



**COMPANY  
POLICY**

**HAND BOOK  
2023**

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## 1. PURPOSE AND SCOPE OF POLICY MANUAL

### OVERVIEW

The policies and procedures contained in this manual are internal guidelines, which do not create contractual rights and should not be interpreted to constitute binding contractual obligations. The Company reserves the right, in its sole judgment, to modify, amend, or rescind the provisions of this manual.

### PURPOSE OF POLICY MANUAL

Much of the information contained in this manual is drawn from relevant laws, regulations, and policies. Should there be a conflict between any statement, fact or figure presented here, and the current laws, regulations and policies, the latter takes precedence. This manual is not intended to alter the employment-at-will relationship in any way.

### SCOPE OF POLICY MANUAL

Employees have the responsibility to keep themselves informed of updates and revisions to the Company policy. This manual will supersede any existing personnel policies in effect prior to the date of the publication of this manual. It applies to all permanent and probationary employees of Branex.



## 2. EMPLOYMENT POLICIES AND PRACTICES

### EMPLOYMENT CLASSIFICATION

At the time of hiring, employees are classified as full-time, part-time, or consultant. All other policies described in this Employee Handbook and communicated by the Company apply to all employees except consultants.

### EMPLOYEE ELIGIBILITY

The minimum educational qualification that is required for being eligible to work with Branex is Bachelor's degree however, for some positions, HSC certification can be acceptable. The minimum qualification statement in the job announcement informs the applicant of the education, experience and other requirements for the position. Thoroughly document your education, training and experience, demonstrating that they meet the requirements as posted. Only those applicants whose applications demonstrate that they meet the minimum qualifications and other criteria in the job announcement are verified to compete in the hiring process.

### JOINING INFORMATION

Every employee at the time of joining must have to submit all the documents as per the instructions of the HR Department and all documents will be verified as per the procedures.

### HIRING AND PROBATIONARY PROCESS

Every appointment will fall under one of the following categories:

#### NEW HIRE

When you accept your appointment for the first time, you are considered a new hire. As a new hire, you will be required to serve a probationary period of either 3 or 6 months or it may be extended in case your performance requires further scrutiny. After a prudent assessment of your performance, you will either be given a permanent employment status or terminated or will never be considered for employment again.

### EMPLOYEE ORIENTATION

On your first working day, you will meet with the HR representative to complete your employment paperwork, find out more about our benefit programs, and our company policies and procedures.

### REHIRING POLICY

This policy sets forth the Company's philosophy governing eligibility for reemployment and associated bridging of service recognition, where appropriate.



#### **CONDITIONS FOR REHIRE**

1. An employee can be rehired at Branex only if there is a gap of 1 month between the date of separation and date of Application request to rehire.
2. The last hire date and new hire date will not be clubbed to count continuity of employment for the rehired employee.
3. The employee must serve a probation period of 3 months (this period may be reduced to 1 month based on employee's performance during the probation period).

#### **PERSONNEL RECORDS AND PERSONAL FILE**

The task of handling personnel records and related personnel administration functions at Branex has been assigned to the HR department. Questions regarding Insurance, wages, and interpretation of policies may be directed to the Human Resources.

Keeping your personal file up to date is important to you with regards to pay, deductions, benefits, and other matters. If you have a change in information (address, emergency contacts, marital status, professional licenses) please be sure to update HRMS.

#### **ANTI - NEPOTISM POLICY**

Induction of immediate family members is prohibited at Branex. The immediate family members include spouse, children, siblings, parents, or guardians.

#### **EQUAL EMPLOYMENT OPPORTUNITY**

Branex is an equal employment opportunity employer. Employment decisions are based on merit and business needs, and not on race, color, citizenship status, national origin, ancestry, gender (including pregnancy, childbirth or related medical conditions), age, religion, creed, physical disability, marital status, veteran status or any other factor protected by law.

Management is primarily responsible for ensuring that equal employment opportunity policies are implemented, but all members of the staff share the responsibility for assuring, by their personal actions, that the policies are effective and apply equally to everyone. If any employee, including managers, found involved in any discriminatory practices, will be subject to disciplinary actions, up to and including termination.

#### **ACCOMMODATION FOR PEOPLE WITH DISABILITIES**

Branex does not discriminate against any qualified employee or job applicant with respect to any terms, privileges, or conditions of employment because of a person's physical disability. Management will make reasonable accommodation wherever necessary for all employees or applicants with disabilities, provided that the individual is qualified to safely perform the essential duties and assignments connected with the job and provided that any accommodations made do not impose an undue hardship on the company.

#### **PERFORMANCE APPRAISAL AND PROMOTIONS**

Branex follows a formal system that evaluates the quality of an employee's performance and hence is an important process within a broader performance management system that links objectives, day to day performance, professional development and reward and incentives.

When an employee completes one year of continuous service, HOD/Manager or Team Lead assesses his/her performance and records it on a formal evaluation form. The employee is also required to give his/her self-evaluation on a form. Both the manager and his/her resource then discuss their evaluation forms in the presence of an HR representative. Considering the manager's assessment, the appraisal amount is finalized and intimated to the respective employee by giving them an appraisal/promotion letter with proper feedback.





### **3. INCREMENT POLICY**

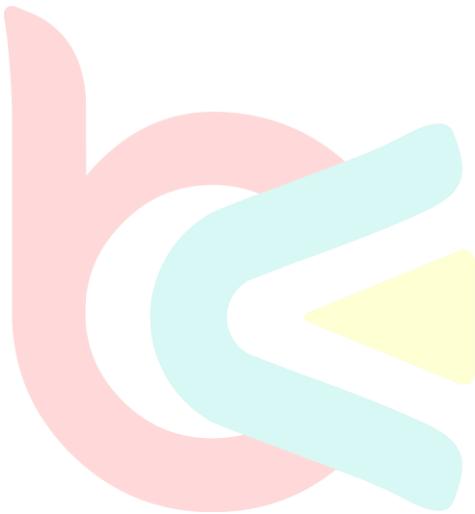
Branex is committed to providing its employees with fair compensation for their work, encouraging and rewarding exceptional performance, and ensuring they maintain a high-quality standard of living.

Employees who have completed one year of continuous service are eligible for annual increment unless agreed upon at the time of joining. All increments are within the absolute discretion of the management and will be calculated on gross salary.

Increment will be based on the yearly evaluation in which HOD/ Manager/Team Lead fill the form and for fair decision, self-assessment from the employees is also collected.

### **PROMOTIONS**

Promotion is an advancement to a vacant position that has a higher standing than the position previously held. At Branex, we always value our employees and prefer current employees for promotions instead of external hiring whenever a new position opens up.



#### 4. TIME MANAGEMENT POLICY

This policy covers the areas of attendance and pay schedule.

##### TIME MANAGEMENT

Employees are responsible for accurately recording the time they have spent at work. Perfect attendance is not only an integral part of the Company policy but is extremely important to the success of the Company as well. We expect employees to strive for perfect attendance and to arrive at work on time. The purpose of this policy is to manage, track and evaluate an employee's working hours in a fair/consistent manner, and to effectively utilize Time Management System (TMS).

It is recommended to review your monthly attendance of the previous month on 25<sup>th</sup> of every month. Attendance records will be accessible to all employees via HRMS.

##### OFFICE TIMING

Following are the office timings:

1. 9:30am - 6:30pm
2. 10:00am - 7:00pm
3. 11:00am – 8:00pm

Every employee must complete 45 hours per week. For other shift timings, employees should consult with and take approval from their respective managers/team leads— (*subject to approval from HR*)

##### SHIFT TIMINGS

1. Managers/Team Leads need to inform HR department regarding the shift timings of every individual in the department.
2. In case of a change in shift schedule for any member of the team, manager/team lead must update the HR department, one day prior to the change in shift time in order to maintain their records.

##### LATE

In case of any emergency or anticipated late arrival due to any valid reason, the employee is expected to inform his/her immediate supervisor and HR department before coming to office via email/text/call.

Instances of 3 late arrivals in a month will result in a casual leave deduction from employees' leave quota. For those employees who are on probation or serving notice period with the company, one day's pay will be deducted from their monthly salary.

Several instances of late arrivals during a month will lead to strict disciplinary actions as per company's disciplinary policy.



*\*Late sittings are discouraged at Branex, as we believe in the notion that maintaining work-life balance is of paramount importance to ensure that employees remain healthy and motivated.*

#### **ABSENCE**

If an employee is unable to attend the office, he/she is required to officially inform his/her immediate supervisor and the HR Department.

Any kind of unapproved/uninformed leave (*unapplied leave via HRMS within 48 hours*) will be treated as unpaid, and deduction will be made directly from the salary. To avoid deductions, such leave must be approved by the respective Manager/Lead/HR.

Unjustified absences will lead to disciplinary action being taken against the culprit. Disciplinary action ranges from verbal warnings and may lead to termination; or if you are absent from work for three consecutive days without notice, Company will consider that you have voluntarily resigned from your position.

#### **HALF DAY**

Employees can take half day, but they must serve at least 4.5 hours during that day.

*\*If an employee fails to complete 4.5 hours, then it will be considered as a leave for that day.*

#### **SHORT LEAVE**

Following conditions will be applicable in case of a short leave:

1. If an employee has informed his/her Manager/Team Lead/HR regarding the short leave in advance and it is approved by his/her Manager/Team Lead, then the employee needs to work at least 7.5 hours for that day to make those hours fall under the full day category.
2. Employees who have worked for less than the standard 9 hours per day can compensate fewer hours over the week.

*\*If the employee fails to complete 7.5 hours, then it will be considered as a half day.*

#### **LESS HOURS WORKED**

If an employee does not complete the required number of hours for the month, Manager/Team Lead will be accountable to provide justification for the hours not being completed by the employee. If Manager/Team Lead is unable to justify, a deduction for those hours will be made from the employee's salary.

#### **LUNCH BREAK**

Employees are allowed for a one-hour lunch break. Standard lunch breaks are between the hours of 1:30 pm to 2:30 pm (Monday – Thursday) and 1:00 pm to 3:00 pm (Friday).

An employee can avail this hour to take care of their personal errands, but they must return to the office before the end of their lunch/break time.

*\*Team availing shift timing apart from standard working hours need to coordinate with the HR department regarding their designated lunch hour.*

### **GUIDELINES FOR LEAVES TYPE**

Each employee is entitled to avail leaves as per the quota mentioned below:

<b>Employee Status</b>	<b>Annual Leaves</b>	<b>Marriage Leaves</b>	<b>Maternity Leaves</b>	<b>Paternity Leaves</b>	<b>Hajj Leaves</b>
Permanent Employee	1 Month	1 Week	2 Months	1 Week	2 Weeks

*\* 1 Month calendar days are equivalent to 22 working days.*

*\* 1 Week calendar days are equivalent to 5 working days.*

*\* For Aitikaf and Umrah please avail leaves from allotted annual leaves.*

### **ANNUAL LEAVES**

1. Leave encashment amount will be calculated based on basic salary.
2. The company wants every employee to take planned vacations to stay healthy and productive. For vacations, employees need to coordinate with their TL and HR for approval.
3. Leaves cannot be carried forward to the next year and any un availed leave shall be encashed at the end of calendar year.
4. Annual leaves can be availed after the date of confirmation, i.e. upon the completion of the first three months of service or completion of probation. Any leave availed during this period shall be treated as “unpaid”.
5. Employees are obliged to inform their immediate supervisor at the start of the day in case of emergency or sickness.
6. HR department should be informed by the employee or his/her immediate supervisor in case of his absence.

*\*Employees requesting sick leaves availed for more than 2 consequent days are required to submit a medical certificate to make the leave fall under the sick leave category which will be deducted from the annual leave quota.*

### **MATERNITY LEAVES**

1. Paid maternity leave will be admissible once in 2 years only.
2. The employee must apply for maternity leaves one month prior to the estimated delivery date to the HR department to get it processed and approved from the management.
3. Only permanent employees are eligible for maternity leaves for a maximum period of paid “two months”.
4. In case of any complication or health-related issue, the employee can request for one more month of working from home, given that the employee has taken her manager in confidence regarding the matter and that HR department has all the supporting documents and evidence to verify her condition.

5. In case the employee is unable to rejoin after maternity leaves and she has also availed extended maternity leaves, the company may terminate her employment and adjust the salary and benefits availed from her final settlement.
6. Maternity leave is not encashable and cannot be accumulated.
7. An employee, on maternity leave will be paid at the rate equal to her last paid salary.

#### **PATERNITY LEAVES**

1. Paid paternity leave will be admissible once in 2 years only.
2. The employee must apply for paternity leaves one month prior to the estimated delivery date for it to be processed and approved.
3. Only permanent employees are eligible for Paternity leaves for a maximum period of paid “One week”.

*\*Any kind of unapproved/uninformed leave (unapplied leave via HRMS within 48 hours) will be treated as unpaid, and deductions will be made directly from the salary.*



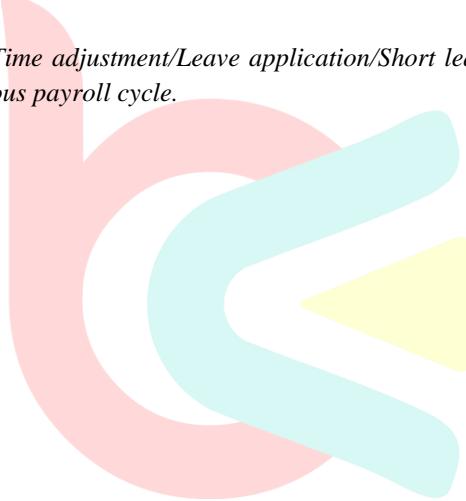
## 5. PAYROLL POLICY

It is the policy of Branex to pay employees by cheque or direct bank deposit on a monthly basis and in a manner, so that the amount, method, and timing of salary payments comply with any applicable laws or regulations.

### PAY SCHEDULE

- a) Salaries will be disbursed in your respective bank accounts on 5<sup>th</sup> of every month.
- b) It is the sole responsibility of the employees to make sure that they open a bank account in United Bank Limited and follow up in case of any discrepancy or delay.
- c) Employees must submit their bank account numbers to the HR department before the payroll is processed.
- d) If the normal payday falls during a company-announced holiday, salaries will be disbursed one workday prior to the schedule.

**\*AFTER PAYROLL CYCLE:** No Time adjustment/Leave application/Short leave/Official or any other adjustment will be applicable for the previous payroll cycle.



## 6. BENEFITS

Branex offers a comprehensive benefits program to all eligible employees.

### ELIGIBILITY FOR BENEFITS

Employees will be confirmed with Branex subject to successful completion of their probationary period. Following are the benefits that we are providing to our confirmed employees:

### MOBILE ALLOWANCE

All permanent employees are eligible for mobile allowance that is provided via pre-paid mobile cards at the time of payroll disbursement. Following are the allocated mobile allowances:

#### Mobile Allowance Details

Junior Resource	Rs. 250/-
Mid-Level Resources	Rs. 500/-
Senior Resources	Rs. 750/-
Managers & Team Leads	Rs. 1,000/-
Head of Department (HOD)	Rs. 2,000/-

## 7. MEDICAL BENEFIT POLICY

The purpose of this policy is to provide guidelines to all employees who are eligible for the medical benefit plan.

Branex is dedicated to the health and well-being of both our employees and their families. All permanent and full-time employees are eligible for a comprehensive Medical Health Plan as per "Medical Benefits Schedule". Medical Health Plan will be effective after the completion of the probationary period and covers health benefits for employees and their family members (Spouse and Children). Health benefits include both Hospitalization & Related (H&R) Benefits and Maternity Benefits.

\*For further details kindly contact HR department.

## OPD COVERAGE POLICY

OPD is an in-house benefit and covers costs incurred with respect to day-to-day healthcare expenses of employees and their families (Spouse, children and Parents). All confirmed employees are entitled to have yearly OPD allowance as per their status and assigned limits:

Employee Classification	Limit
Single Employees	PKR 30,000
Married Employees	PKR 45,000

OPD benefit covers charges incurred for:

- Consultations
- Medicines
- Diagnostic Tests

## REIMBURSEMENT

- An employee can get his/her OPD amount reimbursed upon submission of original prescriptions and receipts/bills on letterhead with duly signed and stamped to the Admin/HR department.
- No medical claims will be reimbursed unless supported by proper documentary evidence or bills in the name of Employee, his/her spouse, children and parents.
- Any treatment or medication related to dental, skin and cosmetics consultations and tests are not covered in this OPD policy.

## 8. FUEL ALLOWANCE

Fuel allowance benefit explains how the company distributes fuel allowance among permanent employees. Considering the increase in fuel prices, our organization realizes the need to compensate employees by providing appropriate and competitive conditions of employment remuneration and reward incentives. This policy aims to promote productivity and to provide immediate and visible recognition of employee contributions in achieving its financial goals.

The purpose of this benefit is to increase employee motivation and interest in meeting goals and reward them outside of the normal remuneration process to tackle inflation for achieving targets. This policy applies to all regular full-time permanent employees. Fuel allowance will be disbursed on monthly basis through cheque. An amount of Rs 10,000 per month will be provided to an employee after successful completion of probation period.

## 9. REMOTE WORKING

The policy entails circumstances/conditions which make an employee entitled to work from home/remote. Kindly note that eligibility criteria for this policy depend on the circumstances, the urgency of work and remote working environment. Following are few of the circumstances which might be considered for request approval:

- The request will be initiated by the immediate supervisor after analyzing the urgency of the required tasks.
- The employees who are on probation will not be eligible to avail this facility unless the reporting authority send the direct email to HR department with justification.

### STANDARD OPERATING PROCEDURE

To avail the benefit, the following procedures must be followed:

- The supervisor will be required to send an email request to the HR department with justification.
- The supervisor will be required to consider the following conditions before entertaining the request:
  - Before proceeding with this request, the respective Supervisor will communicate the deliverables/tasks.
  - The requester has tasks which he/she can work on independently.
- After approval from the HR department, the employee is required to submit the [WFH Form](#) at the end of that day and must fill all the required fields.

*\*The Supervisor with mutual consent with HR, reserves the right to withdraw their approval for working remotely if they believe that this facility is being abused.*

## **CONFIDENTIALITY**

Files and any other data being accessed should only be made accessible to the employee who may be working on them and safeguarded from other members of the team and visitors. For this purpose, we have an NDA in place as well. In case any clause of the NDA is violated, then strict action will be taken against the perpetrator.

## **10. BONUS POLICY**

### **POLICY STATEMENT**

Employee Bonus Policy at Branex explains how the company distributes bonuses among employees. Branex wants to reward employees by providing appropriate and competitive conditions of employment regarding remuneration and reward incentives. This policy is a means for the company to promote productivity and to provide immediate and visible recognition of employee contributions in achieving its financial goals.

The financial goals, set as part of the Company's annual budgeting process, will be cascaded with set financial targets to business lines and consequently to concerned employees. However, Bonus is conditional on the profitability and financial performance of the Company and the bonus pool will be determined by the success of the Company in meeting its financial targets.

### **PURPOSE**

The purpose of this policy is to increase employee motivation and interest in meeting goals and reward them outside of the normal remuneration process for achieving or exceeding targets. This policy applies to all regular full-time permanent employees.

### **ELIGIBILITY**

Following employees will be eligible for the Bonus:

- Whose employment is confirmed with the company.
- Employees who are in company's employment when the bonus payout is announced.
- Must have a satisfactory performance rating.
- Employees serving probation or resignation notice period are not eligible for bonus.

## 11. EMPLOYEE REFERRAL POLICY

Any organization's most valuable asset is its workforce, and one of the factors in retaining employees is to select individuals who are a best fit for the culture/environment. Keeping this in mind, HR department has introduced employee referral bonus to encourage all employees to help find best suited people for the company's culture/environment. All employees are eligible to participate in the program except HR personnel, and HODs/Managers/TLs who have hiring authority over the referred candidates.

To refer candidate please fill the form. ([View Form](#))

*\*Employee can be eligible for the referral bonus only if they have submitted the online form or else, they will not be entertained.*

Referral bonuses will be given on confirmation of referred employee based on the following criteria:

Position	Experience	Referral Amount
Mid-Level	2+ Years	Rs: 8,000/-
Senior-Level	4+ Years	Rs: 10,000/-
Manager-Level	6+ Years	Rs. 15,000/-

*\*Referral bonuses will be disbursed after referred employees have successfully completed their probation period and received their confirmation letters.*

*\*Moreover, if you refer more than five candidates and all of them get hired in the same year then 10% of total referral bonus amount along with the referral bonus will be paid by the company.*

## 12. GYM FACILITY

Company provides Gym facility for all employees which can be availed during designated lunch break hours or after working hours.

### USE OF THE GYM

The gym facility is provided for the enjoyment of all who use it, irrespective of whether it is recreational, for keeping themselves fit, rehabilitation from injury, or as part of a training program for an individual sport. Use of any gym equipment outside the gym is prohibited.

#### AVAILABLE HOURS: (DURING LUNCH HOURS)

Gym facility will not be available for employees between 02:30pm and 04:30pm, throughout the week. Available hours are:

Females	01:15pm – 02:00pm
Males	02:00pm – 02:30pm

### GAMING AREA

Branex is not all about work, employees are encouraged to freshen up their mind by availing available entertainment options during break hours or after work.

### ACTIVITIES

- Foosball
- Table Tennis

### GUIDELINES

- Employees are requested not to litter the area.
- Suitable trainers must be worn; Rugby/Football boots and/or muddy footwear are not allowed.
- Please bring a towel to place over seats or benches and wipe down the upholstery after use.
- Always return all equipment/weights after use at the designated/original location.
- Do not bring food or drink in the Gym, except water in appropriate plastic water bottles.
- Sitting on the tables is prohibited.
- Games are available on first come basis.

### **13. RECREATIONAL ACTIVITIES**

At Branex, we provide a stress-free working and healthy environment for our employees by keeping them engaged in recreational activities throughout the year.

#### **MAIN EVENTS**

Work hard and play hard is our motto. That's why we make sure that employees get their much-deserved time-out in the form of various events designed to recharge their minds and boost productivity. These events are arranged on a quarterly basis to enhance employee bonding. Few of them are mentioned below:

1. Annual Event
2. Picnic
3. BBQ party
4. Eid Milan Party
5. 14<sup>th</sup> August Celebrations
6. Employee Anniversaries
7. Team Building Activities and many more

### **14. PERFORMANCE**

Branex is dedicated to a fair and transparent performance evaluation of all employees. And for this purpose, we have systems in place that urge frequent dialogues between resources and their managers. This will give employees real-time performance evaluations as well as show them what they're supposed to achieve in the future.

#### **EXPECTATIONS OF THE EMPLOYER**

As an employer, we expect utmost loyalty from our employees. Our company has a long-standing reputation as a fair and equitable business partner. We have built relationships over the years that have helped us get through some of the most difficult economic times. Hence, we expect employees to maintain professionalism and show their responsibilities and their efforts in achieving the company's goals and objectives.

#### **PERFORMANCE EVALUATION**

The performance evaluations may vary depending upon the length of service, job position, past performance, changes in job duties, or recurring performance problems. Every effort will be made to perform evaluations on or about your scheduled review date but be aware that delays may occur.

During your performance evaluations, your Supervisor may review factors such as the quality and quantity of the work you perform, your knowledge of the job, initiatives you take, your self-developmental efforts, your work attitude, your attitude toward employees etc.

The performance evaluations are intended to make you aware of your progress, identify areas of improvement, and objectives or goals for future work performance. Favorable performance evaluations do not guarantee an increase in salary or promotions.



## **DISCIPLINE**

Violation of policies and rules set at Branex may warrant disciplinary action. The Company may, at its sole discretion, utilize whatever form of discipline is deemed appropriate under the circumstances, up to and including termination of employment. The Company's policy of discipline in no way limits or alters the at-will employment relationship.

## **15. WORKPLACE ETIQUETTE**

Branex strives to maintain a positive work environment where employees treat each other with respect and courtesy. Sometimes issues arise when employee are unaware that their behavior in the workplace was disruptive or in violation of personal privacy. Many of these day-to-day issues can be addressed by politely talking with a co-worker to bring the perceived problem to his/her attention.

### **CONFIDENTIAL AND TRADE SECRET INFORMATION**

Upon accepting employment with our Company, you will be asked to sign a Nondisclosure/No Competition Agreement, which generally provides that you will not disclose or use Company's confidential or trade secret information, either during or after your employment. We sincerely hope that our relationship will be long-term and mutually rewarding. However, your employment with the Company assumes an obligation to maintain confidentiality, even after you leave the employment. Additionally, our customers and suppliers entrust our Company with important information relating to their businesses. The nature of this relationship requires the maintenance of confidentiality. In safeguarding the information received, our Company earns the respect and further trust of our customers and suppliers.

No one is permitted to remove or make copies of any of our Company records, reports, or documents without prior management approval. Disclosure of confidential information could lead to termination, as well as other possible legal action.

### **USE OF COMMUNICATION SYSTEM**

Our Company uses various forms of electronic communication including computers, e-mail, telephones, Internet, cell phones, etc. All electronic communications, including software, databases, hardware, and digital files, remain the sole property of Branex and are to be used only for Company business and not for any personal use.

Electronic communication and media may not be used in any manner that would be discriminatory, harassing, or obscene, or for any other purpose that is illegal, against Company policy, or not in the best interest of the Company.

### **CELL PHONE USAGE**

Mobile phones can be both disruptive (in terms of productivity and concentration levels) and dangerous (from health and safety point of view). That's why personal calls are allowed but employees are advised to keep them short and to the point so that they do not affect their work or team members and people around them.



Continuous use of cell phone in the workplace also increases risks associated with breaches of confidentiality.

#### **DRUG-FREE WORKPLACE**

Our Company has a standard of conduct, which prohibits the unlawful possession, use, or distribution of illicit drugs and alcohol by employees on the Company's and/or client premises or as a part of our Company's activities.

1. The unlawful manufacture, possession, distribution, or use of controlled substances is prohibited in the workplace.
2. Employees who violate this prohibition are subject to corrective or disciplinary action as deemed appropriate, up to and including termination.

#### **WORKPLACE VIOLENCE**

Any form of violence is strictly prohibited at Branex. Any act of intimidation, harassment, aggression in physical or psychological form will be addressed by a stern disciplinary action up to and including termination. Any acts of violence should be immediately reported to the HR department.

#### **COMPANY CULTURE**

A healthy work culture leads to satisfied employees and increased productivity, that's why Branex focuses on creating a work culture that leads to employee happiness and fulfillment. To ensure that this positivity continues throughout the organization, we have made following efforts:

- All employees are instructed to be cordial and friendly with each other.
- All employees are treated in the same way as we consider them equal.
- Dialogue and discussions are highly encouraged by providing an open platform for the employees to share their suggestions and creative ideas that can be beneficial for the company and its employees.
- We always promote team building activities to strengthen the bond between the employees.

#### **BLOGGING AND SOCIAL MEDIA**

Branex social networking policy includes rules and guidelines for company-authorized social networking and personal social networking and applies to all employees.

#### **GUIDELINES**

- Use of employer-owned equipment including computers, company-licensed software, or other electronic equipment, facilities or company time to conduct personal blogging or social networking activities is prohibited.



- Use of blogs or social networking sites to harass, threaten, discriminate, or disparage employees or anyone associated with or doing business with Branex is prohibited.
- Employees are prohibited to promote/create any social media account/chat forums on company's name without prior approval from the management.

#### **OFFICIAL GROUP CHAT GUIDELINES**

HR department holds the right to create official chat group, any employee wishing to create any official chat group is obligated to acquire prior approval from HR department.

Following protocols/standards are expected to be followed on all official social media platforms/official group chats.

- Group chat will be used only for official announcements and notifications.
- Employees are requested to use formal channels i.e. official emails to register any complaints rather than using an announcement platform for record keeping purposes.
- Inappropriate and/or demeaning jokes targeted to a particular audience will not be tolerated.
- Employees are requested to avoid inappropriate discussion which might lead to offending/hurting any member of the audience.
- Use of inappropriate language should be avoided.
- Verbal bashing of any sort will not be tolerated, all parties involved in a direct argument and/or encouraging the situation will be held responsible.

Employees are cautioned that they should have no expectation of privacy while using the Internet. Branex reserves the right to monitor comments or discussions about the company.

Employees found in violation of the company's social networking policy will result in disciplinary action. Disciplinary action taken will be determined based on the nature and factors of any blog or social networking post.

#### **ANTI-HARASSMENT AND ANTI-DISCRIMINATION POLICY**

Our Company 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 or discrimination, whether verbal, physical, or visual, will not be tolerated, particularly against employees in protected classes.

Discrimination is prohibited based on all legally protected classifications including but not limited to race, national origin, sex, religion, age, or disability that, with or without reasonable accommodation, does not impair an individual from performing the essential functions of the job. This policy applies to all terms and conditions of employment such as hiring, compensation, promotion, and termination.

It is the Company's policy that all employees are responsible for ensuring that the workplace is free from discrimination and sexual and other forms of harassment.



## **16. CONFLICT OF INTEREST**

Employees have an obligation to conduct business within guidelines that prohibit actual or potential conflicts of interest. Employees working with Branex are forbidden from engaging in any outside business or financial activity which conflicts with the interests of the Company, or which interferes with his/her ability to fully perform job responsibilities.

Although it is not possible to specify every action that might create a conflict of interest, this policy sets forth the ones which most frequently present problems. If an employee has any question whether an action or proposed course of conduct would create a conflict of interest, he/she should immediately contact the HR department to obtain advice on the issue. The purpose of this policy is to protect employees from any conflict of interest that might arise. A violation of this policy will result in immediate and appropriate disciplinary action (the maximum sentence being immediate termination).

### **REPORTING POTENTIAL CONFLICTS**

An employee must promptly disclose actual or potential conflicts of interest, in writing, to his/her supervisor. Approval will not be given unless the relationship will not interfere with the employee's duties or will not damage the Company's relationship.

## **17. EMPLOYEE RELATIONS AND OTHER HR PRACTICES**

Branex is committed to providing a fair and orderly resolution of work-related problems and has established policies and practices that are a testament to our commitment to employees' well-being. Supervisors are expected to use coaching, counseling to address an employee's performance problems or consult with HR department for guidance.

### **STANDARDS OF APPROPRIATE CONDUCT**

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

- Violation of any of our company rule; any action that is detrimental to the Company's efforts to operate profitably.
- Violation of security; failure to observe Company's security practices; failure to report security violations; tampering with the Company security equipment or software.
- Disregarding safety regulations; negligence, or any careless action, which endangers the life or safety of another person.
- Engaging in criminal conduct; or acts of violence or making threats of violence towards anyone on the Company premises or when representing the Company off premises; fighting, or provoking a fight on Company property, or participating in negligent damage of property. Threatening, intimidating, or coercing fellow employees on or off the premises at any time, for any purpose.
- Violating the non-disclosure agreement; giving confidential or proprietary information to competitors or other organizations or to unauthorized company's employees; working for

a competing business while in employment of the Company; and/or breach of confidentiality of personnel information.

- Spreading malicious gossip and/or rumors; engaging in behaviour which creates discord and lack of harmony; interfering with another employee on the job; restricting work output or encouraging others to do the same.
- Unsatisfactory or careless work; failure to meet production or quality standards as explained by the supervisor.
- Any act of discrimination, harassment, or retaliation in violation of the Company's anti-discrimination and anti-harassment policy; telling racist jokes; making racial or ethnic slurs; viewing sexually explicit or racist materials on the internet.
- Failure to report an absence or late arrival; excessive absence or lateness.
- Assault or threat of assault on management, employees, or customers, fighting or using obscene, abusive language, or gestures; or the inability or unwillingness to work harmoniously with others.

#### DRESS CODE POLICY

The Dress Code at Branex is **Business Casual**. All employees are expected to give a good impression by paying attention to their personal appearance by dressing up appropriately, presentably and decently during office hours to maintain a positive and professional corporate image. All employees are expected to maintain basic hygiene, cleanliness, and overall well-groomed appearance. Females can opt for decent casuals. However, public-dealing employees are recommended to dress formally as the professional attire helps present a positive image of the company.

#### OUTSIDE EMPLOYMENT

Employees are required to obtain written approval from the management before participating in outside work activities. Approval will be granted unless the activity conflicts with the Company's interest. In general, outside work activities are not allowed when they:

- Prevent the employee from fully performing their work for which they are employed at the Company, including overtime assignments.
- Involve organizations that are doing or seeking to do business with the Company, including actual or potential vendors or customers.
- Violate provisions of law or the Company's policies or rules.
- From time to time, Company employees may be required to work beyond their normal scheduled hours (on need basis only). Employees must perform this work when requested.

## 18. GRIEVANCE POLICY

If employees have any questions or wish to discuss a possible violation, they should first discuss it with those in their management chain. If employees are not comfortable with that approach for any reason, or if no action is taken, they may contact the management for the resolution of their issues under company's Grievance Policy and may submit the complaints if they have any.

### OPEN DOOR POLICY

Branex practices an open-door policy, enabling employees to directly meet with the company's Senior Management in case of any unresolved grievances.

The purpose of the Open-door policy is to provide a work environment to the employees where:

- a) Open, honest communication between managers and employees is a regular business practice.
- b) Employees may seek counsel, provide, or solicit feedback and/or raise concerns about factors that might be negatively affecting their individual or departmental performance.
- c) Managers/team leads create an environment that encourages their subordinates to freely raise, discuss and resolve issues without the fear of retaliation within the bounds of professionalism.
- d) An employee can easily contact the HR department, in case he/she meets uncooperative and/or disparaging behavior from his/her immediate supervisor or employees with regards to any unresolved issue.

### COMPLAINT/GRIEVANCE RESOLUTION

At Branex we resolve all complaints and grievances that are directed to the HR through proper channels.

### GRIEVANCE HANDLING

Grievance Form can be filled if it can be defined as an act, omission or occurrence which an employee feels, constitutes injustice and can be established on factual information. It may relate to any condition arising out of the relationship between an employer and an employee, including but not limited to, compensation, working hours, working conditions, and membership in an organization of employees or the interpretation of any law, regulation or disagreement. It does not include position allocation, involuntary transfers, dismissals, demotions, or suspensions.

After receiving this form, HR will make every effort necessary to resolve any grievance that was raised by an employee after meeting with all the involved parties.

### COMPLAINT BOX

Complaints can be resolved if an employee drops his/her complaints into the complaint box. These complaints are checked by the HR and Admin departments on regular basis and issues are resolved after they're discussed with the aggrieved employee.

## 19. SEPARATION POLICY

### SEPARATION

Separation signifies the end of employment due to resignation, dismissal, lay-off, retirement or death.

#### VOLUNTARY SEPARATION

An employee leaving the company at his/her own free will.

#### RESIGNATION

- Employees can at-will resign from the company by informing their HOD and HR department via email. However, all employees are obligated to serve the notice period. As per company policy, confirmed employees are required to serve a notice period of 1 month.
- Failure to provide the required no. of days of the notice period shall make the employee liable to compensate the company as per the company's rules.
- Employees not completing the required notice period and serving anything less than 30 days will be liable to compensate the company by one (1) time the monthly salary.
- Failure to pay the agreed compensation mentioned above will result in the withholding of experience letter and final settlement.

#### INVOLUNTARY SEPARATION

An employee can be involuntarily separated by means of layoff or dismissal.

#### LAY OFF

- Lay off signifies the end of employment services due to reasons such as downsizing and/or restructuring etc.
- In case of such an event, the employee will be provided with one month's salary as severance pay in lieu of notice period.

#### DISMISSAL

- Dismissal means the end of employee's service due to reasons such as misconduct, insubordination, intemperance, breach of trust, neglect of duty, incompetence demonstrated, fraud and misappropriation/embezzlement of funds, criminal activity or any other violation.
- The Company reserves the right to dismiss or discharge an employee if he/she is found guilty of any of the aforementioned charges. No notice period or any pay will be given in case of dismissal.

- However, the employee will be given an ample opportunity to explain and defend his/her position. An independent inquiry may be undertaken for the final decision if it deems appropriate.
- In the event of an employee's service being dismissed, he/she will be provided with the current month's salary till the date duties have been performed.

#### **EXIT INTERVIEW**

To elicit views of outgoing employees about the Company's policies, practices and related issues an exit interview is normally conducted with each employee before he/she leaves the Company. The exit interview allows departing employees to communicate their views about the job requirements, training needs and operations of Branex, and other areas they feel are important.

Following Exit Interviews, Exit Questionnaires are sent to the departing employees. The questionnaire asks about reasons for leaving and staff's experience of employment at Branex. This enables HR department to understand why employee leave the Company, monitor trends and take action when concerns are identified.

#### **FINAL SETTLEMENT AND OFFICIAL DOCUMENT**

The final settlement will be done after 10-15 working days of the employee's last day of service and shall include the release of withheld salary after appropriate deductions.

- The resigned employee is required to update all leave details and clear off any outstanding dues towards company loan, advance expenses claim, or any salary advance prior to the date of leaving.
- If the departing employee is unable to pay the loan settlement amount at the time of resignation/termination, then he/she will have to submit original educational documents to the company.

When an employee is separated from the service of Branex, the employee will be issued an experience letter highlighting the services during their stay with the company. A departing employee can collect the experience letter from HR department with the final settlement cheque.

If required, the HR department will make the following declarations in the experience letter:

- Employees failing to serve notice period without management's approval will be declared as a defaulter in their experience letter and will not be eligible for rehiring at Branex.
- In case of dismissal, the employee will not be eligible for rehiring at Branex.
- In case of being laid off, experience letter will comprise of information in acknowledgment of his/her services provided for the company. Employees laid off will be eligible for rehiring at Branex.

*\*Employees who have resigned or have been terminated cannot refer active employees to their newly joined companies for a period of 6 months.*



#### **EMPLOYEE REFERENCES AND VERIFICATION OF EMPLOYMENT**

All requests for employment references or verification of employment must be directed to HR department. Supervisors or employees are not authorized to release information for current or former employees.

Our Company does not respond to verbal requests for references or verification of employment; all such requests must be made in writing. As a policy matter, we only disclose the dates of employment, the job title of the last position held, remuneration and performance status of former employees.

*\*Authorization to disclose this information must be in writing.*

