

**HiQuSystems (Pvt) Ltd.**

**EMPLOYEE HANDBOOK**



Dear HiQuSystems Team Member:

As our company grows and more professionals join our team, it is important that we outline our employment principles and guidelines under which we work together.

We are pleased to present you with the attached *Employee Handbook*, covering your employment with HiQuSystems (Pvt) Ltd. I ask each of you to read through the document in its entirety and sign the acknowledgement of receipt of this Handbook on the form provided, and return it to the Company General Manager. As new policies are implemented and current policies evolve, revisions will be provided to you.

Each of you plays a vital role here at HiQuSystems. We are committed to lead our team in a pleasant and rewarding work experience. Creating a sense of accomplishment and completing a “job well done” is personally fulfilling and should allow our efforts to be financially satisfying.

I will always be available to each of you to discuss your ideas, suggestions, or any other input to help make you, myself and our company more responsible, more satisfying and more successful.

With best personal wishes to each of you,

Imran Rahman

CEO



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## **VACATION AND LEAVES OF ABSENCE**

Vacation Requests. When planning a vacation, employees should always bear in mind the schedule(s) and/or deadline(s) of the project(s) that they are working on; please do not plan a vacation during a crucial time in your project. Since this is a business in which there are always project schedules and deadlines to be met, we ask that employees notify the Company at least one month in advance when planning a vacation of three or more business days to ensure that there are no scheduling conflicts. For vacations of less than three days, we ask that employees submit their requests as much in advance as possible, at least a week unless it is an emergency situation. Attached is the vacation request form. Employees must complete the form, have it approved by their respective department head, then return the form to the Company General Manager for his/her approval.

Bereavement Leave. All regular full-time employees who have successfully completed the introductory period of 90 days are eligible to take up to three (3) days off with pay in the event of the death of a member of the immediate family. For purpose of this policy, "immediate family" includes spouse, parent, spouse's parent, sibling, child, or grandparent.

## **ATTENDANCE**

Employees are expected to report to work regularly and on time. While every effort should be made to avoid absences and tardiness, when employees realize that they will be absent or late, they must notify their supervisor and the Company General Manager as promptly as possible. Absenteeism, tardiness, early departures or failure to notify the Company of absence or lateness may result in disciplinary actions, up to and including termination.

Any employee who fails to report to work for two (2) consecutive work days without contacting his or her supervisor, or any employee who fails to return to work from a leave of absence on the designated date, shall be deemed to have resigned his or her position with the Company without notice, and that Company may terminate his/her employment.

In the event an employee becomes ill during working hours, he or she must report to his or her supervisor and obtain authorization prior to leaving Company premises, unless emergency conditions require otherwise.

Attendance is a matter of particular concern at the Company. Attendance is considered in evaluating an employee's overall performance during annual reviews and in determining pay raises or bonuses.



It is discouraged to take leaves during the probation period other than emergency or illness. Taking a leave of absence for any other reason and not informing the supervisor or Company General Manager, the Company, at its sole discretion, reserves the right to decide and determine said leave to be an unpaid leave of absence.

It is important that the office knows the schedule, travel location, and contact phone of each employee so that messages can be promptly relayed.

## **FLEXIBLE HOURS**

In some cases, management may allow employees to work “flexible hours”, this would mean a delayed start to the work day. If authorized, it will solely be employee’s responsibility to ensure that his/her delayed start will not affect team members or other co-workers’ work schedule and work load. Flexible hours need to be explicitly authorized by the immediate supervisor and the General Manager for a specific duration/time-period. This option should not be mistaken for showing up late for work.

## **ABSENCE DUE TO ILLNESS**

Any employee who is unable to work due to illness must notify his or her supervisor and/or the Company General Manager immediately.

Upon request of the Company, an employee must submit to the Company a medical release signed by his or her medical doctor before returning to work. Any sick leave of absence of three (3) consecutive days or more requires the employee to produce a medical doctor’s certification verifying the employee’s illness or injury. At its discretion, the company may also require medical verification for shorter absences.

The Company, at its sole discretion, reserves the right to decide on a case-by-case basis what is excessive absenteeism due to illness, and determine said leave to be an unpaid leave of absence.

The Leave Application form must be submitted duly signed by the immediate supervisor and the General Manager.

## **DRESS CODE AND PERSONAL HYGIENE**

It is the Company's belief that work attire affects work habits and that appropriate dress and personal hygiene is important for business and safety reasons. Accordingly, employees are expected to use good judgment and discretion in deciding what is appropriate work dress. Since we share our work space and environment with other co-workers, it is important to pay utmost attention to personal hygiene.



The Company may request that an employee change his or her attire if the Company deems that employee's attire to be improper. Repeated dress code violations may subject the employee to disciplinary action.

No "Shalwar-Qamiz" is allowed for male staff on normal work days during Monday-Thursday. "Shalwar-Qamiz" may be worn on Friday. The dress must properly wash, ironed and must be observed with formal shoes. Working on a non-working day and/or public holiday the casual dress code may be observed

## **STANDARDS OF EMPLOYEE CONDUCT**

In any organization, it is important that all employees work together for the good of the whole so that the rights and interests of both the Company and the employees are assured.

Accordingly, the Company tries to maintain certain standards of employee conduct that promote efficient business operations without interfering with an employee's rights as an individual. The importance of this matter necessitates that the Company take disciplinary action (up to and including termination) against any employee for failing, in the Company's judgment, to adhere to such standards of employee conduct. Such failure is frequently reflected in certain employee actions, including, but not limited to, the following;

- 1.) Falsification of employment application or otherwise obtaining employment on false or misleading information.
- 2.) Falsification of Company records of any kind.
- 3.) Insubordination, including refusal to perform work assigned, or any other disobedience to Company authority.
- 4.) Leaving the work area during working time without proper authorization.
- 5.) Keeping an inaccurate record of hours worked.
- 6.) Dishonesty, including but not limited to, theft of Company property or another employee's property.
- 7.) Excessive usage of Internet for non-Company related work.
- 8.) Possession, consumption, sale, transfer, purchase, use or being under the influence of alcohol, illegal drugs or narcotics on Company time and/or property.



- 9.) Any improper or un-business-like conduct on Company time and/or property including, but not limited to, fighting, horseplay, or other boisterous or belligerent conduct.
- 10.) Gambling or participating in lottery or any other games of chance on Company property at any time.
- 11.) Possession of any weapon or explosive on Company premises.
- 12.) Failure to observe safety rules.
- 13.) Failure to report to management immediately any injury that you incur on the job.
- 14.) Failure to follow the Company's rules concerning solicitation, sale or distribution of literature and other materials.
- 15.) Unauthorized posting or removal of notices, signs or other writings in any form on Company bulletin boards or other Company property.
- 16.) Failure or refusal to perform satisfactorily the duties and responsibilities of your job or related duties as assigned, including neglect of duty, wasting time, starting work late or leaving early.
- 17.) Absence from work without notifying the Company; repeated or excessive tardiness or absenteeism.
- 18.) Coercion, harassment or intimidation of another Company employee for any reason, including, without limitation, race, national origin, sex or any other basis prohibited by applicable federal, state and local laws, including the use of slurs or otherwise derogatory remarks.
- 19.) Littering or otherwise contributing to poor housekeeping or unsanitary and/or unsafe conditions of Company premises.
- 20.) Accepting other employment while working for or on a leave of absence from the Company, without the Company's approval.
- 21.) Conduct of any nature whatsoever that brings the Company's reputation into disrepute or otherwise damages its image of honesty and integrity.
- 22.) Divulging or otherwise making available to non-Company employees confidential or proprietary information pertaining to the Company or its customers.
- 23.) Unauthorized use of Company equipment or property.
- 24.) Deliberate abuse or wasting of Company supplies or equipment.
- 25.) Conduct, either intentional or negligent, that results in inferior work, excessive waste, or causes damage to the Company or another employees' equipment or property.
- 26.) Unauthorized entry into or lingering in Company facilities at times other than those regularly scheduled for work. People often work odd hours here, including weekends. Let's not discourage that as it is essential to timely project completion.



- 27.) In addition to the specific acts listed above, any act, intentional or unintentional, which is un-business-like, dangerous or illegal; to include possession of weapons or dangerous devices on Company property or at Company functions.
- 28.) Failure to adhere to any other rule or regulation adopted by the Company.

## **SMOKING - USE OF TOBACCO PRODUCTS**

No smoking will be permitted in the Company offices.

The individual employee or visitor is personally responsible for any damages, health claims, fines or any other penalties which result from their smoking.

## **OCCUPATIONAL HAZARDS**

It is the policy of the Company to maintain a safe and healthy workplace and work environment. Each employee is expected to perform his or her duties in a safe manner for themselves and fellow employees. No employee may bring or use dangerous materials, equipment or processes into Company offices or to Company functions that would create a hazard to persons present and/or property. Employees are required to report to management any condition which could be a potential hazard or which the employee considers unsafe.

## **EDUCATION AND TRAINING**

It is the policy of the Company to encourage each employee to maintain and increase their knowledge and skills by attending appropriate training and education courses. From time to time, at the discretion of management, Company employees may be selected to attend training seminars, courses or other instructional programs fully paid for by the Company to help them and the Company acquire new skills and capabilities.

## **IF YOU HAVE A PROBLEM**

Questions may arise from time to time involving the terms and conditions of employment or the interpretation of Company policy. The Company believes that such questions should be answered immediately.

Any employee who has a question, problem or complaint concerning his or her job, or the interpretation of the Company's personnel policies, should discuss the situation immediately with his or her supervisor. If, after discussing the problem or complaint, the employee feels that a satisfactory solution has not been worked out, or if the employee is reluctant to discuss the situation with the supervisor in the first instance, the employee should go to the Company General Manager. The Company General Manager will conduct an investigation and recommend corrective action.





Company policy expressly forbids any reprisal or retaliation against any employee because the employee has raised a problem or complaint under this procedure or because the employee has taken his or her problem or complaint to a higher level of supervision.



## ACKNOWLEDGEMENT OF RECEIPT OF HANDBOOK

I have received my personal copy of HiQuSystems (Pvt) Ltd. ("Company"), Employee Handbook and I agree to become familiar with procedures, policies, and benefits contained in it. If there is anything I do not understand, I will request an explanation from my supervisor or the Company General Manager. Upon signing of this acknowledgement, I agree to abide by the Policies set forth in this handbook, and treat it as an addendum to my Employment Contract with the Company and failure to comply may result in disciplinary action, including termination of employment.

I recognize that the Company may add, change, or rescind any of the policies, benefits, or practices listed, with or without advance notice, at the discretion of Management. This Employee Handbook supersedes all previous Company policies in each respective area only.

I agree and understand that this Handbook is the property of the Company and is to be returned to the General Manager upon my leaving the Company.

Date:\_\_\_\_\_

Signature:\_\_\_\_\_

Print Name:\_\_\_\_\_



## Leave Application Form

Name of Employee \_\_\_\_\_

Designation \_\_\_\_\_

Reason for Leave \_\_\_\_\_

Period for which leave is required From \_\_\_\_\_ To \_\_\_\_\_

Date \_\_\_\_\_

Contact # during the leave \_\_\_\_\_

Approved by \_\_\_\_\_

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### For Office Use

Total Leaves:

Leaves used:

Balance Leaves:

General Manager

\_\_\_\_\_

Finance Officer

\_\_\_\_\_