

Company Handbook

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Executive Summary

We are glad to have you as a member of Markloops. As a team member at Markloops “the Company”, you are an essential part of a team effort. We hope that you will find your position with the Company rewarding, challenging and productive. Every Employee has an important role in our operations and we value the ability and experience you bring with you to the organization. You, and other Employees, are vital to the success of Markloops. This handbook has been prepared to acquaint you with the employment policies and practices of Markloops. Please read it carefully and keep it for future reference. If you have any questions, please contact a member of the Human Resources Department.

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EMPLOYEE CODE OF CONDUCT

Scope

This policy applies to all employees of and governs their behavior in the workplace and while representing the company.

Purpose

The purpose of this policy is to establish clear guidelines for employee conduct and outline behaviors that could result in disciplinary action, including summary dismissal. This policy ensures a safe, professional, and ethical work environment.

Rules of Conduct

Employees must adhere to the following rules while at work:

- Maintain a safe work environment and not endanger the health or safety of any employee.
- Use protective clothing or equipment as instructed.
- Report all accidents immediately, regardless of severity.
- Comply with all rules related to smoking and fire hazards.
- Act in the best interests of the employer at all times.
- Stay informed about all authorized notices displayed in the workplace.
- Notify the employer if diagnosed with a contagious illness.
- Refrain from removing any materials or equipment from the workplace without prior approval.
- Maintain confidentiality regarding company projects and information.
- Give credit to the employer when sharing company-related projects on social media.
- Use company time, materials, and equipment only for authorized work.
- Follow all company working and operational procedures.



DISCIPLINARY POLICY

Misconduct Leading to Immediate Dismissal

The following actions may result in immediate termination without notice:

- Theft of company property.
- Fighting, physical assault, or reckless behavior.
- Failure to follow direct instructions from a superior during work hours.
- Use of inappropriate language or aggressive behavior on company premises or in front of customers.
- Willful or deliberate damage to company property.
- Being under the influence of alcohol or illegal drugs at work.
- Loss of a driving license if driving is essential to the job.
- Endangering the health or safety of another person in the workplace.
- Deliberate falsification of company records.
- Accepting bribes in connection with company business transactions.
- Falsely claiming sick leave to defraud the employer.
- Engaging in immoral conduct.
- Repeated tardiness or lack of communication with the team.

Failure to comply with this policy may result in disciplinary actions, including verbal warnings, written warnings, suspension, or dismissal, depending on the severity of the violation.

OFFICE HOURS AND ATTENDANCE POLICY

Scope

This policy applies to all employees working at the company, regardless of their work location (remote or onsite). It covers attendance logging, punctuality expectations, break schedules, and penalties related to late sign-ins. The policy also outlines the guidelines for managing employee attendance and the consequences of non-compliance. This includes all full-time, part-time, and contract-based employees.

Purpose

The purpose of this Office Hours and Attendance Policy is to establish clear and consistent guidelines for employee attendance, punctuality, and break times. The policy aims to:

- Ensure operational efficiency by setting clear expectations for attendance, the company ensures that work processes and operations are uninterrupted, and employee productivity is optimized.
- Promote accountability by defining the consequences of tardiness and attendance issues, the policy holds employees accountable for their actions and encourages punctuality and responsibility.
- The policy provides a uniform set of rules and penalties applicable to all employees, ensuring that attendance-related matters are managed fairly across the organization.
- Support employee well-being by encouraging a balanced workday with a defined lunch break, the policy contributes to the physical and mental well-being of employees while ensuring overall work productivity.
- Consistent and timely attendance directly contributes to achieving organizational goals and meeting client expectations, which ultimately benefits the company's reputation and performance.

Office Hours

- Remote Office Timings: 9:00 AM to 6:00 PM (Monday to Friday)
- Onsite Office Timings: 9:00 AM to 6:00 PM (Monday to Friday)
- Lunch Break: A one-hour lunch break is provided from 1:00 PM to 2:00 PM, which is included within the working hours.
- No Extra Breaks: No additional breaks are allowed outside of the provided lunch break.
- Off Days: Saturday and Sunday are designated off days for all employees.

Attendance

- Employees are expected to log their attendance promptly upon arrival.
- Employees must communicate any delay to the Human Resource Manager as soon as possible.
 - Signing in after 9:15 AM (Onsite) or 9:15 AM (Remote) will be counted as an unpaid half-day.
 - Repeated tardiness will lead to disciplinary action.
 - If employees fail to be punctual or do not communicate delays effectively, it will impact their performance evaluation.

Penalties for Late Sign-In

- 2 Times Late in a Month: 1 half-day deduction from salary.

- 4 Times Late in a Month: 2 full days' salary deduction.
- 5 Times Late in a Month: 4 full days' salary deduction, and a 1st warning will be issued.
- Further Repetition: A last warning will be issued before termination.

Disciplinary Actions

Repeated tardiness or failure to comply with the attendance policy may lead to warnings and possible termination after a specified number of infractions.

Exceptions

Any exceptions to the above rules will be reviewed on a case-by-case basis and must be communicated in advance with the Human Resource Manager.

This structured policy ensures clarity and accountability regarding office hours, attendance, and late sign-ins while maintaining fairness and consistency across the organization.

REMOTE WORK AND CONNECTIVITY POLICY

Scope

This policy applies to all employees of the company who are authorized to work remotely. It covers situations where employees face issues related to electricity, internet connectivity, and weather conditions that may impact their ability to work in the office or from home.

Purpose

This policy outlines the guidelines for remote work, focusing on the management of potential disruptions caused by electricity, internet issues, or weather conditions. The aim is to ensure employees remain productive and maintain business continuity under such circumstances while balancing flexibility and operational efficiency.

Policy Guidelines

- Employees must ensure they are equipped with a suitable laptop capable of supporting their work tasks for a minimum of 2 hours without needing a charge.
- Employees must ensure that their laptops are fully charged at the start of the workday
- Employees are responsible for ensuring they have access to a reliable internet connection to perform their duties effectively.
- In case of internet disruptions, employees should have an external internet device (e.g., mobile hotspot, portable Wi-Fi device) as a backup.
- If electricity or internet outages last for more than 4 to 5 hours, employees must relocate to a suitable place where connectivity and electricity are available to continue working.
- In cases of rain or adverse weather conditions, employees are allowed to work remotely. However, employees should be mindful of the following:
 - The standard lock time for remote work due to weather disruptions is 11 am.
 - If the weather clears up and employees are able to return to the office, they should resume work on-site.
 - If the weather conditions are expected to result in significant loss of work hours or inefficiency, employees are free to continue working remotely without penalty.
- Employees must notify their immediate supervisor if they encounter significant disruptions in electricity, internet, or weather conditions that could affect their work.
- In case of relocation due to prolonged outages, employees should inform their supervisor about the new work location to ensure proper communication and monitoring.
- Employees must ensure that their work hours are consistent with the company's policies, regardless of whether they are working remotely or in the office.
- If working remotely due to weather or connectivity issues, employees are still expected to meet their daily work goals and targets.

Employees failing to comply with this policy may be subject to review and corrective action as per the company's performance management guidelines.

LEAVES MANAGEMENT POLICY

To ensure continuity of work, employees taking leave must coordinate with their managers in advance and provide detailed handover notes to facilitate smooth workflow during their absence. Team leads are responsible for planning and balancing leaves within the team to maintain adequate staffing throughout the year. Leaves should be scheduled in a way that does not compromise annual work objectives and KPIs. Unused annual leave may be carried over to the next year, but only up to a maximum of seven days, while casual and medical leaves cannot be carried forward.

Annual Leaves

Scope

This policy applies to all permanent employees of the organization who have completed a minimum of one year of continuous service. It does not apply to employees on probation or those serving their notice period.

Purpose

The purpose of this policy is to establish clear guidelines for the entitlement, utilization, and management of leaves to ensure fairness and consistency across the organization while maintaining operational efficiency.

Policy Guidelines

- Employees are entitled to 14 annual leave days per calendar year.
- A minimum of one year of employment is required to be eligible for annual leave.
- Employees may not take more than 5 leaves within a period of 4 months.
- Employees must submit their annual leave requests at least 2 weeks in advance.
- Approval of annual leave is subject to workload and operational requirements of the department.
- Managers must review annual work plans and team schedules before granting approval to ensure work continuity.
- Employees are encouraged to plan their leaves during off-peak periods to avoid disruption to annual work targets.
- Employees have the option to encash their unused annual leave days if they choose not to avail them during the year.
- No annual leave encashment, adjustment, or claim will be entertained during the probation and notice period.
- Employees on probation or serving their notice period are not entitled to take annual leave.
- Any form of misconduct or low performance may result in the cancellation of annual leave.
- If an employee has not availed their annual leave, it will not be adjusted during the notice period.
- Employees are responsible for planning and applying for leave in accordance with this policy.
- Managers are responsible for reviewing leave requests, ensuring operational continuity, and approving or denying leave requests as necessary.

- Human Resources Department is responsible for maintaining records of leave balances and ensuring compliance with the policy.
- Any exceptions to this policy require prior written approval from the HR department and management.

This policy will be reviewed annually and may be updated as necessary to align with organizational requirements and legal obligations.

Casual Leave

Scope

This policy applies to all permanent employees of the organization. Temporary, contractual, and probationary employees are not eligible for casual leave benefits under this policy.

Purpose

The purpose of this policy is to provide guidelines for employees regarding the utilization of casual leave for short-term personal reasons, including unforeseen circumstances or personal matters that require immediate attention. The policy aims to ensure a balance between operational efficiency and employees' personal needs.

Policy Guidelines

- Casual leave is available only to permanent employees.
- A total of ten (10) casual leaves will be granted annually.
- Casual leave may be availed for short-term personal reasons, such as unforeseen events or personal matters requiring immediate attention.
- Employees may avail casual leave if they are occupied with personal work.
- Only one (01) casual leave can be availed in a month.
- Casual leave cannot be availed on Mondays and Fridays.
- Any leaves taken due to emergencies or other personal commitments will be adjusted against available casual leave balance.
- Employees must submit casual leave requests at least three (02) days in advance.
- Leave approval is subject to immediate departmental requirements.
- If multiple employees request leave for the same date, approval will be based on a first-come, first-served basis or critical business needs.
- In case of special circumstances, such as personal crisis/family issues, additional unpaid leave may be granted after discussion with HR and department heads.
- Casual leave cannot be encashed, adjusted, or claimed.

All employees are expected to adhere to this policy to ensure smooth business operations. Failure to comply may result in disciplinary action in accordance with company policies.

Medical Leave

Scope

This policy applies to all full-time employees of the organization. Employees under probation are not eligible for medical leave. The policy also covers provisions for employees needing leave due to the illness of immediate family members.

Purpose

The purpose of this policy is to outline the provisions and procedures for availing medical leave in the organization. It ensures that employees have access to necessary leave in case of illness while maintaining operational efficiency. This policy aims to provide clarity on entitlement, documentation requirements, and limitations related to medical leave.

Policy Guidelines

- Employees are entitled to 10 days of medical leave annually.
- Medical leave cannot be encashed, adjusted, or claimed during the probation and notice period.
- Employees must seek approval for medical leave from their immediate supervisor and HR department.
- If medical leave exceeds one day, a medical form from an authorized hospital is mandatory.
- For medical leave exceeding two consecutive days, a medical certificate from a recognized medical institution must be provided.
- Employees on probation and notice period are not eligible for medical leave.
- Medical leave is not adjustable against annual leave.
- Casual leave cannot be encashed, adjusted, or claimed.
- In case of special circumstances, such as a prolonged illness, additional unpaid leave may be granted after discussion with HR and department heads.
- Any misuse or falsification of medical leave will be subject to disciplinary action.

Employees must adhere to this policy to ensure smooth workflow and maintain transparency in leave management. Any deviation from the prescribed procedure may result in leave being considered unpaid or disciplinary action being taken as per company policies.

Marriage Leaves

The employee is allowed to have 2 weeks leave in case of marriage, however its CEO/Management/HR discretion to allow more or less than 2 weeks.

Half day Leave

In case of any personal commitment, an employee will be granted half day leave during the day only after CEO/Management/HR. Half Day leave should be notified 1 day prior before initiation to relevant team lead.

Unpaid Leave

Unpaid leave may be granted incase if there is need for leave subject to management approval. However, the workload needs to be managed by the employee after discussion with manager/team lead.

Career Development and Performance Management Policy

Scope

This policy applies to all employees of, regardless of their role or tenure.

Purpose

We strongly believe in the career development of our employees and are committed to providing support at every stage of their professional journey. This policy outlines the framework for setting career objectives, assigning developmental tasks, and evaluating performance to ensure continuous professional growth.

Career Development Framework

- Employees are encouraged to set clear career objectives at the start of their employment.
- Objectives should be structured in a matrix format and agreed upon with the employee's manager.
- Assigned tasks will provide opportunities for skill enhancement and professional growth.

Performance Evaluation

- Performance evaluations will be conducted every three months or six months.
- Employees' performance will be assessed against the objectives set at the beginning of each evaluation cycle.
- New objectives will be established for the next period in consultation with the employee's manager.

Purpose of Evaluation

- The evaluation process is designed to track employee progress and ensure alignment with personal and organizational goals.
- It serves as a performance measurement tool to identify areas of strength and areas needing improvement.
- Feedback from managers will guide employees in achieving their career development objectives.

Implementation

- Managers will provide regular guidance and support to employees in achieving their objectives.
- Employees are encouraged to actively participate in their development process and seek feedback as needed.
- The Human Resources department will oversee the policy's implementation and ensure consistency across the organization.

COMPANY HOLIDAY POLICY

Scope

This policy applies to all employees of the company, including full-time, part-time, contractual, and temporary staff. It is applicable across all departments and locations where the company operates. Any exceptions or modifications to this policy must be approved by the HR department and company management.

Purpose

This Holiday Policy outlines the official holidays recognized by the company and provides guidelines regarding holiday pay, leave entitlements, and observances. The company aims to support a fair and inclusive work environment while ensuring business continuity. The observance of holidays is subject to the discretion of the CEO, Management, or HR, based on business needs and operational requirements.

Recognized Public Holidays

The company acknowledges the following public holidays in accordance with national and cultural significance:

- Kashmir Day (February 5th)
- Pakistan Day (March 23rd)
- Labour Day (May 1st)
- Eid al-Fitr (As per Islamic calendar)
- Eid al-Adha (As per Islamic calendar)
- Independence Day (August 14th)
- Ashura (As per Islamic calendar)
- Quaid-e-Azam Day (December 25th)
- Prophet Muhammad's Birthday (As per Islamic calendar)

If the Government of Pakistan announces any additional public holidays, the company will recognize them accordingly. The observance of these holidays may vary based on business operations and project requirements.

Religious and Personal Observances

The company respects the diverse cultural and religious beliefs of its employees. In addition to the official holidays, employees may request leave to observe their respective religious or cultural holidays. Such requests will be considered in the spirit of anti-discrimination practices and operational feasibility. Employees are encouraged to discuss their leave plans with their supervisors in advance to ensure smooth workflow management.

Discretion and Amendments

The implementation of this policy remains at the discretion of the CEO, Management, or HR. The company reserves the right to modify, add, or remove holidays based on business needs, government regulations, or operational considerations.

Employee Termination and Disciplinary Policy

Scope

This policy applies to all employees across all departments and levels. It outlines the procedures for termination during and after the probation period, terminations due to misconduct, performance-based terminations, and disciplinary actions. The policy ensures fair and transparent handling of employee terminations while maintaining organizational integrity and compliance with company regulations.

Purpose

The purpose of this policy is to establish clear guidelines regarding the termination of employment, ensuring fairness and consistency in decision-making. It aims to:

- Define the termination process during and after the probation period.
- Outline disciplinary measures for misconduct and policy violations.
- Establish performance-based termination procedures.
- Ensure compliance with company policies and safeguard company interests.

Termination During Probation Period

Employees are on a two-month probation period from their date of joining. During this time, employment may be terminated by either the employee or the company if performance, behavior, or compatibility with the work environment is deemed unsatisfactory.

- If employment is terminated after more than 10 days, the employee will only be paid for actual days worked.
- If terminated within 10 days due to poor performance, no salary will be paid.
- Employees who do not complete the probation period will not be eligible for additional benefits, bonuses, or paid leaves.
- If an employee wishes to resign during the probation period, they may do so without any obligation other than receiving payment for days worked.

Termination Due to Misconduct or Policy Violation

Employees may face immediate termination for any serious misconduct, including but not limited to:

- Fraud or misrepresentation.
- Breach of confidentiality.
- Violation of company policies.
- Non-disclosure of critical information during the hiring process.

Employees terminated due to misconduct will forfeit:

- Unpaid bonuses and benefits.
- Gross salary for the current month.
- Eligibility for annual leave payout or other incentives.

Termination After Completion of Probation Period

Once an employee successfully completes the probation period, the company may terminate their employment under the following conditions:

- A two-week notice period will be provided for performance-related or business-restructuring reasons at the discretion of the director.

- Employees will be compensated for days worked, including any unpaid salary and earned benefits up to the termination date.
- Immediate termination will apply in cases of gross misconduct, and the same policy as misconduct-related termination will be enforced.

Performance-Based Termination

Employees whose performance does not meet company expectations post-probation may face termination after receiving formal warnings and sufficient opportunities for improvement.

- Regular performance reviews will be conducted.
- If no improvement is observed despite feedback and support, the company reserves the right to terminate employment with appropriate notice.

Show Cause Notice & Disciplinary Actions

If an employee engages in misconduct with subordinates or senior staff, the following disciplinary actions will apply:

- A Show Cause Notice will be issued.
- A three-day suspension (unpaid) will be implemented.
- Additional fines may be imposed depending on the severity of the misconduct.
- Employees receiving two Show Cause Notices will lose eligibility for annual bonuses, Eid bonuses, 14 annual leave days, and commissions.
- The third Show Cause Notice will result in termination without salary for the current month.

Final Settlement Process

Upon termination, employees must:

- Complete all handover procedures.
- Return all company property before their last working day.
- The final settlement, including any remaining salary, will be processed once exit formalities are complete.
- Employees terminated due to misconduct or during probation will not be eligible for bonuses, benefits, or paid leave encashment.

This policy ensures transparency, fairness, and compliance with the company's ethical and operational standards. All employees are expected to adhere to these guidelines to maintain a professional work environment.

Weekend Working Hours Policy

Scope

This policy applies to all employees who may be required to work on weekends due to business requirements. Employees cannot voluntarily opt for weekend work; they must receive prior approval from their respective Line Manager and the CEO.

Purpose

The purpose of this policy is to establish clear guidelines for employees who are required to work on weekends, ensuring transparency, fair compensation, and managerial oversight. This policy aims to maintain work-life balance while addressing business needs effectively.

Policy Guidelines

- Employees are not eligible to work on weekends at their own discretion.
- Weekend work must be pre-approved by the respective Line Manager and the CEO before commencement.
- Employees approved to work on weekends will be compensated with a bonus equivalent to their gross hourly salary for each hour worked.
- The approval request must include the justification for the weekend work and the estimated hours required.
- The HR department will verify the approvals before processing any payments.
- This policy applies only to standard business operations. Employees working weekends due to emergency situations will be handled on a case-by-case basis.
- The company will pay a bonus equal to the employee's one-hour gross salary for each hour worked on the weekend.
- Employees must accurately log their working hours, and these logs must be validated by their Line Manager.
- The bonus will be included in the employee's monthly payroll cycle.
- Any violation of this policy, including unauthorized weekend work, will not be eligible for compensation and may lead to disciplinary action.
- Line Managers must ensure that weekend work is assigned only when absolutely necessary.
- HR will maintain a record of all approved weekend work for audit and compliance purposes.

This policy ensures that weekend work is properly managed, fairly compensated, and approved through the correct channels. By adhering to these guidelines, the company aims to maintain operational efficiency while respecting employees' work-life balance.