

# Employee Handbook

A Navigation Map for Rookies

Together, Let's Save Lives.

CureMD

# Greetings!

We are excited to onboard you to our family of thinkers and problem solvers. It is a moment of celebration for all of us as you triumphed through our rigorous recruitment process.

You are now a member of our smart inventions ecology that promotes thinking, learning, and a camaraderie spirit in all of us so that together we make CureMD a learning organization.

This guide should help you ease into our working culture and acclimatize you to our policies.

Here we go!

**Disclaimer:** Any conflicting terms in your appointment letter, employment agreement, or other written documents signed by the Company will supersede the terms of this Handbook.

# Welcome to CureMD!

As a new team member, I welcome you into our CureFamily with warmth and enthusiasm.

CureMD is a home for those who share our passion for building innovative healthcare technology to help save lives.

We have come this far in our journey because of the dedication, ingenuity, and efforts of our team. Our innovation journey began in August 1997, when we launched the world's first practice management system on the cloud. We continued our legacy by developing a network of innovative products and services that have impacted the entire health IT landscape; from ground-breaking research, thought leadership, and community engagement to building award-winning technology that includes the very first mobile EMR, the first patient portal, the first multi-specialty EMR, and the first autonomous billing system. These solutions have helped eliminate significant barriers to the widespread use of life-saving technology.

Our strategy for adaptable, accessible, and affordable technology for every provider helped us achieve our lifelong mission to save lives. Driven by this commitment – we have advanced in a competitive industry to become a global leader in innovation, ensuring the delivery of advanced healthcare solutions.

We strive to constantly evolve, adapt, and refine our processes as we set the highest standards in the quality and efficiency of our products and services to provide state-of-the-art evidence-based health information for doctors, patients, and their families.

Our ongoing work will enable doctors to diagnose early and deliver personalized treatments that reduce medical errors while ensuring patient-centric care delivery. These innovations, once leveraged with our cloud-based system, will have a transformational impact on the cost and quality of healthcare across the world.

As part of our team, your work will affect millions of lives every day – and each time you endeavor to go the extra mile, you make a difference amongst the masses who depend on us to deliver quality care.

Now that you have joined our team, remember that you are making a difference in this world. With this realization, you can achieve great heights in your career with CureMD. My door is always open for you to stop by, exchange ideas, and contribute to the success of our mission and vision.

Sincerely,



Bilal Hashmat  
Co-Founder & CEO  
CureMD Healthcare

**CureMD**

# Let's Familiarize Ourselves.

## Who are we?

CureMD was founded in 1997 with a noble mission to save lives and soon became a leading provider of innovative health information systems and services that transform the administrative and clinical operations of healthcare organizations of all sizes.

Our award-winning solutions simplify decision-making, streamline operations, and ensure compliance with industry standards and best practices, ultimately saving time and effort for maximizing value and returns.

CureMD is primarily based in the United States, with its headquarters in New York and a public health facility in Raleigh, North Carolina. CureMD was one of the first US-based Practice Resource Systems selected for implementation by a leading HMO in South America to revolutionize healthcare management in a challenging system. CureMD has Support and R&D Centers in South Asia, notably in Pakistan and India.

## What do we do?

Our product is a SMART Cloud Platform with a certified Electronic Health Record (EHR) and Practice Management (PM) system that essentially takes control of all operational, administrative, and clinical operations at the healthcare facility. The facility may be of a small scale or an enterprise-level, specialty-based, or an entire state – we customize our platform and services as per the needs of our clients. CureMD provides specialty content and features for over 35 medical specialties and endeavors to add more to the list to enhance our specialty EHR.

We provide a multitude of services, which include medical billing, intelligent claim scrubber, provider credentialing, data migration and customization, as well as quality payment program (QPP) consultancy based on a merit-based incentive payment system (MIPS) with a designated portal for tracking metrics, telemedicine, electronic prescription of controlled substances (EPCS), rapid testing platform, vaccine management system (VMS), and a patient portal with an added virtual front desk (VFD) facility for enterprise clients. Moreover, our seamless iOS Electronic Medical Record (EMR) app called 'Avalon' help providers access critical clinical info anywhere at any time. In addition, CureMD offers solutions to Public Health facilities, Federal Qualified Health Centers, and Population Health Management as well. We also have a brand-new patient engagement app named "LEAPHealth" that connects doctors and patients to offer proactive disease management.

**We have not stopped here just yet** – CureMD offers a non-invasive cardio risk assessment that enables providers to measure pulse wave velocity, vascular elasticity, and stiffness using a non-invasive finger probe in less than 5 minutes. At the oncology end, we are leading providers of a cancer care management system. In 2021, Cardinal Health, a global cancer care conglomerate, decided to partner with CureMD Oncology EHR for its advanced chemotherapy management modules, evidence-based chemotherapy regimen libraries, automated drug dosage calculations, drug utilization forecasting, therapy flow sheets, DICOM/PACS imaging, patient engagement, and population health management. Together, we are building a next-generation oncology system that will have a global impact.

Our advancements have earned us innumerable awards and certifications over the years, of which the most notable ones by far are AC Group Healthcare Advisory, Capterra's Top 29 E.H.R, Best in KLAS for #1 Ambulatory EMR/PM, #1 PM 2015/2016, #1 EMR 2015/2016 and Top-Rated Billing Company, 5-Star Usability – CCHIT, and White Coat of Quality Award by SureScripts. In Pakistan, CureMD has won PSEB numerous Top IT export awards and several Software Houses Association (P@SHA) ICT Awards, in addition to the Asia Pacific ICT award. We were recognized by Comparably for our exceptional work-life balance, culture, and diversity.

**This is the future of technology.** We bring together the most talented minds to innovate and transform the healthcare industry with advanced technology that helps save lives. We provide top-tier support to ensure our solutions live up to their promise. Most of all, we invest in people and innovations to continuously improve the quality and effectiveness of our products to truly revolutionize healthcare delivery.

## **Our Mission**

Adaptable, accessible, and affordable technology for every provider – CureMD's vision is to offer intelligent solutions for today's healthcare challenges leading toward a healthier tomorrow for all.

## **Focus**

Outstanding scale and service to support global service delivery by continuously challenging the status quo with groundbreaking innovations that help save lives.



# How to Use This Book

Employee handbooks are often complex –too much to absorb from a compact space. So, how should you use this guide to help you navigate your future at CureMD? Before you start, let us tell you that this book is not designed to list down the rules and regulations of our organization, nor is it intended to list the nitty-gritty of the fringe benefits. It is intended as a walkthrough to successfully navigate your induction, and that empowers you to make the right decisions, understand the how and why behind every what, and most of all, make it through this journey successfully without needing too much assistance.

**Your first time opening this book:** By this time, you must have joined us. Maybe it is your first day... or second... or third? Now you will better understand all that we have jotted down to guide you through every possible thing we could think you would need to know.

Your second time opening this book: It has been a while now... maybe a month or two. Revert to it and try getting a hang of all the metrics to consider during your probation months.

**Subsequently:** We hope you have learned all you need to know by now. This handbook shall now just help in case you experience brief moments of confusion – if you need help understanding how performance is managed or with benefits. It is difficult driving every little thing, but this guide is your hack!

Be smart – you may be a rookie today, but it is only easy to soon become a veteran... maybe an elite, and one day a legend for sure! This guide shall prepare you for most of what is to come – and we sincerely hope it serves its purpose.



# CureMD 101:

## A Short Guide for Dummies

We recommend that you read the entire booklet since there is important information in every section that will certainly come in handy at some point.



## Earliest Essentials

**Timings:** Your shift timings must have been conveyed to you during the recruitment process but do confirm the timings with your team lead. Various shift timings are being followed by us as mentioned below.

- **Morning:** 8:00 AM to 5:00 PM **OR** 10:00 AM to 7:00 PM (Pakistan Time)
- **Hybrid:** 12:00 PM to 9:00 PM **OR** 3:00 PM to 12:00 AM (Pakistan Time)
- **US:** 5:30 PM to 2:30 AM (Pakistan Time)
- **Night:** 6:00 PM to 3:00 AM (Pakistan Time)

**Working Days:** Our working days are Monday to Friday, so you have the space to enjoy your Saturdays and Sundays without any work commitments. However, if you are in the admin and security team, you will be working on Saturdays to oversee maintenance and new developments.

**Transport:** If you require company transport for pick up and drop off from work, it is recommended that you discuss this with your recruiter before your joining date. Please share your address and pin location so a route can be adjusted or devised for you by our HR team. The company offers a transport facility on a shared basis, where the company bears half the cost of each car and the other half is borne by the employee. Therefore we recommend that multiple employees carpool to reduce the cost. Our pick-and-drop services are door-to-door with a few exceptions in case a specific area is unreachable by car, but even then, your ride will come as close to your residence as possible. Please ensure punctuality, as it affects other members of your team.

If you opt for this facility, please take note that you will be reaching the office yourself on your first day, but taking the company transport on your way back; thereby, letting the driver thoroughly understand your address without wasting the time of others who are carpooling with you.



**Required Documents:** Please bring your original educational documents and their photocopies, experience letters (if any). We will require the original CNIC and its photocopy and two passport-sized photographs on the first day of your joining. We need your original documents for verification purpose and they will be returned immediately after verification..

**Personal Data Confidentiality:** We maintain a safe repository containing the personal data of all our employees, and this information is solely and primarily recorded for legitimate business requirements as per the law. Only authorized persons have access to employee records, and the HR department takes complete responsibility for ensuring the security and privacy of this sensitive data, also ensuring that every individual with access rights handles it with integrity by adhering to the regulatory standards. Per our company's policy, the confidentiality of your data is a matter of grave concern, and any breaches will result in severe repercussions as per company policy.

We would request you avoid bringing any electronic or portable devices besides your mobile phones. We regret being a tad-bit strict about this, but if you carry any such devices, our staff members will keep them in their lockers and return them at pick-up time. It's essential as we are dealing with tens of millions of patient records as well as the highest level of information security to be compliant with US laws. But, hey! We will provide you with the most suitable technology ourselves, as per the requirements of your job.



# First Day at CureMD

**Old Campus:** If you notice to the left side of the Old Campus entrance, there is a cupboard where you are requested to keep your car keys. Rest assured, all belongings placed in our custody are taken care of. Our friendly receptionist will provide you with a form to fill in with your personal information, and once you are done, you will be provided with a security badge.

**New Campus:** This building has designated floors for CureMD. Please inform your recruiter once you are outside the building, and they will usher you inside the office.

**Employee Identity:** Every employee has one card: The Employee ID or the security badge, which has your name, photograph, and department printed on it; you may use this card instead of thumb scanning to record your ins and outs through our exits. More details will be provided on thumb scanning later, but please keep this card on you at all times whilst on the office premises. You must present your Employee ID to the guards when entering the premises, which is necessary for us to ensure the security of our office. If you lose your card, please inform HR immediately so a new card may be issued at the earliest (a nominal fee might apply, which will be deducted from your next salary for the issuance of a new card). If you find anyone else's lost card, please return it to HR.

**Orientation:** Once inside the building, members of the HR team will greet you, and you will be taken to a conference or training room for your orientation session, where members of HR will have an icebreaking session and brief you on the rules and policies in CureMD (similar to what you are learning here, you will also have the opportunity to ask questions). Your headshot will be taken. Your headshot is the official profile picture for your Workday profile. The Marketing team will take you into their studio and ensure they get you on your best side. After the orientation session, you will be taken to your department. You will be introduced to fellow team members and have the chance to acquaint yourself with your workstation etc.



**Lunch/Dinner:** Since it is your first day, you will be provided lunch/dinner by the company, which you will enjoy with other new joiners.

**Office Tour:** Our Development division members will receive a tour of the Old Campus and a virtual tour of the New Campus. Whereas our Services and RCM division members will be given a facility tour of the Old Campus as well in addition to the New Campus.

**Workday Profile and Headshot:** Please confirm with the HR department whether your Workday Headshot is ready and when. Soon afterward, they place it in a folder for which you can request the computer path, trace yours, upload it to your Workday profile, and complete all your profile information. More information on this will be provided in the next section.

**First-Day Attendance:** On your first day, you will be completing your office time according to your time of arrival for the orientation and not according to your regular shift hours. This means that if you arrive an hour earlier than the time you would typically come to work, you would leave an hour earlier as well.

#### **Office Hours:**

- Regular Office Shift: 9 Hours
- Break and Lunch Time: 1 Hour
- Work Hours: 7.5 – 8 Hours

Recording work time, place of work, and other office norms will be shared further in this section.



# Who is Who?

You will soon know all the people you need to interact with. Everyone at CureMD warmly welcomes new joiners, and so, regardless of your team, it will not take you long before you start recognizing people – and not just in Pakistan, but in the US and India as well.

We call our Lahore office DC i.e. Development Centre. NY is New York, of course. The Global HR team has members from NY, India, and Pakistan working remotely. For the rest, please zoom in and examine the following organizational chart; you don't need to learn all of this; you will soon know what's going on and eventually find opportunities to interact with various teams and individuals.

Office of the CEO

Marketing

Development

Services

Engineering

Engineering - Leap

Public Sector

LEAP

Product &amp; Strategy

Human Resources

Revenue Cycle Management

Business Development &amp; Sales

Research &amp; Development

Oncology

Operations

Quality programs

EDU configuration

Customer Success

EHR

CureConnect EDI

Business Development

Information system

Marketing

Corporate Strategy

Talent Enablement &amp; Employee Relations

Charges

Artificial Intelligence

Sales

Enrollments

Billing Support &amp; Management

Billing Client Management

Credentialing

L&amp;D - Domain

Information Security

Support

Legal

Implementation

Sales

Product Mgt

Business Partner

Payments

Billings &amp; Reports

DeOps

Implementation

Global Finance (US &amp; DC)

Information

Marketing

Product Analysis

Product Mgt

Talent Acquisition

Business Partner

Account Receivable

Denial Mgt

Fellowship

Engineering

Data Migration &amp; Customization

Business Analysis

Information

L&amp;D - Domain

Integration

Information Security

Support

Legal

Implementation

Sales

EDU Support

Databases

Information

L&amp;D - Domain

Integration

Information Security

Support

Legal

Implementation

Sales

EHR Support

PMO

Information

L&amp;D - Domain

Integration

Information Security

Support

Legal

Implementation

Robotic Process Automation

Avalon

Information

L&amp;D - Domain

Integration

Information Security

Support

Legal

Implementation

Billing Client Mgt

Robotic Process Automation

Information

L&amp;D - Domain

Integration

Information Security

Support

Legal

Implementation

EHR Oncology

PMO

Information

L&amp;D - Domain

Integration

Information Security

Support

Legal

Implementation

QA Support

Scheduling

Information

L&amp;D - Domain

Integration

Information Security

Support

Legal

Implementation

Patient Services &amp; Virtual Front Desk

Quality Assurance

Information

L&amp;D - Domain

Integration

Information Security

Support

Legal

Implementation

Integration

Data Engineering

Information

L&amp;D - Domain

Integration

Information Security

Support

Legal

Implementation

Customer Retention

Internal Projects

Information

L&amp;D - Domain

Integration

Information Security

Support

Legal

Implementation

Business Development

Business Development

Information

L&amp;D - Domain

Integration

Information Security

Support

Legal

Implementation

Implementation

Business Development

Information

L&amp;D - Domain

Integration

Information Security

Support

Legal

Implementation

Premium Services

Business Development

Information

L&amp;D - Domain

Integration

Information Security

Support

Legal

Implementation

# Meet the Founder and CEO: Bilal Hashmat

Bilal Hashmat is a Pakistani-American IT enthusiast who found his passion in saving lives through the technological transformation of the healthcare industry. He was born in Lahore but left for America to pursue his higher education at the City University of New York in 1987. Upon his graduation in 1993, he joined the Office of the National Coordinator for Health Information Technology to develop usability guidelines for patient safety which were later adopted by the American Medical Informatics Association. Upon his return to Pakistan in 1994, he joined Liberty Papers Limited as a founding director, a leading publishing house where Bilal helped develop a national newspaper and a TV station.

In 1997, Bilal and his brother Kamal founded CureMD, one of the first cloud based EHR systems adopted by healthcare professionals across the United States. Bilal served as the CIO from CureMD's inception in 1997 till 2014, when he became the CEO of our company.

Bilal is an honorary member of the American Medical Informatics Association and received the NCR National IT Excellence Award and Gold Medal in 1999. He is an elected member of the Pakistan Software Houses Association's (P@SHA) executive board and serves in the Skills and STZ Committees. Bilal has received many international and local awards, including APTICA E-healthcare Award Hong Kong, several P@SHA IT Excellence Awards, the RCCI Excellence award, KLAS Research Award, and Health Tech Journals Usability Award.

He also serves on the Prime Minister's IT Task Force on IT in addition to multiple committees, including the HEC IT Curriculum Committee, to help bridge the skills gap between industry and academia as well as the HEC's Master's / Ph.D. Student Scholarship Committee.

Bilal is extremely passionate about human development and mentoring; he regularly mentors students, young entrepreneurs, and companies aiming to scale operations.



# Meet the Human Resource Team

Hi, Hello, Hola! So, we finally meet!

Firstly, here is a breakdown of our teams:

HR Business Partner (Engineering, Customer Success, Revenue Cycle Management, Business Enabling, Geographic HR – US & India)

1. Talent Acquisition
2. Talent Enablement & Employee Relations
3. Talent Engagement
4. Learning and Development
5. Organization Development
6. Compensation & Benefit

Our teams are divided based on an HR Business Partners (HRBP) and Support Teams model. HRBPs are specially designated teams who cater to the well-being, performance, growth, development, counseling, conflict resolution, and talent management of each business, to align them to the overall company objective and development strategy. These three teams are **Engineering – HR** for the engineering, software development, and analysis division; Services – HR for customer success and business-enabling groups, as well as sales and other support groups; and **RCM – HR** for medical billing and revenue cycle management support and reporting groups.

Now onto the Support Teams; they are the ones ensuring the smooth running of all the core HR functions besides organizational development. These four teams are **Talent Acquisition – HR**, which manages the hiring and recruitment processes; **Talent Enablement – HR**, which manages salaries, compensation, benefits, transport, attendance, leaves, Workday, and AMS profiles, amongst various other operational tasks; **Talent Engagement – HR**, the team which collaborates with all the HRBPs to manage employee engagement, employee experience, employer repute, and organizes all the leisure and fun events you will experience throughout your time with us; and, **Learning and Development – HR**, which is the learning and development in-house training facility to mentor you on developmental objectives, skills, and competencies (more on this team later, since learning at CureMD is of immense importance and a one-liner introduction cannot do justice to their functioning).

Finally, we have a **Geographic – HR team** who work on special projects and the hiring of global personnel. They mainly work remotely, and members of this team are based in the US, Pakistan, and India.

The entire HR department reports to the **Vice President – of HR**. He is based in NY but remotely heads every team in this department. The HR teams in DC Office additionally report to the Director, Naela Hashmat as well; this shared jurisdiction only exists to deal with circumstances promptly and aptly.

If you are intrigued to learn more about the people above, below, and parallel to you, you can do so using Workday. Just open your Workday profile > click on Team, and you will start seeing members of your team > now keep scrolling up until you reach the CEO Bilal Hashmat > once you see him, now gradually start scrolling back down, and you will find every member's name, business title, and headshot. If you are interested in talking to someone or learning their story, you may message them on Microsoft Teams, set up a time, and go meet them!



# Employee Benefits

CureMD offers the following benefits:

1. Health Insurance for self, spouse, and children with substantial inpatient, outpatient, and maternity coverage.
2. Subsidized Parental Health Insurance.
3. Life Insurance.
4. Total Permanent Disability Benefit (Natural/Accidental).
5. Total Temporary Disability Benefit (Fortnightly Income Benefit).
6. CureFamily Pledge for Tenured Employees.
7. 24 Annual Leaves and Additional Leave Categories.
8. Work-from-Home Facility for 4 Days per month.
9. External Training, Internet, Food, Cellular Package, Foreign Travel (business purposes only), and Reimbursements (As per applicable policy).
10. Bi-annual Salary Bonus (July and December) – a total of 13 salaries!
11. Car and Bike Financing.
12. Laptop Loan.
13. Interest-free Personal Loans.
14. Friend Referral Programs.
15. In-house Facilities: Gym, Gaming, Training House, Daycare (CureCrèche), Dining, On-site Clinic (CureClinic).
16. Provident Fund.

For further details, please request the **HR – Enablement** team to provide you with the Cure Benefits Booklet, wherein you will find designation/grade-wise details of all corporate benefits, as well as the enrollment procedures and forms. Once you have joined, you can track your benefits at <https://benefits.curemd.com/dashboard>



# What to remember?

**Place of Work:** Your regular place of work is stated on your offer letter and employment agreement; however, the company reserves the right to relocate its employees both within the premises and, if required, nationally or internationally. Additionally, it may include a hybrid workplace or a completely remote-based job, although this depends on your job role, area of residence, and the accommodations (if any) that can be made per your job role.

**Attendance at Work:** Discipline is the first principle of life that takes you to your dream position. We are a lively company that appreciates freedom, but it is regulated, if need be, to ensure high productivity. At CureMD, some jobs are time-critical, and others have challenging deadlines to meet because of the growing demand of our fast-paced industry. Punctuality in reaching work and managing time off will help you manage your time effectively which in turn keep work stress in check – after all, an organized mind is a relaxed mind.

**Thumb Scan:** To manage your attendance, you must scan your thumb or use your RFID card as you enter or leave the company premises. You will also thumb scan/use your RFID while taking breaks at the dining facility, gym, gaming zone, etc., or outside the building, so to regulate your breaks and work hours. It not only allows you to monitor your time but also helps us track your presence at the office premises in case of an emergency.

**Recording Work Time:** Once you have joined, you will have access to the Attendance Management System (AMS) portal by clicking <http://ams/portal/> dashboard This is where you can manage your work time, attendance, and leaves.

**Break, Lunch, and Prayer Time:** You have a one-hour break for prayer, lunch, or any other purpose. Since you can record your breaks, there is no liability on you to take your entire break in one go, and neither is there a fixed hour. However, it is a general courtesy to ask your manager if they have any concerns regarding work time management or if there is a general departmental rule for task management in absence of a team member.

**In-house Dining System:** We have a café on the 5th floor of the Old Campus and another two on the New Campus. You can get a variety of food for breakfast, lunch, snack-time, and dinner.

**Dress Code:** We do not have a dress code and prefer you are comfortable at work. However, taking care of your hygiene and dressing pleasantly is something you want to do for yourself – it adds to your confidence and happiness.

**Smoke-free Workplace:** Smoking inside the office premises is prohibited to ensure a healthy and safe environment, however, smoking is allowed at designated areas outside the office premises.

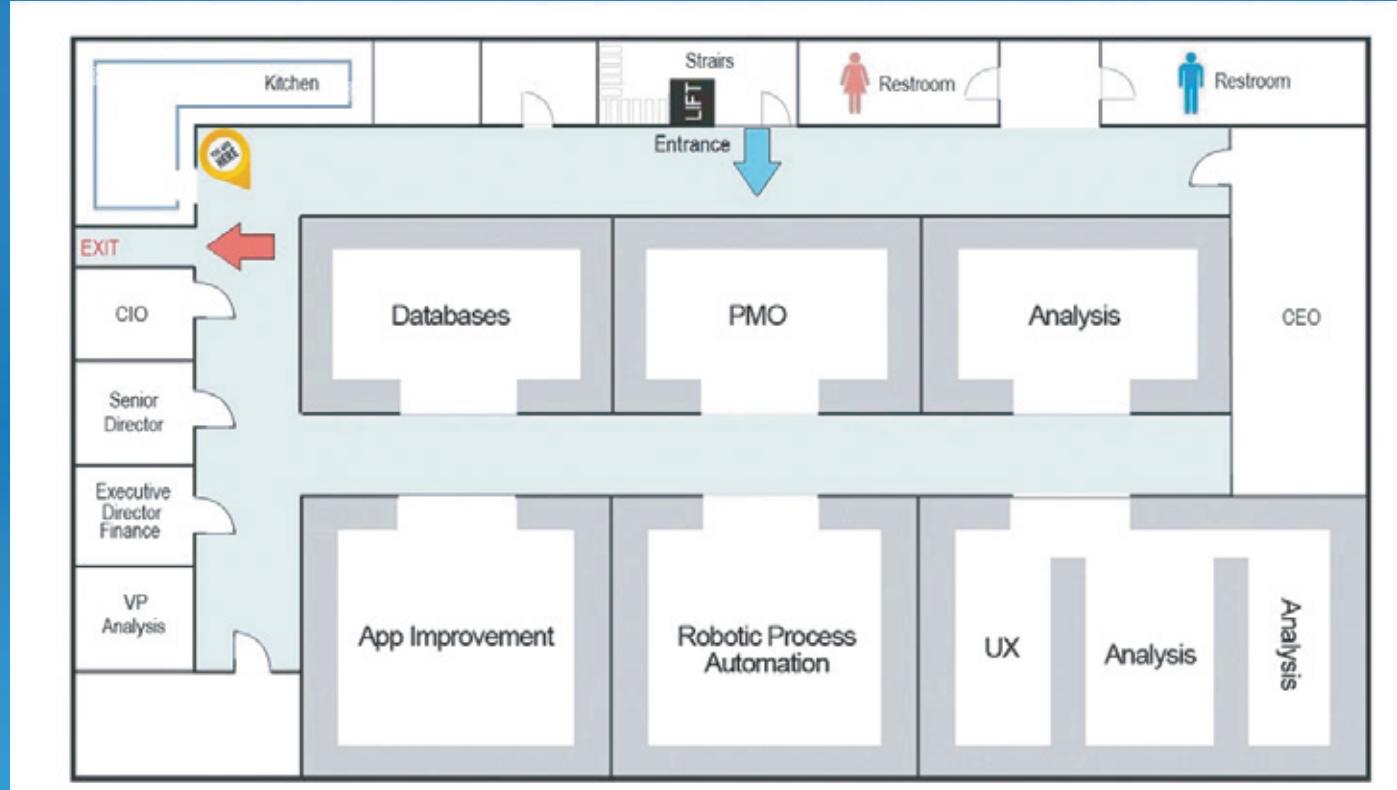
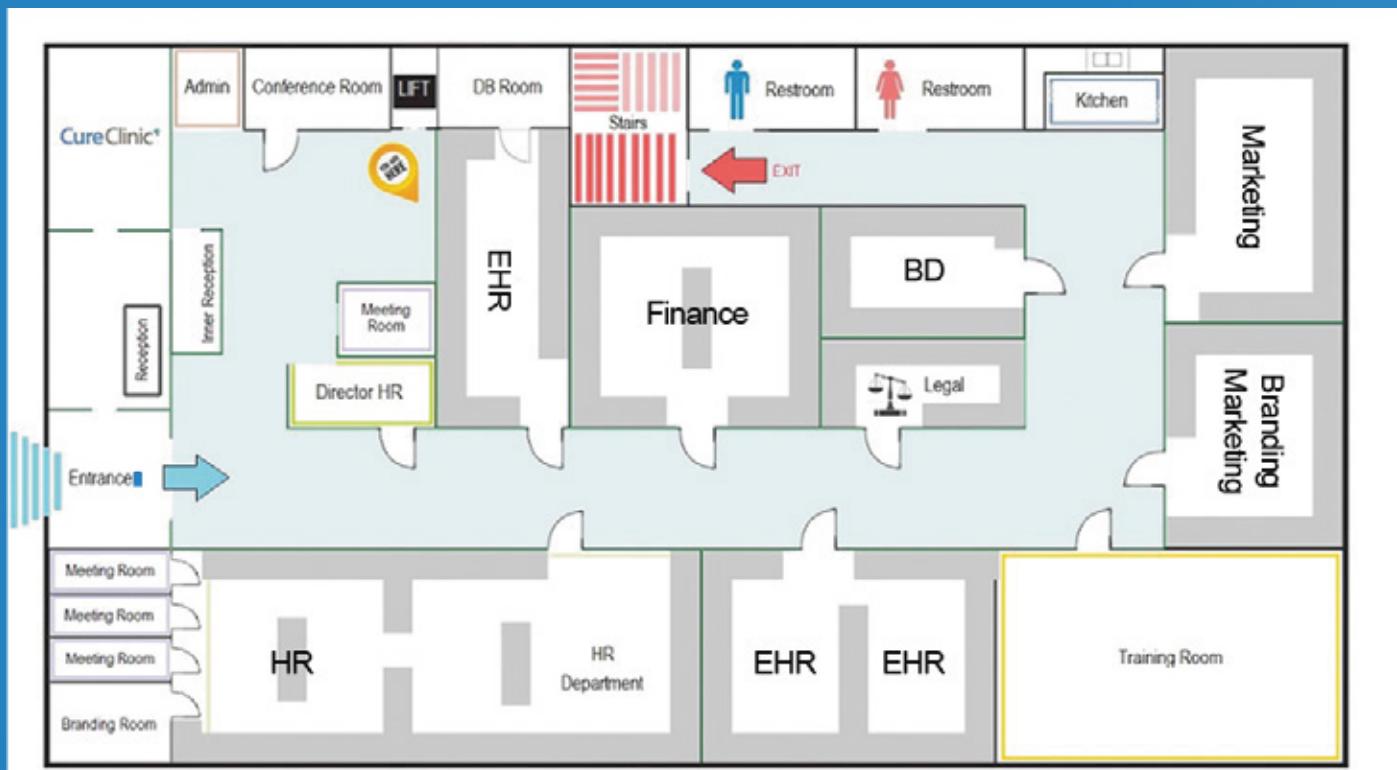
**Drugs/Alcohol-free Workplace:** Use of harmful substances, such as drugs or alcohol, is strictly forbidden.

**Safety Measures:** It is our prime responsibility to ensure your safety from all occupational hazards, accidents, injuries, and/or diseases while at work. We recommend you follow specific guidelines as listed below to avoid finding yourself entangled in an unpleasant situation:

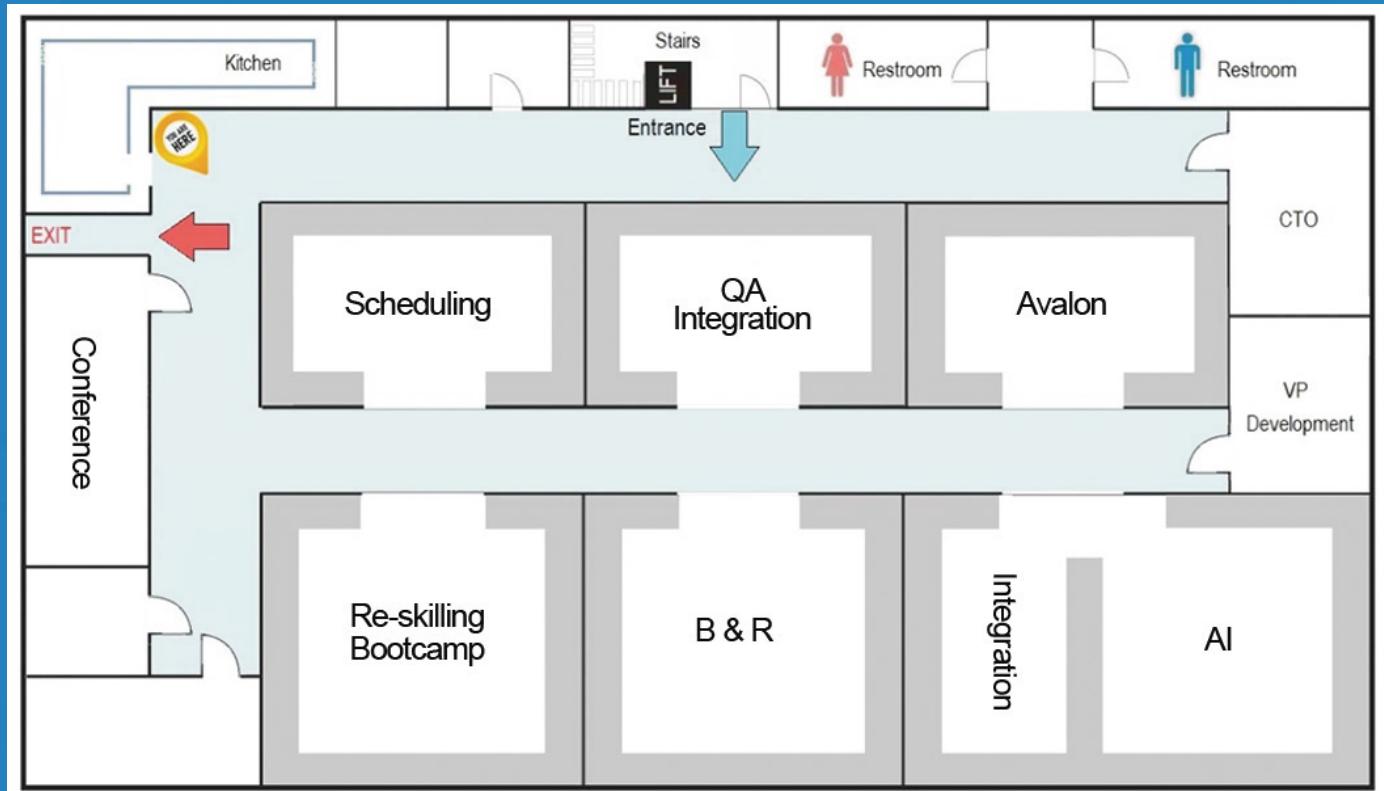
- Never undertake a job in what appears to be an unsafe work procedure.
- Never undertake a job until you have received adequate safety instructions and authorization.
- If you are unaware of the safety procedures for an operation, you must ask your supervisor or designated individual to demonstrate the approved safe operating method. You may contact the HR enablement team for specific contact information.



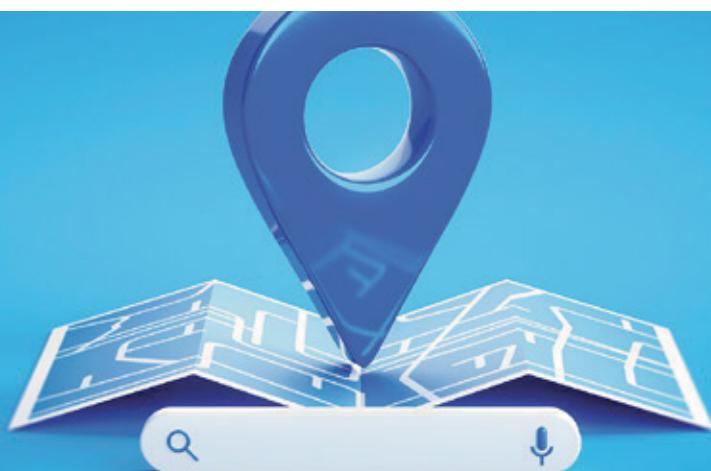
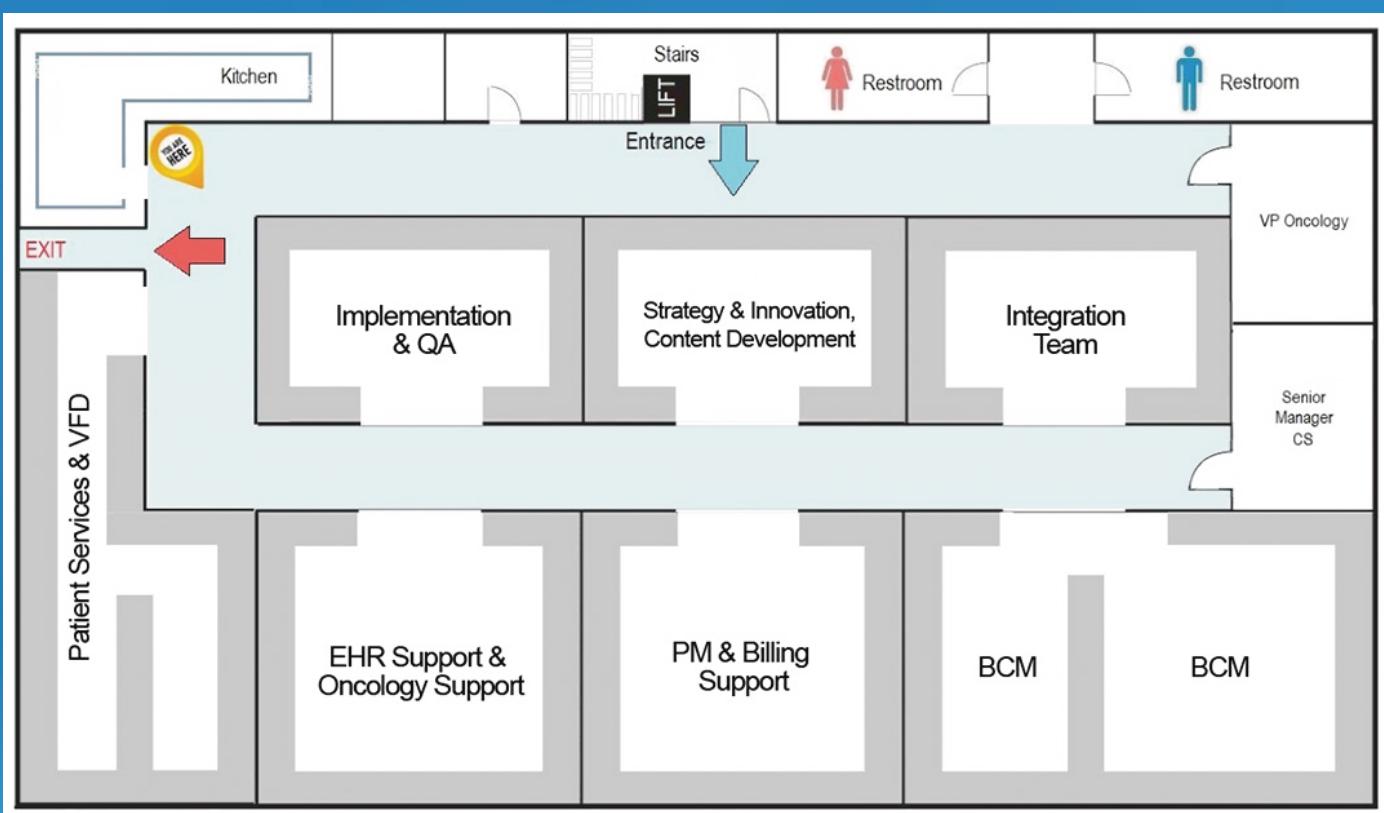
To prevent accidents, we do not just need guidelines but also your constant care and awareness. Please report any hazards or defects that you discover in the office premises or equipment to the Admin Manager at VOIP 000 or 777 without any delay. You may find all necessary emergency contact numbers and evacuation routes below:



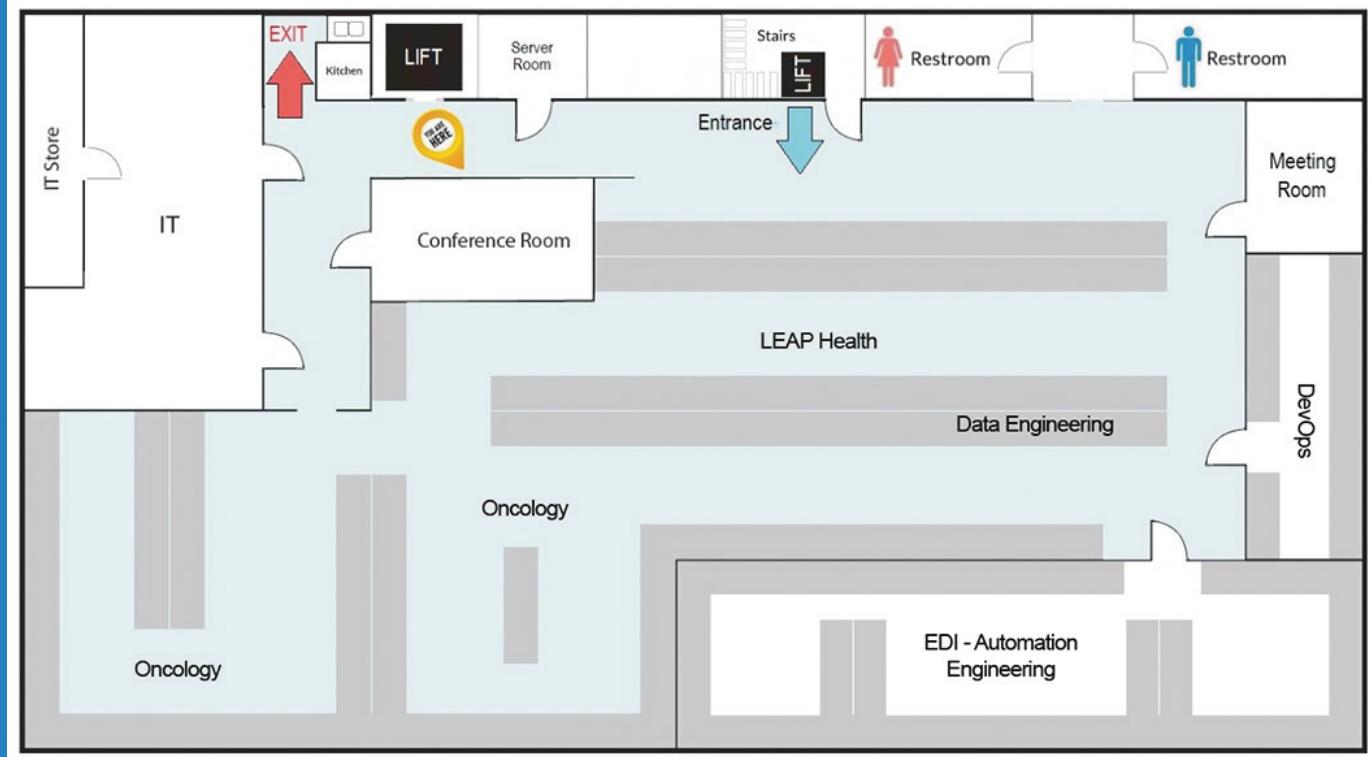
2nd Floor



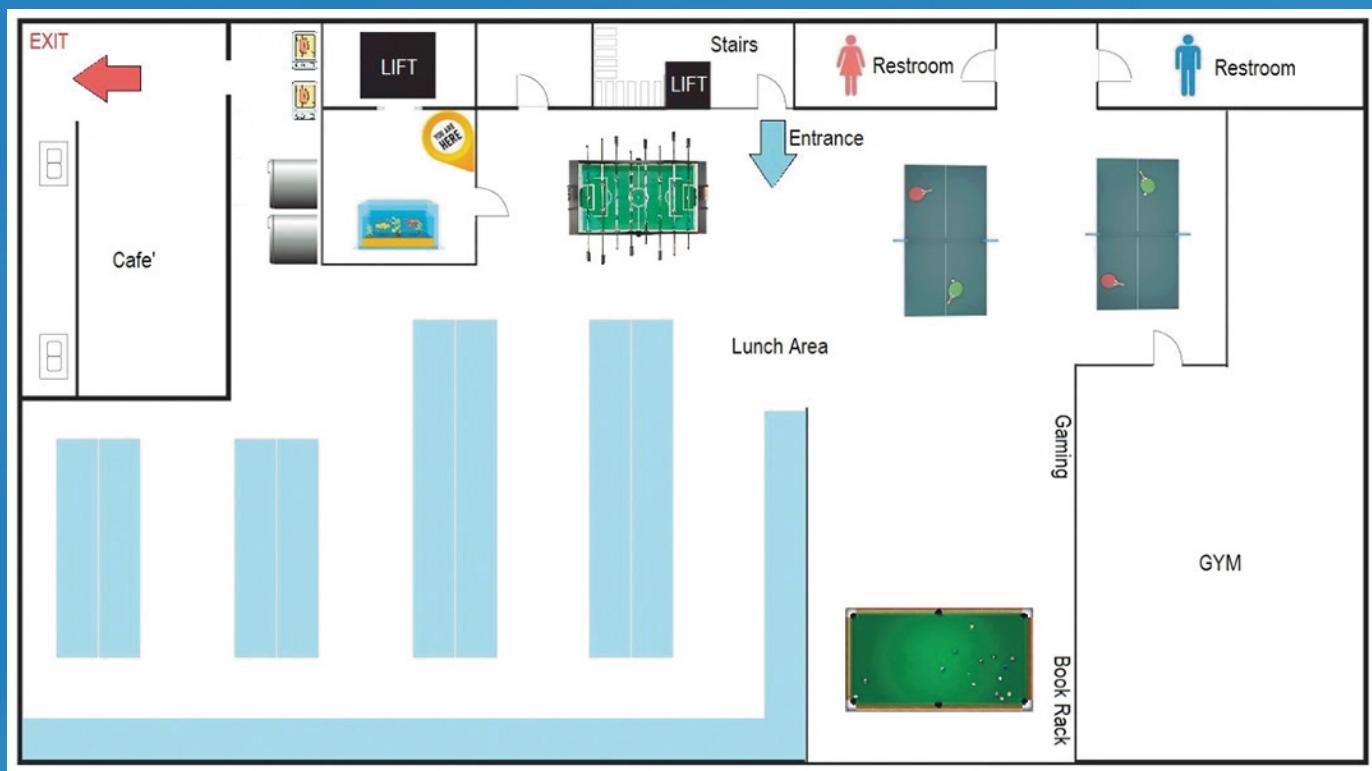
3rd Floor



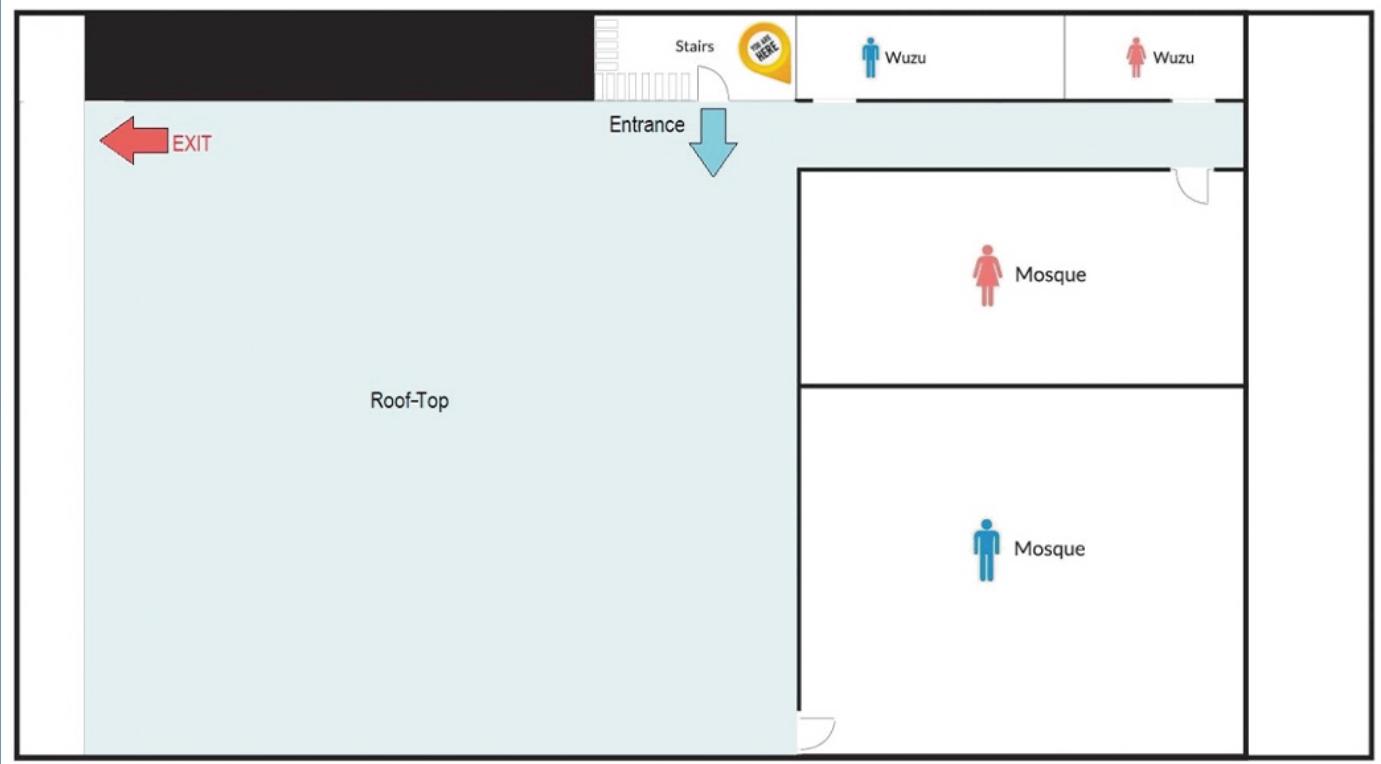
4th Floor



5th Floor



Roof Top



## LEGEND



## EMERGENCY NUMBERS

Police 15  
Ambulance 1122, 115  
Fire Brigade 16  
Edhi 7847050, 7847060  
Bomb Disposal Unit 9212111



**Fire Precautions:** The office building has its own fire safety arrangements. We request the alertness of all our employees who must ensure that they are familiar with the details for alarming the fire authorities and for evacuation, assembly areas, and guidelines to follow in the event of a fire. To understand this process, fire safety drills are conducted bi-annually as well. If you notice damaged or vandalized fire extinguishers, please immediately inform the Admin Manager at VOIP 000 or 777.

**First Aid and Emergency Handling:** First-aid kits have been distributed on every floor of the office building, but it is on you to make yourself aware of who is responsible for handling an emergency near you. If you notice an accident, please immediately report it to the Admin Manager or the concerned senior person nearest to you.

**Cell Phones at Work:** We do not wish to disconnect you or control your cell phone usage at all. We just hope you stay responsible with its usage, not be distracted by it, and not let it become a disturbance for others at work. Managing your time smartly and eliminating distractions will help you efficiently complete your work, reducing the stress and anxiety caused by pending tasks and procrastination.

**ISMS and HIPAA Compliance:** Being a product company in the healthcare IT sector binds us to multiple ethical and legal compliances expanding across the US, Pakistan, India, and everywhere else we have stationed our people. Two main compliances to be aware of are Information Security Management System (ISMS) and Health Insurance Portability and Accountability Act (HIPAA). Although you will get formal training soon after your joining, the basic takeaway is that we need to protect our data and information from malware, viruses, and leakage to web-based poachers, scammers, hackers, and phishers. To avoid this, we have blocked all outside emails (unless it is a job requirement i.e., for hiring), and certain websites that are at risk of extracting sensitive information, and we do not allow connection of external electronic and portable devices that may risk data extraction or contamination. Databases and software programs are unique and require security; we have sensitive information of patients and healthcare professionals across the US, and putting any of these at risk would be professional negligence that we cannot afford.

**Computer, Internet, and Social Media Use:** All employees have access to professional-grade computers, large-screen displays, and fast-speed internet at work. They have access to every potential resource they may require, as well as, additional technical resources based on their job roles i.e. databases, the CureMD application servers, etc. Educational and research resources are also widely available. But then – there is a catch – you may land a site that is blocked for usage while browsing the internet. We request you understand the aforementioned liabilities. We also hope that the available resources are responsibly used by all employees. If you require a specific website for work-related purposes that is blocked by our servers, please discuss it with your manager who upon approval will request the IT department to make it available to you. As far as social media usage is concerned, it depends on your job role and requirements.

# Charting Down the Important information

**Equal Employment Opportunity:** All our employment decisions are purely based on merit and prohibit discrimination based on color, creed, caste, race, nationality, gender, religion, marital status, age, physical conditions, political opinions, or sexual orientation. We hold human dignity above all aspects, ensuring fair treatment, equity, and equality in every decision, process, and opportunity.

**Contract Types:** Our employees are segregated based on their contracts, and their norms and benefits depend on them. The contract type you are offered is mentioned in your conditional offer letter, and soon after joining, you are made to sign two copies of your employment contract, one of which is the company's copy and the other is yours to keep. The four types of contracts at CureMD are:

**Full-time:** Employees who are scheduled to work a minimum of 40 hours per week

**Part-time:** Employees who are scheduled to work less than 40 hours per week but more than 20 hours per week continuously. Their corporate benefits may vary from those offered to full-time employees.

**Contractual:** Employees hired with employment conditions that may depend upon project needs, specific period, consultancy-based, remote office conditions, etc. Their corporate benefits may vary from those offered to full-time employees.

**Internship:** CureMD also facilitates students by training interns who work full-time or part-time for a pre-decided period of time. They may or may not be eligible for a monthly stipend, but they will receive internship experience certificates.

**Leave Policy and Management:** HR – Enablement explains the nitty-gritty of this policy in their CureBenefits Booklet, but the essential information you need is provided as follows.

Main Categories of Leaves:

- 3 Paid Leaves During Probation.
- 24 Annual Paid Leaves
- 3 Months of Maternal Leave.
- 5 Days of Paternal Leave for new fathers.
- 5 Days of Bereavement Leave (in the instance of a close relation's unfortunate death).
- 5 Days of Holy Pilgrimage (Hajj) Leave.
- 5 Days of Matrimonial Leave.



## **Other Types:**

•**Half-day Leave:** Your annual leaves can be taken in increments of half-days, based on your manager's approval. You must inform your manager whether you will work in the first half of your shift or the second half. To be eligible for a half-day, you must complete 4 working hours at the office/remotely.

•**Short-Leave:** No more than **2-3 short leaves** can be taken in a month only on an urgent basis, and reasons must be communicated and approved by your manager. Please be aware that upon availing your **3rd short leave** in a month, you will receive a notification reminding you that you have reached your quota for that month. Availing more than **3 short hours** will lead to an automated deduction of your half-day annual leave. Short hours are considered above **6 hours 30 minutes** of work time, but it is preferred you spend at least **7 hours** at work.

•**Unpaid Leave:** If you run out of your annual leaves and still require more, you will apply for leaves in the unpaid leave category. Any uninformed or rejected leaves are also considered unpaid.

•**Public Holidays and Floaters:** Public holidays depend on your shift rules. If you are following the regular shifts of the Pakistan office, you will be taking the declared official holidays for Pakistan; if you follow the New York office shifts, despite being in the Pakistan office, you receive floaters in compensation for both Eids, and you also receive US official holidays. Floaters are compensatory leaves that you may utilize later, and they are added to your annual leaves bucket. Here we would like to mention that floaters must be availed within 3 months. otherwise, they will expire without being utilized in time. There are no compensatory holidays if the declared holidays falls on a weekend. More details are available with the **HR – Enablement** team in their Cure Benefits Booklet, or you may access them on the AMS portal.

# Leave Application Process:

You can apply for your leaves and keep a track of your used and unused leaves on the AMS portal. Additionally, you will be able to track the approval/disapproval/pending leaves from the “Leaves” tab on the left-side menu on the AMS portal. The calendar on the main screen helps track incoming holidays and the leaves of your teammates.

We encourage you to be very open about your upcoming leaves with your manager/team lead so timely back-ups can be planned. Your manager should be informed of any scheduled leaves, especially those lasting more than 5 days. If you need leaves for two-three weeks consecutively, you must apply for your leaves 2 months before the planned leaves.

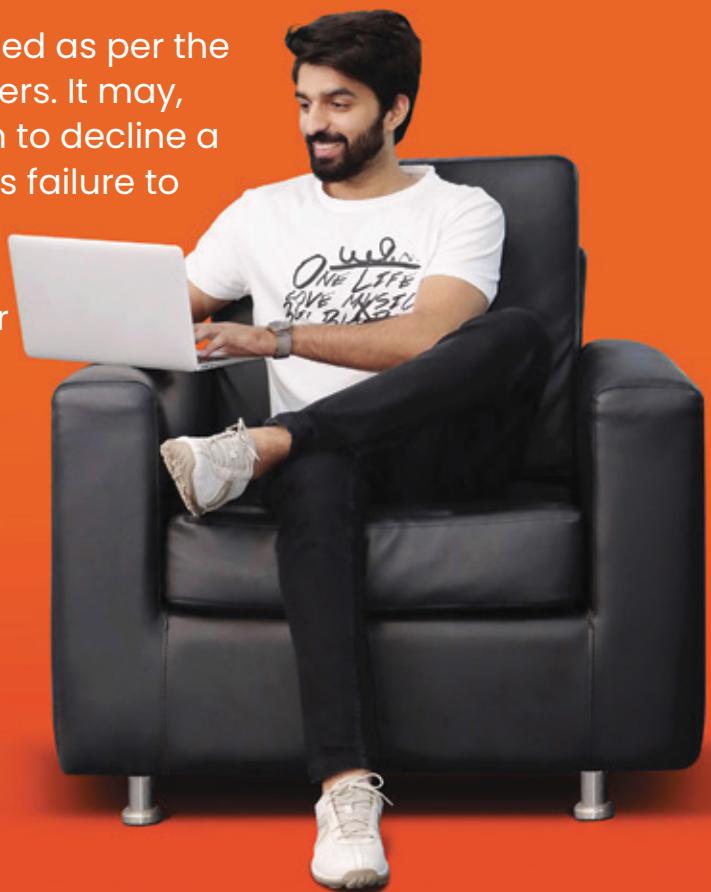
## Cure Procedure

How to apply for leaves!



## Leave Approval and Rejection:

Typically, leaves that are justified and applied as per the proper procedure are approved by managers. It may, however, be up to the manager’s discretion to decline a leave based on business conditions such as failure to reassign the task to someone else in the team or for other business reasons that has a direct or indirect impact on project or work deliverables.



**Overtime Policy:** We promote a healthy work-life balance at CureMD, which is why we do not have a policy for overtime. However, for those rare few critical moments when you need to stay late, the company provides a meal, and all your overtime is acknowledged towards your annual performance appraisal.

**Work from Home Policy:** Each employee has (4) days per month for remote work, during which they may ideally telecommute (1) day per week. Although every employee has the right to decide when they wish to utilize this benefit, you should discuss it with your manager/team lead to keep things at work smooth and coherent. Every time you telecommute, access AMS portal and "Apply Leave" to be considered for a remote workday.

**Employment of Relatives:** Relatives of our current employees may be hired if no potential conflict of interest exists; relatives include an employee's parent, child, spouse, sibling, cousin, in-laws, or step-relations. If two employees get acquainted and eventually become related through marriage or another relationship, they may continue to work, and suitable accommodations will be made to not let any conflict of interest arise.

CureMD promotes the employment of relatives by providing 10% grace marks during interviews. Please highlight the relationship if any of your relatives are seeking a job at CureMD.

**Outside Employment:** All Full-time employees are legally bound to ensure the confidentiality of the company's intellectual property, and any concurrent employment poses a potential threat to CureMD. Therefore, outside employment is strictly barred, and if an employee is found deceiving the company and posing a risk to its interest, the employee's contract may be terminated on an immediate basis.

**Company Property Policy:** All property belonging to CureMD under no circumstances be taken off the office premises without proper authorization as per the company process and policy, and any borrowed property must be returned after the specified period of use, as permitted. Failure to comply may result in disciplinary action, as we believe it is essential to remain honest and maintain integrity, both towards your work and the property you are being provided by the company.



# Settling In: Not a Rookie Anymore

It is not easy being a Rookie, but there is only enough you need to learn about CureMD until it embraces you into the warm community it nurtures. Your first-day usually should suffice for most of what you have to absorb (besides an exciting system called Workday).

## Your First Week

**Orientation:** Your first few days may be occupied by orientation sessions and meeting your teammates. Typically, your first day will be the day for the orientation session.

**Domain Training:** To get acquainted with basic processes, you will start a health IT domain training session with your manager and/or team members. Health IT domain training sessions enable you to first discover client operational needs and associated workflows, read the manuals (CureWiki), and eventually shadow your teammates to learn the ins and outs of the domain assigned to you.

**Blending in at Work:** A new atmosphere is challenging at first, but trust us on this one, try to make friends at work, and you will find them a source of joy and comfort. The culture at CureMD is such that everyone is warm and welcoming, and where you will need to find a balance between work and leisure time at the office, friends at work will make your time worthwhile and engaging.

**Initial Issues:** If you have any issues related to your system, desk, seats, stationery, or any other issue that is not listed here, please inform your team lead/manager, and they will recommend whether to contact the IT department, HR department, or the admin team. In most cases, everyone is approachable on MS Teams, you just need to ask for the concerned person's name.



# Your First Month

## First Step Towards Growth – Learning and Development

CureMD maintains its prime focus on human capital optimization and development, believing that true success lies in the continued polishing of mind, knowledge, and skills. In an industry that is in a constant state of change, there is always new information coming, needing new skills and modern competencies that evolve every day. Elements that were abstract to the human mind are now no longer subjective but quantifiable objectives based on data. A progressive company needs to equip its human capital with the proper knowledge, skills, and competencies to grow, develop and lead. Our Learning and Development team conforms to a training facility with a myriad of both in-house and outsourced in-person, online training, courses, and certifications delivered by top universities around the world and trainers who have mastered their skills at an ultimate level. L&D has prepared a set of excellent training to onboard new joiners, which is why they will be your first friends at CureMD. CureMD also offers online learning programs via LinkedIn learning. You can access and build your skills per your job role and career direction.

**Training Sessions:** During your first month, you will be called by the L&D team for training sessions on Emotional Intelligence, GRIT, ISMS and HIPAA Compliance, Change Management, Leadership, Intercultural Awareness, Google 4Cs, Corporate Ethics, etc.; these are organized in the Basement Training Room. These training sessions are mandatory for every employee as they play a vital role in understanding our values, culture, and methods to succeed.

**Explore Workday:** Workday is a world-class Human Capital Management software, and within your first week, we recommend you complete your profile data and upload your headshot. Moreover, you will have online training paths that are compulsory to complete during your probation period. Goals, probation evaluation, and performance management are also managed through Workday. The first month is relatively fast paced; it is also an ideal time to explore what CureMD offers through Workday. You can request HR for training and user manuals, but more information on its usage is provided below.



**Explore Yammer:** This is our workplace social media platform. You will see updates from the company, HR, various departments, and individual team members here. Everyone shares their achievements at work, engaging articles that may have helped them, and even buying or selling things here. The company also shares notifications for events, activities, sessions, and holidays on Yammer.

**Explore Social Clubs and Communities:** The first month is an ideal time for you to learn about our social clubs and communities. You can share ideas at [ideas@curemd.com](mailto:ideas@curemd.com). Learn more about clubs, activities, events, and communities and stay in touch with our social media handles and explore Yammer to get notified of new updates. You may also visit the HR Talent Engagement team to learn more information.

**Seek Help and Ask Questions:** Not just in your first month, but every month we encourage you to ask questions and for help before proceeding with a decision; seeking guidance is always beneficial. It is okay to learn from mistakes, but it is always better to learn from the experience of others to avoid them.

## Your First Three Months

**Probationary Period:** The probationary period in most cases at CureMD is (3) months, apart from those who are inducted through special training / reskilling programs, in which case their probation period may last more or less than (6) months.

Upon successful completion of probation, employees are confirmed as permanent members of the company and are eligible for all the corporate benefits that CureMD offers. If performance during probation is unsatisfactory, the probation may be extended within a month, or the employment concluded, based on management's discretion. Any employment termination will require the employee and the employer to provide 7-day written notice for full and final settlement.



**Performance Evaluation During Probation:** Performance during probation is tracked every month. Your manager will evaluate you on a probation tracking form based on specific attributes and questions followed by a meeting. This meeting will be facilitated by HR, and you may openly discuss your scores and comments with your manager. After three months, you will follow a probation completion on Workday as well, where you will be asked for a self-assessment and your manager will evaluate you before the decision of your employment confirmation is reached. The main attributes you are monitored on are your discipline, punctuality, problem-solving ability, responsibility, grip on technology, quality of work, proactiveness, personality, interpersonal skills, and your future potential for decision-making, leadership, growth, and success at CureMD.

**Attendance and Leave Management During Probation:** Discipline during probation is critical. Although these things matter in your overall performance and ultimately, punctuality and flexibility are all relatively dependent on your job role. It is recommended that you focus on building your reputation and visibility in the starting months instead of focusing on things that may be prioritized later. Coming on time also means you leave on time as you adjust to CureMD's shift routine, and setting boundaries for breaks is just as essential to managing a healthy work routine with your new friends. As far as leaves are concerned, you have 3 paid leaves during the probation period, and the approval mechanism is the same as regular leaves (explained earlier).

**On-the-Job Training:** During your first few months or even your first year at CureMD, you will receive on-the-job training depending on the needs and prerequisites of your department and job role. We understand there will be times when you will feel exhausted managing your practical tasks along with training, but we recommend you set a specific portion of your time for these training and dedicate yourself to wholeheartedly acquiring new skills. Learning is not just meant to equip you with the knowledge and tools you need to execute your job, but they also enhance your career portfolio in the long run and help you build a solid foundation for your career.



**The 360 Feedback Process:** 360-Degree meetings form a comprehensive toolkit for HR to gather data and set action items that readily improve the culture, harmony, and performance of the employees. Employees critically analyze themselves, as well as their teammates with whom they work in closest coordination. This meeting remains confidential and is purely used to collect data to gather evidence for actionable remedies. It is conducted every quarter (besides the quarter your appraisal is due in) – which means, during your first year, you will have two meetings as one quarter is spent on probation; after your first year, you shall expect three 360 sessions annually. We encourage your openness, honesty, and critical analysis to help us make your workplace better. At times employees feel they are being rude or discourteous by commenting on others but remember, we are not asking you to judge them; instead, you are sharing constructive feedback that will help not only you but also your colleagues.

**Quarterly Progress Tracking:** Every quarter, you and your manager should ideally track your performance and career progress. Often the daily routine is fast-paced to the extent that this particular progress-tracking aspect may be simply overlooked; however, HR may or may not intervene to facilitate a progress-tracking meeting depending upon the need and the practices of each HRBP.

**Social Engagement Activities:** There are many events company-wide, but individual HRBPs and business divisions also organize team engagement activities and events such as sprints, projects, seminars, workshops, quizzes, brain games, barbeques, sports, e-tournaments, etc., to break the monotony of daily routine and keep the company's culture and environment lively. Such activities may extend over teams, the whole department, or the entire business division.

Employees are trained repeatedly to learn the subtle art of appreciation, but it is only a natural element to not feel appreciated enough or recognized in a large setup embroiled in a highly happening routine. It even applies to managerial roles who are mostly expected to take along, motivate and appreciate their teams, but often are neglected. CureMD organizes town halls and corporate nights, as well as HRBPs set up internal award ceremonies within their business divisions to recognize your achievements and hard work at every milestone. In addition, we have created a way to share your accomplishments with the world through our global social media handles – you too can be a part of this by sharing your success stories at [talent.engagement@curemd.com](mailto:talent.engagement@curemd.com)



**Performance Appraisals:** Your first appraisal is effective from the same date as your date of joining after a year unless otherwise agreed to. This process stays the same, and all your yearly appraisals will be due on the same date. We mark your year-end with an increment/appraisal based on your development and performance, this will be discussed thoroughly in the following section.

## Understanding the Basics of Workday

By now, you must know about Workday considering your application has been processed on it. Workday is a Human Capital Management System that facilitates the entirety of an employee lifecycle consolidated in a single domain.

1. Soon after joining, you will be brought into the system, and your employee account will be activated. You will log in using your MS Outlook credentials, and on your homepage, you will open the menu by clicking the three lines on the top left side. The menu has all the essential shortcuts to the modules you will be using: Personal Information, Talent and Performance, and Learning. Please note that this homepage, dashboard, and application menu may look different for you depending upon your job role i.e. managers will be able to manage their team performances, or HR may have recruitment or training modules.

2. Again, on your home page, you will notice a bell icon, an inbox sign, and your profile picture.

- By clicking the bell icon, you will open your notifications which only ask you to look into your required actions.
- Your inbox has all the required actions, and the numbers will only reduce after you take a step. This, however, does not mean you approve, disapprove, or send back action items that you are uncertain about, as they may or may not fall under your domain. It is best to ask your manager or the HR team whether or not to proceed with an action that does not seem directly related to your performance, learning, or profile information.

• Clicking on your profile picture takes you to your Workday profile.

-Firstly, to change your profile picture, click the Actions button > Change My Photo > Select File > Submit.

-Once that is done and dusted, go to Contact and edit your contact details.

-Afterward, go to Personal and verify and add any missing data in Personal Information, names, IDs, Vaccination, and Documents. While updating your information, please keep in mind that at CureMD, your Legal Name is the name mentioned on your identification documents, and your Preferred Name is the pseudonym you may use for work purposes at the company or the name that is being used in your email e.g. if your full name is John Albert Doe, but your email is john.doe@curemd.com, your Workday Given Name will be John Doe, or if your email is **john.albert@curemd.com**, it will be John Albert regardless of the name on your legal documents.



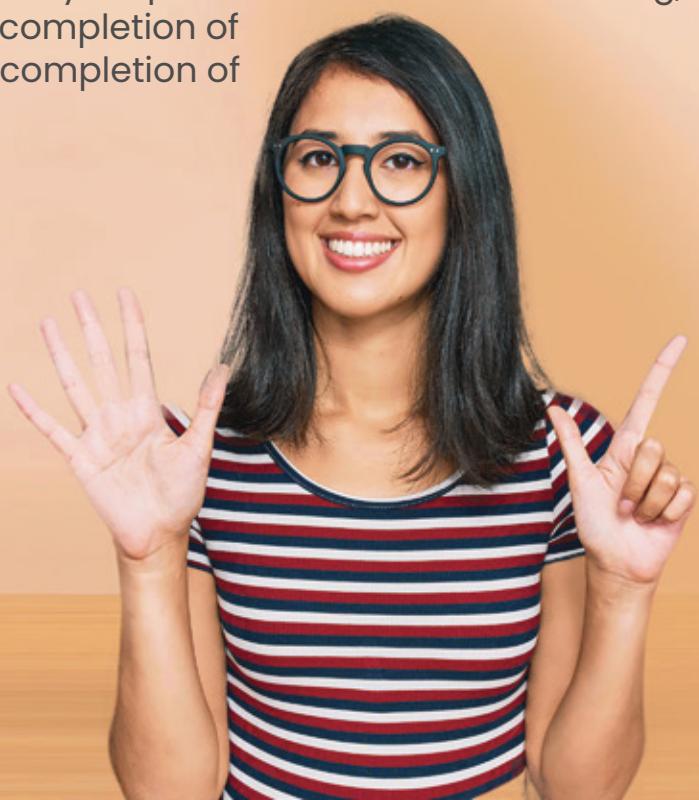
-You may also enter your educational data in the “Performance” section and your professional profile and experience in the “Career” section, which will help you stand out on the corporate map during Talent Reviews (discussed in the next section). You will notice Goals and Development Items in the “Performance” section, but this, too will be thoroughly discussed in the next section.

3. Now onto the Learning module; go back to the menu and click on “Learning,” and you will be directed to the “Learning Home”. This is essential for your onboarding plan. Here you will view the training required for you, and you may add your preferences so Workday’s algorithm can suggest the training best suited to your career interests and development. Go to “My Learning” to continue learning the courses you are taking, view your learning history, drop an enrollment in case you feel a course is not necessary for you, and view your recommendations. You can go to the “Discover” tab and explore all the training options we offer in our enormous directory.

4. You may notice some training will have an entire path with multiple courses. To enroll in any program, first, you enroll yourself in the training path, and then if it has multiple courses, you enroll yourself in each of those courses again. If it is an external course i.e. on a third-party website like LinkedIn Learning, you will complete the course there, download its certificate for your record, and return to Workday and “Mark Complete”. Another thing to keep in mind is that, upon enrollment your manager will have the right to disapprove your enrollment registration based on business-specific need. Therefore, you should discuss your interests with your team lead/manager before pursuing demanding courses. If a course says, “No Offerings Available”, this means the course is offered in person, and you will have to wait until a session is conducted.

5. You may also track and retrieve reports regarding your learning progress by going to your Workday profile > Career > Learning.

6. On another note, back to your homepage, you will notice a board named “Timely Suggestions”. Please keep track of everything Workday suggests here, as around the time your probation is due to conclude or your performance review is nearing, you will get a notification here, and timely completion of your self-assessment will result in quicker completion of these processes.



# Performance Management: To be a star performer

Performance management is not merely a means to an increment or appraisal at the end of each year, it is to help you align yourself to succeed in your career. You need to highlight your potential, not just to maximize your productivity but also to help us understand your core capabilities and passions so that we set a more personalized career trajectory considering your interests.

**Performance Evaluation:** Although your performance is monitored throughout the year through day-to-day performance evaluations, quarterly meetings, and feedback, year-end performance evaluation takes place at the end of the year-end to determine your growth and development potential for your annual performance appraisal. Your professional year is marked according to your date of joining, which means that all your reviews will be due on the same date as your date of joining in the following years i.e., if your date of joining is 12th April 2022, your first appraisal will be due on 12th April 2023, the second appraisal on 12th April 2024, and so on. This process entails a series of meetings with your mentors and managers, as well as HR. Not only this, but you also must conduct a personal self-assessment, followed by an evaluation by your manager, and then a detailed meeting to highlight your accomplishments and associated career plan.

## Performance Trackers:



## Compliance

Dept. QA Guidelines

Databases & Servers

Services & Support Guidelines

Software Arch. Guidelines

## Key Elements for Self-Introspection

Anticipated Growth Trajectory & Action Plan

Supporting Evidence & Feedback

Future Goods

Non-Success

Achievements

Soft & Hard Skills

Assigned Tasks & Projects

Current Objectives

Areas of Improvement

Strengths

**Performance Management on Workday:** Ever since our HCM solution Workday has been implemented, the entire process has been made much easier and smoother for our teammates. We have successfully advanced from managing performances based on Key Performance Indicators (KPIs) to managing them based on solid competencies, smart goals, and Objective Key Results (OKRs) – precisely because the mechanism being offered makes it much more straightforward. The performance trackers are traditional KPIs you may consider while analyzing yourself, but on Workday, your performance will be far more objective and based on solid outcomes.

**Goals:** At CureMD, we provide work autonomy to individuals so that they have the freedom to devise their goals. We encourage our employees to define SMART goals for themselves, which focus on the larger picture and then set objectives within them. Of course, you will have to refer to your manager or team lead for guidance; decide how to categorize your objectives within your bigger goals; plan longer-term and shorter-term aims; prioritize tasks; and set realistic deadlines. On your Workday profile, you will go to Performance > Individual Goals > Edit > Add > Create Goal and fill out all the details, including a deadline.

Your Goal should be SMART, so it covers a range of your objectives within its realm. In the Description box, you may add all your individual short-term and long-term objectives relating to your goal. The Category (Performance Objective or Development Objective) is decided upon the basis that if it is directly an assigned task/project/initiative, it stands as a performance objective, and if your goal is related to learning and growth, it is a development objective. Please note that adding your goal deadline is mandatory; your goal may be rejected by your manager if it is not well thought out and does not provide enough insight or a timeline. If you are still unsure that your goal is ready to be marked in stone, you can always click "Save for Later". Once your goal is submitted, it can only be revised if your manager sends it back. If your manager approves your goals, they cannot be edited. Some goals may also be archived if they were set for a specific period i.e. probation period or the previous year. Please do not archive your goals that are in progress or those you will need to pull out for your incoming performance appraisal.

**Development Items:** Next to your Individual Goals, you will see the “Development Items” tab. In this section, the employee deliberates with his/her manager and creates items to track the growth and development of the employee's knowledge, skills, and development attributes. When creating a Goal, the development objective is a planned aim to look forward to; for instance, learning business analytics. In Development Items, you will add individual courses you plan on taking e.g. Using Excel for Analysis, Statistics 101, Types of Business Analytics, and so on.

**Skills and Experience:** On your profile, go to Career > Professional Profile and add all your skills, job history, and education. This will help you build a relevant profile for internal job postings and talent reviews for promotions and career development.

**Career Interests:** Go to the Career tab on your profile, and in the “Interests” section, click Edit. You may add your job and career interests, skill interests, travel preferences, short-term and long-term relocation preferences, and review other tabs such as certifications, skills, and work experience to complete your career profile before submitting it. This will give you a competitive advantage during talent reviews, talent pools, and internal job postings. Upon completion, you may also view your opportunity graph from time to time to keep a track of your growth trajectory.

**Performance Reviews:** Performance reviews are your annual performance appraisals; the means to paint an overall picture of your effort for the year. Performance appraisal takes into consideration your goals, development items, career development and profile, skill development, long-term and short-term objectives, completed training, competencies, self-evaluation triggers/questions, supporting documents, and practically everything you have accomplished throughout the year. Although around the time your review is due, Workday will start reminding you on your homepage dashboard in the section “Timely Suggestions”. But to start working on it on time and efficiently, you will have to initiate it manually. On your profile, go to the Performance section, where you will see the Performance Review tab. There you will click “Start My Performance Review”.

1.Upon starting, you will be asked for a review template, period start, and period end date.

-Review Templates are based on your department/job profiles as they are designed to fit the competencies that pertain to your domain. This has been done to remove the extra open-mindedness and subjectivity which puts your evaluation at the risk of biasedness and selective perceptions and, consequently, poorer scoring. To find your exact review template, you can ask your HRBPs or your manager, although HR sends an instruction email around the time your appraisal is due.

-The period Start Date and Period End Date are the dates, your performance review is being conducted for. Let's say you joined on 18th June 2018. You are planning to start your fourth appraisal on 3rd May 2022. Now, what will be your Period Start Date and Period End Date?

*Period Start Date: 18th June 2021*

*Period End Date: 18th June 2022*

Basically, from your last work anniversary to your next work anniversary – the duration period must always be one solid year.

2. After submitting the template and start-end dates, you will come across a detailed review questionnaire with the basic headers on Feedback, Goals, Competencies, Questions, Supporting Documents, Overall, and lastly, the Summary (of your entire evaluation).
3. You may take time to complete every section, discuss it with your manager, and, if need be, with HR. In the Feedback section, you may request feedback from multiple people: manager, super manager, colleagues, subordinates, supervisor, or partner in any projects outside your own team/department. Just be sure to always click "Save for Later" and not "Submit" until you are confident that everything is how it should be – you will not be able to change your self-evaluation once it is submitted.
4. After that, your self-evaluation will go to your immediate manager's Workday inbox. They will grade you on a scale of 1 star to 5 stars. The stars are labeled as follows: 5 Stars = Outstanding, 4 Stars = Exceeds Expectations, 3 Stars = Meets Expectations, 2 Stars = Partially Meets Expectations, 1 Star = Under-par
5. If some of your work needs an evaluation from other resource persons/additional supervisors/super managers, the review will be directed to their inboxes after this, and they will share their feedback and/or grade you.
6. Throughout this process, you may have multiple meetings with your reviewers to discuss your evaluation and their assessments, but this entire process is concluded with a final performance appraisal meeting that brings together you, your reviewers, and HR. In this meeting, you and your reviewers will recap the entire year, deliberate, constructively debate, and determine future considerations from that point onwards. The likely outcomes of performance appraisals are (i) salary revision; (ii) promotion; (iii) appreciation, award, or recognition; (iv) demotion; and/or (v) warning/PIP.

**Development Plans:** This tab allows you and your manager to initiate a plan with set goals in the process of preparing you for a promotion to a critical job role, which may or may not be an immediate leadership position. Some higher positions have prerequisites that you need to fulfill as your development items, and some of your goals during such a time may pertain to training others, succession planning, and transferring domain knowledge and responsibilities so that you may assume the next stage of your career without the need to go back and do what you were doing before as you will have someone else looking after that role.

**Feedback:** On your profile, go to the Feedback section and you will see two tabs: Feedback Received and Feedback Requested. In the first section, you will view the feedback you have received so far, and in the second section, you may track the feedback you have requested. To request feedback, click the Get feedback button, fill in the details, and submit them. You may request feedback from colleagues who can attest to your performance, progress, and work ethics above, below, and parallel to you; you may request feedback from someone in the organization whom you have collaborated with outside your regular domain on a project, task, event, etc. Feedbacks play a significant role in honing your career profile, during talent reviews, and especially during performance reviews.

**Talent Pools:** Talent pools are an amalgamation of our external and internal competitors for a job posting or internal competitors for succession planning, award and activity, potential assessment, development planning, and competitive performance reviews. HR utilizes this feature in two ways: Static, whereby HR and your managers may discuss potentials and manually add members to a talent pool; or, Dynamic, where Workday uses its algorithm to determine which members are best suitable for a talent pool. Again, your career profile and performance play a significant role in helping you stand out.

**Talent Reviews:** Talent reviews are a means to gather, evaluate, and report on employee information i.e. skills and experiences, performance and potential, career interests, and mobility preferences. They are received by HR as talent cards and used alongside performance reviews, development plans, succession planning, awards, and recognition, etc. Why are they important to you? So, you see the significance of your career profile's completion with accurate data that sets you in the direction you aim to grow.

## **Workday Terminologies: Business Group, Job Family, Cost Center, Job Profile, and Business Title**

We have multiple categories through Workday to organize the most complex hierarchical structures. To give you a rough idea, here is how the major types are defined at CureMD:

- **Business Group:** This category is used to divide the company based on mass operations. At CureMD Pakistan, these operations are further divided into four business groups which are Development, Services, RCM, and Business Enabling Groups.
- **Job Family:** This category may be considered what normally are departments within the four business groups.
- **Cost Center:** Most departments have specialized teams within them, which, according to Workday, are typed as cost centers.
- **Job Profile:** This category combines generic features, characteristics, and competencies of a job role within a team/department.
- **Business Title:** This is your job title based on your designation and grade within the company.

**Competencies:** Our competencies define job profiles with specialties, and then evaluates profiles, individuals, behaviors, skills, etc. based on the defined framework.

**Promotions:** CureMD promises an accelerated career trajectory which is why our promotions are not based on fixed timelines. If your performance, conduct, and demeanor are blowing our minds away, there is no stopping us from taking you up, up, and up the career ladder. We value perseverance, patience, innovation, personal and professional development, and an above-and-beyond attitude.

**Internal Job Postings:** We have two career sites, external and internal. External job posts are those where we are hiring only new candidates; internal job posts may be those where we are considering internal job rotations or promotions; and specific jobs may be seen on both our sites, which are open for both new candidates and current employees.

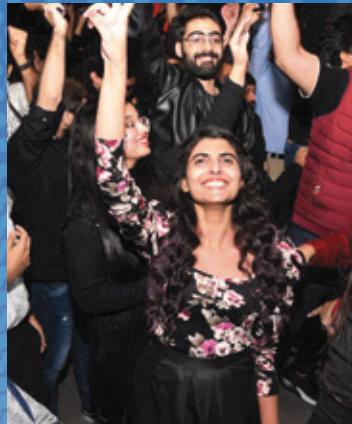
## Struggling performance-wise? Here is how it is managed.

A Performance Improvement Plan (PIP) is initiated upon a manager's request backed with partially met expectations/under-par graded performance or behavioral incompetence. The manager sets up goals, questions, development items, and/or competencies during an observation period. The observation period by default is 30 days, although it remains up to the manager's discretion depending upon the goals and development items you have been assigned. You will have the chance to discuss your performance/behavior and the PIP design before, and after the observation period vis-à-vis your manager, and these meetings can be facilitated by HR if need be. You will get to acknowledge your PIP before it is initiated on Workday; upon its conclusion, you will fill out a self-evaluation, which will be followed by your manager's final evaluation before the outcomes are declared. The PIP outcomes may be (i) successful completion and continued employment; (ii) unsuccessful completion and employment termination; or (iii) extension of the PIP observation period.

# Life @ CureMD

Life at CureMD is unique in every sense. Our company believes in the happiness and well-being of our team members. To us, the happiness, comfort, and joy of our people are essential.

Over time, we have developed an optimum balance for our people between work, life, and corporate socials.



## Company Values

- **Respect:** Reliability, Empathy, and Inclusivity
- **Integrity:** Self-accountability and Responsibility
- **Innovation:** Invent, Automate and Simplify
- **Teamwork:** Positive Synergy Through Collectivism

## What sets CureMD apart?

**1. Job Security:** Handling work is only one aspect of life – another is to be stable support to your family and friends, and we let our people have that space without distressing over the potential of a sudden loss of employment. In testing times, the market and economy fluctuate, and most project-based companies downsize, but we believe our employees should never have to fear losing their income when passing through a difficult phase. We are proud of the fact that for the past twenty-five years, we have never downsized or let our people go because of a project being closed or monetary reasons; we are a progressive company at heart that constantly looks for new opportunities to grow. Also, we are a product-based company, not an outsourcing back office; we spend so much time developing our people that they become critical to our mutual success and, above all, our commitment to our people. We feel that a company should always look after its people and their families, and if there is a downward trend in the market, the company must have the capacity and capability to serve its people.

**2. Work Autonomy:** To be autonomous in one's pursuit of great things is to let creativity flourish. We do not offer jobs, we offer a career filled with a vision and meaning that transforms our collective life. CureMD lets you express where your heart and soul lie and then engineers innovative job roles that fulfill your dreams and passions. We allow you to discover yourself – your strengths and weaknesses, your ambitions, and aspirations – and then turn your dreams into reality. There is no micro-management. Managers and leads are always encouraged to let people develop by looking at results.

**3. Collaborative Effort:** Where CureMD encourages work autonomy, it also fosters a homely environment, and everyone contributes their efforts in synchrony and as a single unit. Our new hires are warmly welcomed, and they soon blend into a family that feels like their own. You will discover friendships that last you a lifetime; you will find a community at work that will be constantly available to you through all your ups and downs as we guarantee you a worthwhile journey with us.

**4. Human Dignity and Empathy:** Some days can be challenging, some days are low – it does not mean a difficult time should be held against our people. One's worth is not merely a reflection of what they produce at a given time, but of their existence as a valued human who has spent years grooming themselves with the proper education, intellect, and exposure to become who they are. We at CureMD never forget that.

## Awards for Best Culture, Diversity, and Work-Life Balance

Our people set us apart – and it is all thanks to them that we have achieved not just one, not two, but four awards in the years 2021 and 2022. Comparably Awards are conferred upon top-performing company cultures based on honest feedback from their employees.



### Work-Life Balance at CureMD

We at CureMD do not believe in inflicting the grind upon our employees for productivity – the best of our people are healthy and happy, adding value to our company with the radiance they bring in with their exposure and experiences from around the world. Our brilliant human resource team, managers, and business leaders, all the way up to the top management, comes together to create an environment that supports motivation and engagement, career progression, and, most of all, a balanced work-life.

### Our Culture and People

We invest our time and effort in nurturing a culture that ensures your happiness and spiritual well-being. A dull and tedious environment is an antonym to CureMD, and we ensure our people are full of life and driven to work in a fast-paced industry while enjoying everything that comes their way. Our corporate events bring together not just colleagues but their people from other locations. Life is, indeed, too short to be spent without thrill and joy – and the workplace should be no different.

### Inclusion, Diversity, and Equity

Our company harbors a team with diverse skill sets from different walks of life. The diversity is so boundless that the company has learned how to be all-inclusive, thus cushioning the comforts of a highly heterogeneous assemblage of employees. We train our people to remain interculturally aware and considerate of one another. Moreover, keeping in mind every facet of our people's struggles in their personal and professional lives, we establish equity, fairness, and impartiality to let everyone feel secure to the core of who they are.

## **Employee Voice**

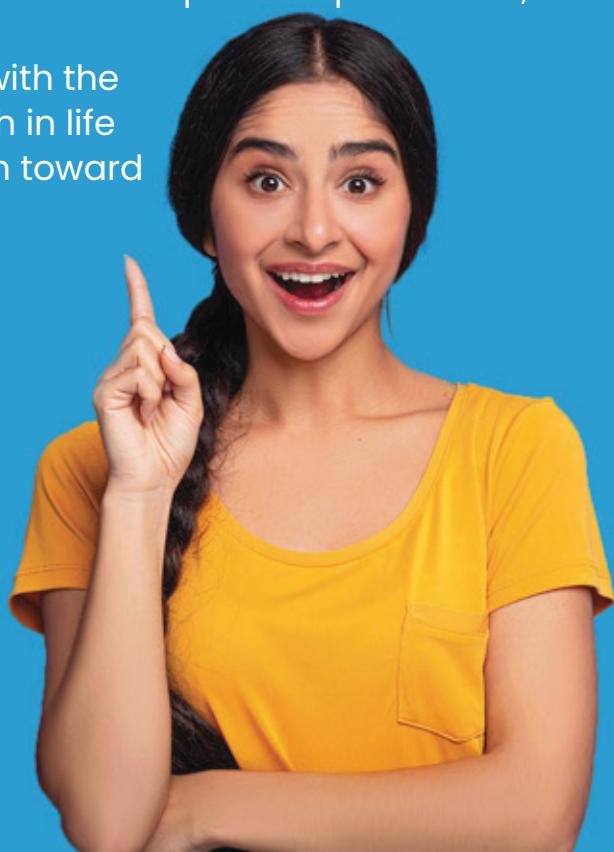
Different personalities need different types of attention. As a company that believes in taking along everyone, we have created various avenues for employees to voice their ideas, concerns, reservations, and queries. Our open-door policy, 360-degree anonymous feedback, leadership meetings, and supportive / well-trained HR team all combine to ensure that every employee is heard. Ideas are welcomed – and our people will forever remember the pioneers! We are one company driving towards a shared goal of saving lives. From the higher management to every individual, CureMD has ensured that you are always welcome.

## **Where are we taking you?**

### **Advancement vs. Growth: How We Encourage a Learning Model that Benefits You**

At CureMD, we have designed a hyper-growth model that lets you determine your individual goals, discuss those with your manager, who mentors and enables you, and then work towards their achievement at your own pace without unnecessary interference. The work autonomy you will find here is unmatched. For some, this model is detrimental if they cannot work independently and rely on others to take fundamental actions on their behalf. Where we treasure the value of teamwork, we believe that teamwork is more of a way to collaborate for more significant ideas; not to be helpless in situations that require your smarts.

Collective intelligence is vital for discussion and deliberation, but not being able to function without someone carrying you slow your progress at CureMD. On the other hand, those who know their goals and actively work towards their achievement, take responsibility for their actions and decisions, create an aura of exceptional repute and ensure their presence, continuously endeavor to learn and develop themselves, and accept and align to change steadily are assets we promise to take places in a short time – a little goes a long way for them. We also understand that some people need more time than others, and there is always room and hope for improvement, which is why CureMD has a history of never abandoning anyone but instead building people with the right mindset to first learn how to approach growth in life and career before they set themselves on the path toward more incredible things.



## **Accelerated Career Progression: How the Growth Mindset Leads the Career Ladder**

At CureMD, we do not let rudimentary timelines define the career progression of our people. We believe in our team's growth and development at an accelerated rate – hence, we have designed role-specific career paths to internally develop and promote our employees, enabling them to reach new heights at their earliest. We facilitate them with the best technological and educational resources, as well as expert guidance and moral support to reach the heights they wish to achieve. We offer a promising growth trajectory within which you discover your skills and ambitions to pave your way to ultimate success in a short time, but it is solely based on your learning curve, performance, and objective key results – your growth mindset will set you to climb the corporate career ladder in a flash and CureMD will stand right beside you.

### **Journey with CureMD: You Will Not Be the Same**

It is our firm belief that whoever steps into CureMD once does not leave as the same person they were before. We have achieved an impeccable balance between liveliness, learning, and professionalism. Our values of teamwork, integrity, innovation, and respect soon blend into people. Our training not only focuses on professional skill development aligned with advancing industry trends, but also on your interpersonal and personal skill development. We do not encourage you to be someone who fits our objective definition of a job role, we encourage you to be your own best self, and you will see this change in yourself and those who join alongside you.

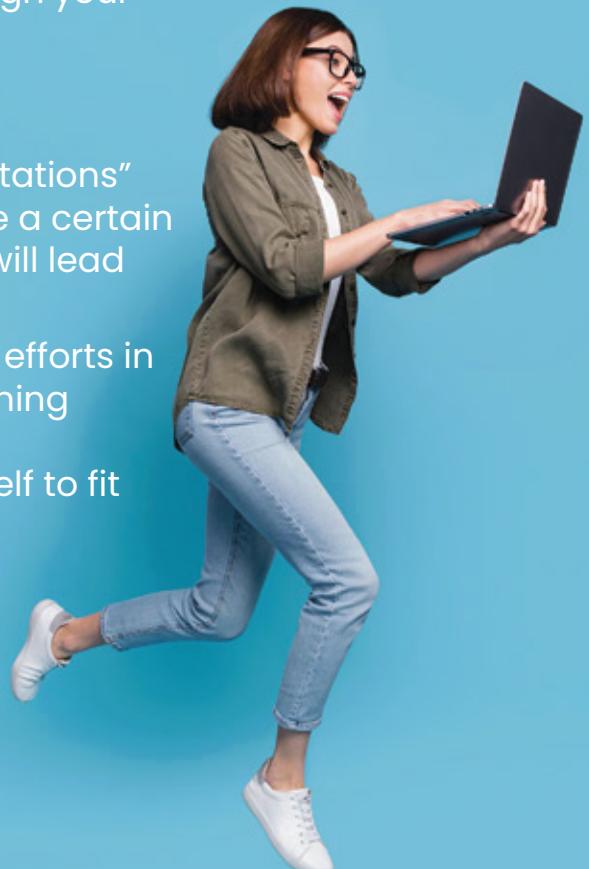
Our commitment to our teammates goes unhindered, no matter what the circumstances may be. CureMD takes responsibility for ensuring timely salaries, protection of your rights, providing every required resource and opportunity for you to flourish, and abiding by all laws that respect and secure your well-being as a valued individual who is offering his/her excellent services after years of education, grooming, and intellectual polishing. We value you at times when even you cannot see through your best selves.

### **Where shall you take us?**

We do not believe in micromanaging your work or performance, nor do we believe in listing our "expectations" for you to meet deadlines, dress a certain way, or be a certain way – these are worn-out expectations, and these will lead neither you nor us anywhere.

Success is a natural process for those who put their efforts in the right direction with the correct thinking and learning mindset; success is not a one-size-fits-all mold.

Compromising your individuality or changing yourself to fit in at CureMD would be a mistake, as we are confident that every person adds value to our diversity. This multitude of brains helps us eliminate perception bias and stereotypes, giving us all the exposure to widen our mental horizons.



You will take us places with your creativity, innovation, and determination. We cherish people who remain self-accountable and self-disciplined, have a healthy actualization of the reality that surrounds them, maneuver their careers by progressively enhancing their skillset and engaging in learning and development prospects, remain positive, take calculated risks, and wholeheartedly embrace challenges viewing them as stepping stones to more excellent knowledge and experience.

We are fond of people who have balanced confidence, have faith in their abilities, remain steadfast with the actions and initiatives they support, and, most of all, people who add value to our culture and values. People who have resilience, who live in the moment, have empathy, go out of the way to help those under them, above them, and beside them, and those who are passionate about their interests.

We believe this is the best contribution you can bring us – your growth benefits us too. If you are passionate about your goals, equipped yourself with the right attributes, and have set yourself on the path to achieving them whilst being a considerate and assertive human being, you are taking us places too.

We facilitate your creativity and innovation because CureMD is a team, a well-knit community that prospers and thrives together.

**But, what if –**

#### **The questions you may have later down the lane**

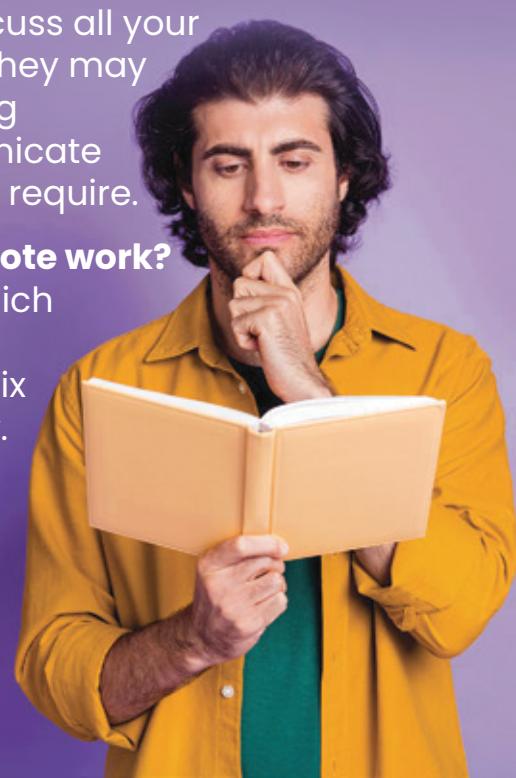
Do not worry, we shall answer all potential questions herein. But before we move any further, we just want to clear one thing: CureMD follows the HR Business Partner model, which means each Business Division has a specially designated HR team; this also means that some of the below-mentioned policies and practices may vary throughout the various business divisions and exceptional cases will exist. The policy guide charted below is to give you an essential idea of what happens in each likely possibility, but in case you fall into a situation beyond your control, and you are not sure if a policy applies to you as per this guide, please consult your HRBP team for added clarity and revert to citing any other official documents, duly signed and stamped.

#### **Q. What if I require additional technical support at work?**

If you require additional support at the office, please discuss all your requirements with your manager first, and as per need, they may email [hrenablement@curemd.com](mailto:hrenablement@curemd.com) to request supporting materials/systems. Please ask your manager to communicate adequate reasoning to justify the additional support you require.

#### **Q. What if I require additional technical support for remote work?**

We offer an interest-free laptop loan policy, details of which may be requested from the HR – Enablement team or through the CureBenefits Booklet. This will be paid off in six installments, directly deducted from your monthly salary. Ensuring a stable internet connection or a disturbance-free at-home office corner is your responsibility.



## **Q. What if I need career counseling to explore possibilities, interests, and growth opportunities to substantially set my performance right?**

Each day is productive only if you allow yourself enough room to learn something new. Education, learning, and development are not just meant to adorn your professional portfolios; the human mind grows by discovering new avenues, and only an illuminated mind knows how to appreciate every shade of life – and diverse education is the linchpin upon which professional as well as personal growth of an individual rests.

CureMD has developed an in-house career counseling and training facility, with funds allocated for its employees to pursue different educational certifications and acquire new skills. You may launch a request directly at [learning.hr@curemd.com](mailto:learning.hr@curemd.com), but please do inform your HRBPs while seeking any career counseling. If you have any ideas for any sort of improvement, please feel free to share them with [ideas@curemd.com](mailto:ideas@curemd.com).

## **Q. What if I need to refine and hone the skills that are holding my performance back?**

In this case, please discuss your performance with your manager, and as per their recommendation, your HRBP must be informed to facilitate the required performance improvement actions, counseling, or training with the concerned personnel.

## **Q. What if I am constantly lagging in my performance at work?**

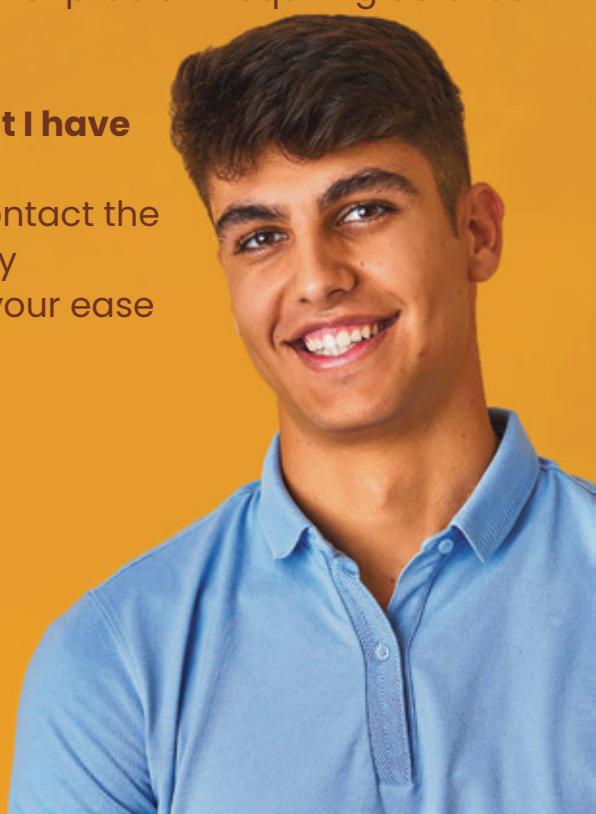
Please refer back to the Performance Management section.

## **Q. What if I need in-house medical or psychological support?**

To book an appointment with our in-house doctor, please go to your AMS (<http://ams/portal/dashboard>), where you will notice the option to book an appointment. It will lead you to our LEAPHealth website, where you can connect and book a slot with one of our in-house doctors for your immediate medical needs. Moreover, they can guide you further if there is any other problem requiring detailed medical attention or treatment.

## **Q. What if I require assistance due to a disability that I have temporarily or permanently incurred?**

In case of such an unfortunate occurrence, please contact the HR team as soon as possible, so they can make timely accommodations as per your needs. We will ensure your ease and comfort through difficult times.



## **Q. What if I have visitors at the workplace? How shall I proceed to entertain them?**

-If your guests are visiting for work-related purposes, please inform **HR – Enablement** for assistance and the Admin team at reception about their details / scheduled time for their visit a day or two before.

-If you have any personal guests, please inform the **HR – Enablement** team before their visit and seek their assistance. We hope you take your guest from the reception area directly to the 5th floor (excluding the gym area) or spend time outside in the parking lot, etc. It is not a regular instance that employees have personal guests visiting them at work, which is why we hope it does not cause disturbance to others who may not be comfortable around outsiders.

## **Q. What if there is a conflict of interest?**

Integrity is vital to our company's appreciated and celebrated values; this naturally entails high ethical and moral standards in handling situations that may lead to a conflict of interest if not dealt with carefully. If you think you or someone around you is in a conflict of interest with the company, we recommend you immediately discuss this matter with a member of our HR – Enablement team. To help you identify potential conflicts of interest, we have listed a few commonly occurring scenarios below:

- Receiving personal gifts or favors from competitors, customers, suppliers, or potential suppliers;
- Being self-employed in a manner that directly competes with the employer;
- Revealing or using confidential information regarding the company for personal gain that might be detrimental to the company's success;
- Having a direct or indirect financial interest or a relationship with a competitor, customer, or supplier (the ownership of less than 1% of the publicly traded stock of a corporation will not be considered a conflict);
- Developing personal ties with subordinates that might add unconscious biases and selective perception in decision-making;
- Using the company's official resources for personal benefit;
- Or committing the company to support any outside organization for personal gain.

Conflicts of interest are a direct threat to the company's most fundamental values, and hence disciplinary actions devised are stringent and may involve litigation in extreme situations.



## **Q. What if I want to complain about company policies, another employee, or a manager at work?**

To launch a complaint, please file it in writing with your immediate manager or your HRBP. HR will then investigate the matter and share its findings with you. If your grievance is found legitimate, HR will endeavor to resolve it within two weeks; if unable to settle the matter within the prescribed period, it will be forwarded to the VP – HR. We ensure that your satisfaction is met by our actions, which is why we maintain signed records of the complaint and its resolution.

## **Q. What if I have endured workplace violence or misbehavior? What is the policy regarding it, how shall I report it, and what will be its consequences?**

We have a zero-tolerance policy against workplace violence or misbehavior. This stands against our core values, so if you are subjected to such insensitivity, you must immediately complain to HR. We will promptly investigate the matter and take strict disciplinary actions, which may lead to the termination of the guilty employee.

## **Q. What if I have endured workplace harassment (sexual or not sexual)? What if I have been discriminated/bullied against based on my race, color, sex, caste, or creed? What are the policies regarding these, how shall I report an occurrence, and what will be its consequences?**

Any type of harassment or discriminatory conduct, racial or sexual, is considered a severe offense and is not tolerated under any circumstances. We have briefly enlisted an idea of what is entailed as harassment or discrimination below:

### **- Harassment and Bullying**

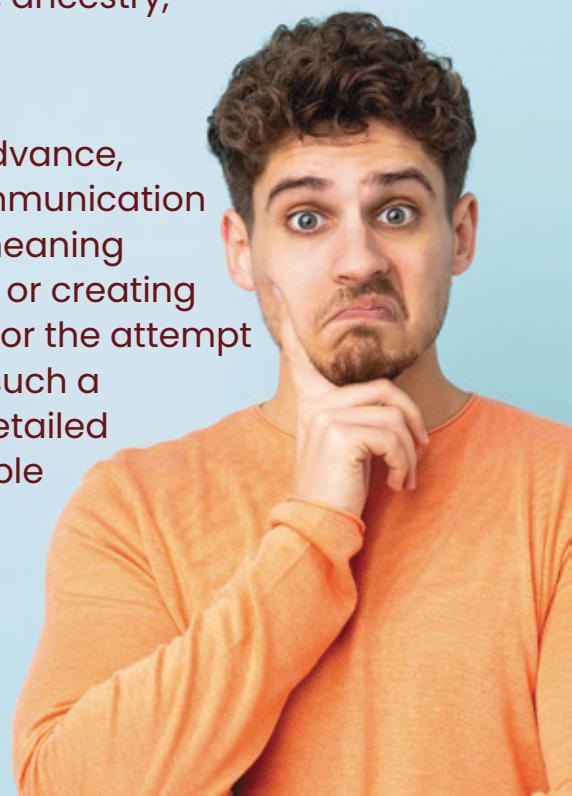
The term harassment includes, but is not limited to, slurs, jokes, and other verbal comments or physical conduct relating to a person's gender, ethnicity, race, color, creed, religion, origin, age, disability, marital status, or any other sensitive classification.

### **- Racial Harassment**

Racial harassment includes slurs, jokes, verbal comments, unfair treatment, or threats because of perceived race, color, ancestry, place of origin, ethnic origin, creed, or citizenship.

### **- Sexual Harassment**

Sexual Harassment means any unwelcomed sexual advance, request for sexual favors or other verbal or written communication or physical conduct of a sexual nature or sexually demeaning attitudes, causing interference with work performance or creating an intimidating, hostile, or offensive work environment or the attempt to punish the complainant for refusal to comply with such a request or is made a condition for employment. The detailed Sexual Harassment and Discrimination Policy is available on Workday.



## **How shall you report it?**

The complainant, or a member designated by the complainant, can report both informal and formal complaints of discrimination or harassment to their departmental manager and/or HR; informal complaints may be reported orally or in writing. Rest assured, all complaints are dealt with on a strictly confidential basis. Complaints and concerns related to harassment or discrimination should be directed to [grievances@curemd.com](mailto:grievances@curemd.com).

Please see our Harassment Policy for further details.

**Q. What if it does not work out between us – Is there a retention process? What shall be the resignation process? What will the exit interview be like? Please guide me regarding the notice period, clearance of dues on both ends (employee and company), what happens to my data after I quit, and if I can revert for another experience letter and/or verifications in case, it is a requirement for my future pursuits.**

**Resignation Process:** We process resignations through Workday, guidelines to which can be found at <https://www.curemd.com/curemd-workday.html>

**Retention Policy:** We have devised a policy to curb our turnover. It entails a detailed strategy to avoid letting you reach the point where it does not work out between us. We have stationed our focus on building your motivation and confidence using all our resources, where we ensure your respect, competitive compensation and benefits, mutual trust, defined and autonomous job roles and objectives, a healthy work-life balance, job security, learning and development opportunities and need assessments, an accelerated career track, employee surveys, and repeated progress tracking and annual performance appraisals. Where we are constantly trying to gauge employee feedback, motivation, and engagement through feedback processes like 360 Degree Meetings and social activities and using our quantitative and qualitative data for profound analysis and action planning, we still understand that this is a developing process for us as well: there is more to learn for us, as is for you – and we know, that after all, it may still not work out. We still do not carry any reservations, and neither should you, help us become better with your feedback, and we will do what we best can in the interest of both our company's mission and our people.

**Exit Process:** The employee sends the resignation, which is reviewed by his / her immediate manager, if the resignation is accepted, the manager informs the respective HRBP to initiate the exit process. HR sends the first exit email acknowledging the resignation and facilitating the transfer of all pending tasks and responsibilities within the employee's department, once the transfer of domain knowledge, obligations, and pending tasks is completed, HR launches a second email to announce the resigning employee's final working day (which is after the conclusion of their notice period) and finally, on the last day, an exit interview takes place, an exit form is filled out, and the termination certificate in the employee contract is signed off.

Early releases are rarely accepted, in which case, the final working day is announced through a single email.



**- Notice Periods and Addendums:** For employees on probation, the notice period is seven (7) days just to ensure their final settlements are promptly made, and they do not have to leave without clearing them. For regular employees, the notice period is one (1) month, and early release exceptions are rarely made. Some employees are involved in critical projects, and their absence may impact the progress, which is why they must sign addendums at the time of entering critical projects or job roles. For such employees, the notice period may be three (3) months or as stated in the signed document. Leaves may not be applied during the notice period unless your reason for absence is grave; even then, the maximum limit is two (2) paid leaves in the notice period under justifiable circumstances. During notice periods, employees must not breach confidentiality and integrity, spread negativity, sabotage team spirit, or demotivate others.

Additionally, for all employees that fall under the engineering division, their notice period, after the probationary period, will be extended to two (2) months. This extension is in place to ensure the efficient handover of critical projects and responsibilities within the engineering department, given the specialized nature of their work. During this extended notice period, the same rules and expectations regarding conduct, confidentiality, and teamwork apply as outlined in this policy.

**- Final Settlements, Clearance of Dues, and Return of Company Property:** During your notice period, all your final settlements are cleared by the company in terms of compensation, provident fund, security deposit, insurance claims, etc. On the other hand, the employee may have dues to clear if they have claimed loans or car/bike financing benefits, etc. If the employee is utilizing any property owned by the company, it must be returned during this period as well. If all six laptop loan installments are cleared, the employee officially owns the laptop – otherwise, this, too, shall fall under the clearance process. On your last day, you are required to submit all your company documents, RFID and Security Badge, and insurance cards, you shall receive your experience letter as well.

**- Exit Interview:** An exit interview is conducted by a representative of the HR team on your last day, where you fill out an exit interview form and sign off your employment termination certificate. You may have additional meetings with your manager/director/team, you will be notified accordingly.

**- Data After Your Exit:** We maintain digital data entries with us in case we need to provide your employee verifications in the future, but we shred the hard copies of your data upon your exit. Your work saved in our shared drive or office systems stays with the company for future reference.

**- Experience Letter/Employee Verification After Your Exit:**

You may email [hrenablement@curemd.com](mailto:hrenablement@curemd.com) if you need to connect someone to us for verification purposes.



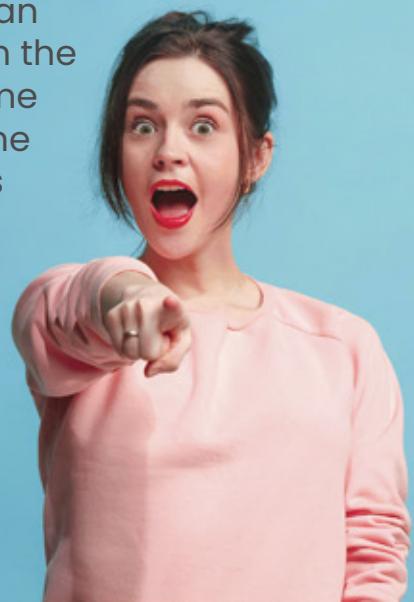
## **Q. What if I receive a verbal or non-verbal warning? What is non-compliance and what if I am subjected to one?**

It is upon your manager to inform HR about any verbal warning(s) you have received, but if HR is intimated about repeated disciplinary offenses, non-compliance, or performance issues, we consider a total of three (3) warnings (verbal as well as, non-verbal warnings) before taking any adverse action on your employment. This action, in the worst-case scenario, maybe employment termination. Alternatively, you may be observed for a specific period, and if a noticeable improvement is seen for the better, we may withdraw any extreme decisions. A non-compliance is issued if you are found disregarding any guidelines for your job execution. Some common offenses that constitute grounds for warning are listed below, but please note that decisions against these offenses are relative to their severity, and immediate terminations based on misconduct are considered separate from disciplinary warnings.

- Contribution to an unhealthy or unclean office environment.
- Leaving the work area or taking unnecessary breaks without notifying the relevant supervisor.
- Unauthorized use of office documents, equipment, and resources.
- Removal or postage of notices on the company premises and platforms without authorization.
- Failure to follow departmental guidelines.
- Spreading malicious rumors.
- Engaging in abusive or unethical language toward other members.
- Horseplay that results in personal injury or damage.
- Treatment of clients in a discourteous or unprofessional manner.
- Insubordination.
- Dissuading other employees from performing their best, advising them to stand against one another, sabotaging the motivation of others, causing distractions, or meddling in the affairs of others.
- Breaching integrity by spreading negativity on social media platforms against the company whilst being employed.

## **Q. What is a no-call/no-show? What is the consequence and what if it was beyond my control?**

A no-call/no-show is an entirely uninformed absence of an employee. If this situation is prolonged for three (3) working days, the employee is considered terminated in the company's record. Although with highly sophisticated means of communication, it may seem complicated to believe that an employee or someone from his/her family could not inform the company about his/her absence, we leave room for extreme cases that may be beyond the employee's control and if the reasons are justifiable to logical reasoning and all inquiries result in the employee's favor, he/she may be rehired.



**Q. Are performance-based terminations a thing at CureMD? What is the policy like? Do I get to discuss the situation if I reach this unfortunate point? Will I be compensated in such a case?**

If your performance is consistently under par, you will be shifted to a Performance Improvement Plan, OR your performance may be observed for another month before a final decision is made. In most cases, we do not “terminate” an employee based on poor performance, but they are made to resign. We do this to not scar your professional profile with a performance-based termination as we understand that not every job is suitable for every individual, and it may just be an aptitude clash. You will be compensated for the month you were on observation; if you are asked to serve a notice period, you will be paid for it too; and, if not, then you may be eligible to receive an extra salary as per labor laws – although this decision remains up to the discretion of the company, based on the time you have spent in service and your earlier performance records.

**Q. What if I am being terminated on an immediate basis for misconduct?**

If you are found guilty of misconduct at work, the company may, in its sole discretion, take any or all of the following actions: (i) immediately terminate the member’s employment; (ii) impose a fine; (iii) withhold promotion; or, (iv) demote the member. Misconduct may be defined as follows (but it may go beyond these, depending on the occurrence):

*For this section, the following actions constitute Misconduct: (i) willful insubordination or disobedience to any lawful and reasonable order of a superior; (ii) theft, fraud, or dishonesty in connection with CureMD’s business or property; (iii) willful damage to or loss of CureMD property; (iv) taking or receiving bribes or any illegal gratification; (v) habitual or unauthorized absence without leave of more than ten (10) days; (vi) habitual late attendance; (vii) habitual breach of any law applicable to the CureMD premises; riotous or disorderly behavior ; (ix) habitual negligence or neglect of work; (x) striking or inciting a strike; or (xi) go-slow.*

Every employee is informed of the misconduct alleged to them in writing, and they are allowed to explain their circumstances. Moreover, the company conducts unbiased inquiries before reaching a final decision. If still found guilty, the employee will be terminated immediately.

## **Q. What is the rehire policy at CureMD?**

We value people who have spent their valuable time working with us and remain open to rehiring them, granted their exit process was smoothly conducted in good spirits, ensuring all domain knowledge and responsibilities were transferred, final settlements cleared, and notice period served.

CureMD values integrity above every ability, skill, or attribute – and this is a two-way process; a give and take. Regardless of the decision resulting from the ultimate discretion of the top management or the human resource team, we remain within ethical bounds and do not leave our people at a disadvantage even if the situation is dark and dusty, and we welcome critical discussion. Our best efforts are to resolve issues, not to dissolve or destroy – and we wish you rest that faith in the human resource team, which is bridging the employees to the top management in a healthy manner.

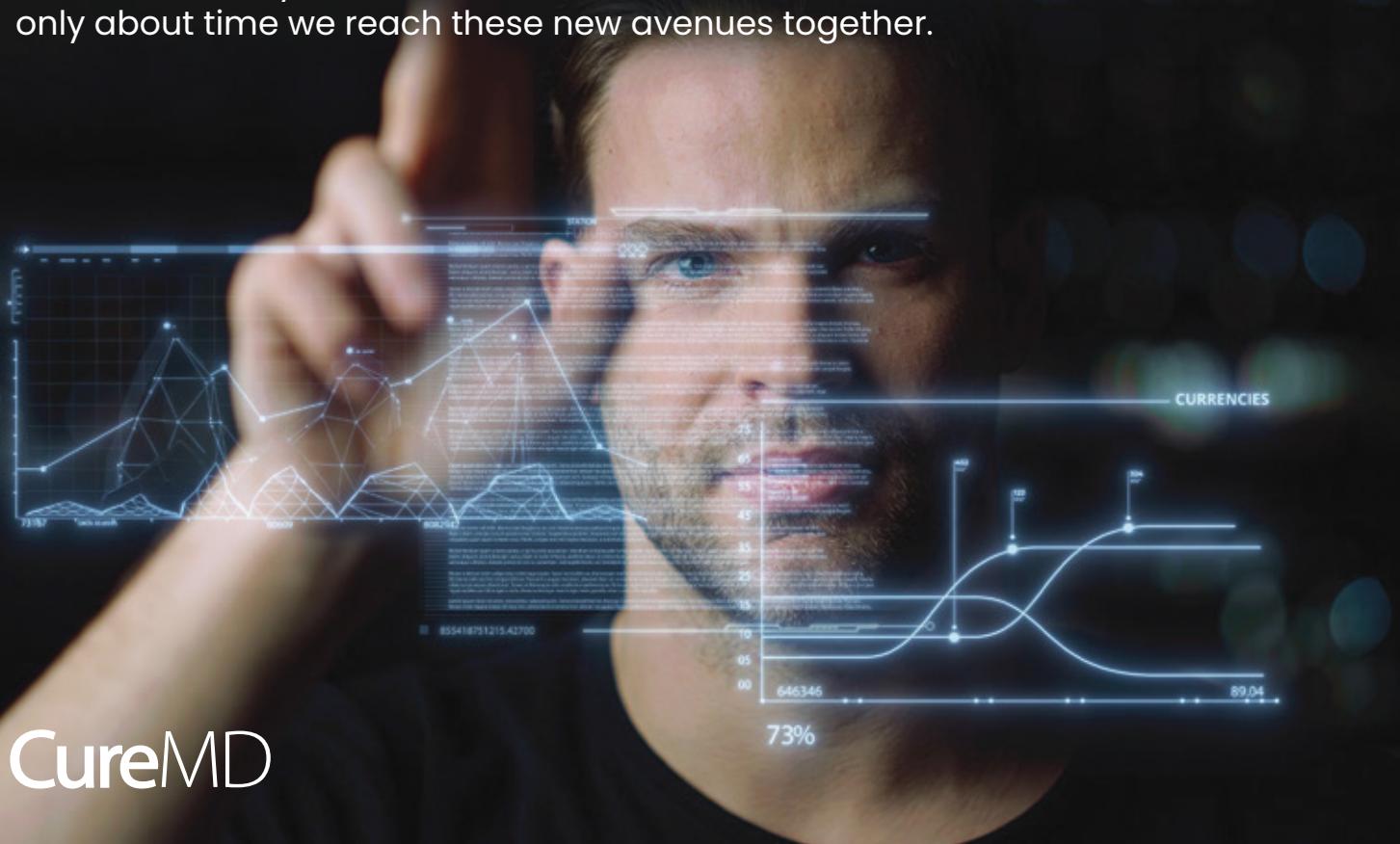


## The Future as We See It: Smart Inventions Ecology

With ups and downs, we have accomplished more than we could have imagined – but where we stand today is not the end of history, nor can it be with the world rapidly transforming.

Machine-learning algorithms and software solutions are becoming increasingly sophisticated and more intelligent to imitate human cognition in a manner that uses data and informatics for evidence-based complex analysis, presentation, and comprehension. A significant number of research studies propose that artificial intelligence provides value-based healthcare management as efficiently and as reliably as humans do (if not better) – from diagnosis to identifying malignant tumors, algorithms have demonstrated the potential possessed by technology in healthcare to even outperform some of the best physicians. The ability to predict the likelihood of a disease or cancer occurring is one prospect close to discovery, but developing the next generation of oncology, radiology, and analytical pathology tools might lead to timely prevention or a miraculous cure through advanced immunotherapy for cancer treatment. Technology can spread care management globally to even complex areas in the developing or underdeveloped world. The manual workload involved in EHRs may also be eliminated with voice, and visual recognition to record, store, and retrieve patient data. Research has also shown the potential of building brain-computer interfaces that interlink the human mind and machine, and this manifests a promising future for neuroscience. AI has already demonstrated its application in early detection and diagnosis, treatment, outcome prediction, and prognosis evaluation for stroke and cardiac problems.

It sounds exhilarating, doesn't it? The modern tech-savvy world coming to save the world; the idea of bringing this difference in healthcare management, the passion to save lives – this is what drives us too. However, we cannot bring about this change alone. We need your contributions and initiatives. The vision is clear in front of us, it is only about time we reach these new avenues together.



**You have finally made it to the end of this guide, and we hope you graduate from being a Rookie soon.**

Remember – if you feel we have not addressed all that you need to know, please ask your manager, team lead, colleagues, or the Human Resource team to further guide you.

If you are seeking some valuable insight to progress exponentially on the corporate map, here is some solid advice for you:

*Use your good judgment, learn from your seniors and the management, and go the extra mile with your ideas and innovation. CureMD values every effort of yours and admires its people for standing their ground in support of the wonders they are to play. Our open-door policy is designed to facilitate your endeavors, and we are all here to help you succeed in your career.*

CureMD is so glad to have you on board, and we wish you all the very best for your future with us! We hope to see you as a legend one day – “succeed in your personal life and your professional growth”

**Human Resource Department**  
CureMD Pakistan Pvt. Ltd.

