

SHEIKH SIRAJ FOUNDATION

PERSONNEL POLICY AND PROCEDURAL MANUAL

CONTENTS

1. INTRODUCTION	3
1.1 Personnel Policies and Procedures Manual	3
1.2 SSF Values	3
2. WHAT SSF EXPECTS OF YOU	4
2.1 SSF is committed	4
2.2 SSF expects all Employees	4
2.3 Conduct	4
2.4 Use of Organization Funds & Resources	4
3. YOUR JOB	6
3.1 Working Hours/Days	6
3.2 Attendance	6
3.3 Use of Official Telephone Numbers	6
4. SALARY ADMINISTRATION	7
4.1 Salary	7
4.2 Salary Payment	7
5. STAFF BENEFITS	8
5.1 Paid Leaves	8
5.2 Education and Training	8
5.3 Advances	8
5.4 Advances for Travel	9
5.5 Reimbursement of Expenses	9
6. MISCELLANEOUS	10
6.1 Resignations	10
6.2 Eligibility for Re-hiring	10
6.3 Salary/Job Offers	10
6.4 Services of Support Staff	10
6.5 Promotions/Demotions	11
6.6 No Smoking	11
6.7 Communications	11
6.8 Use of Office during Holidays	11
6.9 Applicability of the Policy Manual	12
6.10 Policy on Harassment	12

1. INTRODUCTION

1.1 Personnel Policies and Procedures Manual

This manual sets out SSF's policies, procedures and benefits, providing guidelines and where necessary an explanation of existing personnel policies/procedures.

Due to the nature of SSF's operations and its growth, policies and procedures require periodic review. SSF retains the right to make changes and to update this manual to reflect these changes. To the extent any policy or benefit is subject to interpretation, such interpretation will be determined by SSF at its sole discretion.

This manual is, therefore, designed to be updated and reviewed periodically, and revisions will be issued as and when needed. When you receive an update to this manual, it is recommended that you:

- (a) Carefully study the new or revised policy.
- (b) If it is a revised policy, destroy the old page(s) that are replaced or revised.

The policies and benefits outlined in this manual, inclusive of the updates, apply to all SSF employees. The final responsibility for the uniform and consistent administration of all personnel policies rests with the CEO.

If you have any questions about specific policies and/or procedures, please seek clarification from the GM Finance.

1.2 SSF Values

SSF's philosophy is based on a conviction that the wellbeing of the organization and the wellbeing of its employees are interdependent. SSF is dedicated to:

- A belief in action and results.
- A commitment to continuous improvement and perfection.
- The pursuit of excellence in performance, by talented and committed team.
- Team Work makes the Dreams Work.
- The only thing that any business can earn is the goodwill and the confidence of the people at large.

2. WHAT SSF EXPECTS OF YOU

2.1 SSF is committed

- To establish an environment conducive to staff doing their jobs well;
- To provide salaries and benefits commensurate with work performed;
- To permit each employee as much discretion and responsibility as is consistent with a well-coordinated and effective operation;
- To welcome innovative and positive suggestions that relate to methods, procedures, working conditions and the nature of the work performed.

2.2 SSF expects all Employees

- To fulfill all responsibilities pertaining to their core jobs and also to perform, whenever required, additional duties not specified in job descriptions (**No employee is expected to say “this is not my job”**);
- To undertake a productive day’s work with full use of abilities and skills;
- To demonstrate a considerate, cordial, and constructive attitude toward other employees and all other people/contacts related to its business;
- To adhere to the policies and procedures of SSF in letter and spirit.
- Not to be engaged in any other gainful pursuit/employment, since in most cases SSF employs its people full-time.

2.3 Conduct

SSF requires all employees to conduct themselves in such a manner as to enhance the professional image and effectiveness of the organization. SSF also expects all employees to adhere to rules of conduct that will protect the interests and safety of all staff as well as the organization as a whole.

SSF employees are expected to follow acceptable business practices in their personal and professional conduct, and to exhibit a high degree of **INTEGRITY** at all times. This demands that employees refrain from any behavior which might be viewed as inappropriate or in any manner conflicting with the interests of SSF.

To boost the professional Image of the organization Employees are required to look neat and clean, have appropriate hairstyle and to dress for professional presentation to customers/vendors.

2.4 Use of Organization Funds & Resources

SSF expects its employees to act professionally and ethically when it comes to use of office resources. SSF does not implement any security elements to limit access and rights. AT the same time, any misuse of Organizational funds and resources is not acceptable and may lead to immediate reconsideration of employment with SSF.

Keeping in View the Energy Crisis faced by the country, SSF expect its members to play their part to save the energy (Electricity) and turn off any unwanted/unnecessary usage of the same.

3. YOUR JOB

3.1 Working Hours/Days

The working hours at SSF are:

- Monday to Friday 9.15 am – 6.15 pm

Forty Minutes break from 1.20 pm to 2.00 pm (for Monday to Thursday) and 1 hour break (1.10 pm to 2.10 pm) will be allowed enabling the staff to offer their prayers and to have lunch.

Everyone is expected to work such hours as are necessary for the full and proper performance of his/her duties in order to meet the organizational objectives even if that relates to working beyond official working hours.

3.2 Attendance

Staff members have been employed at SSF because the organization has specific need for their services. When an employee is absent from work, for whatever reason, this need is neglected. Therefore, it is important that employees are regular and consistent in their attendance.

The continuation of employment of the employees who are absent from work without prior leave or justifiable reason, duly communicated to the concerned Manager within reasonable time may be reconsidered.

3.3 Use of Official Telephone Numbers

Most of the employees have access to landline numbers while in office. These facilities are provided to employees so that they can conduct organization's work in efficient manner. It is expected that all employees shall keep their phones active at all times, unless accompanied by a genuine reason, and they are in reach in case of any important matter related to their job and/or official business.

Employees are also allowed to make personal telephone calls in reasonable fashion. However, any extended and unnecessary personal usage is not allowed and charges for it may be adjusted without any prior notice.

In case if an employee hired at or above managerial level and wanted to retain his personal number for official communications. He would be required to transfer the ownership of the number in company's name.

4. SALARY ADMINISTRATION

4.1 Salary

At SSF Salary for each position is based on a number of factors including experience, education, training, knowledge, responsibility, level of supervision required. Salaries have a substantial range, to reflect the diverse overall considerations/qualifications even within positions having the same title.

Any special perk or benefit, identified at the time of appointment, forming part of the salary package will be incorporated in the respective service contract.

4.2 Salary Payment

In order to bring the uniformity in salary payment dates and to help the employee to manage their routine financial requirements SSF has opted for the last working Day of each month as Pay Day.

Release of 1st salary of a new employee is subject to submission of all required documentation including but not limited to, signed contract by the employee, attested copies of educational certificates etc.

5. STAFF BENEFITS

5.1 Paid Leaves

Paid Leaves for full-time employees are 20 days per calendar year, which may be availed after the satisfactory completion of probationary period.

Paid leaves are accrued to employees on a monthly basis who have completed their respective probation period and are subject to prior request and approval.

The application for paid leaves for more than two consecutive days shall be supported by either a request in advance duly approved by line and HR Manager or a valid medical certificate issued by the treating doctor/ medical consultant.

Paid leaves are also subject to the rush of work and quantum of assignments pending at the relevant time, and must be approved by respective Line Manager in advance.

Any further leaves taken by an employee shall be considered as unpaid leaves and subject to respective financial treatment.

5.2 Education and Training

SSF supports the efforts of employees to seek education and training to improve their skills. In certain instances, entirely at the discretion of management, SSF may agree to contribute towards the cost of such training.

SSF encourages professional development training for its employees to improve their skills.

This is based on the following criteria:

- a) An employee who wishes to undertake further education (post-graduate qualifications), may apply for financial assistance and/or time off provided the course of academic studies applied for, furthers or enhances their knowledge and skills for the position they are currently working/serving in.
- b) Any employee planning to undertake post-graduate courses, which require extra time and/or financial assistance, must seek permission from their Manager prior to taking admission on the said course irrespective of the fact that it is funded by SSF or not. The manager/supervisor will seek approval from the CEO.
- c) SSF will consider making a contribution towards the tuition fee, on successful completion of the approved course and production of documentation of tuition fee paid provided if the employee has served for more than a year for the organization.

5.3 Advances

Advances are issued to Managers only for operational purposes. To ensure efficiency and control, and to meet audit requirements, the following procedures will govern the issue of such advances:

- An Advance Request Form should be submitted to Finance Department duly completed.
- On receipt of Advance Request Form Finance Department will Recommend it for approval of CEO if found in order.
- No advance will be issued to an employee without an approved Advance Request Form.

- A separate advance should be obtained for each task/project.
- At least 2 working days lead-time should be allowed for the processing of each advance requested.
- Requests for advances will not be processed if any previous advance stands outstanding.

5.4 Advances for Travel

Advances for travel are allowed to Managers only traveling for Official purposes, or for those staff who find it difficult to pay their travel expenses. Such advances should be kept to an absolute minimum, and employees should preferably bear travel expenses with their own funds and then request reimbursement.

5.5 Reimbursement of Expenses

Petty Exp incurred by the Employees during the performance of Duties is subject to reimbursement if the expense:-

- a) does not exceed Rs. 1000/-
- b) Stands notified and approved in advance and are declared within 15 days of the close of activity. Any claim lodged after 15 days will not be entertained.

6. MISCELLANEOUS

6.1 Resignations

Any employee wishing to resign from the Organization's service must give the required written notice via e mail as per his Employment Letter to his/her concerned Manager keeping the CEO and GM Finance in CC, clearly indicating the date on which he/she desires to go off SSF's books.

6.2 Eligibility for Re-hiring

It is the policy of SSF not to re-hire an employee who has previously been discharged or who has resigned from service, except under the following circumstances:

- The employee left to gain additional education or training, with the approval of SSF, or
- The employee had to re-locate for reasons connected with his/her -- or the spouse's -- health.

Any exceptions to this policy will only be possible with the written consent of the CEO.

6.3 Salary/Job Offers

With the growth and diversity of SSF's staff establishment, it is necessary to regulate salary offers made to candidates for employment in order to ensure uniformity of salary levels for the same jobs, or types of jobs. Managers who wish to extend an offer of employment should send the CV of the concerned candidate to the Administration Manager, along with their assessment of the candidate and recommended salary package. The latter will convey to them SSF's approval after examining the salary range of comparable employees. For all appointments, the Administration Manager will first consult the CEO.

A detailed salary offer should not be given in writing to a candidate before he/she actually joins SSF, since in some instances such offers can be used as bargaining aids by unscrupulous candidates. In case a prospective employee needs some form of written offer, a brief letter will be issued through Administration Department confirming SSF's willingness to employ the individual for a particular position.

A formal letter of appointment will be issued to successful candidates, through the GM Finance, only upon joining SSF.

6.4 Services of Support Staff

Support Staff (Admin assistant/Office boy) are there to carry out day to day activities. Only Managers, and in case of official guests other employees are allowed to ask the Staff for services like water, Tea, Coffee etc.

SSF Administration will ensure the availability of items like Water/Tea in the Kitchen or nearest possible place to employees work table and employees shall adopt the concept of self service.

In case an employee need to send the staff out of office (only for official purposes) he/she should seek the availability of the staff from GM Finance who will ensure that organizations work is not going to be affected in the absence of support staff. The supporting staff, while on duty during normal working days, will be supposed to sit at the Reception if they are present in the office premises..Any member of the supporting staff, prior to proceeding outside the office for any official errand, shall ensure that at least one person should always be present at the Reception and the same is not left unattended. The supporting staff on duty during holidays shall neither sit in any office and nor shall switch on any air conditioner. He will further avoid any un-necessary

electric/water consumption. Any supporting staff violating the aforesaid rules shall be dealt with a heavy hand imposing adequate penalty which includes fine and termination from service.

The supporting staff shall always refrain from making any unauthorized communication to the visitors and shall promptly report regarding the arrival of a visitor to the concerned officer.

6.5 Promotions/Demotions

Keeping in view the nature of its business, Organization is fully aware of Promoting its employees on the basis of their level of efficiency, time spent in the organization and their future prospect for the organization. At the same time decrease in level of output/efficiency cannot be ignored and based on this Employee can be demoted which may be a step down in Designation or decrease in salary or both.

Procedure:

- a) In case the Immediate Manager feels that efficiency level of its staff is decreasing he/she is required to ask the staff to explain the reasons through e mail keeping the CEO in CC
- b) The employee is required to reply the e mail within two working days from its receiving date.
- c) Immediate Manager will respond on the reasons extended by the concerned employee and if found the reasons unjust will provide a 15 days' time to the concerned employee to improve his/her efficiency.
- d) After 15 days Immediate Manager will submit his/her observations to CEO along with his/her recommendation for the demotion in Designation or Salary or both.
- e) CEO will direct the GM Finance and for change of Designation, Salary or both.

6.6 No Smoking

As announced by the Government that Smoking at Public Places and Offices is not allowed, SSF follows the same and it is the legal as well as ethical obligation of the employees to strictly avoid smoking in Office premises.

6.7 Communications

SSF staff are provided with different official communication, including without limitation; Landline Telephone, Mobile Telephone/SIM, Official Email etc. All of the employees are expected to use these official communication mediums with utmost care and professionalism.

For all official communications through email, it is absolute mandatory that every employee will CC his/her immediate reporting line or manager. *Initially and till further notice/ all employees are required to keep the CEO cced in every outgoing email, whatsoever.*

6.8 Use of Office during Holidays

No employee except Managers are permitted to use the office premises (for official use only) and not allowed to ask the Security/support staff to open the office during holidays for him/her. In this context security/support staff is directed not to oblige any such request.

In case employee has to use the office premises during public or weekly holidays, the employee through his/her concerned departmental Manager will seek the approval from GM Finance one day prior to holiday and GM Finance will ensure the availability of necessary logistics for the day.

6.9 Applicability of the Policy Manual

Notwithstanding Clause 20 of the Employee Employment Contract, the SSF Personnel Policy & Procedures Manual shall also apply to the employment of an Employee and shall be read in conjunction with the Employment Contract. However, in the event of any conflict between the terms of Employment Contract and the SSF Personnel Policy & Procedures Manual, the terms and conditions contained in the last updated Manual shall prevail.

6.10 Policy on Harassment

Harassment is defined as an unnecessary physical or verbal abuse or behavior from an employee towards another colleague. These advances may include, but may not be limited to verbal communication or physical actions, that makes the victim uncomfortable and affects their performance.

In order to facilitate an environment that is conducive to learning and is free from all types of harassment. SSF has zero tolerance for any form of harassment that interferes with the work performance of an employee.

In order to prevent sexual and all other types of harassment on its campus SSF has a policy, whose aim is to make the campus free from all sorts of harassment. Any employee who feels that they have been harassed may directly write to the CEO in full confidence.

All cases are handled and resolved in a professional manner so that the confidentiality of all parties is maintained.

Strict action will also be taken towards those employee(s) who shall try to abuse this policy and use the same against another employee that is proven later to be false or prejudice due to any another reason.

ADOPTION OF PERSONNEL POLICY MANUAL

I do hereby certify that the above stated Conflict of Interest Policy for Sheikh Siraj Foundation were approved and adopted by the board of directors on 27th May 2019 constitutes a complete copy of the Personnel Policy manual of SSF.

Reviewed By CFO

Signature _____



Approved By The Board

1. Sheikh Izhar ul Haq (Director/ Chairman)
2. Talha Izhar (Director/ CEO)
3. Mahwish Binte Qayyum (Director/ Secretary)
4. Osama Izhar (Director)








