

EMPLOYEE HANDBOOK

Personnel Policies

Smart Technologies (BD) Ltd.

HR and Administration Department

October 2023

Jahir Smart Tower, 205/1 & 205/1/A, West Kafrul, Begum Rokeya Sharani, Taltola, Dhaka-1207.

+880-9-678100500; info@smartbd.com; www.smartgroup.com.bd

Contents

SL	CHAPTERS	PAGE
	Introduction	4
1	Employment	8
1.1	Manpower Planning	8
1.2	Recruitment	8
1.3	Contract of Employment	8
1.4	Date of Employment	8
1.5	Orientation	8
1.6	Employee Number	8
2	Joining Formalities	8
2.1	Documents	8
3	Probation & Confirmation	9
3.1	Period	9
3.2	Extension of Period	9
3.3	Unsatisfactory Performance	9
3.4	Letter of Confirmation	9
4	Salary	10
4.1	Salary Payment	10
4.2	Salary Review	10
5	Leave	10
5.1	Earn Leave	10
5.2	Casual Leave	11
5.3	Sick Leave	11
5.4	Leave due to accident/occupational disease	11
5.5	Maternity Leave	11
5.6	Special Leave	11
6	Working Hours and Attendance	12
6.1	Conditions	12
7	Travel Policy	12
8	Medical Benefit Policy	12
9	End of Service	14
9.1	Resignation	14

9.2	Termination	14
9.3	Retirement	14
9.4	Disability and Death	14
10	Benefits	15
11	Employee's Discipline	15
11.1	Discipline and General Conduct	15
11.2	Provisions of Punishment	17
11.3	Grievance	17
12	Our Branches	17

INTRODUCTION

An Overview of **Smart Technologies (BD) Ltd.**

Smart Technologies (BD) Ltd. is the largest ICT products distribution company in Bangladesh. It's dealing with PC hardware, Laptop, telecom, networking goods & software business in Bangladesh. Smart Technologies (BD) Ltd is the authorized distributor of more than 100 renowned international ICT Brands.

Along with distribution, Smart Technologies (BD) Ltd. is also the leading technology solutions provider in Bangladesh specializing in delivering innovative and cutting-edge IT services to businesses across various industries. Established in 1998, we have emerged as a trusted organization for our clients, offering a wide range of services and solutions that empower them to achieve their business objectives.

Our Board of Directors:



Mohd. Mazharul Islam
Chairman



Mohammad Zahirul Islam
Managing Director

Our Management Team:



SM Mohibul Hasan
Deputy Managing
Director



Zafor Ahmed
Director



Muzahid Al Beruni
Suzon
Director



Abu Mostofa
Chowdhury
Director



Md Zakir Hossain
General Manager

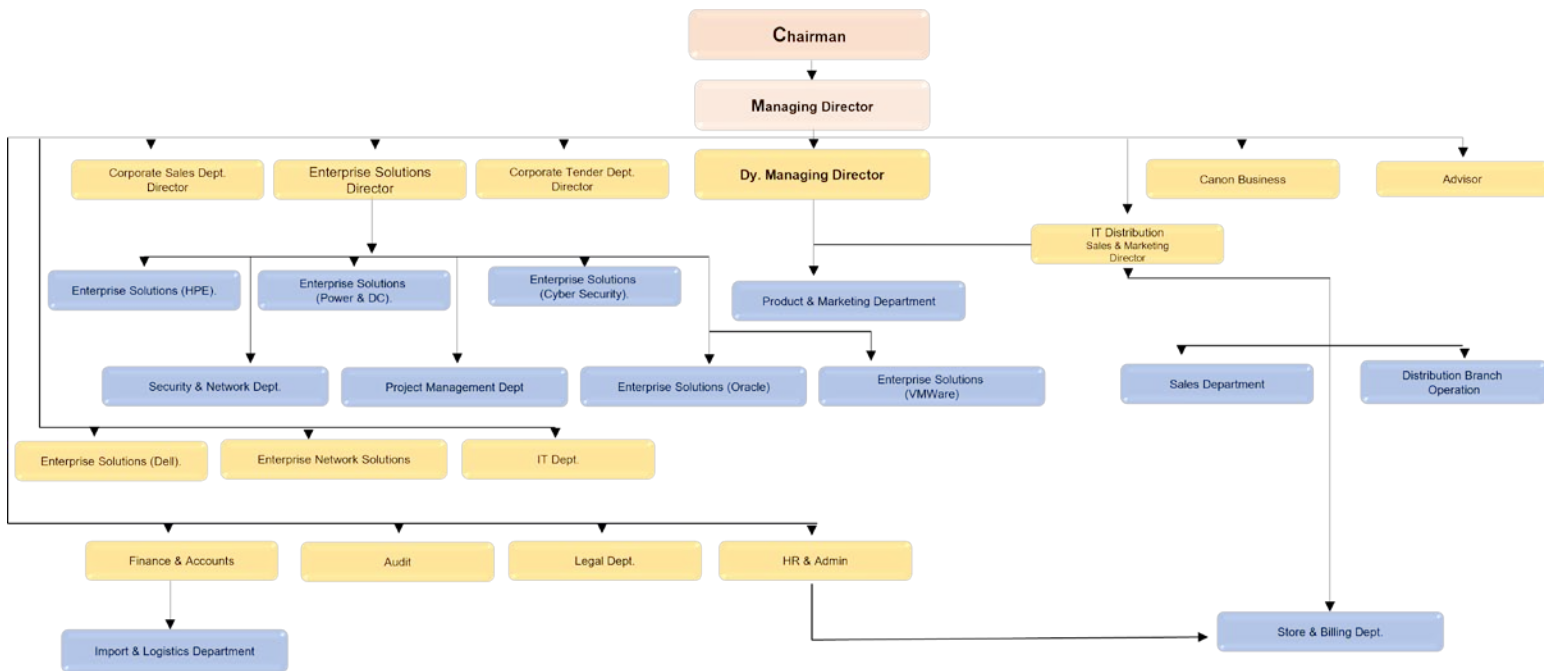


A K M Shafiq-Ul-Haque
General Manager



Forhad Hossain
General Manager & CFO

Organogram of Smart Technologies BD Ltd:



The major product lines of STBL:

Hardware:

We distribute a comprehensive range of hardware products, including laptops, desktops, servers, networking equipment, storage solutions, and peripherals, sourced directly from reputable vendors.

Software:

Our catalog includes software solutions for businesses and consumers, such as operating systems, productivity suites, security software, database management systems, and more.

Networking and Communication:

Our portfolio features networking components, routers, switches, wireless solutions, and communication devices, enabling businesses to build robust and reliable networks.

Security Solutions:

We provide a wide array of cybersecurity products and solutions to protect businesses from evolving threats, ensuring data integrity and network safety.

Peripherals and Accessories:

Our distribution includes a vast selection of peripherals and accessories, such as monitors, printers, projectors, cables, and other essential IT components.

Cloud Solutions:

We help businesses transition to the cloud, offering scalable and secure cloud solutions tailored to their requirements. Our cloud services enable cost savings, flexibility, and enhanced data accessibility.

Managed IT Services:

Through our managed IT services, we ensure our clients' IT infrastructure remains reliable, secure, and up-to-date. We proactively monitor, manage, and support their IT systems, allowing them to focus on core business activities.

Cybersecurity Solutions:

As cyber threats continue to evolve, we provide robust cybersecurity measures to safeguard our clients' sensitive data and intellectual property. Our proactive approach helps mitigate potential risks and vulnerabilities.

You should try to visit our web site (www.smartbd.com) learn as much as you can about our diverse products so that you will be able to deal with the many personal and telephone queries during the course of your work.

On a personal level once you are established your salary will be paid to your bank account each month (before you have one, we will arrange cash payment for each of you.) If for any reason you are absent you must call your immediate supervisor within one hour of the start of business for that day or you can call us in the HR Department. When you return to duty you must complete the "Leave Application" stating the reason for your absence (sickness, emergency etc.) and fax it to HR and Administration Department in Head Office which should be received before we calculate and pay your salary for that current month. This is very important.

For any Leave you require you must apply through ERP and submit it for recommendation and final approval. If it is then sanctioned by your Supervisor, leave will be processed and you may proceed.

If you have any further questions regarding HR Policies please feel free to contact this Department, we will be only too pleased to assist you.

All that's now to wish you a successful career with our company and expect from you good results; for the growth of the Company. We believe with the growth of the company the Employees also grows.

Yours sincerely,

HR & Admin Department

1.1 Manpower Planning

Smart Technologies (BD) Limited plans its manpower needs as far ahead as possible. Thus STBL will endeavor to maintain a required number of Employees, possessing the necessary skills, qualifications and experience, to achieve its targets.

1.2 Recruitment

When filling vacant positions, priority is given to qualified inhouse Employees. When no suitable candidates are available internally appropriate external search is carried out.

1.3 Contract of Employment

Written open-ended contracts are customarily offered to all directly recruited employees.

1.4 Date of Employment

The effective date of employment for personnel recruited will be the date on which they commence duty.

1.5 Orientation

Before commencement of his assigned duties, each new Employee will be briefed about STBL, his own job and the general conditions of service. This orientation will be arranged by the HR and Administration Department.

1.6 Employee Number

Each employee is allotted a unique employment number, which becomes his reference number during his employment with STBL for the purpose of his salary, personnel records and official correspondence etc.

2.1 On joining the employees should complete the joining report. The employee should provide the following certificates / documents and information at the time of joining.

- Employee Joining Form Fill-up
- Photocopies of all academic certificates
- NID copy
- TIN Certificate copy

- Birth Certificate of Child (if applicable)
- NID copy of Spouse (if applicable)
- Photocopy of your bank cheque for salary disbursement issue (1 page only)
- Experience letter (if applicable)
- Release letter (if applicable)
- 3 copies passport size photographs

3. PROBATION & CONFIRMATION

For all employees the probationary period is on the discretion of the Management during which the new employee is expected to acquaint himself with the assigned responsibilities and perform satisfactorily. In the event of satisfactory performance, the services of the employee will be confirmed. In case of unsatisfactory appraisal, the probationary period may be extended to a maximum period of three months from the date of joining.

3.1 Period

The probationary period cannot be extended beyond three months. HOD will monitor the performance of new employees, with the help of the designated supervisors.

3.2 Extension of Probation

During the probationary period, the concerned HOD/Supervisor may recommend extension of probationary period to three months or employment separation after careful and considered evaluation and documentation. In case of extension of probation, the end of probation appraisal form will be completed again before completion of six months.

3.3 Unsatisfactory Performance

An employee, whose performance has been unsatisfactory, will be terminated before the completion of the six months probationary period.

3.4 Letter of Confirmation

Upon successful completion of probation, a 'Letter of Confirmation' will be issued by HR Department. The probationer will then be considered a permanent employee of STBL.

4.1 Salary Payment

It is the policy of STBL to compensate employees at salaries that attract and retain qualified personnel, ensure equitable alignment of personnel performing similar work and recognize significant differences in relative value of jobs.

All employees shall be entitled to salary to be paid monthly, net of deductions (if any), either in cash or directly credited to their Bank account.

Starting salary will be fixed prior to commencement of employment. Salary and benefits details shall be clearly specified in the contract of employment.

4.2 Salary Review

The granting of increments will be at the discretion of the Management. There will be no fixed increments. Increments will be determined by the financial performance of the Group, the individual companies and the performance of the individual employee.

STBL believes in rewarding good performance thus increase in salary will be linked to performance on the job. The aim is to relate rewards consistently and equitably to performance. This would result in better performer getting higher increments and non performer getting no increments.

STBL believes that all employees should be encouraged to take their leave as it helps to rejuvenate and revitalize an employee, thereby improving his work productivity.

Employees in STBL would be entitled to the following types of leave:

1. Earned Leave (E.L)
2. Casual Leave (C.L)
3. Sick Leave (S.L)
4. Leave due to Accident/Occupational Diseases
5. Maternity Leave
6. Special Leave

5.1 Earned Leave (EL)

All employees working in Smart Technologies (BD) Ltd. shall be entitled to Earned Leave and the conditions of sanction/enjoyment of the same shall be as follows:

Earned Leave shall be calculated on actual attendance in works. No leave or holiday of any kind will be counted as attendance. The incumbent should have continuous service for the previous year.

5.2 Casual Leave (CL):

The employee shall be entitled to Casual Leave (CL) for 10 (ten) days in a year.

5.3 Sick Leave (SL):

The employee shall be entitled to Sick Leave (SL) for 14 (fourteen) days in a year.

5.4 Leave due to accident / Occupational Diseases:

This leave can be granted as per the following procedures.

If any employee meets an Accident in performing his specified responsibilities, during duty period or due to engagement to a job becomes affected by occupational diseases shall be entitled to this leave.

This leave can be availed for maximum 03 (three) months at a time and twice during the service period.

5.5 Maternity Leave:

The lady Executive/Officer engaged in the Units/Offices of the Smart Technologies (BD) Ltd. shall be entitled to this leave and procedure of such leave shall be as follows:

The pregnant Executive shall be entitled to this leave for 04 (Four) months. This leave can not be adjusted with any other leave.

5.6 Special Leave:

The Employee engaged in STBL may be allowed Special Leave in the following circumstances:

If any Employee remains absent due to sickness but there is no payable leave due to him may be allowed this leave, exclusively on humanitarian ground only on the recommendation by the Medical Officer of the company or by any registered Medical practitioner.

If some employee can not join his duties in time, for reason beyond his control, but not entitled to any payable leave, can be granted this leave on special consideration.

6.**WORKING HOURS & ATTENDANCE**

6.1 Conditions

- The office timings are normally governed by the Labour Law which provides for a maximum of 48 hours per week for office staff and up to 60 hours per week for manual staff. Within the above parameters, the work timings for each Division are fixed in order to be in Line with the industry practice and to achieve the business plans.
- All employees must record their attendance by figure print or face detection.
- Where an employee is required to go out of the office / work place for official or personal work during working hours, he should inform his superiors.
- Employees who are late or continually absent will be subject to disciplinary action. Any employee found recording other employee's attendance will be subject to strict disciplinary action.

7.**TRAVEL POLICY**

7.1 Separate Travel Policy will be provided for each department.

8.**MEDICAL BENEFIT POLICY**

Group Medical Benefit Scheme is to cover expenses for in-hospital treatment within Bangladesh for STBL employees and their family members.

The eligible persons are-

- All permanent employee
- Spouse
- Dependent unmarried children (two children age up to 18 years)

The Medical Benefit Coverage:

General Hospitalization	Executive & Non-Executive
Annual Coverage (max)	50,000/- per employee per Hospitalize- 2 times a year
Room Charge (max)	Including at actual subject to maximum 3000/- per day (max 7 days)
Maternity Benefit (up to 2 children)	Only Female Employee
Normal Delivery (max)	15,000/-
Cesarean section	35,000/-

Spouse Maternity Benefit (Up to 2 children)	Only Male Employee
Normal Delivery	10,000/-
Cesarean section	20,000/-

****Benefits include During hospitalization: Tests, medical supplies and surgery.**

Terms & Conditions:

- To be eligible for this medical benefit the employee must have at least 6 months of continuous service length with the company.
- Only female employees are eligible for the maternity benefit up to two children. Female employees having two alive children are not eligible for the benefit.
- Male employees are entitled to the benefit regarding spouse maternity benefit up to two children. Male employees having two alive children are not eligible for the benefit.
- If both are the employees of the company, only female will be entitled for the benefit.
- Surgeries regarding beautification and personal lifestyle are not included in this coverage.
- Employee must be hospitalized for at least 24 hours to claim any medical benefit.
- Medical claims must be submitted within 15 days of the date of incurrence.
- If any fraudulence is found with the medical documentation it may result into dismiss from service.

On Duty Accidental Benefit:

For Executive & Non-Executive:

If the employee faces any accident or medical emergency during working is entitled for this benefit. The total medical expense (hospitalization, medical supplies etc.) is covered by the company.

Death and Disability Benefit:

• **Disability**

Permanent Disability:

In case of permanent disability employee will get **Tk. 1,25,000.00** (One Lac Twenty-Five Thousand).

Partial Disability:

In case of partial disability based on duration, employee will be entitled to get full salary for first 2 months, 2/3 salary for next 2 months and half salary for next eight months.

Although the employee's disability may be obvious, it must be certified by a Medical Practitioner.

• **Death**

In case of death of an employee, through accident, terminal illness or natural causes whilst being employed by the Group, his nominees will be entitled to get **TK. 2,00,000.00 (Two Lacs)**.

Management at its discretion may provide for additional compensation in such an eventuality.

Separation may be voluntary (resignation) or at the discretion of the Management (termination). The STBL Management will endeavor to make the separation from Group companies in as a friendly manner as possible.

9.1 Resignation

Resignation takes place when the employee submits, in writing, his decision to separate and requests the Company to relieve him from its services.

It is expected of every employee wishing to resign, to serve the Company with the required notice period.

9.2 Termination

Termination may result due to a Government directive, continued poor performance, misconduct, other inadequacies etc.

Concerned employee will receive notice in writing and a notice period as per the employee's contract of employment. The Management reserves the right to waive the notice period and compensate the employee with salary in lieu thereof.

The Management will try, as far as possible to retrench an employee at the end of the contract period.

When the termination is caused by continued poor performance or indiscipline, the employee would have previously been served warning letters.

9.3 Retirement

The prescribed retirement age is 60 years. Management reserves its right to extend the retirement age of an employee as its sole discretion.

Employees requesting retirement on grounds of ill health and not total disability will be treated as resigning with full benefits.

9.4 Disability and Death

Management recognizes the need for subsistence and health care in the eventuality of total disability of an employee and the need for subsistence of the immediate family in the eventuality of death-while being employed by the Company.

Disability

Total disability is taken to mean a condition whereby the employee is actually prevented from being able to continue working with the Company, even though he may be willing to do so.

Although the employee's disability may be obvious, it must be certified by a Medical Practitioner.

Management will make full efforts to find alternative deployment whereby the disabled employee may continue to work with the Company if he wishes to do so.

Where a totally disabled employee cannot be deployed, he shall be entitled to leave and the service of the Company with full benefits.

If the cause of physical disability in an accident at work, he may be compensated under the law for the same which will serve as a guiding principle. This will be over and above settlement of his other dues such as gratuity, leave encashment, salary etc.

Death

In case of death of an expatriate employee, through accident, terminal illness or natural causes whilst being employed by the Group, his nominees will be entitled to full end of service benefits including repatriation if agreed upon in his contract.

Management at its discretion may provide for additional compensation in such an eventuality.

10.

BENEFITS

When the services of an employee come to an end, he is entitled to the end of service benefits.

- PF
- Salary and allowances payable up to the date of termination.
- Pay in lieu of notice period.

11.

EMPLOYEE DISCIPLINE

11.1 Discipline & General Conduct

- The following acts and omissions on the part of employees shall be treated as misconduct.
- Willful insubordination or disobedience, whether alone or in combination with others, to any lawful and reasonable order of a senior/supervisor.
- Theft, fraud, terrorism, dacoity & hijacking.
- Causing damage to any property to the Smart Technologies (BD) Ltd.
- Taking or giving bribes or any illegal gratification.
- Habitual late attendance and habitual absence without leave or without sufficient grounds/causes.

(Note: Absence without leave exceeding 10 days in a year shall be regretted as habitual absence without leave).

- Continuous absence without permission and without satisfactory cause of absence for more than 10 days.
- Habitual breach of any law applicable to him.
- Habitual negligence or neglect of work.
- Striking at work either singly or with others in connection of any statute. Law or rule for the time being in force or inciting any employee while within the premises of Smart Technologies (BD) Ltd.
- Drunkenness, fighting or riotous, disorderly or indecent behavior, womanizing, rape & creation of tension/alarm.
- Taking part in or suspected of being engaged in subversive activities.
- Collection or canvassing for the collection of any money within the premises of Smart Technologies (BD) Ltd. for purposes not sanctioned by the competent authority.
- Distribution or exhibition within the boundaries of the premises of Smart Technologies (BD) Ltd. of any newspaper, handbill, pamphlet or poster without the prior permission of the competent authority.
- Refusal to work on another job or at any of the stations and offices of the Smart Technologies (BD) Ltd.
- Holding meetings within the boundaries of the premises of the Smart Technologies (BD) Ltd. without the previous sanction of the competent authority.
- Gambling within the boundaries of the premises of the Smart Technologies (BD) Ltd.
- Habitual in-discipline.
- Leaving work without permission, disappearance from seat or place of work without permission and loitering during the duty hours.
- Sleeping on duty hours.
- Giving false information regarding name, age, father's name, qualification or previous service at the time of employment.
- Carrying on money lending or any other private business without permission of the competent authority.
- Lending to or borrowing money from a subordinate employee.
- Acceptance of unusual gift from subordinate employee.
- Sabotage or wastage of materials and stores of the company while engaged in work which calls for use of such materials and improper use of equipment, tools and any other articles of the company entrusted to him.
- Malingering, slowing down work, delay in the performance of duty, refusal or negligence to carry out a reasonable order of a superior or competent authority.
- Conviction in any court of law for any criminal offence involving moral turpitude.
- Writing any anonymous letter criticizing superior officers of the company.
- Threatening or intimidating any employee of Smart Technologies (BD) Ltd. within the boundaries of Smart Technologies (BD) Ltd.

- Spreading rumor which is detrimental to the interest of Smart Technologies (BD) Ltd.
- Disclosed salary to any employee or any other whatsoever.

11.2. Provisions of punishments:

- Any employee found guilty of MISCONDUCT shall be punished in one or more manners out of the following provisions:
- Dismissal from the services of the company without any benefits whatsoever.
- Discharge from service.
- Degradation to the lower ranks with or without protection of salary/benefits.
- Suspension for a period upto 2 (two) months without any pay/benefits.
- Holding-up/cancellation of Annual Increment for a year or more.
- The Management may hold up promotion for a year or more.
- Warning letter to rectify one's Misconduct, but issuance of 4 (four) warning letters to any employee, in the preceding 12 (twelve) months, may constitute Misconduct.

11.3 Grievance

It is accepted that employees may have grievances pertaining to their peers or superiors or job or the Company is general.

Employees are advised to address complaints directly to the immediate supervisors and are also requested to follow the proper channel.

It is the intention of the Management to resolve grievances at the earliest.

12. Our Branches

12.1 Dhaka Division

Corporate Head Office

Jahir Smart Tower,
205/1 & 205/1/A, West Kafrul, Begum Rokea
Sharani, Dhaka-1207.
Office Hour : 10 am to 6:30 pm
Weekly Holiday: Friday

IDB Branch (Distribution)

Address: SR # 312/2 (3rd Floor) BCS Computer
City, IDB Bhaban, Agargaon, Dhaka -1207.
Phone: +880-9678100503, +8801730317781,
Business Hours: 10:00 AM to 8:00 PM
Weekly Holiday: Sunday

Multiplan Center Branch (Distribution)

Address: Computer City Centre, Level-10, Suit No – 1006-7, New Elephant Road, Dhaka-1205.
Phone: 01730317786, 01730701974, 01704117253, 01730317791, 01730354835, 01708488735.
Business Hours: 10:00 AM to 8:00 PM
Weekly Holiday: Tuesday

Elephant Road Branch (Distribution)

Address: 74/1, Rojanigonda Bhaban (1st floor), Laboratory Road, New Elephant Road, Dhanmondi, Dhaka-1205.
Tel: +880 9669874, 9676872, +8801730317794, +8801730317784, +8801730701971, +8801708488737.
Business Hours: 10:00 AM to 8:00 PM
Weekly Holiday: Tuesday

Motijheel Branch (Distribution)

Address: Rahmania International Complex, 28, 1/C Toyenbee Circular Road (2nd floor), Motijheel, Dhaka – 1000.
Tel: +8801730317747, +8801730354818, +8801755606281, +8801799986852, 02-7110484.
Business Hours: 10:00 AM to 8:00 PM
Weekly Holiday: Friday

Eastern Plus Branch (Distribution)

Address: Eastern Plus Shopping Complex, Level – 4, House No – 44,45,55, Dhaka.
Tel: +8801730317785, +8802-8311999
Business Hours: 10:00 AM to 8:00 PM
Weekly Holiday: Thursday

Uttara Branch (Distribution)

Address: Uttara Tower, Lift-6(Beside the City bank ATM booth), Lift-5(Inside the market), Jashimuddin, Sector-1, Uttara, Dhaka-1230.
Tel: +8801730317749, +8801777734237, +8801730354836, +8801799986840, 02-7911585.
Business Hours: 10:00 AM to 8:00 PM
Weekly Holiday: Wednesday

Gazipur Branch (Distribution)

Address: Taj Tower (3rd Floor), Shibbari More, Joydebpur, Gazipur-1700.
Contact No: +8801313002612, +8801313002612, +8801730354830.
Business Hours: 10:00 AM to 8:00 PM
Weekly Holiday: Friday

Narayanganj Branch (Distribution)

Address: Shop – 127,128, Shamobay New Market (2nd Floor), Chashara, Narayanganj.
Contact No: +8801799986873, +8801704117267, +8801709642420.
Business Hours: 10:00 AM to 8:00 PM
Weekly Holiday: Friday

Jamuna Future Park Branch (Mobile)

Address: Level-4,(C) Zone, Shop No: 016D & 017A, Progoti Sarani, Kuril, Baridhara, Dhaka.
Mobile: +880177-7734210
Business Hours: 11:00 AM to 8:00 PM
Weekly Holiday: Wednesday

Service Center

Address: 586/1, (4th & 5th Floor), Begum Rokeya Sarani, Shewrapara, Mirpur, Dhaka-1216
Hotline:09604300600.
Business Hours: 9:00 AM to 6:30 PM
Weekly Holiday: Friday

12.2 Chattogram Division

Chittagong Branch (Distribution)

Address: JB Complex (2nd Floor), 805 CDA Avenue, GEC Circle, Chittagong-4530.
Tel: 01730-317725, 01777-734279, 01777-734280
Business Hours: 10:00 AM to 7:30 PM
Weekly Holiday: Friday

Chittagong Branch (Corporate)

Address: JB Complex (3rd Floor), 805 CDA Avenue, GEC Circle, Chittagong.
Tel: 01730-701926, 01730-317758, 01730-701924, 031-2869884-85.
Business Hours: 09:00 AM to 6:00 PM
Weekly Holiday: Friday

Chittagong RF Branch (Distribution)

Address: RF Chittagong Computer City (4th floor), Shop No. 510, 1401, SK Mujib Road, Chowmuhuni, Chittagong.
Tel: 01730-701917, 01730-317796
Business Hours: 10:00 AM to 8:00 PM
Weekly Holiday: Friday

Noakhali Branch (Distribution)

Address: Nur Manzil 1st Floor, Holding No: 287, New Bus Stand, New Jell Road, Maijdee, Noakhali
Contact No: +8801730701984, +8801704117254.
Business Hours: 10:00 AM to 8:00 PM
Weekly Holiday: Friday

Feni Branch (Distribution)

Address: Al Modina Mansion (1st Floor), Next to Al-Kemi Hospital, SSK Road, Feni-3900.
Contact No: +8801799986946, +8801730354814, +8801777734221, +8801704117224
Business Hours: 10:00 AM to 8:00 PM
Weekly Holiday: Friday

Cumilla Branch (Distribution)

Address: Sreedor Kutir (1st floor), 439, Nazrul Avenue, Ranir Bazar Road, Kandirpar, Cumilla-3500.
Contact No: +8801730354880, +8801730317739, +8801730701985, +880-081-73595 (101)
Business Hours: 10:00 AM to 8:00 PM
Weekly Holiday: Friday

12.3 Khulna Division

Khulna Branch (Distribution)

Address: 77, Lower Jessore Road, Jolil Tower (3rd Floor), Khulna – 9001.
Tel: +8801730317799, +8801777734143, +8801755606313, +8801708488744, +88 041 – 811858
Business Hours: 10:00 AM to 8:00 PM
Weekly Holiday: Friday

Jessore Branch (Distribution)

Address: Shop – 618 (5th Floor), Jessore Computer City, Jess Tower, M.K. Road, Jessore-7400.
Contact No: +8801755606314, +8801755606315, +8801704117251, 0421-71551, 71121.
Business Hours: 10:00 AM to 8:00 PM
Weekly Holiday: Friday

12.4 Rajshahi Division

Rajshahi Branch (Distribution)

Address: 77, Alpona Plaza (1st Floor), Rani Bazar, Rajshahi-6100.
Tel: 01730701908, 01730354897, 01799986945, 01704117259, 01704117250, 772819, 772885

Bogra Branch (Distribution)

Address: Sk. Sharifuddin Super Market (3rd Floor), Shop No-80-117, Nwobab Bari Road, Bogura-5800.
Contact No: +8801704117268,

Business Hours: 10:00 AM to 8:00 PM
Weekly Holiday: Friday

+8801799986945, +8801730354811,
+8801730354813, 051-61559.
Business Hours: 10:00 AM to 8:00 PM
Weekly Holiday: Friday

12.5 Sylhet Division

Sylhet Branch (Distribution)

Address: Kasana Complex (2nd Floor),
Nayasarak, Sylhet-3100
Tel: 01777734227, 01777734272,
01799986857, 01708488742, +880-821-
725230, 717684
Business Hours: 10:00 AM to 8:00 PM
Weekly Holiday: Friday

12.6 Rangpur Division

Rangpur Branch (Distribution)

Address: Shop No: 19, 3rd Floor, Press Club
Market, Jahaz Company More, Rangpur- 5400.
Tel: +88 01755606318, +88 01730701987
Business Hours: 10:00 AM to 8:00 PM
Weekly Holiday: Friday

12.7 Barishal Division

Rangpur Branch (Distribution)

Address: Shop No: 19, 3rd Floor, Press Club
Market, Jahaz Company More, Rangpur- 5400.
Tel: +88 01755606318, +88 01730701987
Business Hours: 10:00 AM to 8:00 PM
Weekly Holiday: Friday