

ALRIAZ EMPLOYEE HANDBOOK



alriaz agencies (pvt) ltd

DISCLAIMER

The contents of this handbook are presented as a matter of information only and are not intended to cover all policies, plans and procedures of **alriaz**. The plans, policies and procedures described are not conditions of employment. **Alriaz** reserves the right to modify, add, revoke, suspend, terminate, or change any or all plans, policies, or procedures of the company, in whole or part, at any time with or without notice. Your employment with **alriaz** is employment-at-will. That is your employment can be terminated at any time by you or **alriaz**.

The information contained in this Employee handbook is confidential and proprietary to **alriaz**. The information is for internal use only and may not be distributed outside of **alriaz**.

Although comprehensive this handbook is intended to be a summary guide and cannot address every question that might develop during your employment. Your supervisor or Human Resources staff welcomes the opportunity to answer your questions.

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ACKNOWLEDGEMENT OF RECEIPT OF EMPLOYEE HANDBOOK

This is to acknowledge that I have received a copy of the Employee Handbook.

I understand that the Employee Handbook contains important information on **alriaz agencies** prevailing personnel policies, work rules as well as information on my privileges and obligations as an employee.

I acknowledge that I am expected to read, understand, and adhere to **alriaz agencies** prevailing policies and familiarize myself with the materials presented in this handbook.

I understand that I am governed by the contents of this handbook and that **alriaz** reserves the right to change, amend, revise, supplement, or rescind any provisions in this Handbook as it deems appropriate at its sole and absolute discretion with or without prior notice. **Alriaz** will advise its employees of any changes. While **alriaz** believes wholeheartedly in the policies described, the language used in this handbook is not intended to constitute a contract of employment.

In addition, I understand that **alriaz** is an "at will" employer and as such employment with **alriaz** is not for a fixed term or definite period and may be terminated at the will of either party. I further understand that nothing contained in the handbook may be construed as creating a promise of future benefits or a binding contract with **alriaz** for benefits or for any other purpose.

I understand that this is the property of **alriaz** and that upon cessation of service with the Company, I am responsible for the return of this handbook to my immediate supervisor or Human Resources Department.

Employee signature

:

Employee name

:

Date

:

PREFACE

A career with **alriaz** offers many opportunities for your personal success. To help you achieve success at **alriaz**, we have developed this handbook.

How to Use this Handbook

This handbook is designed to familiarize you with the prevailing personnel policies, work rules, and benefits policies of **alriaz**. It is provided for your use as a ready reference and as a summary of **alriaz** prevailing policies, work rules and benefits. It contains only general information and guidelines, and is not intended to be comprehensive or to address all the possible applications of, or exceptions to, the general policies and procedures described.

Alriaz reserves the right to amend, supplement, or rescind any provisions of this handbook, as it deems appropriate at its sole and absolute discretion. You may from time to time receive revised sections of this handbook, which describe such changes in policies, procedures and employment benefits.

You will find it to your advantage to read the entire handbook promptly so that you will have a complete understanding of the materials covered.

If you have any questions regarding any of the information in this handbook, please contact your immediate supervisor or Human Resources staff.

Handbook is Not an Employment Contract

This handbook is for general information only and is not intended to constitute an employment contract of any kind, nor does it express an implied contractual obligation between the employees and **alriaz**. You should not assume that the policies described in this handbook will continue indefinitely as they are subject to change by **alriaz** at any time.

Terms

Unless specifically stated otherwise, the expression "alriaz agencies" refers to the company/corporation and "employee" means an employee of the corporation. Words importing the neuter gender shall include the masculine and feminine genders and vice versa; and words in the singular shall include the plural and vice versa.

Should any provision of this handbook be declared void, unenforceable or illegal by any competent authority or court, this shall not affect the other provisions of this handbook, which shall continue unaffected.

WELCOME TO ALRIAZ



Welcome to the alriaz Family!

You are now a part of a leading marketing company providing solutions and services, and that is something to be proud of. We act as an agent providing transparent, faster and professional services. We at **alriaz** strive for smooth flow of goods from the producers to the customers, giving value to all. Our passion is to team up with our customers to search for solutions, combining market knowledge to the local industry of Pakistan. We are recognized by the leading companies of the world for our marketing strength, expertise and effectiveness making us their first choice.

Strength of **alriaz** lies within their employees as **alriaz** has invested in employees to make them best team to perform so be innovative, imaginative and focus on your goals. By adding value for your customers, you are adding value to the company. It is only by creating measurable values for key suppliers and customer that the company can then evolve to place where you can grow.

While we endeavor to provide a stimulating and challenging environment for your development, as an individual, it is important that you take personal ownership and take advantage of the opportunities available to maximize your potential and progress in your career.

I wish you a rewarding journey with **alriaz**!

Nasser Maggo

CEO

INTRODUCTION

A. INTRODUCTION

1. ABOUT ALRIAZ

Alriaz is one of the leading marketing house serving important sectors of Pakistan with over 500 customers contributing for the growth of Pakistan. With 64 years of experience in trading and marketing with transparent practices and expertise, **alriaz** is first choice for industrial sector of Pakistan.

Empowering the industry

Alriaz's focuses in providing a fully integrated one-stop service for manufacturers and end-users. Powerful solutions cover the entire range of front to back end daily trading operations of global commodity, blending trading knowledge, market analysis and proper logistics support.

Alriaz empowers both suppliers and buyer to make real-time transactions with a wide array of options.

2. ALRIAZ VISION STATEMENT

Alriaz will inspire its employees to be the best they can be. We will engage in sustainable practices and anticipate the needs of our customers, while delivering value through technology and talent of our people in the industrial sector of Pakistan. Annexure A displays the vision system of **alriaz**.

3. ALRIAZ MISSION STATEMENT

In order to fulfill our mission, we:

- ⇒ Lead industry transformation
- ⇒ Deliver excellence in every aspect of our business.
- ⇒ Understand the needs of our Customers and match that need with the right product from the right Supplier at the right time – every time.
- ⇒ Strive to build long-term relationships with Customers and Suppliers based on mutual trust and respect.
- ⇒ Update the customers with the latest information and technological developments around the globe.

4. ALRIAZ CORE VALUES

Our Core Values are:

(a) Integrity

We will treat one another with honesty and respect, and act with sincerity, trust, ownership and accountability.

(b) Competence

We will be responsible for our own learning and development, acquiring the necessary knowledge, skills and expertise to excel in our work and get the job done right, every time.

Together with **alriaz**, we will invest in, and be recognized for updated information and developments.

(c) Teamwork

We will communicate openly, keep everyone involved and engaged as a team. We will be accommodating, cooperative and helpful to achieve our shared goals and objectives.

(d) Passion for Excellence

We will pursue excellence relentlessly and challenge ourselves in everything we do. We are committed to help and care for our customers, responding with agility, energy and drive, taking pride in a job well done.

(e) Entrepreneurship

We will be creative and embrace new ideas; taking informed and calculated risks to turn opportunities into profit. We will have a questioning mindset, which seeks to grow by learning from both success and failure.

5. ALRIAZ WINING BEHAVIOURS

Alriaz's people philosophy anchors on our core values of integrity, competence, teamwork, passion for excellence and entrepreneurship. These values are

incorporated into the business decisions we make, keep us focused on our priorities, and shape our corporate culture.

We expect our employees to take personal responsibility and accountability, always acting for the overall interest of **alriaz**. People at all levels are to conduct themselves with uncompromising honesty and integrity at all times, even in the face of pressure.

As **alriaz's** business grows in complexity in a highly competitive environment, each employee is to maintain a curious mind and constantly acquires new skills and knowledge to stay relevant, meet rising expectations and grow profits. Career and learning development opportunities will be provided to those with ability, demonstrated achievements, initiative and willingness to shoulder additional responsibilities.

It is important to recognize that collaboration and cooperation between individuals and operating units is a key to our growth and success. We encourage every employee to effectively express and share ideas and opinions with others to create win-win results. All levels of employees should work in unison towards common objectives and not forgetting that we are one single company whose overall strength is derived from mutually productive and trusting relationships.

Alriaz cannot maintain a position of leadership in our industry without a relentless pursuit of excellence. Our people need to anticipate and respond to changes to meet new demands and challenges in our dynamic industry. We need to continuously challenge ourselves to generate and implement creative ways of doing things to achieve higher standards and deliver positive business results. We should not fear mistakes but learn from them to drive progress. When success comes, due and timely recognition and reward will be awarded to people who made it happen.

Our people are our best and most valuable assets. At **alriaz**, every individual counts. We want our people to enjoy their work at **alriaz**, to be proud of their achievements and affirm that **alriaz** is truly an "employer of choice".

7. ADDRESS AND CONTACT NUMBERS ALRIAZ AGENCIES (PVT) LTD

ALRIAZ HEADQUARTERS:

406-410, Chappal Plaza,
Hasrat Mohni Road,
Karachi 74000, Pakistan

Telephone No: (92-21)32446310-15

Fax: (92-21)32446320-21

ALRIAZ BRANCH OFFICE:

C-803, City towers,
Main Boulevard Gulberg,
Lahore, Pakistan

Telephone No: (92-42)35788768-70

Fax: (92-42)35788863

Office # 8, First floor,
Ahmed center, I-8 Marrkaz,
Islamabad, Pakistan

Telephone No: (92-51)4864532-36

ALRIAZ OVERSEAS OFFICE:

Flat No 7, 4th Floor, block 19,
Street 19, North Sarafha Street,
Saadatabad, Tehran, Iran

Telephone No: (98-21)22133261

Fax: (98-21)22340783

HR PHILOSOPHY

B. HR PHILOSOPHY

Alriaz seeks to attract, develop, motivate and retain best qualified individuals to serve the needs of our business operations, partners and customers. A set of HR policies, procedures and guidelines are established and reviewed to support **alriaz** ongoing business activities and to provide fair, equitable and consistent treatment for all our people. To better understand our HR policies, procedures and guidelines, it is important that our employees appreciate the fundamental philosophies behind them.

1. EQUAL EMPLOYMENT OPPORTUNITIES PHILOSOPHY

Equal Employment Opportunities has been, and will continue to be, a fundamental principle at **alriaz**.

Alriaz accords all individuals equal employment opportunities in accordance with local laws and regulations prohibiting discrimination on grounds of religion, race, caste, gender and place of birth.

Employment decisions (such as hiring, promoting, disciplining, compensating) are based on the individual's performance, experience, training, skills, work history, references, business need and overall suitability for the job, made on the basis of bona fide occupational qualifications such as merit, qualification and demonstrated performance and competency.

All employees are given equal opportunities and are encouraged to accept their share of the responsibility for the successful operation of this policy.

If an employee feels that he/ she has been the victim of discrimination or has information relating to the treatment of another employee in possible violation of this policy, the employee should immediately report the violation to a Manager or his/her immediate supervisor.

Allegations of discrimination will be kept confidential except as needed to conduct an investigation and take corrective action. Anyone who violates this policy retaliates against another employee or fails to cooperate with an investigation will be subjected to disciplinary action, up to and including termination.

2. COMPENSATION PHILOSOPHY

Sharing success is what we commit to our employees. The success and performance of **alriaz**, the teams and individual employee drive our compensation package. Our people are appropriately and competitively rewarded for their contributions, and conversely, are not rewarded for inadequate or improper performance. Our pay-for-performance philosophy creates a challenging, exciting and rewarding workplace for our people as they grow and succeed with us.

3. BENEFITS PHILOSOPHY

Alriaz offers our employees an array of benefits coverage to meet their diverse needs. Our benefits program is carefully designed to be both comprehensive and competitive in the market, providing the best value within the limits of economic feasibility.

4. EMPLOYMENT DEVELOPMENT PHILOSOPHY

We are committed to providing learning and career development opportunities for our employees to maximize their potential and build a meaningful career with **alriaz**. All employees are expected to take responsibilities for their learning and career development needs and take advantage of available opportunities. **Alriaz'** ongoing performance management process will provide a framework for managers, to help optimize their subordinates' performance through alignment on key business objectives and continuous feedback and coaching.

5. WORK ETHICS PHILOSOPHY

Alriaz will conduct its business activities with highest standards of work ethics. While we empower our people to work towards achieving common goals and objectives within their own areas of responsibility, we expect our employees to adhere to all policies, procedures, professional standards of conduct and performance standards.

Alriaz commits to treat all employees fairly, honestly, justly, and with dignity. We will continue to build positive employee relations that support problem-solving,

mediation, due process, fair play, equitable treatment, fair application of policies, and the worth of individuals.

Alriaz aims to provide a working environment that is as safe and protected as possible for all employees, partners and customers. Effective safety and security programmes have been established and maintained to prevent dangers and losses. We require the active participation of all employees to prevent unnecessary events that may threaten the safety and security of **alriaz** and its employees.



EMPLOYMENT PRACTICES

C. EMPLOYMENT PRACTICES

1. INDUCTION/ORIENTATION PROGRAM FOR NEW EMPLOYEES

Alriaz conducts induction/orientation programs to inform and acquaint new employees with **alriaz'** business, its policies, procedures and practices.

New employees should report directly to the management on their first day of employment for administrative formalities. The induction program will normally be conducted on the first day of work. If a special or unforeseen circumstance causes a new employee to miss the induction, alternative arrangements may be made.

In the case of branch office, new employees should report to the Functional Manager, who will identify and designate a "Mentor" concerned to guide the individual in the initial stage.

All employees will be provided with work area and basic office supplies and arrangements will be made to obtain the necessary identification cards.

2. PRE-EMPLOYMENT REQUIREMENTS

Employment offered to all employees is subject to the following conditions being met:

⇒ Authenticity of the documents/ information submitted at time of application.

⇒ Acceptance of the salary, terms and conditions set out in the Letter of appointment on or before specified acceptance date.

3. WORK WEEK

Monday to Saturday *

* Not applicable to employees who are required to perform shift work or positions require attendance on specific days, i.e. Training and Technical Support, Freelance.

4. WORK COMMENCEMENT TIME & LUNCH HOUR

Following is the Workweek Schedule:

Monday to Friday	9:30am - 6:00pm	
Saturday	9:30am - 2:30pm	
Lunch Break (Mon – Fri)	Males	Females
	1:30 pm- 2:00pm	2:00pm-2:30pm
Prayer Break Zuhr (Mon-Thu & Sat)	1:00:pm-1:30pm	1:00pm-1:30pm
Prayer Break Zuhr (Friday)	12:45pm- 1:30pm	1:30pm-2:00pm

The above work schedule will not apply to those who are currently roistered on staggered hours or shift hours due to operational requirements immediate supervisors are to ensure that there are sufficient employees during core hours as determined by the department head. Immediate supervisors are also responsible for monitoring the punctuality of their subordinates.

5. PUBLIC HOLIDAYS

Alriaz public holidays are Pakistan specified public holidays as gazette by the Pakistani government.

In the event that a public holiday falls during the period whilst the employee is on other forms of paid leave (e.g. Maternity leave), no off-days/extra day's leave/ pay in lieu of public holiday will be granted.

6. PROBATION

All new hires, unless otherwise stated in the appointment letter, are required to serve a three (3) months' probation period.

The probation period of an employee may be extended if work performance fails to meet minimum expectations. The Company shall inform the employee in writing if it wishes to extend the probationary period.

The probation period may be extended for a period of not more than three (3) months. Employment with the Company will be deemed as terminated if the employee is not confirmed at the end of the extension period.

7. CONFIRMATION

At the end of the probationary period, employees will be appraised for suitability for confirmation in their appointment.

A Performance Review and Planning (PRP) Form will be forwarded to the immediate supervisor one (1) month before the employee is due for confirmation. The confirmation review should be done jointly by the immediate supervisor and employee and endorsed by the next higher authority.

An employee is required to receive at least a "Satisfactory" rating during the confirmation appraisal in order to be confirmed on the job. He / She will be notified of his/her confirmation through a letter.

8. CHANGE IN PERSONAL INFORMATION AND EMPLOYEE RECORDS

To keep necessary records up to date, it is extremely important that employees notify management of any changes in:

- ⇒ Name due to marriage or legal action
- ⇒ Marital status
- ⇒ Residential address
- ⇒ National Identity Card number (N.I.C)
- ⇒ Next of Kin
- ⇒ Personal mobile number
- ⇒ Residential telephone number
- ⇒ Number of eligible dependents
- ⇒ Citizenship status e.g. acquisition of Permanent Residence state
- ⇒ Person to contact in case of emergencies

Where supporting documents are required, employees are to forward them to administration immediately.

COMPENSATION

D. COMPENSATION

1. COMPENSATION FRAMEWORK

The total compensation package is driven by the success and performance of the individual employee as well as the success of the Company directly impacted by the employee's performance. Our compensation program is designed and administered to ensure a balance between external competitiveness and internal equity. While the total compensation package is designed with flexibility to meet the organization's unique needs, it will be in compliance with the prevailing legislation.

Base salary and total compensation will be equivalent and competitive to those of peer companies which are made up of high performing companies that we benchmark our business with. Our employees are paid competitively in accordance to their salary level and relative worth of their contribution to company performance.

Alriaz' incentive program is a true sharing of the company's success with our employees. Incentive opportunity for employees is linked primarily to corporate results and individual performance.

The total compensation package will be evaluated periodically to ensure that the components align with the Company strategy and that the package is cost-effective. Compensation philosophy and components of the total compensation package will be communicated to employees to ensure that they understand their compensation program and the opportunities available based on performance.



BENEFITS

E. BENEFITS

1. LONG SERVICE AWARD

The purpose of long service award is to give employees timely recognition of their contribution and dedication to the company.

The awards granted are as follows:

5 years	Certificates
10 years	Trophies
15 years	Trophies
20 years	Trophies

The length of service shall be computed from the date of commencement of employment with the Company.

The certificate will be presented at any company functions as appropriate. Only employees who are still in the service of the Company at the time of the award presentation will receive their awards.

2. EID BONUS

All employees who have been employed for minimum of nine months would be entitled for one (Eid) Bonus.

3. ANNUAL AND CASUAL LEAVES

12 days Annual leave is available to every permanent employee, after being employed for a period of 12 months and approval by the management based on performance, punctuality during the period of employment. 12 casual leaves are available to all confirmed employees and can avail not more than two leaves consecutively.. 100% of the current years earned, but unused leave may not be carried forward to the following year. On 31 July of the following year, any balance of such leave will be encashed.

Any request to carry forward such leave will not be considered. In the event of termination, all authorized earned annual leave days shall be paid to the employee, except in cases where the termination is due to an act of misconduct.

No more than 3 days of leave should be utilized consecutively on each occasion. No leave can be claimed as a matter of right. While availing leave, the reason for application should be stated clearly in the leave application form. Each application will be judged on its own merits. In the event where reason is not acceptable, such leave of absence will be debited against the employee's privilege leave.

No employee can proceed to go on leave without obtaining prior approval from Management. In case of exigency where prior approval was not obtained, proper justification supported by official documentation (e.g. death certificate) is required.

To ensure that the intent of the policy can be understood and applied consistently, "immediate family" is defined as parent, child, spouse, sister, brother, grandparent, grandchild, parent in-law, son in-law and daughter in-law.

"Critical illness" is defined as illness of a nature warranting the patient to be listed in a hospital's "Dangerously Ill List" irrespective of the unit the patient is warded in. A copy of the certificate must be submitted to administration department

4. MATERNITY LEAVE

Female employees will be eligible for 12 weeks of maternity leave as provided for in Act.

Employees are to give sufficient advance notice when applying maternity leave so those alternative temporaries work arrangements to be made.

5. UNPAID LEAVE

Employees who wish to take leave in excess of their privilege leave entitlement may apply for unpaid leave. Sympathetic consideration will be given to applications on compassionate grounds and exceptional circumstances will be considered on its own merits.

6. MEDICAL

All regular/ permanent full time employees (below the age of 65 years for male employees and below 55 years for female employees) and their nominated dependants are covered under the medical benefit which is up to three times of the Gross Salary per anum, which is further divided into quarters and is not to exceed the quarter with effective from 1st july 2015 onwards.

Nominated dependents are as follows;

- Married: Spouse who is unemployed and children between the ages of 1 year to 18 years.
- Single: Parents

Objective:

Purpose of this policy is to provide medical facility to the employees who have crossed the probationary period as per the hiring policy.

Procedure:

in order to be reimbursed for the medical facility being availed, patient is to submit medical requisition form along with the prescription and the receipts.

Medical facility is not applicable on;

- Dental
- Skin
- First aid/ self medication (Ponston/Panadol/Strepsols/actified, etc
- Cosmetic medicines(Skin/Dental/Beauty)
- Vitamins and supplements

All requisition must be submitted by 27th of every month, else would not be accepted, also previous month bills stand nullified.

The terms and conditions of the policy may be amended or discontinued by **alriaz** without the consent of, or giving notice to the insured employees.

The word "PERFORMANCE" is displayed in a large, bold, black, sans-serif font. Each letter is centered on a separate, slightly tilted rectangular block. The blocks are colored in a sequence of orange, dark gray, orange, light gray, and orange from left to right.

PERFORMANCE

F. PERFORMANCE AND CAREER MANAGEMENT

Alriaz adopts an open 360 degree performance appraisal system. An open appraisal provides opportunity for employees to obtain feedback on their job performance and at the same time, to raise any concerns/suggestions/opinions that they may have on their work to their supervisor/manager/HOD/Management. It is based on the premise that when performance is measured, performance improves but when performance is measured and communicated, the rate of improvement accelerates.

1. PERFORMANCE REVIEW & PLANNING

A Performance Review and Planning (PRP) exercise will be conducted at the end of the year (i.e. June/July time frame). Appraisal section is devised in the ERP, complete 360 degree structure is defined; questionnaire forms for each level must be conducted for the following employees:

- ⇒ Employees who have spent minimum 9 months in the company.
- ⇒ Employees who were converted from temporary employment to permanent positions.

Employees whose confirmation reviews are due in the months of June/ July time frame will undergo a joint confirmation and annual performance review. Only one review form needs to be completed.

2. MID YEAR REVIEW

As part of our continuous performance management process, a Mid-Year Performance Review for the period of July to December will be conducted sometime in February yearly. The Mid Year Performance Review provides an opportunity for supervisors and employees to review their objectives and learning needs set during the planning stage and realign/ reprioritize their priorities for the rest of the year.

In conjunction with the Mid Year Performance Review, a Career Development Planning Exercise is also conducted (See section on Career Development Planning).

3. PERFORMANCE BONUS

All permanent employees with minimum nine months tenure with **alriaz** would be reviewed on their performance twice yearly in order to be rewarded according to their performance. Bonus structure would be as below;

Period	%
September-October	100% on performance
March-April	100% on performance for MYR

4. CAREER DEVELOPMENT PLANNING

In conjunction with the mid-year Performance Review (See Section on Mid Year Review), a Career Development Planning Exercise is also conducted. The Career Development Plan provides the employee and supervisor the opportunity to discuss and plan career goals based on the needs of the employee and the organization.

A good understanding of **alriaz's** organization structure is essential to career development planning. Career development should be planned jointly between a manager and the employee.

5. COMPANY TRANSFERS AND PROMOTIONS

All employees are eligible to be considered for transfers and/or promotions. Transfers and/or promotion decisions are based on the individual's performance, experience, training, skills, work history, references, business need and overall suitability for the job.

In some cases, transfer may be mandatory because of business or operational needs. **Alriaz** may request that the employee transfer from one position to another. Requests for transfer will be considered based on the above-mentioned basis.

Employees are responsible for keeping their personnel file up to date with information regarding educational courses completed, degrees earned and other pertinent experience/qualifications gained, as this information may be important in consideration for transfers and/ or promotions.

6. Monthly Rewards/ Certificates

To keep morale high and to accentuate performance alriaz provides an opportunity for members to benefit from following monthly rewards based on targets and performance;

Cash Rewards

Team of the month

Power performance week

Administration employee of the month

Corporate employee of the month

Border line

Customer Visits

New Developments

Great Job

Certificate of Appreciation

Perfect Attendance

Leading by Example

Commitment to Service

Above and Beyond the Duty

You Deserve It

Super Support

The title 'TRAVEL POLICY' is displayed in a large, bold, black, sans-serif font. Each letter is centered on a separate, slightly tilted rectangular block. The blocks are colored in a sequence of orange, dark grey, orange, light grey, and orange from left to right.

TRAVEL POLICY

G. TRAVEL MANAGEMENT SYSTEM

1. STATEMENT OF PURPOSE

This document serves to clarify the means by which travel should be arranged and the parameters that must be adhered to. It is **alriaz's** policy to reimburse directors, customer and supplier visitors, and employees for ordinary, necessary and reasonable travel expenses when directly connected with or pertaining to the transaction of **alriaz** business. All travel must be done in accordance with this policy to qualify for reimbursement. Those traveling on **alriaz** business are asked to exercise prudent business judgment regarding expenses covered by this policy.

2. TRAVEL POLICY

It is the intent of the **alriaz** to allow for adequate accommodations for individuals who are required to travel on alriaz business. It is also expected that these individuals will use discretion and good judgment in spending **alriaz's** funds.

Each individual traveling for **alriaz** business is expected to fill out a Travel Expense Form in the ERP in order to get the approval. Receipts are required for all expenses for visitors. For any other alriaz travel, receipts are required for all expenses exceeding PKR 200. For employees using visa cards, copies of receipts are to be submitted with the expense report and originals included with the coded monthly credit card statements. For all travelers, completed expense reports must be submitted within 10 days of the conclusion of travel.

- For local visit submit the form a day prior
- For domestic visit submit the form three days prior
- For international visit submit the form 7-10 days prior

3. RESPONSIBILITIES AND ENFORCEMENT

An organized and clear process for submitting expenses is crucial to ensure that all expenses are reimbursed in a timely manner. The accounting department is

responsible for ensuring that any expenses reimbursed or paid for by the company are in compliance with this Corporate Travel Policy. When submitting a Travel Expense Form, any deviations from the policies detailed within this document must be explained on the expense report and expenses that are not in compliance with this policy require the written approval of Chief Executive Officer.

The accounting department and the **alriaz** management are responsible for ensuring that this Corporate Travel Policy is available to all travelers and employees expected to travel.

Maintenance and updating of the Corporate Travel Policy is the responsibility of the management and will include collaboration with the accounting department. Any questions or concerns regarding this travel policy should be addressed to one of these individual.

4. TRAVEL ARRANGEMENTS

Air Travel

Reservation Procedures: It is required that reservations for trips requiring air travel be made through the **alriaz's** travel agent. This will help to simplify travel arrangements, allow the tickets to be billed to the **alriaz's** account and allow for assistance should issues arise during the course of travel.

- Class of Service: All individuals traveling on alriaz business must travel in Economy class, unless using a free upgrade or have prior approval from the management.
- Lowest Available Airfare: All airline tickets must be booked at the lowest available airfare.
- Time frame: must inform HR department, 5 days prior for any trip using this mode of travel

The following criteria will be utilized to determine lowest available airfare.

- The flight's departure or arrival time is within two hours before the requested departure or arrival time;

- One stop or connecting flights must be booked
- Travelers may not specify a preferred carrier if a significantly lower cost fare is available.
- Rebooking Fees: Rebooking or change fees will be reimbursed for emergency situations only.

Lodging

Accommodation Selection

Applicable to employees: The HR/Admin is responsible for making the hotel arrangements for all alriaz personnel needing hotel rooms during a particular visit. Applicable to Visitors: The HR/Admin is responsible for making the hotel arrangements for all the visitors needing hotel rooms unless otherwise specified by the visitor.

- Room Type: Unless otherwise specified, a standard room is automatically reserved.
- Cancellation: All rooms will be guaranteed for late arrival when booked by alriaz.
- Time Frame: Should inform HR department, 5 days prior to the visit.
- Pick and Drop: Hotel Shuttles to be used for pick and drop to and from the airport, other mode being used would be borne by employee.

The person traveling must either notify the alriaz staff or cancel their own room reservation, by the required deadline if they will not need the room, to avoid a “no show” charge. If the cancellation is made directly with the hotel, travelers must request and retain a “cancellation number” as documentation of the transaction or be held personally responsible any charges incurred.

Car Rentals

Cars should be rented by individuals traveling on alriaz business only when other means of transportation are unavailable, more costly, or impractical. Travelers must obtain the most competitive rate available and coordinate with

the HR/Admin department. ***Car rentals for use on an alriaz visit must be pre-approved by HODs and the alriaz management.***

- Size Limit: All rentals should be for intermediate size cars or smaller, unless 3 or more people are traveling together or if an upgrade is provided by the rental company at no cost or supplier is accompanying.

Other Transportation

- Office Car: Travelers who are traveling domestically are to use office car provided to them for **alriaz** business travel as fuel and maintenance is borne by the company.
- Personal Car: All travelers to utilize personal cars for **alriaz** business travel if it is less expensive than renting a car, taking a taxi, or using alternate transportation. The use of personal cars for business will be reimbursed at the standard rate set by **alriaz**. This mileage allowance covers all auto's other than parking and tolls. When being reimbursed for mileage, the cost of refueling is included and not separately reimbursed
- Personal Car versus Air Travel: If advance approval has been obtained from the management, a traveler may use surface transportation for personal reasons even though air travel is the more appropriate mode of transportation. The total cost of personal car travel must not exceed the cost of airfare, based on the lowest regular coach fare available for the location of travel from a standard commercial air carrier plus, transportation costs to and from the airports and end destination.
- Ride Sharing: If two or more individuals are traveling to the same location, it is recommended that the travelers share a ride.
- Taxis and Other Local Transportation: The cost of taxis to and from places of business, hotels, airports or railroad stations in connection with business activities is reimbursable. Use of taxis to and from the airport would not be reimbursed as complimentary services are available (i.e.: airport shuttles, hotel vans, etc.) are available.

Travelers are encouraged to utilize public transportation whenever feasible.

Meals and Entertainment

Personal Meal expenses are those incurred by those traveling on alriaz business when dining alone. Personal meals must be itemized by meal and will be reimbursed up to PKR 1400/day for the overnight stay and include lunch, dinner and any snacks, drinks, etc. Day visits meal limit is PKR 200 for self and PKR 150 for the chauffeur.

If supplier is accompanying then meals would be reimbursed on actual.

Spouse/Guest/Personal Travel Combined with Business

Travel expenses for family members or guests are not reimbursable. However, a guest may share accommodations as long as there is no additional cost to the alriaz as a result.

5. TELECOMMUNICATIONS

Air Telephones: Except in an emergency, or when a critical business issue is involved, air phones, car service telephones should be avoided.

Hotel surcharges: When possible, making calls from hotels that should be avoided. If the traveler has a company cell phone, it should be used for making calls.

Internet: When internet connection is required during travel for the alriaz and free Internet connection is not available; charges are reimbursable up to PKR 500 per day.

6. OTHER REIMBURSABLE EXPENSES

The following incidental expenses, when directly related to business travel, are reimbursable:

- Laundry: for trips in excess of five day
- Tips on dinning when with supplier
- Tolls

Receipts are required for all miscellaneous reimbursable expenses.

7. MISCELLANEOUS TRAVEL EXPENSES

Miscellaneous expenses are reimbursable when they are ordinary and necessary to accomplish the official business purpose of a trip. The Travel Expense Form must include an explanation of why such expenditures are being claimed. Miscellaneous expenses may include business office expenses, special fees for package deliveries, etc.

8. ADVANCE

Maximum advance amount given would be PKR 30,000/-

9. PAYMENT AND DOCUMENTATION

Travelers must submit expense reports no more than TEN days after completion of travel and the following guidelines must be applied:

- Receipts must be submitted for all expenses.
- Meal expenses must be itemized per meal on the expense report.
- When being reimbursed for mileage, actual mileage to and from destination is required.



CONDUCT STANDARDS

H. CONDUCT AND PERFORMANCE STANDARDS

1. ATTENDANCE & PUNCTUALITY

Alriaz counts on each employee's attendance and punctuality to provide high quality services to our customers. Employees who are unable to report to work; or who will be late; or who need to leave work early must notify and provide their supervisor/manager with their reasons as far in advance as possible. Failure to do so may result in disciplinary action up to and including dismissal.

Disciplinary action up to and possibly including immediate termination may be imposed against an employee who is absent from work for one or more days without proper notice or without justification found satisfactory by **alriaz**. An employee who is absent from work for more than two consecutive days without reporting or calling will be considered to have abandoned his/her job and will be considered to have voluntarily resigned unless a reasonable excuse is offered and accepted by **alriaz**.

2. APPEARANCE & ATTIRE

Alriaz adopts a "Business Casual" approach to office attire but all employees (permanent, contract and temporary) are expected to give a good impression by paying attention to their personal appearance; dressed appropriately, presentably and decently during office hours. Line managers and supervisors have the responsibility to ensure that their subordinates are appropriately dressed to maintain a positive and professional corporate image.

Employees are allowed to dress down on Saturdays and on other special occasions as announced. The recommended dress code for these days is "Smart Casual" e.g. polo shirts and jeans, subject to exigencies of work. This, however, is only applicable to employees who are not meeting external clients. Females can opt for decent casuals.

3. CODE OF BUSINESS CONDUCT

All employees must read understand and comply with **alriaz'** Code of Business Conduct "Code" while employed by **alriaz**. The Code expresses the basic tenets of ethical and professional conduct expected of all employees and is to be read in conjunction with **alriaz'** terms and conditions of employment as well as any general memorandum concerning conduct and discipline issued from time to time.

4. STANDARDS OF CONDUCT

Like all other organizations, **alriaz** requires order and discipline to succeed and to promote efficiency, productivity, and cooperation among employees. For this reason, employees are required to adhere to all policies, procedures, and professional standards of conduct. Impermissible conduct and performance may lead to disciplinary action, possibly including termination. The following are examples of impermissible conduct and performance and is tantamount to termination:

- ⇒ Unauthorized possession, use, copying, disclosure or distribution of any information or documents belonging to **alriaz**.
- ⇒ Breach of trust and honesty expected of an employee.
- ⇒ Theft, misappropriation or unauthorized removal of any property belonging to **alriaz** or others.
- ⇒ Excessive unexcused absence from duty or tardiness.
- ⇒ Sleeping while on duty.
- ⇒ Willful violation of any established policy.
- ⇒ Falsifying any record or false declaration of information, including pre-employment declaration.
- ⇒ Provoking, instigating or participating in any violence or fights.
- ⇒ Insubordination.
- ⇒ Deliberate non-performance or restricting productive work.

- ⇒ Sabotage including deliberately misusing, damaging, destroying or losing property belonging to company or others.
- ⇒ Reporting to work drunk or when ability is impaired by the use of intoxicants or narcotics; taking or in possession of intoxicants or narcotics on **alriaz's** premises.
- ⇒ Conduct that is deemed immoral or indecent, e.g. outraging modesty of an employee, using obscene language or sign or gesture to another colleague or in a group.
- ⇒ Failure to deliver the amount and quality of work expected of the employee.
- ⇒ Breach of employment contract when an employee is absent without authorized leave for more than two (2) consecutive days without prior leave from his supervisor or without reasonable excuse; or without informing or attempting to inform his supervisor of the excuse for such absence.
- ⇒ Making false or malicious statement against any fellow employee or **alriaz**.
- ⇒ Violation of company's code of business ethics and conduct.
- ⇒ A conviction or sentence for any crime under local or national statutes.

This list is intended to be representative of the types of activities that may result in disciplinary action. It is not exhaustive, and is not intended to be comprehensive.

Although the employment relationship can be terminated, either by the employee or the Company, with or without cause, termination of employment does not preclude **alriaz** from taking and/or seeking civil or criminal action against an employee.

5. CONFLICT OF INTEREST

Alriaz expects all its employees to conduct business according to the highest ethical standards of conduct. Employees are expected to devote their best efforts

to the interests of the company and employees should avoid any activity, practice, or act which conflicts with the interests of the company and our customers. Business dealings that appear to create a conflict between the interests of the company and an employee are unacceptable.

Conflict of interest situations include, but are not limited to the following:

- ⇒ Engaging, directly or indirectly, in conduct which is disruptive, disloyal or damaging to **alriaz**.
- ⇒ Investing or having a financial interest in a company which does business with **alriaz**; if the interest is sufficient to affect the business decisions or actions, the employee is expected to report it to his/her immediate supervisor.
- ⇒ Accepting gifts or money from any person or organization doing or seeking to do business with **alriaz** under circumstances from which it might reasonably be inferred that the purpose of the gift or money is to influence the employee in doing business with the donor. The employee, however, is allowed to accept novelties such as pens, pencils, calendars, and other gifts of nominal value.
- ⇒ Selecting vendors based on personal or former business is not allowed, since they should be chosen based on the merit of their products.
- ⇒ Disclosing or misusing confidential or proprietary information about **alriaz**.
- ⇒ Discussing company information with the press without prior authorization from management.
- ⇒ Displaying conduct, in non-job related situation, which could be construed as discrediting to **alriaz**.

A violation of this policy will result in immediate and appropriate discipline up to and including termination. For more information on conflicts of interest, please refer to the Code of Business Conduct.

6. SOLICITATION & DISTRIBUTION

To avoid disruption of work and services, employees and persons not employed by **alriaz** may not solicit or distribute literature on non-work related products and services on **alriaz'** property at any time, for any purpose.

7. CONFIDENTIALITY

In the course of employment with **alriaz**, employees may receive or be exposed to confidential and proprietary information which he/she would otherwise not have access to. Except as properly authorized by the company, it is the responsibility of all employees to maintain the confidentiality of proprietary information of **alriaz**, information entrusted to **alriaz** by customers that is otherwise not readily available to the public.

Employees must refrain from discussing confidential company business with outsiders and with anyone else who does not have a legitimate need to know the information.

8. INFORMATION SECURITY

All employees are responsible for the corporate information and resources entrusted to them. Due diligence and care must be exercised to ensure the security and integrity of these corporate resources including but not limited to corporate data and corporate computer system. For more information on data security, please refer to the Code of Business Conduct.

9. USE OF COMPANY PROPERTY

Alriaz expects all employees to exercise care when using the company's equipment and property. The company's prevailing rules and policies will govern the use of the Company's equipment and property at all times.

Employees should report damaged or malfunctioning equipment and property to ensure prompt repair. Negligence in the care and use of our equipment or

property, or its unauthorized removal from work or conversion to personal use, may be grounds for disciplinary action, including termination.

Removal or use of company property after normal work hours is not permitted unless employee has prior authorization from management.

10. USE OF ELECTRONIC MAIL (E-MAIL)

The e-mail is provided to employees to facilitate business communications. All employees are responsible for ensuring that the email is used properly in accordance with the Company's guidelines.

11. USE OF INTERNET

Internet access is provided to employees for the conduct of **alriaz'** business effectively and efficiently. All employees are responsible for ensuring that the Internet is used properly and complied with applicable laws and licenses.

Use of social networks during official working hours is strictly prohibited; any employee doing so may lead to dismissal from services.

12. HARASSMENT

Alriaz is committed to providing a work environment that is free of discrimination. In keeping with this commitment, a strict policy prohibiting unlawful harassment, including sexual harassment, is maintained. Harassment in any form, including verbal (e.g. making or using derogatory comments, epithets, slurs, and jokes), physical (e.g. touching, assault, impeding or blocking movements) and visual (e.g. leering, making sexual gestures, displaying of sexually suggestive objects or pictures, cartoons or posters) harassment is prohibited. Employees who violate the policy will be subjected to disciplinary action, including termination.

Sexual harassment includes, but is not limited to, making unwanted sexual advances and requests for sexual favors where either (1) submission to such conduct is made an explicit or implicit term or condition for employment; (2) submission to or rejection of such conduct by an individual is used as the basis

for employment decisions affecting such individual; or (3) such contact has the purpose or effect of substantially interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment. Employees who violate this policy will be subjected to immediate dismissal.

Any employee who believe he/she has been illegally harassed by a co-worker or supervisor should promptly report the facts of the incident (or incidents) and the name(s) of the individual(s) involved either to his/her immediate supervisor or management, where appropriate. **Alriaz** will promptly investigate all such claims and, if warranted, recommend appropriate action.

The policy of the Company is to investigate each complaint promptly and to keep complaints and the result of our investigation confidential to the fullest extent practicable. If an investigation confirms that a violation of this policy has occurred, then appropriate corrective actions, including disciplinary measures up to and including dismissal, will be taken. There will be no retaliation against anyone for reporting discrimination or harassment, or for co-operating with an investigation of a complaint.

13. RELATIVES WORKING WITHIN ALRIAZ

"Relatives" refers to an employee's:

- ⇒ Spouse
- ⇒ Parents
- ⇒ Siblings
- ⇒ Children

Other parties related to the employee are also included in the definition. If the employee is aware of factors that may have potential or actual conflict of interest, he/she is to declare these factors and the relationship.

Alriaz may approve the employment of relatives subject to the following conditions:

- ⇒ The employee is excluded from the decision-making regarding selection and employment of the relative;
- ⇒ There is no direct or indirect reporting relationship between the employee and the relative;
- ⇒ The employee has no influence over the relatives' career progression and vice versa.

In situations where an employee marries whilst in the service of **alriaz**, in order to avoid possible conflicts of interests, to ensure confidentiality of sensitive information, and to safeguard against possible manifestations of favoritism / bias in whatever form, one party cannot be the supervisor/superior of the other, whether in a direct or indirect capacity (i.e. one or several levels removed) within the same division; and/or one party cannot be in a managerial/specialist position and above, within the Management, Finance or Administration, which are deemed to have access to sensitive corporate information and data.

In the event when the above occur, **alriaz** will take action to remove the infringement of the guidelines by action such as, but not limited to the following:

- ⇒ help one party to identify another suitable position within the Company to effect an internal lateral transfer; or
- ⇒ If this is not achievable for whatever reasons, one party will have to voluntarily resign from the service of **alriaz**.

EMPLOYEE RELATIONS

I. EMPLOYEE RELATIONS

1. DISCIPLINARY PROCEDURES

Alriaz maintains a progressive disciplinary procedure to ensure a fair method of disciplining employees. The purpose of disciplinary action is not to punish, but to give employees advance notice, whenever possible, of problems with their conduct or performance in order to provide them an opportunity to correct the problem.

Effort is made to take disciplinary action in a timely manner. At times, however, the need to fully investigate an incident may require a delay in taking disciplinary action. In cases where the incident is considered severe, **Alriaz** reserves the right to suspend employees without pay, pending completion of an investigation and final action.

Steps to Progressive Discipline:

- Step 1 - Counseling by immediate supervisors
- Step 2 - Verbal warning by Department Head
- Step 3 - Written warning by Management
- Step 4 - Written warning by Management with appropriate disciplinary actions to be taken such as suspension without pay
- Step 5 - Termination of employment

Exceptions or deviations from the normal procedure may occur whenever serious offences occur or whenever **alriaz** deems that circumstances warrant that one or more steps in the process be skipped.

2. EMPLOYEE GRIEVANCES

Alriaz is committed to maintaining a positive and pleasant working environment. Through the grievance procedure, employees are provided a means to voice concerns they may have. **Alriaz** will make efforts to settle employees' grievance promptly and in a fair manner.

A grievance is defined as a dispute or difference concerning the interpretation or application of existing policies, procedures, established practices, written rules or regulations governing personnel practices or working conditions, or concerning disciplinary action taken against an employee.

Employees who believe that they have a problem or complaint that falls within the scope of the grievance procedure are responsible for initiating the action. A number of steps have been set up for employees to settle their grievance in a prompt and fair manner. If employees do not obtain a satisfactory resolution at the first step, it is their privilege to request further review at higher step within five working days after receiving the response.

Step 1: An employee having a grievance should discuss the problem with his/her immediate supervisor within five working days, or in the case where the grievance is against his/her supervisor, the Department Head concerned. In most instances, an open and direct conversation will resolve the problem to an employee's satisfaction. An employee's grievance will be treated in a business-like manner. The supervisor or Department Head will investigate the grievance and provide the employee with an answer in writing within five working days unless additional time is required under the circumstances.

Step 2: If, for any reason an employee is not satisfied with the decision of the supervisor or Department Head, the employee can file a written grievance with the Senior Management through Senior Manager within five working days after receiving a response from Step 1. A

meeting will be scheduled promptly in an attempt to resolve the problem. A Senior Management member should provide the employee with an answer in writing within five working days following the meeting unless additional time is required under the circumstances.

Step 3: If an employee is still dissatisfied after he/she receives the decision of the Senior Management member, the employee may file a written grievance within five working days after receiving a response from Step 2, with the Chief Executive Officer. The grievance will receive attention from the Chief Executive Officer or his designated representative, who will provide the employee with a written response within five working days following the meeting unless additional time is required under the circumstances. Because the full responsibility for the operation of the Company rests with the Chief Executive Officer, any decision rendered by the Chief Executive Officer or his designated representative must be regarded as final and binding on all parties.

It is **alriaz'** intention to be fair and impartial in order to establish the smoothest working relationship possible. No employee will be discriminated or retaliated against, or in any way penalized for using this procedure.

Employees can lodge their grievances through e-mail ID below:

Grievances Box ID: complaintbox@alriaz.com

SAFETY AND SECURITY

J. HEALTH, SAFETY AND SECURITY

1. SAFETY

Alriaz is committed to providing a safe environment for its customers, vendors and employees. To achieve our goal, **alriaz** requires the active participation of all employees to prevent unnecessary accidents.

The following is a list of safety rules and regulations which is to be strictly observed at all times:

- ⇒ Passage ways and fire points should be kept clear of obstruction.
- ⇒ Stacking of material, arrangement of equipment or furniture should be done in such a way to minimize the possibility of injury to anyone on the company premises.
- ⇒ Ensure electrical equipment is switched off when it is to be disconnected; not in use or when repairs or maintenance are being carried out.
- ⇒ Do not attempt to repair office equipment not familiar with.
- ⇒ Opened cabinets, cupboard and drawers should not be left unattended.
- ⇒ Electrical sockets should not be overloaded to prevent power trips that can cause great inconvenience to others.
- ⇒ **Alriaz** expects all employees to take steps in promoting safety in the work place through the following.
- ⇒ Learn and practice the safe way of accomplishing tasks.
- ⇒ Use all safeguards provided.
- ⇒ Immediately pick up or wipe up any slipping hazard.
- ⇒ Report defective equipment or hazardous conditions to Administration Department at once.
- ⇒ Always be on the alert for safety hazards and notify Administration Department of any potential hazards. Obey all safety rules and regulations.
- ⇒ Submit suggestions to Administration Department or relevant departments which may help prevent accidents.

2. SECURITY

The importance of maintaining security within **alriaz'** premises at all times cannot be under emphasized. Employees are therefore urged to observe the following practices to ensure a safe and protected working environment for themselves, **alriaz'** property and products.

2.1 ACCESS TO OFFICE PREMISES

Employees are issued with access card or key (as applicable) to the main entrance. Any employee assigned the office premise key are prohibited from duplicating office key. The access card (or key) is the property of **alriaz** and must be returned upon cessation of service with **alriaz**.

If any employee loses the access card/Key would be penalized PKR Rs 500.

2.2 VISITORS AND CONTRACTORS

For security reasons, all visitors are required to register themselves at the Reception. When their visitors arrive, employees will be notified to receive them at the Reception and to escort them to the designated meeting place.

All visitors must be accompanied by an employee at all times within **alriaz'** premises.

3. SMOKE FREE WORKPLACE

Alriaz is committed to establishing and maintaining a healthy, safe and comfortable environment for its customers, visitors, and employees. Smoking is therefore strictly prohibited in all areas within the office premises. All smokers are advised to exercise their rights outside the building and smokers are required to take particular care in the disposal of spent matches, cigarette ends, etc.

4. DRUGS AND ALCOHOL

The use, possession, distribution, manufacturing or sale of drugs or alcohol, or being under the influence of drugs and alcohol, is strictly prohibited in **alriaz**.

Violation of this policy will result in disciplinary action being taken, including termination. If the abuse is illegal, it will be referred to the police.

Involvement with drugs and alcohol use is highly detrimental to the work place and may adversely affect efficiency and productivity, the quality of services provided to customers, pose safety and health risks to the user and others, and result in danger to or loss of equipment and property. In order to provide the highest quality of services, and a safe, healthy and efficient work environment, **alriaz** requires all employees to report to work fit to perform their jobs.

Tests may be administered upon reasonable suspicion that an employee is under the influence of or impaired by drugs and alcohol. Any employee who refuses to cooperate in any aspect of the drug and alcohol testing process will be subject to disciplinary action, including termination.

Care and judgment must be exercised when using prescribed or over-the-counter drugs/medication which may adversely affect behavior or the ability to work in a safe manner. Any employee who is using a prescribed or over-the-counter drug/medication and who has been informed and/or has reason to believe or feel that the use of any such drug/medication may affect his/her ability to perform his/her job duties safely and/or efficiently is required to report such drug use to his/her supervisor or Department/Division Head.

Any supervisor or Department/Division Head who has been informed by an employee, or has reason to believe that an employee is using a prescribed or over-the-counter drug that may affect the employee's ability to perform his/her job duties safely and /or efficiently shall report such information to the Management.

In those circumstances where the use of a prescribed or over-the-counter drug/medication is inconsistent with the safe and efficient performance of duties, an employee may be required to take annual leave, sick leave or other action determined to be appropriate by Management or a registered medical practitioner.

5. FIRE PROCEDURE

To eliminate the major causes for fires, all employees are to be alert to carelessness and conditions which may cause fire. In addition, employees are responsible for becoming familiar with fire safety regulations and should locate the fire extinguisher and call point closest on their floor.

6. INJURY ON THE JOB

All injuries sustained by employees on the job, no matter how slight, must be reported to Administration department immediately. The injured employees will be examined by a doctor or admitted in a hospital for treatment if necessary.

SEPERATION

K. SEPARATION

1. TERMINATION OF EMPLOYMENT

Either **alriaz** or the employee, without cause or reason, may terminate the contract of employment of any employee by giving a written notice or by payment of salary in-lieu of notice. This is in accordance with the employment terms as stated in the employment contract. The notice period shall be as follows, unless otherwise stated in the employment terms and conditions:

Termination by alriaz	: 1 month notice
Resign by Employee	: 2 months notice

Earned and unutilized annual leave cannot be used to offset notice period.

In the event of termination without the requisite notice (other than dismissal for cause), the terminating party must pay the other salary in-lieu of notice. However, **alriaz** reserves the right to waive the full period or part of the notice at its discretion.

Departing employee is required to complete a Clearance Form. All accounts with **alriaz** must be settled and all company property in the employee's possession must be returned in satisfactory condition, including but not limited to employee identification pass, access cards, keys etc. The last date in the office will be deemed to be the last date of employment. All benefits shall be calculated till the last date of employment.

After an employee serves a notice of termination to **alriaz**, should the employee subsequently wish to withdraw the resignation; it is subject to the sole discretion of **alriaz** to determine whether the employee's request for withdrawal of resignation can be approved.

2. TERMINATION WITH CAUSE

Alriaz may terminate the employment of an employee without giving notice or salary in-lieu when an employee is found guilty of gross misconduct or when the employee's conduct is inconsistent with the fulfillment of the expressed or implied terms and conditions of employment.

The circumstances leading to such termination (commonly known as dismissal) include, but not limited to the following:

- ⇒ Unauthorized possession, use, copying, disclosure or distribution of any information or documents belonging to **alriaz**.
- ⇒ Theft, misappropriation or unauthorized removal of any property belonging to **alriaz** or others.
- ⇒ Sabotage including deliberately misusing, damaging, destroying or losing property belonging to company or others.
- ⇒ Breach of trust and honesty expected of an employee.
- ⇒ Habitual lateness or excessive absence from duty or tardiness without leave or without sufficient cause.
- ⇒ Habitual neglect of duty.
- ⇒ Habitual indiscipline.
- ⇒ Insubordination.
- ⇒ Malingering or working slow.
- ⇒ Breach of employment contract when an employee is absent without authorized leave for more than two (2) consecutive days without prior leave from his supervisor or without reasonable excuse; or without informing or attempting to inform his supervisor of the excuse for such absence.
- ⇒ Sleeping while on duty.
- ⇒ Willful violation of any established policy.
- ⇒ Deliberate non-performance or restricting productive work.
- ⇒ Failure to deliver the amount and quality of work expected of the employee.
- ⇒ Refusal to accept any charge sheet, order or notice communicated in writing.

- ⇒ Falsifying any record or false declaration of information, including pre-employment declaration.
- ⇒ Provoking, instigating or participating in any violence or fights.
- ⇒ Going on illegal strike, either singly or with other workers.
- ⇒ Threats, abuse or assault upon any superior or co-worker.
- ⇒ Reporting to work drunk or when ability is impaired by the use of intoxicants or narcotics.
- ⇒ Taking or in possession of intoxicants or narcotics on **alriaz'** premises.
- ⇒ Conduct that is deemed immoral or indecent, e.g. outraging modesty of an employee, using obscene language or sign or gesture to another colleague or in a group.
- ⇒ Making false or malicious statement against any fellow employee or **alriaz**.
- ⇒ Accepting or offering bribes or illegal inducements in connection with **alriaz'** business or interests.
- ⇒ Accepting gifts from subordinate employees.
- ⇒ Violation of company's code of business ethics and conduct.
- ⇒ Any breach of statutory provisions, act (including their rules, regulations or by-laws) or Standing Orders.
- ⇒ A conviction or sentence for any crime under local or national statutes.
- ⇒ Abetting or attempting to abet any of the above acts of misconduct.

In the case of dismissal/termination on grounds of misconduct, the employee will be given a charge sheet clearly specifying the charges leveled against him. The employee must respond to the charge sheet considered.

Where an employee's explanation is unsatisfactory, the company will appoint a suitable inquiry officer (who may be another employee or from management or person of higher authority) to conduct a domestic inquiry. The relevant employee will be given ample opportunity to defend himself. The inquiry will be conducted fairly and in accordance with the principles of natural justice.

On the conclusion of the inquiry, the company will consider the inquiry report; decide whether the employee is guilty of the alleged misconduct and if so, what disciplinary action should be given. Before carrying out the disciplinary action, the Company is required to give the employee a second notice to show cause against the proposed disciplinary action. If the employee is dismissed or terminated on grounds of misconduct following this procedure, he is not entitled to any further notice or salary in lieu of notice.

3. RETIREMENT

The retirement age in **alriaz** is 60 years for male employees and 55 years for female employees. You will retire from the company's service following your 60th (or 55th for female employees) birthday. However, you may be retired at any age prior to your attaining the age of 60 (or 55 for female employees) years old if you are unable to continue in service satisfactorily due to any form of physical or mental infirmity or are unable to perform given work.

4. DEATH

Upon the death of an employee, the contract of employment is automatically deemed to have been terminated. **Alriaz** will assist the family or next-of-kin of the deceased employee in the processing of any compensation due to them.

5. EXIT INTERVIEW PROCESS

An exit interview is normally conducted with each employee before he/she leaves **alriaz**, except in cases of termination with cause. The exit interview allows departing employees to communicate their views about the job requirements, training needs and operations of **alriaz**, and other areas they feel are important. Employees' comments can be extremely helpful to assist in the improvement of **alriaz'** working conditions.

6. CLEARANCE FORM

All departing employees are required to complete the Clearance Form on his/her last day of service. All accounts with **alriaz** must be settled and all company property in the employee's possession must be returned in satisfactory condition, including but not limited to employee identification pass, access cards, keys etc. Arrangements for clearing any outstanding debts to the Company will also be made at this stage.

Departing employees should assure the Company of an appropriate address to forward future correspondences (if any).

7. FULL AND FINAL SETTLEMENT

Departing employees who has served the required full notice period will receive his/her full and final settlement on the last day of work if it falls on the last working day of the month, or the next payroll cycle from the last day of service.

8. BENEFITS UPON TERMINATION OF EMPLOYMENT

All benefits accorded to employees will cease upon the last day of employment.

9. REHIRE CONSIDERATION

An employee who was separated from **alriaz** can be considered for rehire if he/she applies in writing. Prior employment records with **alriaz** will be considered for this purpose.

Employee who is rehired following a break in service in excess of 30 days other than an approved leave of absence are treated as an new employee from the effective date of their reemployment for all purposes, including benefit accrual and enrolment.



ANNEXURE

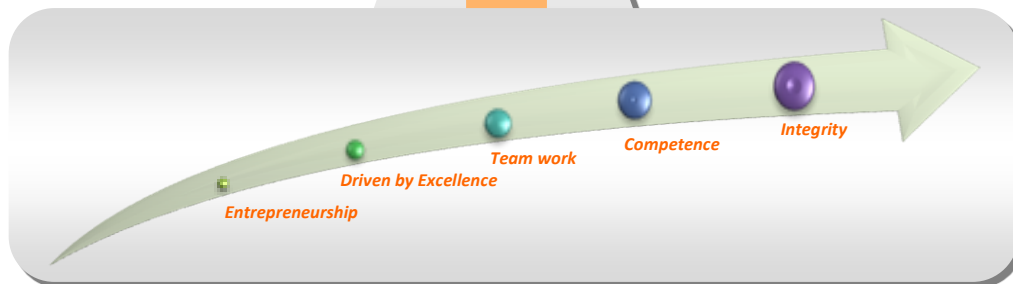
Annexure A

Vision System

Vision/Mission

To engage corporate entities and individuals such that it binds corporate social responsibility and economic growth of the country

Core Values



Corporate Culture

To work in unison towards common objectives and not forgetting that we are one single company whose overall strength is derived from mutually productive and trusting relationships

Leadership

Acquire Leadership in our industry without a relentless pursuit of excellence. to anticipate and respond to changes to meet new demands and challenges in our dynamic industry

Annexure B

MANDATORY WORKPLACE ETHICS

A healthy office environment is essential for the productivity of employees. If the workers are not content with their working conditions, it clearly reflects on their performance. A lot of factors affect the workplace environment, most important being the lack of workplace ethics. Workplace ethics are a set of unspoken rules which everyone should adhere to for maintaining a productive environment at work. When people start ignoring these basic principles, not only do they create disturbances for their coworkers but also have a degenerative affect on their overall capabilities.

Below is the list of work place ethics, which should be adhered to being an employee at **alriaz**;

- **Be Punctual:** Coming late creates disturbance to all your colleagues who are at work, and causes delays in work
- **Keep Personal Life Personal:** You have to remember to be professional in your workplace.
- **Don't Be Nosy:** Refrain from poking your nose in other people's affairs.
- **Respect privacy:** you should respect the privacy of your coworkers.
- **Welcome the newcomers:** At **alriaz** it would not be acceptable being rude to the newcomers, creating problems for them or giving hard time to them.
- **Phone Call Etiquette:** This is the most abundant Ethical mistake that should be avoided as an employee at **alriaz**, always talk in polite manner, and avoid unnecessary chats with friends and family.
- **Be Honest:** At **alriaz** honesty is one of the most cherished trait of an employee, employees who are prone to lying and misrepresenting facts will be taken for a serious action.
- **Be courteous:** Courtesy is one thing that counts a lot at **alriaz**, be courteous not only towards your superiors but also to the people who are at lower level then

yours. Keep in mind; if you want to be respected by people, you have to respect them.

To make **ALRIAZ** a comfortable and conducive to high productivity workplace, abide by these rules and you will be appreciated by your coworkers and superiors.



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