - b. Second warning letter
- iii. Increment and bonus cancellation
- iv. Probation
  - a. For thirty (30) days
  - b. For sixty (60) days
- v. Suspension
- vi. Termination

Different offenses correspond to different steps in our disciplinary process. For example, minor, one-time offenses will trigger Step 1. More severe violations will trigger step 6.

If you manage employees, inform them when you launch a disciplinary action process. Pointing out a performance issue is not necessarily a verbal warning and may be part of your regular feedback. If you judge that disciplinary action is appropriate, let your team member know and ask People Operations to help you explain our full procedure.

Senior Management may skip or repeat steps at their discretion. Our company may treat circumstances differently from that described in this policy. But, we are always obliged to act fairly and lawfully and document every stage of our disciplinary action process.

Keep in mind that our company isn't obliged to follow all the steps of our disciplinary action process.

## Resignation

You resign when you voluntarily inform People Operations or your manager that you will stop working for our company.

You are supposed to give us a one month notice prior to resigning.

It is mandatory for all employees to submit a written and signed notice of resignation to his/her Team Manager which will later become a part of People Operations records. We will reply with an acceptance of resignation letter once your resignation is approved by your manager or respective partner. Whether you want to announce your resignation to your teammates is up to you, but we encourage you to be open.

## Termination

Terminating an employee is always unpleasant but sometimes necessary. If that happens, we want to ensure you will act lawfully and respectfully.

Employee termination may occur on either of three grounds;

- Gross misconduct, on the part of an employee, would entail following breach of employment contract, involvement in illegal activities, disruption of workplace environment (e.g. harassment, violent behavior, cyber bullying, theft, drug & alcohol abuse, fraud and forgery).
- Poor performance after repeated warnings i.e. below acceptable standards and damage or financial loss caused to the company.
- Downsizing by the company refers to redundancies or layoffs that may be necessary if we cease some of our operations.

In either case, Tintash will provide a written employee termination letter stating clearly the reason for termination as directed by Standing Order Ordinance 1968, or any other applicable law/rule/regulation in force. We will offer severance pay to eligible employees. We

may also help employees who were terminated without cause to find work elsewhere, if possible.

If you manage team members, kindly avoid wrongful dismissal. When you terminate an employee due to gross misconduct, we expect you to be certain you made the right choice and keep accurate performance and/or disciplinary records to support your decision.

## **Recovery of Assets**

All the different assets such as hardware devices, furniture etc. provided to the employees by Tintash are the sole property of the company. Therefore, upon separation from Tintash the employees are liable to return all these assets to the company. Failure to do so will result in a delay in releasing the employee's last salary and provident fund until the assets or an equivalent amount of the assets has been recovered from the employee. In case of damaged or defective equipment/asset, the employee will be liable to pay for the damages or the repair & maintenance of the asset only if the employee is held responsible for the damages caused. In such a situation, the condition of the asset upon return from the employee will be assessed by the hardware team to determine the error or fault in the asset. However, in both these cases the employee will have the option to either get the dues deducted from his/her last salary or he/she could pay out of pocket or both depending upon the payable amount. Once the dues will be cleared only then Tintash will release the remaining last salary and provident fund of the employee.

## **References**

When we terminate employees, we may provide references for those who leave in good standing. This means that employees shouldn't have been terminated due to misconduct. If you are laid off, you may receive references. Please ask your manager.

If you resign, you may ask for references and your manager has a right to oblige or refuse.

# Policy revision

We will always strive for fairness and equal opportunity and penalize offensive and illegal behaviors. But, as laws and our environment change, we may revise and modify some of our policies.

In order to read up in detail on Tintash policies, please visit the following website;  
<https://sites.google.com/a/tintash.com/we/policies>.

The provisions stipulated in this book shall be subject to change from time to time at the discretion of the management and will be communicated to the employees accordingly. If you have any ideas about how to improve our workplace, we are happy to hear them.

# Employee acknowledgement

Please sign to acknowledge that you've read this handbook and that you are committed to following our policies. If you need any clarifications, feel free to ask People Operations.

Date: .../.../...

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