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EMPLOYEE HANDBOOK

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Sr.	Employee Handbook Version	Release Date
1	Employee Handbook 2023, including following updates; Separation Policy, Referral Bonus Policy, Expense Limits, OPD/IPD Policy Updates, Incident Reporting & Escalation Process, WFH Policy, Information Security Policy, Car Policy, Intercity Move Policy	January 2023
2	Employee Handbook 2023 v.1.1, including following updates; Maternity Leave Policy, Standard Code of Conduct, Parents IPD Policy, Extra Leave Policy, Intercity Move Policy	May 2023
3	Employee Handbook 2023 v.1.2, including following updates; Training Reimbursement Policy, Policy update on subsidy for Home Internet Broadband Connection, ACCA Annual Subscription Fee Reimbursement	October 2023
4	Employee Handbook 2023 v.1.3, including following updates; Guidelines for reimbursements, Additional guidelines under Maternity policy & Referral Bonus Policy.	December 2023



1. COMPANY MANAGEMENT

1.1. Welcome and Introduction

Thank you for joining Folio3! We hope you agree that you have a great contribution to make at Folio3 and that you will find your employment at Folio3 a rewarding experience. We look forward to the opportunity of working together to create a more successful company. We also want you to feel that your employment with Folio3 will be one that is mutually beneficial and gratifying.

You have joined an organization that is focused on helping entrepreneurs and small enterprises successfully build and manage an offshore software development presence. Folio3 evolved out of a tier-one venture-funded Silicon Valley startup that successfully moved its critical product development and marketing activities offshore.

We hope that you will find satisfaction in your job and take pride in your work.

An interesting and challenging experience awaits you as an employee of Folio3. We have written this handbook in order to answer some of the questions you may have concerning the policies of Folio3. Please read it thoroughly and retain it for future reference. Should you have any questions regarding any policies, please ask a member of the Human Resource Department for assistance.

The Human Resource Department handles the administrative responsibilities for employment-related issues such as payroll, benefits and many personnel issues. Questions relating to payroll, benefits or other human resource issues should be directed to the Human Resource Manager.

1.2. Definitions

The term "employee" as used throughout this handbook means those employees of Folio3.

The term "employment" as used throughout this hand book means your employment with Folio3. The term "Company" as used throughout this handbook means Folio3.

This handbook is not a contract guaranteeing employment for any specific duration. Both you and Folio3 have the right to terminate your employment at any time. No supervisor, manager or representative of Folio3, other than the Chief Operating Officer (CEO), has the authority to enter into any agreement for employment for any specified period or to make any promises or commitments contrary to the foregoing. Any employment agreement entered into by the CEO shall not be enforceable unless it is in writing and signed by both parties.

1.3. Notice to Employees

In drafting this Employee Handbook, we have avoided the use of specific gender pronouns wherever possible. However, where such avoidance would have led to very awkward sentences, we have used the masculine pronoun. This use should be considered to refer to both genders. This Employee Handbook supersedes all previous Company handbooks and policies. In addition, this handbook supersedes all prior management memos to the extent that such memo contradicts a subject or policy covered therein.



1.4. Change in Policy

The policies in this handbook are subject to change at the sole discretion of Folio3. We will notify you of these changes by appropriate means. Changes will be effective on dates determined by Folio3, and you may not rely on policies that have been superseded. No supervisor or manager has any authority to alter the foregoing. If you are uncertain about any policy or procedure, please check with Human Resources.

2. EMPLOYMENT POLICIES

2.1. Probation Period

The Probation period is intended to give new employees the opportunity to demonstrate their ability to achieve a satisfactory level of performance and to determine whether the new position meets their expectations. The Company uses this period to evaluate employee capabilities, work habits, and overall performance. It is also a time to get to know your fellow employees, your supervisor, your company culture, and the tasks involved in your job position, as well as to become familiar with the company's products and services. Your manager or another company employee will work with you to help you understand the needs and processes of your job.

All new and rehired employees work for a probation period of three (3) months after their date of hire. Any significant absence will automatically extend the probation period by the length of the absence. If Folio3 determines that the designated probation period does not allow sufficient time to thoroughly evaluate the employee's performance, the probationary period may be extended for a specified period.

This probation period does not affect the employment status of an employee being "at will", meaning that either party may terminate at any time and for any nondiscriminatory reason the employment relationship. In case of unsatisfactory performance demonstrated **during the probation** period, the employee may be terminated once the probation period ends.

During probation, Folio3 may terminate the employment of an employee at one week's written notice. Employees may have to give one week's written notice if he/she wishes to resign from the job during the probation period.

During the probation period, employees are eligible for benefits required by law. All other benefits will be effective after successful completion of the probation period.

2.2. Employment Confirmation

At the time of probation completion, employees shall be notified about their Employment status via email update from HR, followed by a post-probation feedback-sharing meeting with his/her Line Manager.

Confirmed employees become eligible for the following benefits on successful completion of probation:

1. Provident Fund
2. Corporate health insurance for parents
3. Advance Salary/Loan facility (one-year tenure in Folio3)

4. Bi-annual Performance Bonus
5. Bi-annual Increments
6. Monthly Accrual bonus
7. In-house technical and soft skills training
8. Employee Recognition Awards
9. Partially paid Training and Certifications
10. International trips for Seniors
11. Pakistan Tour

2.3. Classifications of Employment

For purposes of salary administration and eligibility for overtime payments and employment benefits, Folio3 classifies its employees as follows:

Full-Time Regular Employees – Employee(s) hired to work for Folio3 as normal, full time, Forty-Five hour or more workweek on a regular basis.

Part-Time Employees – Employee(s) engaged to work full time or part time on Folio3's payroll with the understanding that their employment will be terminated no later than upon completion of a specific assignment. (Note that a temporary employee may be offered, and may accept, a new temporary assignment with Folio3 and thus still retain temporary status.) Hourly-rate employees will not be eligible for monthly accrual bonuses, leaves, conveyance or medical allowances.

Contractual Employees – Employees engaged to work on contract or as **consultants**.

2.4. Personnel Files

Folio3 maintains a personnel file on each employee. You may review your personnel file upon request and in the presence of authorized personnel. If you are interested in reviewing your file, contact the Human Resource Manager to make arrangements.

To ensure that your personnel file is up-to-date at all times, notify Human Resource Team of any changes in your name, telephone number, home address, marital status, number of dependents, beneficiary designation details (next of kin declared by employee), scholastic achievements, the individuals to notify in case of an emergency, and so forth. An Employee Change in Status Notice will need to be filled out and sent to Human Resources.

2.5. Employment References

All employment verification or reference requests on current or former employees are to be referred to Human Resources. Human Resources will normally only release last title and dates of employment. All other requests for information on current or former employees also are to be referred to Human Resources, who will consider and respond to the request.

Requests for employment verification for credit or mortgage purposes should also be referred to Human Resources. Certain information will be provided only if the employee has executed a release.

2.6. Referral Bonus Policy

Employees are encouraged to refer candidates for open positions within the Company. Folio3 will pay a recruiting referral bonus to any Folio3 employee who refers to a personally known and credible candidate. Note the stress on “credible”, please. Not only should these referrals be good at what they do but also they must be a good personality and cultural fit. You are, in effect, recommending these people. Therefore, we expect these referees to embody the same Folio3 values that you do. The amounts of the referral bonuses according to the Positions are listed below:

Associate Engineer Level (ASE, ASQA, AUI/UX, GD other engineering roles) with Min 6 months experience	PKR 10,000
Engineer Level (SW, QA, FC, GD, DevOps Engr., L2 IT Support, APM, DME) with Min. 1 year experience	PKR 20,000
Senior Engineer Level (SSE, Sr. DevOps, SSPW, SSQA, Senior FC, Senior GD, PM, Assc. PDM, Sr. DME, AM)	PKR 30,000
Lead Engineer Level (LQA, Lead FC, Sr. PM, Sr. PDM, Lead UI/UX, Lead GD)	PKR 40,000
Architect Level (Solution Architect, Sales Manager, Marketing Manager)	PKR 50,000

2.6.1. Guidelines

1. No referral bonus will be paid for candidates with less than six months’ experience.
2. A 2-year expiration period will be applicable on all resumes received by HR from any source.
3. In case of multiple referrals, eligible person would be decided on following factors:
 - a) Relevancy of referral
 - b) Timing of referral
 - c) Participation of referrer in recruitment/selection of candidate.
4. Payment would be made based **on the position**, referred candidate was hired on. (Not referred on)
5. The referral bonus will be paid upon the Confirmation of the referred employee, in case the referred employee never gets confirmed and is terminated during probation period, no referral bonus will be paid.
6. Referring employees are not allowed to take part in the selection process of the referred candidate.
7. Referral bonuses will not be paid for referral of part-time or temporary employees. In addition, no referral bonus will be paid to hiring managers for the referral of one of their own staff, nor will any referral bonus be paid for individuals who have sought employment with the Company prior to the referral.
8. 50% of the referral bonus will be paid for referring ex-Folio3 employees.
9. Referral bonus will be taxable income.



10. Relevant resumes must be sent to recruitment@Folio3.com. Subject line should be "Referral (Your Name) - Position Referred". Referrals can also be submitted by filling the '[Employee Referral Form](#)' and **uploading a referred** resume along with required details on Pulse ESS Module.

2.7. Employment of Relatives

The Company permits the employment of qualified relatives of employees so long as such employment does not, in the opinion of Folio3, create actual or perceived conflicts of interest.

For purposes of this policy, "relative" is defined as a spouse, child, parent, sibling, grandparent, grandchild, aunt, uncle, first cousin, or corresponding in-law or "step" relation. The Company will exercise sound business judgment in the placement of related employees in accordance with the following guidelines:

- Individuals who are related by blood or marriage are permitted to work in the same Company facility, provided no direct reporting or supervisory/management relationship exists. That is, no employee is permitted to work within the "chain of command" of a relative such that one relative's work responsibilities, salary, or career progress could be influenced by the other relative.
- No relatives are permitted to work in the same department or in any other positions in which Folio3 believes an inherent conflict of interest may exist.
- This policy applies to all categories of employment at Folio3, including full-time and part time classifications.

2.8. Equal Opportunity Employer

Folio3 is an equal opportunity employer. Employment decisions are based on merit and business needs and not on race, color, citizenship status, national origin, ancestry, gender, sexual orientation, age, religion, creed, physical or mental disability, marital status or political affiliation.

This policy applies to all areas of employment, including recruitment, hiring, training and development, promotion, transfer, termination, layoff, compensation, social and recreational programs and all other conditions and privileges of employment.

Management is primarily responsible for seeing that Folio3's equal employment policies are implemented, but all members of the staff share in the responsibility for assuring that by their personal actions the policies are effective and apply uniformly to everyone.

Any employees, including managers, involved in discriminatory practices will be subject to disciplinary action as deemed appropriate up to and including termination.

2.9. Separation from Employment

An employee may be separated from employment voluntarily or involuntarily by retirement, resignation or termination.

a) **Voluntary Separation:** When it is entirely an employee's decision to leave the company therefore, he/she submits resignation.

b) **Involuntary Separation:** When it is not an employee's sole decision to leave the company but the reasons initiated by the employer.

2.9.1. Termination

Folio3 operates under the principle of at-will employment or as stated in the hiring contract. This means that neither you nor Folio3 has entered into a contract regarding the duration of your employment. You are free to terminate your employment with Folio3 at any time with or without reason. Likewise, Folio3 has the right to terminate your employment, or otherwise discipline, transfer, or demote you at any time with or without reason, at the discretion of Folio3. Any accrued but unused vacation time (excluding casual leaves) will be paid out at the time of employment termination.

You may be terminated for poor performance, misconduct, excessive absences, tardiness, discrimination, harassment, or other violations of Folio3's policies. However, your employment is at-will, and you and Folio3 have the right to terminate your employment for any or no reason.

2.9.2. Resignation

Any employee who voluntarily resigns is expected to provide Folio3 with advance written notice of not less than sixty (60) days as is customarily done as a business courtesy. In case of not serving proper notice period, penalties (up to 2 times) may be imposed, contact HR for further details. Any accrued but unused vacation time (excluding casual leaves) will be paid out at the time of final settlement. Employees are not entitled for any paid training or Certification benefit during the Notice period

2.9.3. Notice Period for Exceptional Cases/Relocation

Employees must give a heads up about their immigration/higher studies/relocation cases, months in advance (or as soon as possible) instead of a 2 months advance notice period, to help company be in a better position for organizational planning that is mutually beneficial for employee and Folio3.

2.9.4. Resignation Submission Process

An employee who voluntarily or involuntarily submits resignation, must first discuss it with his/her assigned Line Manager, in case Line Manager has not yet been assigned then Project Manager, detailing the reasons for resignation. After the meeting employee initiates a 'Resignation Submission' email to HR, keeping Line Manager, Project Manager and Division Owner in cc. Once management has approved the resignation, employee will receive an email from HR titled, 'Resignation Acceptance', mentioning the notice period duration and last working day. Another email titled, 'Notice Period Guidelines' will contain important notice period related information for exiting employee, such as Leaves, Equipment return, Clearance form, Final settlement etc.

2.9.5. Knowledge Transfer & General Code of Conduct

To ensure proper knowledge transfer & smooth transition during the notice period, the employee is expected to connect with their immediate Line Manager or/and respective PM/DO for the Knowledge Transfer Plan.

- Work from home is not allowed during the notice period and employee has to ensure their availability and adequate response time during work hours.
- In case employee have additional responsibilities as a Line Manager then please get your Manager(s) reassigned to another Line Manager during the notice period.
- Employee is not eligible for LM lunch during the notice period.
- Employees are not entitled to a provident fund contribution (Employee & Employer Share) during the applicable notice period days.

2.9.6. Clearance Process:

Employees will get the Clearance form in the Notice Period Guidelines where the employee has to make a copy of the clearance form with their name & share the access with all support departments & other stakeholders for required clearance.

Completion of the clearance form is the responsibility of an employee; the incomplete clearance form may result in a delay in employees full & final settlement. Please read the guidelines mentioned in the clearance form for a better understanding. Please refer to Annexure B for the clearance Forms.

2.9.7. Full & Final Settlement:

Employees Full & Final Settlement shall be processed with the next regular pay cycle (from their LWD) and can be collected from the finance department in the form of a hard cheque. Accrued annual leaves will be encashed at the time of the final settlement along with other dues (including PF, if applicable)

Experience letters will be issued to employees in soft & hard copy upon completion of exit formalities in a satisfactory manner & have received their final settlement. In case of incomplete knowledge transfer, performance issues, or incomplete notice period the company may withhold the full & final settlement and the experience letter.

2.9.8. Exit Interview

Management may conduct an exit interview to discuss your reasons for leaving and any other impressions that you may have about the company. During the exit interview, you can provide insights into areas for improvement for the company and your specific position. Employees will get the Exit interview form as well in the Notice Period Guidelines, which must be filled before the exit interview on the last working day.

2.9.9. Return of Company Property

Any Folio3 property issued to you, such as computer equipment, keys, health insurance card must be returned to Folio3 at the time of your termination. You will be responsible for any lost or damaged items. Appropriate penalties will be adjusted from full and final settlement if required.

2.9.10. Leaves during Notice Period

Casual leave quota will reset to two from the date of resignation submission; any other absences during notice period will be deducted on double penalty (2x deduction for each day). Deductions will be applied to full & final settlement check

Two casual leaves are allowed for only emergency or unforeseeable circumstances. Employees are discouraged to avail (paid/unpaid) leaves during the notice period. All requests for leaves of absence or an early departure are subject to full knowledge transfer and management approval.

3. EMPLOYEE CONDUCT

3.1. Anti-Harassment Policy

Folio3 intends to provide a work environment that is pleasant, professional, and free from intimidation, hostility or other offenses, which might interfere with work performance. Harassment of any sort - verbal, physical and visual - will not be tolerated.

Workplace harassment can take many forms. It may be, but is not limited to, words, signs, offensive jokes, cartoons, pictures, posters, email jokes or statements, pranks, intimidation, physical assaults or contact or violence. Harassment is not necessarily sexual in nature. It may also take the form of other vocal activity including derogatory statements not directed to the targeted individual but taking place within their hearing. Other prohibited conduct includes written material such as notes, photographs, cartoons, articles of a harassing or offensive nature and taking retaliatory action against an employee for discussing or making a harassment complaint

All Folio3 employees, and particularly managers, have a responsibility for keeping our work environment free of harassment. Any employee, who becomes aware of an incident of harassment, whether by witnessing the incident or being told of it, must report it to their immediate manager, or a designated management representative with whom they feel comfortable.

While Folio3 encourages you to communicate directly with the alleged harasser, and make it clear that the harasser's behavior is unacceptable, offensive or inappropriate, it is not required that you do so. It is essential, however, to notify their HR immediately. Any incidents of harassment must be immediately reported to a manager or other management representative.

Appropriate investigation and disciplinary action will be taken. All reports will be promptly investigated with due regard for the privacy of everyone involved. However, confidentiality cannot be guaranteed. Any employee found to have harassed a fellow employee or subordinate would be subject to disciplinary action up to and including termination.

Folio3 will also take any additional action necessary to appropriately remedy the situation. Retaliation of any sort will not be permitted. No adverse action will be taken against any employee making a 'good faith' report of alleged harassment.



Folio3 does not accept any liability for harassment of one employee by another employee. The individual who makes unwelcome advances, threatens or in any way harasses another employee is personally liable for such actions and their consequences. Folio3 may not provide legal, financial or any other assistance to an individual accused of harassment if a legal complaint is filed.

3.2. Incident Reporting and Escalation Process

Folio3 is committed to the highest standards of conduct and ethical behavior in all of our business activities and to promoting and supporting a culture of honest and ethical behavior, corporate compliance and good corporate governance. Folio3 encourages the reporting of any instances of suspected unethical, illegal, fraudulent or undesirable conduct involving Folio3's businesses and provides protections and measures so that those persons who make a report may do so confidentially and without fear of intimidation, disadvantage, or reprisal.

This policy applies to all directors and employees of the Folio3, including suppliers and their employees.

Incident Escalation Form URL:

<https://forms.gle/SubMadSNJ4p4VCL98>

You may make a report under this policy if you have reasonable grounds to suspect that a Folio3's director, officer, employee, contractor, supplier, tenderer or other person who has business dealings with Folio3 has engaged in conduct (Reportable Conduct) which:

- is dishonest, fraudulent or corrupt, including bribery or other activity in breach of the com Policy;
- is illegal activity (such as theft, violence, harassment or intimidation, criminal damage to property, breach of competition and consumer law, breach of privacy law or other breaches of state or federal law);
- is unethical or in breach of Folio3's policies (such as dishonestly altering company records or data, adopting questionable accounting practices or willfully breaching Folio3's Code of Conduct or other policies or procedures);
- is potentially damaging to Folio3's, a Folio3's employee or a third party, such as unsafe work practices, environmental damage, health risks or abuse of Folio3' property or resources; (e) amounts to an abuse of authority or a conflict of interest;
- involves harassment, discrimination, victimization or bullying, other than personal work-related grievances as defined in the company anti-harassment policy; or
- involves any other kind of misconduct or an improper state of affairs or circumstances.

Reportable Conduct generally does not include personal work-related grievances. These are grievances which relate to a current or former employee's employment or engagement that have implications for only that person and do not have broader implications for Folio3.

Examples include:

- a conflict between you and another employee;
- a decision relating to your promotion or transfer;
- a decision relating to the termination of your employment.

Such matters should be raised directly with your HR.

For the purposes of this policy to ensure appropriate escalation and timely investigation, we request that reports are made via using Incident Escalation Form.

3.3. Sexual Harassment

Sexual harassment may include unwelcome sexual advances, requests for sexual favors, or other verbal or physical contact of a sexual nature when such conduct creates an offensive, hostile and intimidating working environment and prevents an individual from effectively performing the duties of their position. It also encompasses such conduct when it is made a term or condition of employment or compensation, either implicitly or explicitly and when an employment decision is based on an individual's acceptance or rejection of such conduct.

It is important to note that sexual harassment crosses age and gender boundaries and cannot be stereotyped. Generally, two categories of sexual harassment exist. The first, "quid pro quo," may be defined as an exchange of sexual favors for improvement in your working conditions and/or compensation. The second category, "hostile, intimidating, offensive working environment," can be described as a situation in which unwelcome sexual advances, requests for sexual favors, or other verbal or physical contact of a sexual nature when such conduct creates an intimidating or offensive environment. Examples of a hostile, intimidating, and offensive working environment includes, but is not limited to, pictures, cartoons, symbols, or apparatus found to be offensive and which exist in the workspace of an employee. This behavior does not necessarily link improved working conditions in exchange for sexual favors. It is also against Folio3's policy to download inappropriate pictures or materials from computer systems, internet, worldwide web and other similar forms of electronic distribution.

While Folio3 encourages you to communicate directly with the alleged harasser, and make it clear that the harasser's behavior is unacceptable, offensive or inappropriate, it is not required that you do so. It is essential, however, to notify your supervisor, a member of senior management or HR immediately. Any incidents of harassment must be immediately reported to a manager or other management representative. Appropriate investigation and disciplinary action will be taken. All reports will be promptly investigated with due regard for the privacy of everyone involved. However, confidentiality cannot be guaranteed. Any employee found to have harassed a fellow employee or subordinate would be subject to disciplinary action up to and including termination.



Folio3 will also take any additional action necessary to appropriately remedy the situation. Retaliation of any sort will not be permitted. No adverse action will be taken against any employee making a 'good faith' report of alleged harassment.

Folio3 does not accept any liability for harassment of one employee by another employee. The individual who makes unwelcome advances, threatens or in any way harasses another employee is personally liable for such actions and their consequences. Folio3 may not provide legal, financial or any other assistance to an individual accused of harassment if a legal complaint is filed.

3.4. Standards of Conduct

Whenever people gather together to achieve goals, some rules of conduct are needed to help everyone work together efficiently, effectively, and harmoniously.

By accepting employment with us, you have a responsibility to Folio3 and to your fellow employees to adhere to certain rules of behavior and conduct. The purpose of these rules is not to restrict your rights, but rather to be certain that you understand what conduct is expected and necessary.

When each person is aware that she/he can fully depend upon fellow workers to follow the rules of conduct, our organization will be a better place to work for everyone.

Employees should encourage positive conversations on all the official platforms or chat groups of Folio3. As members of the organization, we all have a role to play in upholding a positive image. We encourage all the employees to be ambassadors of the organization and country by sharing positive stories, promoting our achievements, and engaging in constructive conversations. By doing so, we can collectively showcase the best of what we have to offer.

At Folio3, we strive to maintain a respectful and inclusive work environment that values diversity and promotes open dialogue. We expect all employees, contractors, and stakeholders to adhere to the following guidelines when engaging in communication, both internally and externally:

1. **Respect for Diversity:** Treat every individual with respect and dignity, irrespective of their race, ethnicity, nationality, religion, political affiliation, gender, sexual orientation, or any other protected characteristic. Recognize and appreciate the value of diversity in our organization.
2. **Avoid Bias and Stereotyping:** Refrain from making biased or derogatory comments, jokes, or statements based on an individual's ethnic, cultural, or political background. Exercise caution when discussing sensitive topics and be mindful of the impact of your words on others.
3. **Language and Tone:** Use language that is inclusive, professional, and respectful in all forms of communication, including written, verbal, and digital platforms. Avoid offensive language, slurs, or derogatory terms.
4. **Social Media Conduct:** Understand that your online presence reflects on the company. When participating in public online discussions or representing the company's views, ensure that your



comments are respectful, factual, and aligned with our values. Remember to separate personal opinions from official company statements.

5. **Reporting and Accountability:** If you witness or experience biased or negative commenting on ethnic or political topics, promptly report it to the appropriate channels as outlined in our reporting mechanisms. We take such matters seriously and will investigate and take appropriate action against any violations of this code of conduct.

It is advisable for employees to consult HR for any queries regarding policies rather than discussing them in various chat groups.

3.5. Unacceptable Activities

We expect each person to act in a mature and responsible way at all times. If you have any questions concerning any work or safety rule, or any of the unacceptable activities listed below, please see your manager or Human Resources for an explanation.

Note: The following list of Unacceptable Activities does not include all types of conduct that can result in disciplinary action, up to and including termination. Nothing in this list alters the at-will nature of your employment; either you or Folio3 may terminate the employment relationship with or without reason, and in the absence of any violation of these rules:

1. Violation of any company rule; any action that is detrimental to Folio3' efforts to operate profitably.
2. Negligence or any careless action that endangers the life or safety of another person.
3. Being intoxicated or under the influence of a controlled substance while at work; use, possession or sale of a controlled substance in any quantity while on company premises, except medications prescribed by a physician which do not impair work performance.
4. Unauthorized possession of dangerous or illegal firearms, weapons or explosives on company property or while on duty.
5. Engaging in criminal conduct or acts of violence, or making threats of violence toward anyone on company premises or when representing Folio3; fighting, or provoking a fight on company property, or negligent damage of property.
6. Insubordination or refusing to obey instructions properly issued by your manager pertaining to your work; refusal to help out on a special assignment.
7. Threatening, intimidating or coercing fellow employees on or off the premises at any time, for any purpose.
8. Engaging in an act of sabotage; negligently causing the destruction or damage of company property, or the property of fellow employees, customers, suppliers, or visitors in any manner.
9. Theft or unauthorized possession of company property or the property of fellow employees; unauthorized possession or removal of any company property, including documents, from the premises without prior permission from management; unauthorized use of company equipment or property for personal reasons; using company equipment for profit.
10. Dishonesty; falsification or misrepresentation on your application for employment or other work records; lying about sick or personal leave; falsifying reason for a leave of absence or other data requested by Folio3; alteration of company records or other company documents.



11. Violating the non-disclosure agreement; giving confidential or proprietary Folio3 information to competitors or other organizations or to un-authorize Folio3 employees; working for a competing business while a Folio3 employee; breach of confidentiality of personnel information.
12. Spreading malicious gossip and/or rumors; engaging in behavior, which creates discord and lack of harmony; interfering with another employee on the job; restricting work output or encouraging others to do the same.
13. Immoral conduct or indecency on company property.
14. Disclosing salaries within and outside the company
15. Conducting a lottery or gambling on company premises.
16. Unsatisfactory or careless work; failure to meet production or quality standards as explained to you by your manager.
17. Any act of harassment, sexual, racial or other; telling sexist or racist jokes; making racial or ethnic slurs.
18. Leaving work before the end of a workday or not being ready to work at the start of a workday without approval of your manager; stopping work before time specified for such purposes.
19. Sleeping or loitering during working hours.
20. Excessive use of company telephone for personal calls.
21. Smoking in restricted areas or at non-designated times, as specified by department rules.
22. Creating or contributing to unsanitary conditions.
23. Posting, removing or altering notices on any bulletin board on company property without the permission of Folio3's management and/or Human Resources.
24. Failure to report an absence or late arrival; excessive absence or lateness.
25. Obscene or abusive language toward any manager, employee or customer; indifference or rudeness towards a customer or fellow employee; any disorderly/antagonistic conduct on company premises.
26. Failure to immediately report damage to, or an accident involving, company equipment.
27. Soliciting during working hours and/or in working areas; selling merchandise or collecting funds of any kind for charities or others without authorization during business hours, or at a time or place that interferes with the work of another employee on company premises.
28. If applicable, failure to use your timesheet; alteration of your own timesheet or records or attendance documents; altering another employee's timesheet or records, or causing someone to alter your timesheet or records.

By following this code of conduct, we collectively contribute to a positive and inclusive workplace culture that respects and appreciates individual differences.

4. HOURS & COMPENSATION POLICIES

4.1. Hours of Operation

All employees have a standard 5-day work week from office and are required to come into work at their designated times. Folio3 may announce changes to work from office schedules based on operational requirement for an interim time period.

4.2. Business Hours

The Business Hours of the company are from 9 am – 6 pm. Each employee is required to work for 45 - 50 hours in a week. The shift timings for employee(s) may vary based on client or operational requirement.

4.3. Core Hours

During core hours, we expect all employees to be physically in the office. If your personal circumstances or job duties require a different schedule, please discuss the matter with your manager. Core hours are reset at the beginning of each month. The details are as follows:

Core hours: 11:00am - 5:00pm (7hrs); All working days

Friday Core hours: 11:00am - 5:00pm

4.3.1. Shifting Core Hours:

Core hours of any employee may be shifted after approval of relevant Project Manager and Division Owner, as long as they are aligned with the team's work schedule.

Project Manager may request for shift of team member's core hours by filling the ['Core Hours Change Request Form'](#)

4.4. Core-hours penalty

It is incurred when someone violates the core-hours. Penalty time is equal to ½ of the time violated. It is the additional time someone will have to spend at work, besides the threshold hours. Thus, threshold for the day gets increased by the same amount as the penalty time $\text{New Threshold} = \text{Old Threshold} + \text{Penalty Time}$

For example: For someone violating 30 minutes of core-hours, penalty time will be 15 minutes. The threshold will now increase from 9 hours to 9 hours 15 minutes for the day. This additional penalty time should be covered within the current weeks' time frame (Monday – Sunday)

4.5. Work Schedule - Absence or Lateness

From time to time, it may be necessary for you to be absent from work. Folio3 is aware that emergencies, illnesses, or pressing personal business that cannot be scheduled outside your work hours may arise. 'Casual day' leaves have been provided for this purpose.

If you are unable to report to work, or if you will arrive late, please contact your manager immediately. If you know in advance that you will need to be absent, please request this time off directly from your manager and fill out the time off request form.

If you are unable to speak with your manager directly, you must contact Human Resources or your next level manager. If you are unable to call in yourself because of an illness, emergency or for some other reason, be sure to have someone call for you.

Absence from work for three (3) consecutive days without notifying your manager or Human Resources will be considered a voluntary resignation. Your termination date will be the last day you reported to work.

If you are absent because of an illness for three (3) or more successive days, you may be required to submit written documentation from your doctor stating the nature of your illness. A consistent pattern of questionable absences, excessive lateness or leaving early may lead to disciplinary action, including possible termination.

4.6. Attendance System

All employees are required to use the attendance system on daily basis as the attendance record from this system is used for payroll records which must be maintained accurately at all times.

If an employee forgets to sign in or sign out of the system, they need to file their missing attendance request in the present System and inform Human Resource through their Managers within 24 hours but no later than the current weeks' time frame (Monday – Sunday). Appropriate and approved adjustments will be made in employees' payroll for that month only. No adjustments or payments will be catered exceeding more than a month.

Attendance URL: <https://pulse.folio3.com/attendance>

4.7. Salary

Salaries vary according to your qualifications and previous work experiences, and a successful, stable work record. Rates for one particular job or classification cannot be compared as being relative to any other.

Any wage increases or adjustment in pay will be awarded on an individual basis dependent upon your performance.

Salary is calculated on 22 working days in a month. All the calculations for new/ leaving employees are done on 22 working days.

4.8. Appraisals and Reviews

Performance reviews are done twice a year, January (Annual) and July (Midyear) for full-time employees who have been with the company **for a minimum** 6 months at the time of performance reviews. Performance reviews are accompanied with bi-annual increments and bi-annual performance bonuses. However, increments and bonus payouts are done separately. Increments are effective from 1st January & 1st July each year (i.e. payouts are on January 31st & July 31st). Bi-annual bonuses are disbursed with April & October salaries (i.e. payouts are on April 30th & October 31st).

Only employees who were part of the July reviews will be eligible for the October bonus, similarly employees who are part of the December reviews will be eligible for April bonus & so on.

Folio3's compensation reviews are generally conducted at the time of the annual and **mid year** performance review, however having your compensation reviewed may or may not result in an increase, depending on if it is **found** to be within or outside reasonable ranges.

Our internal tool is used for filling employee's Self and Peer reviews.

Once an employee clears probation period and becomes a Confirmed employee, they attend a session conducted by HR, in which Appraisals and Reviews are explained step by step, in much detail for employee's clarity.

5. WORK FROM HOME

5.1. Work From Home (WFH) Policy

The purpose of this policy is to provide awareness and necessary guidelines to employees regarding Work From Home (WFH) provision, also to ensure employees are meeting expected productivity standards during WFH.

Work From Home means the employee is not physically present in the office premises but still virtually present to perform all recurring or assigned tasks. WFH provision is to facilitate employees in exceptional situations and not to be taken as a standard work option that employees can avail at will.

5.1.1. Guidelines

There is no absolute right on the part of any employee to work from home. The frequency and duration of work from home must be pre-approved by the relevant LM/PM.

Once there is an agreement that an employee is to work at home for a part of a day, a given day, or given period of days, the arrangement will be respected as far as possible. However, in an emergency, employees working at home must be prepared to be recalled to the office at short notice.

5.1.2. Procedure

Advance notice must be given to the relevant PM and approval obtained by filling Work From Home (WFH) Request Form.

(WFH FORM URL) <https://forms.gle/utFJ8XRfPQMZWY3R7>

In case of a legitimate condition where advance notice cannot be given (e.g., not well, unforeseen conveyance issue, bad situation) a verbal approval by phone or G-chat necessarily needs to be obtained, also email to the PM/Lead, team members/Line Manager mentioning the reason for working from home.

- Task priorities will be obtained for the day so the project does not suffer. **Employees** will ensure to be available during claimed hours via G-chat, email and phone as much as when **at the office**.

- WFH hours will be tracked by the relevant Project Manager, approved according to the work completed and submitted to the relevant person (Division Owner or mapped ED) who is assigned to the project. Only those hours will be adjusted as working hours.

6. PROLONGED WORK FROM HOME:

Prolonged work from home is announced by the company in unprecedented circumstances where working from office is practically impossible.

Managing employees who are doing continuous 'WFH' can be challenging. It is crucial that their line managers understand and address the factors that make WFH especially demanding. It is vital to take the initiative to ensure that employees receive the support and guidance they need to ensure business continuity during this time. Since we do not know exactly how this situation will develop – we only know that it will challenge us all to be at our best; to model the Company's behaviors and values, to work as one group, and to be flexible and innovative in how we work with each other and with our customers.

6.1. Guidelines for Work From Home

1. Make your calendar public to all Folio3 employees.
2. Add all planned meetings to your calendar, no exceptions.
3. Off time: When you are stepping away from your desk, change skype status; be specific about the duration of the off time.
4. Response Time: You should respond immediately to a meeting request, calendar invite etc. by either confirming your availability or suggesting a new time, the acknowledgment response should be ASAP.
5. Phone/Text Response Time: respect everyone's personal time and try to communicate with others during work hours as much as possible
6. Company Equipment: Employees are responsible for proper usage of company property whilst they are WFH. This includes office chairs, mobile phones, tablets, laptops or other peripheral devices. Protect them from being damaged or misused. In case of damage, theft or loss of any item provided to you, please report it immediately.
7. Remember, your performance will be assessed in close coordination with your line manager so make sure to deliver on your daily tasks.
8. Structure projects with kick-off, milestones and closing meetings to maintain productivity.

6.2. Establish a WFH Environment

1. Make sure that you have a VPN set up on your device.
2. Ensure that you have strong internet connection at home.
3. Try to have a designated location/workstation at home where you can concentrate, answer calls, join video conferences etc.

4. Make sure that you have an appropriate background setting at all times, especially if you are speaking to clients or potential clients, as this reflects Folio3 image and reputation. Even though you are working from home, make sure that you start and complete within the designated office hours, because your colleagues are in the office during those times. · Be prepared to have a video call at any point during the day, look presentable and adhere to the dress code should you have a call with a client.
5. Make sure that you adhere to Folio3 policies and procedures regarding information and data security whilst working from home. All policies, procedures and guidelines that apply on premises, also apply off premises.
6. Check in with your colleagues and manager to ensure you are up to date on what's happening at work and to be up to date on any important information you may have missed.

7. OPERATIONS POLICY

7.1. Appearance

All employees are required to report for work in clean clothing and footwear. All personnel should maintain good grooming and personal hygiene. Clothing which is not acceptable are items that are sloppy or unkempt, halter tops, shorts, bathing suits, or tank tops

7.2. Electronic Acceptable Use Policy

Folio3 provides some, if not all, employees with electronic access, consisting of an e-mail system, a network connection, and Internet/Intranet access. This policy governs all use of the Company's network, Internet/Intranet access, and e-mails system at all Company locations and offices. This policy includes, but is not limited to, electronic mail, chat rooms, the Internet, news groups, electronic bulletin boards, the Company's Intranet and all other Company electronic messaging systems.

We have a limited amount of Internet bandwidth that is shared among many client and project teams so it must be used sensibly. Employees are required to make proper use of office resources (Internet bandwidth and office phones) and not abuse such privileges. Usage of P2P file sharing programs (e.g., for downloading MP3s or movies) or streaming audio and video sites (e.g., YouTube, Geo.tv) are prohibited in the office for personal use.

Even when downloading large files for official purposes, please aim to schedule those downloads when bandwidth needs are lowest (i.e., early mornings or evenings)

7.3. Personal Use of Company Property

In some instances, employees may be allowed to borrow certain Folio3's equipment for their own personal use while on our premises. In no instance may this be done off our premises, or without prior management approval. You understand and agree that Folio3 is not liable for personal injury incurred during the use of company property for personal projects.

As a Folio3 employee, you accept full responsibility for any and all liabilities for injuries or losses that occur, or for the malfunction of equipment. You are responsible for returning the equipment or tools in good condition and you agree that you are required to pay for any damages that occur while using the equipment or tools for personal projects.

7.4. Open Communication

Folio3 encourages you to discuss any issue you may have with a co-worker directly with that person. If a resolution is not reached, please arrange a meeting with your manager to discuss any concern, problem, or issue that arises during the course of your employment. In the event you do not feel comfortable speaking with the person directly, you may always speak to Human Resources.

Retaliation against any employee for appropriate usage of open communication channels is unacceptable. Please remember it is counterproductive to a harmonious workplace for employees to create or repeat corporate rumors or office gossip. It is more constructive for an employee to consult his/her manager immediately with any questions.

7.5. Communication Tools

- Chat : Google Chat
- Meetings : Zoom & Google Meet

7.6. Conflict of Interest Policy

The purpose of this policy is to emphasize that Folio3 follows "Zero Tolerance Policy" towards Conflict-of-Interest activities.

During your employment with Folio3, you may not engage in any other employment, consulting or other business activity directly related to Folio3's business.

7.6.1. Guidelines

- In general, outside work activities, freelance etc. would fall under conflict-of interest activities if they:
 - .1. Prevent the employee from fully performing work for which he/she is employed at Folio3, including excess work hours/day assignments.
 - .2. Waste Folio3's computer, internet other resources, colleague's time, or employee's own time engaging in work unrelated to Folio3's business.
- If an employee is found engaged in freelance or other similar activities during work hours and/or found using office equipment or premise for such activities, it may result in immediate termination or release of employee from his/her duties.

7.7. Performance or Discipline Issues

It is Folio3's general policy that, in the event that your manager and/or Folio3's management determines that your job performance is inadequate or that your behavior or habits are inappropriate, you will be advised of the problem and given an opportunity to correct the deficiency.

However, there may be certain circumstances in which Folio3 determines that the nature or seriousness of the problem justifies immediate termination without any warning or opportunity to correct. Because your employment with Folio3 is 'at-will', Folio3 may terminate your employment at any time for any reason, with or without notice or warning.

7.8. Anniversary Date

The first day an employee reports to work on a full-time basis is their official anniversary date. The anniversary date is used to compute various conditions and benefits described in this document.

7.9. Expense Reimbursement Policy

The Expense Reimbursement policy provides proper channels to employees for allowable expenses that are borne by them, reimbursed and duly paid out. The policy also applies to situations where an employee bears an expense for services or goods on behalf of the company. In case of the latter, the employee is first required to seek verbal approval from his/her line manager/project manager before bearing any such expenses.

Allowable expenses by Folio3 with budget limits are as follows:

- **Quarterly LM lunch (up to PKR 1750/head)**

Employees must submit an 'Expense Reimbursement Form' for reimbursement within 30 days of incurring them. Line Managers (LM) and their managees must document meeting notes on F3 Teams before submitting an 'Expense Reimbursement Request' via the Expense App. A screenshot of LM tool notes must accompany the request.

Remote Line Management Meetings: We encourage scheduling remote line management meetings on the same day for shared lunch. Reimbursement is based on lunch receipts individually from Line Manager & Managee. Monthly meeting status has to be done or in-progress to claim reimbursement.

In case if the Line Manager or Managee (s) is outside the country then expense reimbursement limit for the respective region/country will be applied. Employees are requested to connect with HR to get their respective LM Lunch limits for their region/country.

Failure to adhere to this policy may lead to reimbursement delays or the rejection of expense claims. Use the 'Expense Reimbursement Request Form' on [Expense App](#).

- **Quarterly Team lunch (up to PKR 2000/head)**

'Expense Reimbursement Form' should be filled and submitted by the recipient. Request initiator is expected to share the list of employees attending the team lunch and specify the team name for record purpose. In case of remote teams, a prior approval from HR or DO is required before submitting the experience reimbursement request under this category. Use the 'Expense Reimbursement Request Form' on [Expense App](#).

- **Private Transportation (at actual)**

Expenses incurred for availing In-drive/Careem (or other transport services which can provide bill receipt), in case of strike/unavailability of normal mode of transportation due to events (Govt. Notices), are reimbursable on [Expense App](#). A prior approval is required from Admin/HR to apply such reimbursements.

- **Late sitting Meal Allowance (up to PKR 1350/head)**

Meals can be reimbursed if you have been working for more than 11 hours. Late sittings are expected to planned and approved by your respective lead/project manager.

This time duration cannot include extra time required to stay at work to make up for violation in attendance. Screenshot of relevant days' attendance record must be attached with the request on [Expense App](#). Late sitting expenses should be submitted on an individual basis.

You can also avail this meal allowance if you are working on any Public Holiday or Holidays due to planned work engagement for more than 4 hours in office.

Late sitting or work on Holidays Meal Allowance is not applicable in Work from Home schedule.

- **Late sitting Travel Allowance (at actual)**

Transportation expenses for InDrive/Careem (or other transport services which can provide bill receipt) can be reimbursed if you have been working for more than 11 hours. Screenshot of relevant day's attendance record must be attached with the request on [Expense App](#). Late sitting expenses should be submitted on an individual basis. This is subject to the approval of LM & DO.

Late sitting or work on Holidays Travel Allowance is not applicable in Work from Home schedule.

- **New Hire First Day Lunch. (Upto 1200/head)**

All the new Employees first day lunch is sponsored by Folio3. The respective Buddy or Admin Representative are expected to make the arrangement for the Lunch. Lunch entitlement is applicable for the new Employee & the respective assigned Buddy by HR.

7.9.1. Procedure:

- Allowable expenses can be reimbursed by using Folio3 [Expense App](#)
- Employee fills the Reimbursement Form on the Expense App by clicking 'Add Request', fill in the mandatory basic information, select correct expense type and upload the image of the original expense receipt/s, which after submission will be subject to LM/PM/DO's approval. In case of LM lunch, LM should submit the expense reimbursement request, not the manager
- Status of expense request will be updated on the app
- Finance will intimate employees through monthly email reminders regarding date of submission of allowable expenses
- After verification, approved amounts shall be disbursed to the employee's account

7.9.2. General Guidelines for Expense Reimbursements

- LM Lunch reimbursements will be done only if LM notes are duly filled in LM tool.
- Amounts exceeding the provided budget limits are non-reimbursable
- The 'Expense Reimbursement Form' on the [Expense App](#) should be submitted within 30 days of the expense. Each reimbursement case should be submitted separately with image/s of original receipts.
- Submitting fraudulent receipts or falsifying your expenses will result in loss of reimbursement privileges and will warrant subsequent disciplinary actions
- In the event you terminate your employment, any outstanding, authorized expenses you incurred as a result of your employment with Folio3 will be reimbursed within a reasonable time period
- LM lunch is not allowed during the notice period of employee.
- Allowable expenses may be put on hold if deemed necessary by the company.

7.10. Entertainment and Cultural Committee (ECC)

Folio3 has an Entertainment and Cultural Committee (ECC) that is responsible for planning outings and entertainment events for the Employees. The committee may consist of up to 20 members at a time. Events include but are not limited to:

- Farmhouse outings
- Beach picnics
- Fishing trips
- Bowling events
- Movie nights

Guidelines

- a. Employee should be a full-time permanent member of Folio3
- b. LM/PM approval should be sought before applying for membership
- c. Once selected, ECC members will be part of the committee for a period of 9 – 12 months after which they need to reapply or nominate someone else to take their place - ECC meetings shall be held on need basis and attendance for these is mandatory. Two consecutive absences may result in cancellation of ECC membership
- d. Preference will be given to employees with past experience in entertainment-related activities
- e. Event calendars will be planned and published to all employees
- f. ECC Events shall be geared towards promoting Folio3 culture and team-building activities
- g. ECC Rules are subject to change with or without prior notice

7.11. Housekeeping

Care and maintenance of the kitchen and dining table area is everyone's responsibility. Please be sure to clean up any spills and put trash into the trash receptacle. Please also be sure to dispose of or remove any uneaten food/food containers from the refrigerator by the end of the week, in order to avoid the possibility of your containers being thrown away.

Additionally, the appearance of each employee's desk, cubicle, office and work area is their own responsibility and should be kept at an acceptable level of appearance at all times. These areas should remain free of excessive dust, clutter and trash at all times.

8. Information Security Policy.

This Information Security Policy pertains to all information systems, whether computer-based or non-computer-based, that are owned by the company, used for company purposes, or connected to company-managed networks. It is applicable to all employees, consultants, and contractors of the company. The policy covers all information that is handled, stored, processed, or shared by the company. For the complete policy or guidelines, please refer to the given Link;

https://drive.google.com/drive/folders/1b270TyqAQUqVJrfkSZQ6R8CR6pveb6eg?usp=share_link

8.1. Laptop Security Policy

The purpose of this policy is to make employees accountable and responsible for the safety of company provided assets. This policy defines the security of all company provided laptops/devices and data stored on it. These assets belong to the organization and are assigned to the employee for business use only, hence once in employee's custody their safety responsibility lies with the employee.

8.2. Passwords Policy

The Password Policy states that passwords should not be shared with anyone in the team and should meet the complexity requirements. Additionally, good password manager tools such as Zoho Vault should be used to securely store and manage passwords.

8.3. Client's Environment & Data Access Policy

The Client's Environment & Data Access Policy mandates that client information should not leave their environment without the client's explicit approval and the knowledge of the project manager. Moreover, such data should be deleted once the intended purpose is served. In case of GDPR, it is critical to comply with its regulations as it does not allow data to leave the EU without the proper consent of the Data Controller. Additionally, when a user exits from a project, all accesses must be revoked to ensure the security and privacy of the client's data.

8.4. Non-Standard Equipment's Requests Policy

The Nonstandard Equipment Requests Policy outlines that any requests for MacBook, GPU laptop, or other nonstandard equipment should be made based on the project's requirements or business needs. Additionally, any such requests from the client must also be taken into consideration.

8.5. Confidential Information and Document Security Policy

The Confidential Information and Document Security Policy requires that any confidential, restricted or sensitive information must be removed from desks and locked in a drawer when a desk is left unoccupied at any time to ensure its security. Additionally, when such information is printed, it should be cleared from printers immediately to prevent unauthorized access. Proper disposal of sensitive documents after use is also mandatory to avoid any potential security breaches. The policy also encourages the adoption of a paperless culture to minimize the use of paper and the risk associated with physical documents.

8.6. Laptop & Equipment's Security

The Laptop & Equipment Security Policy outlines several measures to ensure the security of IT equipment. When travelling with a laptop in a car, it must be kept in a safe place, such as in the trunk, under the seat, or preferably carried along wherever possible. In case of theft, the employee must ensure their own safety first and then inform the Admin/IT with complete incident details and legal proof, such as an FIR report. Employees are also responsible for protecting data stored on equipment, and data security parameters must be used to ensure the confidentiality and integrity of such data. Finally, IT equipment should be handled with care to avoid any damage that may compromise their functionality or security.

8.7. Wi-Fi Networks Policy

The Wi-Fi Networks Policy identifies two official networks, Folio3-Wifi and Folio3-DMZ, each with its own specific purpose. Folio3-Wifi is the primary network for calls and daily official tasks, and it is only accessible to official devices to ensure security. Folio3-DMZ is used for streaming and downloading for official needs to avoid clogging the primary network.

8.8. Email & Documents Sharing Policy

The Emailing & Documents Sharing Policy requires that employees exercise caution before clicking on any links or attachments in emails, as they may contain viruses or malware that could compromise network security. Additionally, employees must share Google docs only with appropriate permissions to prevent unauthorized access to sensitive information.

8.9. Removable Media

The Removable Media Policy mandates that only official portable devices should be used for data transfers to ensure the security and integrity of the data being transferred. In exceptional circumstances, the use of personal removable media may be allowed after approval and must be scanned completely before use to prevent the introduction of malware or viruses that could compromise network security. Additionally, all PROTECT or RESTRICTED data stored on removable media devices must be encrypted to prevent unauthorized access.

8.10. User Exit Policy:

The User Exit Policy stipulates the procedures to be followed when an employee exits the company. The IT team is responsible for revoking all accesses granted to the exiting employee, and the system must be formatted after data transfer acknowledgements to ensure the confidentiality and integrity of the company's data. Project managers and team leads are requested to ensure that the user's access is revoked from all client and Folio3 internal systems where the resource remained actively engaged to prevent any potential security breaches.

8.11. Personal Device Policy:

The Personal Device Policy prohibits users from connecting their personal devices to office networks without prior information or approval from the IT team. This is to ensure that unknown or unapproved devices do not compromise the security of the company's network. Before connecting to official networks, users must ensure that all the necessary security parameters are already applied to prevent any security breaches.

8.12. Internet Device Policy:

The Internet Device Policy outlines the procedures for obtaining internet devices for temporary and permanent use. For temporary allocations, users must request an internet device from the IT team to ensure that the device is properly configured and meets security requirements. For permanent allocations, users may purchase an internet device and it can be reimbursed for the cost as per company policy.

8.13. Unacceptable Use

Employees are prohibited from the installation of software with performance and security risks, such as Torrents and Miners. Additionally, the use of cracked software is strictly prohibited. Users must contact the IT team to purchase the required tool with the DO's approval to ensure that all software used by the company is legitimate and secure.

8.14. Information Security Incident Management Policy.

This policy applies to Company's critical systems managed by IT team and any person who accesses these systems or data. It needs to be applied as soon as information systems or data are suspected to be, or are actually affected by an adverse event which is likely to lead to a security incident. Information management security incident is an adverse event that has caused or has the potential to cause damage to an organization's assets, reputation and / or personnel. Incident management is concerned with intrusion, compromise and misuse of information and information resources, and the continuity of critical information systems and processes.

8.15. Ticketing on IT Helpdesk:

The Ticketing on IT Help Desk policy requires that all IT-related requests be submitted via the ticketing system to prioritize P1 tasks and improve resource management. This ensures that IT issues are addressed promptly and efficiently, reducing downtime and increasing productivity. HR/Admin and Finance extra teams have their own ticketing systems, so users are encouraged to escalate their queries to the relevant portals for faster and more accurate resolutions. The ticketing system can be accessed at <https://portal.folio3.com/>

Please refer to below link to access Bulletins, guidelines and updates related to Information Security Policies.

https://drive.google.com/drive/folders/1b270TygAQUqVJrfkSZQ6R8CR6pveb6eg?usp=share_link

8.16. Company Asset Loss & Damage policy

1. When traveling with a laptop in the car, it must be kept in a safe place e.g.: in the trunk, under the seat or preferably carried along wherever possible. Leaving it unattended without taking precautions will be considered as negligence and the employee may have to bear the cost (full or partial).
2. The employee is fully responsible for laptops/devices once they leave Folio3 premises. They should use assigned devices properly, protect them from being damaged, stolen or misused and keep them in their safe custody.
3. In case the laptop is stolen/robbed, the employee should ensure their own safety first and then immediately inform Admin/IT in writing, providing complete incident details as well as legal proof (FIR) of equipment being stolen.
4. In case equipment is found to be damaged/stolen due to employee's negligence, the company reserves the right to ask the employee for its repair/replacement.
 - a. On 1st time offense, warning shall be given to the employee by IT in writing (to take care of equipment but there will be no penalty or deduction in salary if the repair or damage value is less than prescribed limit. However, if the damage is of the significant value (PKR 150,000 or more) then deductions may apply after the management review.
 - b. On 2nd offense, there may be full deduction of the cost of repair of damaged equipment from the employee's salary.
5. Employees are not only responsible for the laptop but to protect all information/data stored on it as well, data security parameters must be taken into account.

9. EMPLOYEE BENEFITS AND SERVICES

9.1. Paid Holidays

Regular full-time employees are eligible for paid holidays during each calendar year. To receive holiday pay, an employee must work the regularly scheduled workday before and after the holiday, unless a prior exception is approved. A paid holiday does not count as a day worked in calculating overtime for the week.

9.1.1. Exceptional Cases

Please note that just because a day is a Company Holiday, it does not guarantee that every employee will have that particular day off. There are certain tasks which must be accomplished regardless of whether or not a day is a Holiday. For people in certain departments, we may always have to designate some employees to be available or even work on a designated Holiday. Alternate days off will be provided for these employees.

Holidays are not considered hours worked for the purpose of computing overtime unless the employee actually works on the Holiday.

9.2. Public Holidays

Only Federal Holidays (As announced by the Govt. of Pakistan) are followed, and not the provincial/regional or Sindh public holidays.

Up to 13-15 Public Holidays (Paid) are observed by the company each year

For **Non-Muslim Employees** the holidays for religious festival can be availed from their casual leave quota. Prior information to LM/PM and HR in writing is necessary just like for any other leave application case.

Holidays	Date
Kashmir Day	February 05
Pakistan Day	March 23
Labor Day	May 01
Eid-ul Fitr*	(As per Announcement)
Eid-ul Azha*	(As per Announcement)
Independence Day	August 14
Ashura*	(As per Announcement)
Eid Milad un Nabi (SAW)*	(As per Announcement)
Quaid-e-Azam Day	December 25
Day After Christmas (for Christians only)	December 26

Holidays marked with * are subject to **sightings of the moon**

9.3. Compensation and Benefit Structure for Full-time Employees

All full-time employees are eligible for the following benefits:

- Market Competitive Salary
- Bi-annual Performance Bonus
- Bi-annual Increments
- Monthly Accrual bonus (unique to Folio3)
- Referral Bonus
- Leave Benefit
- Provident Fund
- Conveyance Allowance
- Advance Salary/Loan facility (**one-year tenure** in Folio3)
- Van facility for females
- Subsidy for Home Internet Broadband Connection
- Corporate health insurance (IPD)
- OPD reimbursement
- Monthly Hotshot award
- Quarterly LM and Team Lunches
- ECC events
- Partially paid Trainings and Certifications
- International Trips (Client based)
- In-house technical and soft skills trainings
- Subsidized Gym Facility

9.4. Salary Details

The pay period is from the 26th of the previous month to the 25th of the current month. Salaries are transferred to an employee's salaried account within the first week of every month. Human Resource or Finance will help you to set up your salaried bank account.

Every effort is made to avoid errors in your paycheck. If you believe an error has been made, contact Finance or the Human Resource Department immediately. In the event the error is in excess of what would otherwise be regular wages, commissions, bonuses, expense reimbursements (as applicable), Folio3 reserves the right to deduct the excess monies from subsequent paychecks.

9.5. Advance Salary/Loan Facility

Advance Salary/Loan Facility benefit is for full-time, confirmed employees, who have a tenure of more than one year in Folio3. The maximum amount that can be requested in advance salary/loan is 150% of Base Salary at the time of request. Repayment of advance salary/loan can be done in a maximum of 10 installments.

Advance salary/loan requests are primarily considered for essential situations such as medical emergencies, rent payments, house financing, marriage expenses, and education fees. These situations are given high priority; ensuring employees facing these situations receive the necessary financial support. However, it's worth noting that loan requests for all other reasons will be considered as a second priority, subject to the availability of funds and other relevant approval criteria as outlined in the policy.

In case of any outstanding loan installment at the time of employee termination, the remaining dues will be adjusted from respective employee's full & final settlement &/or employee will be requested to pay back the amount owed to the company. Clearance certificate or experience letter will be withheld in case of default.

Employee can initiate only one loan/advance salary request at a time. In case of any additional requirement or 2nd request, employee will have to repay the first loan amount and wait for 12 months to initiate another request.

All advance salary or loan requests are reviewed and approved based on following criteria;

- Reason for application (Based on Priority)
- Regular employment tenure with company
- Availability of Funds

Advance salary or loan requests will be kept on hold or deferred based on selection criteria.

9.5.1. Procedure

- Employee is required to fill out the 'Advance Salary Form' available on internal portal (click here for access)
- Employee will be required to identify two Guarantors from Folio3 and have the form filled and signed by them in the respective guarantor section. CNIC copies of guarantors will be required at the time of form submission
- Employee will be required to take approval from Senior Director of Operations, Director HR and submit the filled / signed form to Finance department along with the CNIC copy of his/her own.
(Note: Employees working in other cities (Isb or Lhr) are requested to submit their scanned form on Finance helpdesk)

Employee can follow up on their request from Finance department via emailing at financehelpdesk@folio3.com and they can expect a response in subsequent 5 working days.

9.6. Performance Bonus

Employees may be awarded a bi-annual performance bonus which is measured on the basis of their own performance (bi-annual performance review process) and the performance of Folio3. Historically, performance bonuses have been in the 0.25x to 1.5x multiple of the employee's current monthly salary. An employee should be on full-time status during the bonus disbursement time. Employees undergoing notice period are not eligible for performance bonus.

9.7. Monthly Accrued Bonus Plan

The monthly accrued bonus plan for employees is in addition to the existing year-end performance bonus plan. Employees will accrue a percentage of their salary each month. The accrual percentage will vary based on your time at Folio3:

A year's tenure = 4%

1-2 years' tenure = 8%

2-3 years' tenure = 12%

>3 years' tenure = 16%

The accrued bonus will not get paid out for the first six months of the plan (or for the first six months of your employment for new employees; the plan will start from the first full month of a new employee's employment)

From the seventh month onwards, the accrued bonus will get paid out at the same rate that it was accruing, i.e., in Month 7, you will be paid what you accrued in Month 1 and so on.

Monthly accrual bonus plan is additional/incremental compensation to your existing market competitive salary and performance bonus.

The accrued bonus will not get paid out during leave without pay period. Monthly accrual bonus is Cash-based. Extra income throughout the year. Accrual bonus rewards employee loyalty and time at Folio3.

For example: An employee accrues PKR 3,000 each. Month, at the end of six months, the employee has accrued PKR 18,000. If the employee leaves in Month 7, they will only get 1 accrued bonus payout (accrued from Month 1); they will be leaving behind the accrued bonuses from Months 2-7.

9.8. Leaves

All employees are eligible for 6 Casual and 12 Annual leaves in the first year. Annual leaves roll over to the next year. Casual leaves expire 12 months after the month in which they are earned. For example: Entitled leaves earned in July 2021 will expire in July 2022, leaves earned in August 2022 will expire in August 2023 etc.

Leaves cannot be taken until they are accrued.

The Annual leaves accumulating beyond 2x your annual leave limit will start getting added in the Casual Leave quota, which will reset to 0 after 12 months.

Annual/Casual leaves increase by 1 every year.

Years of Service	Leaves Accrual
From 0-1 year	6 Casual 12 Annual = 18 leaves
After 1 year	7 Casual 13 Annual = 20 leaves
After 2 years	8 Casual 14 Annual = 22 leaves
After 3 years	9 Casual 15 Annual = 24 leaves

Leaves are meant to be availed in accordance with the approved Leave Plan. If an employee expects to take leave, the employee must notify the relevant Project Manager/DO and Human Resource Department of the intention to take leave according to below mentioned days in advance of the expected leave.

Number of leaves requested	Advance Notification time (prior to taking leaves)
1 day	1 day
2 days	1 week
1 to 4 days	2 weeks
1 week up to 2 weeks	6 weeks
2 weeks up to 1 month	3 months

It is Folio3's policy to discourage long leaves of more than 21 calendar days, taken all at one time. This is to prevent adverse impact to projects and steady operation of project teams. Instead, it is encouraged to take shorter leaves, multiple times over the year. To account for cases where a need for a long leave does arise, it will be company policy to consider a long leave every other year, to be fair to all employees, after taking into consideration project requirements and company business needs.

In cases, where dates for proceeding on leave, as proposed by employees are similar, the person with less critical work load during that period will proceed first on vacation. Past incidents of refusal, amendment in timing of annual leave, employee being recalled to duty and specific circumstances of the concerned employees are also considered while finalizing the leave plan.

Departmental heads will draw up leave plans ensuring that leaves are staggered in such a way that the absence of an employee does not affect the timely achievement of departmental responsibilities.

If the need for leave is not foreseeable, the employee must provide notification of leave to the Human Resources Department as soon as is practicable under the circumstances. An employee's failure to provide due days advance notification for foreseeable leave may result in a delay of leave, penalty up to 50% of leaves or impact on performance and compensation reviews.

9.8.1. Casual Leaves Reset

Casual leaves earned each month will reset after 12 months. Leaves that have been reset cannot be used. For example, entitled leaves earned in July 2021 will reset in July 2022, leaves earned in August 2022 will reset in August 2023.

9.8.2. Leaves without pay / Un-earned leaves

Leave without pay may be granted at the discretion of the company where no other leave arrangement is available or appropriate and will normally be for relatively short periods

Longer periods of leave without pay may be granted in special circumstances. In granting such leave, the Line Manager will consider operational needs; the level of inconvenience caused by the staff member's absence; and any additional costs arising from the proposed absence. These may include the costs associated with replacement staffing and additional leave liabilities.

Leave without pay is very unlikely to be considered where any unused annual or accumulated leave is available.

9.8.3. Recall from Annual Leave

The Company believes that an employee who proceeds on annual leave should be allowed to avail the entire period of leave. Hence every effort is to be made to ensure that an employee on annual leave is not recalled to duty. However, there could be times when staff may either be required not to leave for a specific period or be recalled from leave if it becomes necessary.

Change in residence/telephone contact number should immediately be communicated to the immediate superior.

Whenever possible, the Company should first contact the employee (on leave) by telephone, obtain his input on a particular matter if this could serve the purpose, and obviate the need for his return. All the un-availed days of the recalled employee will be credited back to his/her account. In such cases, the company shall consider reimbursement of traveling expenses incurred from the place recalled. All availed leaves for that period will be reversed and traveling fare reimbursed.

9.8.4. Extra Leaves

To be eligible for earning extra leave, employees must first complete their expected threshold hours per day (9 hours) and core hours violations, if applicable.

Extra leave entitlement is based on the following conditions;

- An employee should have additional 0.5 extra hours (30 minutes) on each working day in a given month.
- Apart from additional 0.5 extra hours (30 minutes) on each working day, employee shall have additional 8 hours on average in a given month.

For example,

- Employee shift time is 10 am to 7 pm and core hours are 11 am to 5 pm.
- Employee logged in at 11:30 am and left office at 9:30 pm every day for 22 days in a month.
- This means (9 hours + 15 min violations + 45 min extra time) then in a month he had $22 \times 15 \text{ min} = 330 \text{ minutes} / 5.5 \text{ hours}$ violations and $990 \text{ minutes} / 16.5 \text{ hours}$ extra time.
- He also worked a full day of 9 hours on one of the Saturdays, therefore, extra hours will be $16.5 + 9 = 25.5 \text{ hours}$.
- He will be eligible for extra leave for $(.5 \times 22 + 8 = 19) - 25.5 = 6.5 \text{ hours}$ i.e. $6.5/9 = 0.72$ extra leave.

All extra leaves calculated from the attendance system are subject to approval from the respective Division Owner. Only approved extra leaves are updated in respective employee's leave quota.

9.8.5. Leaves Encashment

There will be no leaves encashment except at the time of full and final settlement (annual leaves only). The Annual leave accrual is capped at 30 days.

9.8.6. Maternity Leave

Folio3 understands the significance of providing support to female employees during the phase of motherhood. Therefore, we have developed an all-inclusive maternity leave policy that provides eligible female employees with paid leave to care for their newborns.

All confirmed female employees in their first year of employment are eligible for 4 weeks of paid maternity leave.

Employees will accrue additional weeks of paid leaves for each additional year of service beyond the 1st year. This will be capped at a maximum of 12 weeks of paid leave. Example:

>1 year of service – 4 weeks Paid Leaves

2 Year of service - 6 Weeks Paid Leaves

3 Year of service - 8 Weeks Paid Leaves

4 Year of service - 10 Weeks Paid Leaves

5 Year of service - 12 Weeks Paid Leaves

The maximum cumulative time for paid leave is 3 months for maternity. This benefit can be availed once in two years. Hence, if the benefit was availed on June 1 of 2020, the next time an employee can avail the benefit is June 1 of 2022 or later.

In addition to the paid leave, employees can also avail the remote work facility for up to two months before or after the delivery due to medical conditions. Remote work request will be reviewed and approved by the respective DO & HR department.

Once the paid maternity leave is availed, the employee will start utilizing their Casual Leave & Annual leave quota during the 3 months' time of maternity leave. In case if Maternity accrued leave balance, Casual leave and Annual leave balance is consumed 100% then rest of the days will be considered as unpaid leave during the 3 months' time of maternity leave.

Employees will be eligible for certain benefits during maternity leave. This may include accrual bonuses, accrued leaves (Annual & Casual), Medical coverage (IPD & OPD), Pro-rated increments & bonuses, and Provident Fund.

Following are the benefits which are not entitled during maternity leaves LM Lunches, Quarterly Team Lunch, Internet Allowance, and other similar benefits which require in-person engagements or work schedules.

Employees wishing to avail of maternity leave must submit an approved application accompanied by necessary documentation, such as medical reports. A 3-month advance notice is required before the first day of leave

9.8.7. Additional Guidelines

We understand the importance of providing extended support to our employees during the maternity period. To ensure a progressive work performance and well-being of our expectant and new mothers before or maternity leave, we have defined certain guidelines for employees, line managers, project managers and management to decide extend flexibility for female employees under certain circumstances.

All those employees having medical conditions or certain other unavoidable circumstances or emergencies can request for the extended support during maternity period by providing medical certificate or complete details of their situation with HR Department in writing. The HR department, in consultation with the employee's LM, PM, ED & DO, will evaluate each request received for extended support during maternity period. The decision will be made based on employee allocation, performance feedback and other circumstances disclosed by the respective employee. The decision to provide extended support is solely based on company discretion. All information related to an employee's pregnancy and choice of maternity support will be treated with the utmost confidentiality.

Other details related to extended flexibility is defined under [annexure A](#) for internal purposes only.

9.8.8. Bereavement Leave

If a death occurs in the family of a full-time regular employee, the employee will be compensated for time lost from his regular work schedule in accordance with the following guidelines. The employee will be granted up to three days off from work with pay in the event of the death of a spouse, child, parent, sibling; up to two days in the event of the death of a grandparent. Request for bereavement leave should be made to your immediate Project manager.

9.9. Conveyance Policy

Folio3 van service is provided to female employees.

Van service is provided to female employees against the 10,000/= Conveyance Allowance. One seat per van can be provided to male employee.

Female employees in Karachi and Lahore using Private van service, will get the similar amount i.e. 10,000/- as Conveyance Allowance which will be automatically included in their salaries

9.9.1. Guidelines

- Van facility is provided based on employee's location, availability of seat and existing route of van.
- To avail van facility, employee needs to give one-month notice period before joining van.
- It requires a minimum 3 employees in van to continue a van service on a certain route - Employees shall strictly follow the van pick and drop timings.
- Total route duration should not be greater than 1.5 hours.
- Folio3 shall not be liable for theft or loss of any valuable while commuting in the company van.

9.9.2. Procedure

- Employee will open a ticket on Admin helpdesk [\[adminhelpdesk@Folio3.com\]](mailto:adminhelpdesk@Folio3.com) with the following details: Name, Employee ID, Designation, Employment Status, Address, Contact No.
- Admin will intimate the requestor about their request status within 3 working days. - If employee wishes to discontinue the van service, she will open the ticket on Admin helpdesk at least 3 working days prior to payroll cycle end.

9.10. Parking Policy

Folio3 reserves few car parking areas for its employees (Karachi and Lahore). Employees using car parking facility will have PKR 1000/= deducted from Conveyance Allowance as parking charges.

9.10.1. Guidelines

Parking facility is allocated to employees on the basis of seniority in designation and then tenure in the company within the same designation:

Further details can be shared upon request from Administration department.

Employees may be asked to vacate their slots based on management discretion and as per their priority changes

- Parking facility is subject to the availability of parking space
- Parking charges deduction is made irrespective of the days that the parking facility is availed
- Folio3 shall not be liable for theft, damage or loss of any valuable while utilizing parking facility
- Allotment of slots and parking stickers will be provided by Admin

9.10.2. Procedure

- Employee gets in touch with the respective Admin representatives in Karachi and Lahore offices, updating about the following details: Name, Employee ID, Designation, Employment Status, Car Registration Number, Contact No.
- Admin will intimate the requestor about their request status within 3 working days. - If employee wishes to discontinue the parking facility use, he/she will open the ticket on Admin helpdesk at least 3 working days prior to payroll cycle end.

9.11. Subsidy for Home Internet Broadband Connection

If an employee does not have internet device issued by the company and also does not have sufficient internet bandwidth (broadband with at least 2 MB connection) then he/she must upgrade internet bandwidth by doing one of the following:

- Upgrade to any good Optic Fiber based connection (Storm Fiber, Transworld etc.) If Optic Fiber based internet connection is not available in the area, then go for any 4G broadband device.
- Company would reimburse this upgrade/purchase cost up to 3500/- once during your tenure at Folio3. This is a one-time benefit.
- Additionally, employees can claim monthly reimbursements for their internet subscription fees. The company will reimburse a monthly subscription fee of up to 3500/-. This benefit will continue until there is a change in this policy.

Coordinate with IT team for VPN access if work requires to access servers hosted in Folio3.

To facilitate reimbursement, employees should complete the Expense Reimbursement Form, specifying "Internet Monthly" for ongoing Internet subscription costs and "Internet Set Up Cost" for initial setup or upgrades. This should be done through the expense app, as outlined in Section 7.9. Expense Reimbursement Policy.

Employees are responsible for submitting their reimbursement claims promptly. Maximum 2 months old expense reimbursements (from the date of incur) can be accepted with a valid reasoning.

At the of employee separation, if the internet connection or device is purchased by an employee and registered in their name then they are not liable to return the device or amount paid by the company. If the internet device was shared with an employee by the company then employee is responsible to return the device or pay applicable dues at the time of full & final settlement.

9.12. Paid Training and Certifications

In addition to the internal training sessions, tech talks, and online courses available on the learning portal, we also promote and support employees in getting recommended paid trainings and certification.

This policy outlines the process for you to take pre-approval for paid trainings & certifications and how to apply for reimbursements.

All regular employees with minimum 6 month of tenure are eligible to avail this benefit. Employees are expected to initiate requests for their required trainings & certifications to their respective ED / EMs or DOs whereas applicable by using a Training Request Form. [\(Click here\)](#)

Following are the guidelines to be followed;

- All training/certification requests must be submitted using the Training/Certification Request Form. [\(CLICK HERE FOR THE LINK\)](#)
- The respective ED / EMs or DOs will review the request, considering factors such as business impact, training/certification provider reputation, and the learning objectives, to determine whether to approve or deny the training.
- Training & Certification requests can be deferred based on the budget & priority basis.
- Approved trainings are shared with employees along with a certain time period of completion to ensure relevance.
- Employees are expected to pay the related training fees initially and then file for reimbursements once the training is successfully completed.
- Unapproved trainings & certifications will not be considered for reimbursements.
- All reimbursements are subject to tax deductions.
- If an employee leaves the company within six months of fee reimbursement, the full reimbursed amount shall be adjusted from the full & final settlement.

Employees are requested to use expense app to file for such training related expenses. The reimbursement will be made in subsequent regular pay-cycle after the approval is received.

9.13. ACCA Annual Subscription Fee Reimbursement

This policy is introduced as a part of Employee Learning & Development to facilitate employees, enhancing their academic profiles and providing an additional benefit contributing to their professional growth.

This policy is applicable to Worldwide Folio3 offices provided the following eligibility criteria are met.

- Employment status: Permanent/full-time
- Minimum employee tenure: One (1) year or above

Policy Guidelines:

- All reimbursements are subject to tax deductions
- If an employee leaves the company within six months of fee reimbursement, the full subscription fee shall be adjusted from the full & final settlement
- Provided an employee leaves after six months of reimbursement, there would be no deductions from full & final settlement.

Employees may submit their respective invoices via the Expense App to get their subscription fees reimbursed.

9.14. Corporate Health Insurance

The company has taken health insurance policy from “PakQatar Takaful Pakistan”

All employees, who opt for the health insurance, are enrolled in Takaful Pakistan for hospital care, critical care and maternity (e.g., operations and severe illnesses that require hospitalization). Available for employees, their spouses and children under 18 years of age. The policy quota is revised from time to time.

Following are the Takaful coverage limits for 2023 (subject to change on annual basis):

Takaful Benefit	Plan A	Plan B
Hospital Care	700,000	400,000
Room and Board	45,000	11000
Additional Coverage in case of accidental injury	700,000	400,000
Normal Delivery	304,000	164,000
*C-Section / Complicated Delivery	465,000	297,000
Legal Abortion / D&C / D&E	465,000	297,000

9.14.1. Guidelines:

- Coverage of members is available up to the age of 65 years for Employees and Spouses, 25 years for dependent Sons, till marriage for dependent Daughters only.
- Spouses/female married employees up to 45 years are eligible for maternity benefit.
- Medical ERs are covered under the policy.
- *Pre-Existing Conditions shall be fully covered under Hospital Care Limit for covered members.
- Treatment for Hepatitis "B and C" are covered under Hospital Care Limit
- Congenital Ailments are covered under Hospital Care Limit.
- In case of elective treatment, the beneficent/claimant must inform the Takaful operator before the procedure.
- Reimbursement cases shall be paid as per terms of the policy and reasonable and customary charges will be applicable.
- Any other tax shall be applicable if implemented by the Provincial/Federal Government.

- All other terms and conditions will be applicable as per Takaful Pakistan Limited Health policy wording.
- Covid-19 test (if resulted in Positive) will be covered and after 14 days of quarantine, second Covid-19 test (if resulted in Negative) will also be covered. Multiple positive tests are not covered.
- 40 Special Investigation tests are covered as per the list provided by Takaful Pakistan.
- Maternity benefit for all 3 modes (Normal, C-Section, Assisted Delivery) are covered as per agreed Terms & Conditions.

9.15. Parents IPD Coverage

This policy is applicable to full-time and Confirmed employees.

9.15.1. Guidelines:

- One or both parents can be enrolled.
- To enroll parents, employees and his/her dependents should already be covered in Takaful policy.
- Folio3 will pay a fixed amount of Rs 20,000/- per employee as a contribution, while employee will pay the rest of the insurance premium. The company will deduct employee's share of the premium in equal installments for the coverage period. Folio3's total contribution of Rs. 20,000/per employee is the accumulated amount for both the parents.
- Pre-Existing Conditions shall be covered under Hospital Care Limit for covered members up to 50% of the limit.
- Coverage is available up to the age of 85 years of parents.
- You can choose any of the Takaful plans offered by Folio3's Takaful Insurance provider.
- Once a plan is selected, it cannot be changed during the plan-lifecycle i.e., one year.
- Medical Emergencies are covered under Hospital Care OP settings.
- Treatment of Hepatitis "B and C" are covered up to 50% of the Hospital Care Limit.
- In case of Accidental Injuries, there will be a 50% enhancement in Hospitalization limit.
- Covid 19 Hospitalizations Shall be covered under Hospital Care limit, subject to available Hospital Care Limit.

9.16. Medical Allowance (OPD) Policy

This policy is to provide awareness to employees regarding their medical quotas, guidelines, allowable expenses and procedure for OPD reimbursement.

This policy covers all permanent employees, their spouse and children (primary coverage) and parents (secondary coverage), of Folio3 including probationary employees. It does not include interns, part timers and contractual employees. Details of entitled quotas as follows:

Marital Status	OPD Limits
Single Employee	Rs. 37,500/year
Married Employee	Rs. 85,000/year
Married Employee with children	Rs. 160,000/year
Single Parent	Rs. 160,000/year

9.16.1. Guidelines

- The above OPD limits are subject to change on an annual basis.
- To receive reimbursements of OPD claims, employees must submit/upload on the Expense App original doctor's prescriptions and cash memos of all prescribed medicines in the name of employee, his/her parent(s), spouse and children.
- All OPD claims must be submitted within the respective month after expense was incurred.
- The OPD amount gets reset every fiscal year (as per dates of pay cycle). Employees can utilize their entitled quotas within current fiscal year.
- Employees are entitled to OPD allowance on pro-rate basis.
- All OPD claims with supporting bills must be submitted on/before 25th of each month to Admin/Payroll Department.
- The OPD balance will be adjusted on prorata at the time of full and final settlement of employee.
- Any remaining OPD balance shall not be payable in final settlement of an Exiting employee.
- All OPD claims incurred prior to the effective date of employee's inclusion in this policy will not be reimbursed.
- Existing OPD balance can be utilized during notice period.
- An employee who is on unpaid leaves will be eligible for OPD on prorata basis.
- For married employees, a photocopy of employee's marriage certificate is required. For married employees with children, photocopy of child/children's birth certificate/B-form is required.

Any changes in marital status must promptly be informed to HR.

9.16.2. Allowable Expenses

1. Consultation/medical investigation/treatments obtained from doctors' prescription, recognized by Pakistan Medical and Dental Council.
2. Pathological/laboratory tests and X-Ray examinations.
3. Dental treatments and related procedures.
4. Homeopathic treatment provided by registered Homeopaths.
5. Treatments received from Hakeems and naturopathic doctors.
6. Medication for skin related issues.
7. Contact lenses, spectacles, hearing aid etc.

9.16.3. Procedure

- OPD expenses can be reimbursed on Folio3 Expense app:
- <https://expense.Folio3.com:3000/login>
- Employee should fill the Reimbursement form on the app by 'Add Request', fill in the mandatory basic information and upload the image/s of the original OPD bills, i.e., doctor's prescriptions and cash memos of all prescribed medicines. The status of OPD expense request will be updated on the app.
- Admin/Finance intimates' employees through email reminders regarding the date of reimbursement, i.e., typically 25th of every month.
- After verification, reimbursed OPD amounts are transferred to employee's salary accounts.

9.17. Employee Recognition Programs

At Folio3, we are dedicated to fostering a culture of excellence, where the outstanding efforts and contributions of our employees are celebrated and rewarded through multiple awards/rewards. The recognition programs reflect our commitment to acknowledging and rewarding outstanding contributions made by our employees.

9.17.1. HotShot Monthly Award

Our "Hotshot of the Month" program is designed to acknowledge and appreciate individuals who consistently go above and beyond in their roles. Below are the guidelines and procedures for nominating and recognizing exceptional employees.

Eligibility:

- Nominations can be submitted by Leads, Project Managers (PMs), and employees at higher tiers of management.
- Nominees must be full-time employees with confirmed employment status.
- Nominees must have worked for the company for a minimum of six months, which includes a three-month probationary period.

Employees below the Lead tier, who wish to nominate a fellow employee, team member, subordinate, or lead, can share their nominations with their Line Manager (LM) or Project Manager (PM), who will then submit the names on their behalf.

The selected "Hotshot of the Month" will receive the following recognition and rewards:

- Wall of Fame and Social Media Recognition.
- An honorary award, recognizing their exceptional performance and dedication.
- Gift vouchers as a token of appreciation.

9.17.2. Divisional Quarterly Award

Folio3's Divisional Stars Awards program motivates employees, fosters healthy competition, and acknowledges exceptional contributions. Each division/practice will have its own Star Performer!

Nominees must be full-time, confirmed employees or have served at least 3 months with Folio3.

Nomination Process:

- Division Owners/Practice Heads can submit nominations.
- Leads and above may suggest candidates to their Division Owners/Practice Heads.
- Multiple nominations from each division/practice can be made (but must come with solid reasoning).

The selected "Div Stars" will receive the following recognition and rewards:

- An honorary award, recognizing their exceptional performance and dedication.
- Along with the award, they will be presented with gift vouchers as a token of appreciation.

9.17.3. LM Quarterly Award

Folio3 acknowledges the pivotal role that Line Managers play in guiding the career development of our employees.

A Quarterly Line Manager Feedback Survey are launched at the end of each quarter to collect feedback of all Managee(s) for their respective Line Manager's performance and the impact in their role.

To ensure open and honest feedback, all responses will be kept confidential.

We encourage active participation in the Quarterly Line Manager Feedback Survey. Employee's candid input is invaluable for enhancing our work environment and leadership quality. Even if employees believe their Line Manager is performing well, their input is valuable for continuous improvement.

Line Managers who consistently receive exceptional feedback will be duly recognized and celebrated for their significant contributions.

The selected "Line Manager" will receive the following recognition and rewards:

- An honorary award, recognizing their exceptional performance and dedication.
- Along with the award, they will be presented with gift vouchers as a token of appreciation.

9.18. Provident Fund

Provident Fund is a long-term savings plan for employees, it is designed in a way to save tax for members. Employees and employers make equal contribution. Company contribution & Profits (up to 150k/year) are tax free. Employees during notice period are not eligible for the PF contribution & deduction.

9.18.1. Employee Contribution

1. 6% of basic salary for an employee at a designation of Lead and above role
2. 4% of basic salary for an employee at a designation of below the Lead role
3. Additional 1% increase in PF % for a tenure of 7 year.

Note: Further 1% increase for 10 years or above tenure in Folio3

9.18.2. Folio3 Contribution

Folio3 will give equal contribution as contributed by the employee (4% and 6% where applicable) E.g.:

Designation: Software Engineer

- Gross Salary: Rs. 30,000
- Basic Salary: Rs. 27,000 (as per your pay slip)
- Employee Contribution (4%): Rs. 1,080
- Company Contribution (4%): Rs. 1,080
- Total monthly contribution: Rs. 2,160
- Total yearly savings: Rs. 25,920 (+ profit) **
- *Up to 150k/year

** As per actual calculated

9.18.3. Vesting Period

- **Employee leaves within 1 year of joining:** The Company's contribution and interest/ profit thereon credited to his account shall be forfeited
- **Employee leaves after completing one year in the company and before completing the second year:** 2/3 of the Company's contribution and interest/ profit thereon credited to his account shall be forfeited
- **Employee leaves after completing two years in the company and before completing the third year:** 1/3 of the Company's contribution and interest/profit thereon credited to his account shall be forfeited

9.18.4. Taxes

All PF transactions shall be taxed as per the prevailing government law.

9.19. Intercity Move Policy

The intercity move is solely the employee's decision and Folio3 is providing support in their decision by providing Accommodation & Relocation expense reimbursement as per assigned limits.

- Interested employees can send their request by filling out the [Intercity Move form](#).
- The management will evaluate the request. HR will inform the interested employee once management has recommended the case for relocation.
- Employee will take prior approval via email from respective Division Owner, Project Manager(s) & Line manager and share that approval with HR for further processing.

The first-month accommodation allowance is for employees' temporary stay in a new location so they can find a suitable place to stay permanently. Similarly, the relocation allowance covers your one-way travel (of your immediate family) and reimbursement for logistics-related expenses.

Following are some more details related to expense reimbursements against each category;

9.19.1. Reimbursements Process

- An employee can only file for reimbursement via the F3 Expense App.
- A scanned copy of the original receipts is required for reimbursements.

9.19.2. First-month Accommodation Allowance

The 1st month's accommodation expenses (as per limit) can be reimbursed against any hotel/guest house stay, furnished apartment, or rented space.

It may include your hotel/guest house stay per day payments for 1st month or a one-time furnished apartment payment or if it is a rented apartment or house then 1st month's rent (as per assigned limit). You can also get your 1st month's utility expenses (electricity, gas, water) and building maintenance charges (if any).

1st month's accommodation allowance does not include expenses related to grocery bills, Internet installation, furniture & equipment purchases, agent commission, or any other related expenses.

In case, the employee is staying at a relative's residence, he/she will be eligible to claim half of the one-time accommodation allowance limit without any details. While submitting the expense, the employee will have to mention his/her stay at the family's in order to unlock this entitlement

9.19.3. Relocation Allowance

For intercity relocation allowance, only employee and their immediate family (spouse & kids) are covered for travel & logistic related expenses.

- An employee can request travel-related expenses for their new location (such as; a fare for (an airline, bus, or train ticket) or fuel expense reimbursement if traveling by road in their own car.
- An employee can request logistics-related expense reimbursement for their extra luggage, transportation & service charges for moving household items, furniture/ fixtures, and car delivery via truck/container.
- The relocation allowance does not cover any other expenses (such as parents/siblings or family relative travel costs, any new purchases, damage or loss charges, etc)
- An employee can avail partial limit if they are planning to travel alone initially and then request their immediate family to relocate later.

Employees are allowed to use their allocated budget alternatively for relocation & accommodation expenses. For instance, If the relocation budget is consumed and they need additional money to manage their logistics/travel expenses then they can avail/consume their remaining limit of accommodation budget.

Following are certain categories of expenses, which will limit this flexibility to those categories only.

- Hotel/guest house stay
- Furnished apartment, Airbnb, 1st-month rent
- Utility expenses of 1st month (electricity, gas, water) and building maintenance charges
- Fare for (an airline, bus, or train ticket) or fuel expense reimbursement if traveling by road in their own car
- Extra luggage, transportation & service charges for moving household items, furniture/ fixtures, and car delivery via truck/container.

9.19.4. Reimbursement Limits

No .	Category	Expense Reimbursement Limits		
		Single	Married (without kids)	Married (with Kids)
1	1st Month Accommodation (Isl/Lhr/Khi)	Upto 150,000	Upto 200,000	Upto 200,000
2	Relocation Allowance (Khi <> Lhr) or (Khi <> Isb)	Upto 75,000	Upto 150,000	Upto 250,000
3	Relocation Allowance (Isb <> Lhr)	Upto 25,000	Upto 50,000	Upto 80,000
4	One Time Travel To Home City (Khi <> Lhr) or (Khi <> Isb)	Upto 20,000	Upto 40,000	Upto 60,000
4	One Time Travel To Home City (Isb <> Lhr)	Not Applicable	Not Applicable	Not Applicable

In the first year, employees will be given a one-time travel allowance to visit their home city. This will be given at the end of their first year as a reimbursement.

9.20. Company Vehicle Policy

The Folio3 car support program is a benefit for all eligible employees. Initially, this policy is applicable for engineering tracks and respective employees with a certain number of tenure and position levels with Folio3.

9.20.1. Eligibility Criteria:

- **Tenure:** An employee with a minimum tenure of four (4) years with folio3 is eligible.
- **Designation & Functional Role:** Only Lead level or above positions are eligible under this policy
- **Performance:** Employees who have had good performance feedback in the last 3 review cycles
- are selected under this policy.

Note: Good performance feedback means that your last three (3) performance reviews did not have any significant areas of improvement or that you were not put on a performance improvement plan (PIP) and your Line Manager has appreciated your performance & value to the organization.

Engineering Tracks: Lead Level employees under the following engineering tracks are considered under this policy;

Engineering Tracks	Position Level
SE Track	Lead Software Engineer & Above
QA Track	Lead QA Engineer & Above
FC Track	Lead Functional Consultant & Above
PM Track	Senior Project Manager & Above
PD Track	Senior Product Manager & Above
UI/UX / Design Track	Lead UI/UX Engineer & Above
IT Track	Lead IT Engineer / System Administrator & Above
Marketing Track	Sr. Marketing Manager & Above

Note: In case of track change from a Lead Level role to another Lead or non-lead level role the employee will be eligible for car entitlement based on the aforementioned criteria.

All eligible employees are further sorted & selected based on their position level, tenure & performance by the management in multiple batches. Batches are announced in each quarter and all the selected employees will be approached by the Operations Team for the car entitlement & booking process.

9.20.2. Car Categories & Entitlement:

Eligible employees are entitled to a car based on their position level. Management will decide the tier category based on your primary job role / additional job roles.

The company has introduced 3 Tiers for Car Entitlement;

Tier 1 = Senior Directors & above

Tier 2 = Directors

Tier 3 = Lead Level

Each tier is assigned a Car entitlement & budget. Employees have the flexibility to select cars within or above their entitlement from the approved list of car manufacturers with certain conditions mentioned in this policy.

Tiers	Car Entitlement Category
Tier 1	Toyota Corolla Altis Grande X CVT-i 1.8 Black Interior.
Tier 2	Honda City 1.5L ASPIRE CVT
Tier 3	Suzuki Cultus VXL AGS

Approved car manufacturers under this policy are Toyota, Suzuki, Honda, Kia & Hyundai.

9.20.3. Terms and Conditions for Car Selection Process;

1. All eligible & selected employees are required to review and agree to the Car Support Program Agreement at the start of the process. The Company shall provide the Employee a car to be used by the Employee according to the terms and subject to the conditions set out in the agreement.
2. All the cars under this program are financed through an Islamic mode of financing/lease for employee use. Therefore, car rental will be paid for by the employee & the company based on the criteria mentioned in this policy and the Car Support Program Agreement.
3. The Company and Employee agree that the rental period would be four (4) years.
4. The Company would bear 100% and the Employee would bear 0% of registration.
5. The Company would bear a 10% down payment for the entitled tier category car and the Employee would bear any amount above the entitled amount for the purposes of the down payment/ security deposit and such payment of security deposit by the Employee shall be made within 5 days of the such security deposit is requested by the Company
6. The Company would bear 50% of the rental for the entitled tier category car and the Employee would bear the remaining 50% of the rental or any amount above of monthly car rental (including all charges).
7. All monies payable by the Employee pursuant to this policy and the Car Support Program Agreement, except as otherwise required to be paid up front, shall automatically be deducted by the Company from the respective employee's monthly salary.
8. At the end of the term of the lease (4 years), the Company shall transfer the car in the name of the Employee, at the Employee's cost.
9. The Employee shall be responsible for regular maintenance and keeping the car in good condition. Any modification in the car, other than repairs in the ordinary course of operation, as determined by the Company at its sole and absolute discretion, is strictly prohibited, until the car is and continues to be owned by the Company.
10. The Company will not be liable for any damage or injury to any property or person caused by the Employee while driving (or during the period of allotment of or use of the car) nor any costs and consequences arising out of any violation of traffic rules and regulations, etc. and all costs and consequences in this regard will be borne and handled directly by the Employee concerned. The Employee shall ensure that all the conditions of the insurance policy are complied with at all times and that no action taken by the Employee renders the insurance policy or any clause thereof stands null and void.
11. The Employee and/or the Employee's appointed driver should at all times hold a valid driving license. In order to ensure the same, all the concerned Employees are requested to submit a copy of their and/or Employee's appointed driver's valid driving license to Admin Department.
12. The Employee should drive carefully or ensure safety and follow traffic rules so as to avoid any accidents/damage to the car.
13. In case the Employee resigns or is terminated, for whatever reason, prior to the end of the Term of the Lease (4 Years), the employee will not be entitled to get the car transferred in his/her name.

14. In case of an increase or decrease in the price of the vehicle before delivery, monthly rentals/ security deposit/ other payments would be adjusted and the employee would have to bear his/her part as per this Agreement.
15. Deferred bonus or any other benefit associated with the car policy is taxable as per applicable income tax laws prevalent in Pakistan
16. If an employee's chose a car which is lower then the applicable tier category then they will be compensated for the remaining limit as a deferred bonus.
17. After completion of every 4 year tenure under car scheme program an employee is re-entitled for a new car based on the prevailing policy.

The Company reserves the right to make any amendments in the aforementioned terms or /and introduce new terms as deemed appropriate from time to time

9.20.4. Deferred Bonus:

The employees who are eligible for the car support program have an option to Opt-out and instead choose the deferred bonus option as per company deferred bonus policy.

9.20.5. Promotion During Lease Period:

All those employees who are promoted during their lease period to a next-tier category car have the following options to avail;

- **Option A** - They can opt for adjusting their existing monthly lease rentals with a revised limit based on their respective tier category car.
- **Option B** - They can return the leased car to the company if at least 1/2 years have been completed from the delivery of their previous car and opt for a new car based on their revised Tier category after the promotion.

In the case of **Option B**, the 4-year lease will start from the day of the new car delivery (after 3 months of booking if car is delayed substantially) and all previous rental paid would be adjusted in rental of new cars over a period of 4 years.

9.20.6. Withdrawal or Cancellation from Car Selection;

Employees are not expected to withdraw or cancel their selection of car once opted under the car support program.

- In case of cancellation or withdrawal, the employee will bare all cancellation charges and expenses occurring during the process.
- The employee will not be eligible for deferred bonus in current batch and would not be entitled to opt-in for the car support program or deferred bonus for 1 years from the date of cancellation or withdrawal, further they shall be eligible for any future batches in car support program if they fulfill all the eligibility criteria at the time of any future batch.



10. ACKNOWLEDGEMENT OF RECEIPT OF COMPANY LAPTOP

I acknowledge that I have received Folio3's laptop, dated, and understand that violations of the Laptop Security Policy contained in the Handbook, and negligence proven on my part to take care of the laptop, could result in disciplinary action, including company asking me for laptop's repair/replacement.

I understand that the company laptop is provided to me for business operations purpose only and not for individual use. Also, that it shall remain as a company property even if I am tasked to take care of it.

I further understand that in case of the laptop being stolen/robbed, I must immediately inform Folio3's Admin/IT in writing, providing complete incident details as well as legal proof (FIR) of equipment being stolen.

I further understand that I am also responsible for all Folio3 information and data stored in the laptop. I shall take all necessary data security parameters into account as suggested by IT.

I further understand that upon resignation, on my last working day in Folio3 I shall return the laptop with all its accessories to IT, in the same working condition as they were when assigned to me.

Employee Signature

Date

Name Printed

Witness Signature (HR/Admin/IT)

Please keep a copy of this acknowledgement for your records.



11. ACKNOWLEDGEMENT OF EMPLOYEE HANDBOOK

I acknowledge that I have received Folio3's Employee Handbook ("the Handbook"), dated, and understand that violations of the policies contained in the Handbook, including

the anti- harassment policy, could result in disciplinary action, up to and including termination.

I further understand that the information contained in the Handbook represents guidelines for Folio3 and that Folio3 reserves the right to modify the Handbook or amend or terminate any policy, procedure, or employee benefit program at any time.

I further understand that the contents of the Handbook do not form a written employment contract. Either Folio3 or I have the right to terminate my employment at any time.

I further understand that no manager, supervisor or representative of Folio3, other than the Chief Executive Officer (CEO), has any authority to enter into any agreement guaranteeing employment for any specific period of time. I also understand that any such agreement, if made, will not be enforceable unless it is in writing and signed by both parties.

I further understand that if I have any questions about the interpretation or application of any policies contained in the Handbook, I should direct these questions to Human Resources in the Pakistan office.

Employee Signature

Date

Name Printed

Witness Signature (HR/Admin/IT)

Please keep a copy of this acknowledgement for your records.