

[DOC_ID]: HR_POLICY_DETAILED_001

[Language]: English, Urdu (bilingual support)

[Company]: Unisoftwares Pakistan

[Regions]: Pakistan (Lahore HQ), USA (Chicago)

[Departments]: All (Development, Marketing, SEO, Sales, Design, HR, Admin)

1.1 Purpose & Scope

This comprehensive HR Policy document outlines Unisoftwares Pakistan's employment framework, workplace standards, compensation structure, performance management, employee benefits, and disciplinary procedures. It applies to:

- Full-time employees (permanent staff)
- Part-time employees (contractual basis)
- Freelancers and contractors (project-based)
- Interns and trainees
- Remote workers (Pakistan and international)

Policy Owner: HR Department, Unisoftwares Pakistan

Effective Date: January 1, 2025

Review Cycle: Annual (or as needed)

1.2 Employment Terms & Conditions

1.2.1 Probation Period

- **Duration:** 90 days (3 months) for all new hires unless otherwise specified in offer letter
- **Purpose:** Assess performance, cultural fit, and skill alignment
- **Review:** Mid-probation check (45 days) and final review (85-90 days)
- **Confirmation:** Subject to satisfactory performance review by line manager and HR approval
- **Extension:** Probation may be extended by 30-60 days in case of borderline performance
- **Termination During Probation:** Either party may terminate with 2 weeks notice (or immediate with pay in lieu)

1.2.2 Employment Categories

Full-Time Permanent

- Standard 40-hour work week
- Entitled to all benefits (health insurance, paid leaves, bonuses)
- Subject to performance reviews and career progression

Part-Time Contractual

- 20-30 hours per week
- Pro-rated benefits based on hours worked
- Renewable contracts (3-6 months)

Freelance/Consultant

- Project-based engagement
- Invoice-based payment
- No employee benefits unless specified in contract
- Retain flexibility but must meet deliverable deadlines

Internship (Paid/Unpaid)

- Duration: 2-6 months
- Learning-focused with mentorship assigned
- Stipend: PKR 15,000 - 30,000/month for paid internships
- Certificate of completion provided

1.2.3 Notice Period

- **Junior/Mid-level staff:** 30 days written notice
 - **Senior staff (Managers, Team Leads):** 60 days written notice
 - **During probation:** 2 weeks notice from either side
 - **Payment in lieu of notice:** Allowed at company discretion
 - **Garden leave:** May be applied for senior roles during notice period
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1.3 Work Hours, Shifts & Remote Work

1.3.1 Standard Working Hours

- **Office Hours:** 9:00 AM – 6:00 PM (Monday to Friday)
- **Break:** 1 hour unpaid lunch break (typically 1:00 PM – 2:00 PM)
- **Weekly Hours:** 40 hours
- **Weekend:** Saturday and Sunday off (5-day work week)

1.3.2 Flexible Working Hours

- Flexible start time (8:00 AM – 10:00 AM) with manager approval

- Core working hours: 11:00 AM – 4:00 PM (all must be available)
- Must complete minimum 8 hours/day or 40 hours/week

1.3.3 Remote & Hybrid Work Policy

- **Hybrid Model:** 2-3 days office, 2-3 days remote (team-dependent)
- **Fully Remote:** Allowed for roles like content writing, SEO specialists, developers (with approval)
- **Requirements:**
 - Stable internet connection (minimum 10 Mbps)
 - Dedicated workspace
 - Availability during core hours (11 AM – 4 PM PKT)
 - Daily check-in on Slack/Teams
 - Weekly video standup meetings
- **Remote Work Allowance:** PKR 5,000/month for internet & electricity

1.3.4 Overtime Policy

- **Eligibility:** Non-exempt employees (hourly staff, junior roles)
 - **Rate:** 1.5x hourly rate for hours beyond 40/week
 - **Approval:** Must be pre-approved by manager
 - **Time-off in lieu (TOIL):** Alternative to overtime pay (1 hour OT = 1.5 hours TOIL)
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1.4 Compensation & Salary Structure

1.4.1 Salary Components

Base Salary

- Fixed monthly gross salary
- Paid on last working day of month via bank transfer
- Pakistan: PKR currency
- USA staff: USD via Wise/Payoneer

Allowances (Location-Dependent)

- **Housing Allowance:** 20-30% of base (Pakistan senior staff)
- **Transport Allowance:** PKR 8,000 - 15,000/month
- **Fuel/Car Allowance:** For sales and client-facing roles

- **Internet/Phone:** PKR 3,000 - 5,000/month
- **Meal Allowance:** PKR 5,000/month (if no office lunch provided)

Performance Bonus

- Annual performance bonus: 5-20% of annual salary
- Paid in Q1 following fiscal year-end
- Based on individual KPIs + company performance

Sales Commission

- Sales Executives: 5-10% of closed deal value
- Account Managers: 3-7% recurring revenue
- Quarterly accelerators for exceeding targets

1.4.2 Salary Bands by Role (Pakistan)

Software Development

- Junior Developer: PKR 60,000 - 100,000
- Mid-level Developer: PKR 120,000 - 200,000
- Senior Developer: PKR 200,000 - 350,000
- Team Lead/Architect: PKR 300,000 - 500,000

Digital Marketing

- SEO Specialist (Junior): PKR 40,000 - 70,000
- SEO Expert (Senior): PKR 80,000 - 150,000
- Content Writer: PKR 35,000 - 80,000
- Social Media Manager: PKR 50,000 - 120,000
- PPC/Ads Specialist: PKR 60,000 - 140,000

Sales & Business Development

- Sales Executive: PKR 40,000 - 80,000 + commission
- Account Manager: PKR 80,000 - 150,000 + bonus
- Business Development Manager: PKR 120,000 - 250,000

Design & Creative

- Graphic Designer: PKR 40,000 - 90,000
- UI/UX Designer: PKR 70,000 - 160,000

- Video Editor: PKR 50,000 - 110,000

E-commerce & Operations

- E-commerce Manager: PKR 100,000 - 200,000
- Project Manager: PKR 120,000 - 250,000
- Operations Manager: PKR 150,000 - 300,000

USA Office (Chicago) - USD Equivalent

- Junior roles: \$2,500 - \$4,000/month
- Mid-level: \$4,500 - \$7,000/month
- Senior: \$7,500 - \$12,000/month

1.4.3 Annual Increments

- Performance-based increment: 10-25% per year
 - Market adjustment: 5-10% (cost of living)
 - Promotion increment: 15-40% based on role change
 - Review cycle: January each year
 - Effective: February 1st payroll
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1.5 Leave Policy (Comprehensive)

1.5.1 Annual Leave / Paid Time Off (PTO)

- **Entitlement:** 20 working days per calendar year
- **Accrual:** Pro-rated for joining mid-year (1.67 days/month)
- **Application:** Submit via HR portal minimum 7 days advance (15 days for international travel)
- **Approval:** Manager → HR → Payroll
- **Carry-forward:** Maximum 5 days to next year (expires June 30)
- **Encashment:** Allowed at resignation/termination as per labor law

1.5.2 Sick Leave

- **Entitlement:** 12 paid sick days per year
- **Medical Certificate:** Required for absences > 3 consecutive days
- **Notification:** Inform manager + HR within 2 hours of shift start
- **Unused sick days:** Cannot be carried forward or encashed

1.5.3 Casual Leave

- **Entitlement:** 8 casual leave days per year
- **Purpose:** Urgent personal matters, family emergencies
- **Notice:** Same-day approval possible (manager discretion)
- **Cannot be clubbed:** With annual leave without prior approval

1.5.4 Maternity Leave

- **Entitlement:** 90 days paid maternity leave (as per Pakistan labor law)
- **Eligibility:** Must complete 6 months service
- **Application:** Submit 60 days before expected delivery date
- **Extension:** Additional 30 days unpaid leave available
- **Company top-up:** 100% salary during leave period
- **Resumption:** Flexible return-to-work options (part-time first 30 days)

1.5.5 Paternity Leave

- **Entitlement:** 14 days paid paternity leave
- **Application:** Submit 30 days advance
- **Timing:** Must be taken within 60 days of child's birth

1.5.6 Bereavement Leave

- **Entitlement:** 5 days paid leave (immediate family: parents, spouse, children, siblings)
- **Extended family:** 3 days paid leave (grandparents, in-laws)
- **No advance notice required:** Inform HR within 24 hours

1.5.7 Religious/Hajj/Umrah Leave

- **Hajj Leave:** 45 days (once in service, unpaid or adjusted from annual leave)
- **Umrah:** 15 days (from annual leave quota)
- **Eid/Religious holidays:** As per official public holidays calendar

1.5.8 Study Leave

- **Eligibility:** Employees pursuing relevant certifications/degrees
- **Entitlement:** Up to 10 days/year for exams (unpaid or from annual leave)
- **Company-sponsored education:** Special leave provisions apply

1.5.9 Unpaid Leave

- **Maximum:** 30 days per year
 - **Approval:** Requires VP/Director approval
 - **Impact:** Does not count toward service years; benefits may be suspended
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1.6 Employee Benefits

1.6.1 Health Insurance

- **Coverage:** Employee + spouse + 2 children
- **Pakistan:** Medical insurance up to PKR 500,000/year
- **USA:** Full health insurance per Illinois state requirements
- **Waiting period:** Effective after 3 months (post-probation)
- **Claims:** Cashless at network hospitals or reimbursement

1.6.2 Provident Fund / Retirement

- **Pakistan:** EOBI contribution (employer + employee as per law)
- **USA:** 401(k) matching up to 3% of salary (after 1 year)

1.6.3 Life & Disability Insurance

- **Group Life Insurance:** Coverage of 12 months' salary
- **Disability Coverage:** Long-term disability insurance (USA office)

1.6.4 Learning & Development

- **Training Budget:** PKR 30,000 - 100,000/year per employee
- **Courses covered:** Online certifications (Google, HubSpot, AWS, Shopify, etc.)
- **Conferences:** 1-2 per year (company-sponsored if work-related)
- **Books & Subscriptions:** Reimbursement up to PKR 5,000/year

1.6.5 Referral Bonus

- **Amount:** PKR 20,000 - 50,000 for successful hires
- **Eligibility:** Employee must stay 90 days
- **Payment:** After referred employee completes probation

1.6.6 Performance Bonuses

- **Annual Bonus:** 1-2 months salary (based on company + individual performance)
- **Spot Awards:** PKR 5,000 - 20,000 for exceptional contributions

- **Sales Incentives:** Quarterly targets with accelerators

1.6.7 Employee Perks

- **Free Lunch:** Provided in Lahore office (Mon-Fri)
 - **Tea/Coffee/Snacks:** Unlimited
 - **Gym Membership:** Subsidized (50% company contribution)
 - **Transport:** Company van service from major routes (Lahore)
 - **Work-from-Home Setup:** One-time PKR 15,000 for home office setup
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1.7 Performance Management

1.7.1 Performance Review Cycle

- **Annual Review:** January (for previous year)
- **Mid-Year Check-in:** July (informal feedback)
- **Probation Reviews:** 45 days and 90 days
- **Quarterly Reviews:** For sales and project-based roles

1.7.2 Performance Rating Scale

1. **Exceeds Expectations (5):** Consistently delivers beyond role requirements
2. **Meets Expectations (4):** Fully competent, reliable performance
3. **Developing (3):** Meets most expectations, needs improvement in areas
4. **Below Expectations (2):** Significant performance gaps
5. **Unsatisfactory (1):** Fails to meet minimum standards (PIP required)

1.7.3 Key Performance Indicators (KPIs)

Software Developers

- Code quality score (peer review)
- Sprint velocity & on-time delivery
- Bug resolution time
- Technical documentation quality

SEO Specialists

- Organic traffic growth (%)
- Keyword rankings improvement

- Backlink quality & quantity
- Client satisfaction score

Content Writers

- Articles published per month
- SEO optimization score
- Engagement metrics (time on page, shares)
- Revision rate

Sales Team

- Revenue generated vs target
- Lead conversion rate
- Client retention rate
- New client acquisition

1.7.4 Performance Improvement Plan (PIP)

- **Trigger:** Rating of 2 or below
 - **Duration:** 30-90 days
 - **Components:** Specific goals, weekly check-ins, coaching
 - **Outcome:** Improvement confirmed OR termination
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1.8 Code of Conduct & Workplace Behavior

1.8.1 Professional Standards

- Punctuality and attendance
- Professional dress code (business casual in office)
- Respectful communication (no harassment, discrimination)
- Collaborative teamwork

1.8.2 Zero Tolerance Policies

- **Sexual Harassment:** Immediate termination + legal action
- **Discrimination:** Based on gender, religion, ethnicity, disability
- **Theft/Fraud:** Immediate dismissal + police complaint
- **Substance Abuse:** Drugs/alcohol on premises = termination

- **Workplace Violence:** Physical threats or assault

1.8.3 Confidentiality & Data Security

- All employees sign NDA upon joining
- Company IP, client data, source code = confidential
- No unauthorized disclosure to competitors
- Breach = immediate termination + legal action

1.8.4 Conflict of Interest

- Employees must disclose any outside business activities
- No competing with Unisoftwares during employment
- No accepting bribes or kickbacks from clients/vendors

1.8.5 Social Media Guidelines

- Employees may discuss work but must not share confidential info
 - Personal opinions ≠ company views (add disclaimer)
 - Respectful tone when mentioning company
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1.9 Disciplinary Process

1.9.1 Progressive Discipline

1. **Verbal Warning:** Documented conversation with manager
2. **Written Warning:** Formal letter placed in HR file
3. **Final Written Warning:** Last chance notice (valid 6-12 months)
4. **Suspension:** Unpaid suspension (1-5 days)
5. **Termination:** Immediate or with notice

1.9.2 Immediate Termination (Gross Misconduct)

- Theft, fraud, embezzlement
- Physical violence or threats
- Sexual harassment
- Drug/alcohol use at work
- Breach of confidentiality causing significant harm

1.9.3 Grievance Procedure

- **Step 1:** Raise issue with direct manager (within 7 days of incident)
 - **Step 2:** Escalate to HR if unresolved (within 14 days)
 - **Step 3:** Appeal to Director/VP (final step)
 - **Anonymous Reporting:** grievance@unissoftwares.pk
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1.10 Attendance & Time Tracking

1.10.1 Attendance Recording

- **In-office:** Biometric or manual check-in/check-out
- **Remote:** Daily check-in on Slack + time-tracking tool
- **Late arrival:** Grace period of 15 minutes; beyond = late mark
- **Half-day rule:** Arrival after 11:00 AM = half-day deduction

1.10.2 Absence Without Leave (AWOL)

- **3 consecutive days** AWOL without notice = job abandonment
 - **Automatic resignation** assumed + exit formalities triggered
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FAQs (HR Policy)

Q1: How many paid leaves do I get?

A: 20 annual leaves, 12 sick leaves, and 8 casual leaves per year. (Source: HR_Policy_Detailed.pdf, Section 1.5)

Q2: What is the probation period?

A: 90 days for all roles, with reviews at 45 and 90 days. (Source: HR_Policy_Detailed.pdf, Section 1.2.1)

Q3: When is salary paid?

A: Last working day of each month via bank transfer. (Source: HR_Policy_Detailed.pdf, Section 1.4.1)

Q4: Do we get health insurance?

A: Yes, after probation. Coverage for employee + family up to PKR 500K/year. (Source: HR_Policy_Detailed.pdf, Section 1.6.1)

Q5: How much notice is required to resign?

A: 30 days for junior/mid roles, 60 days for senior roles. (Source: HR_Policy_Detailed.pdf, Section 1.2.3)