

Work From Office Policy

PURPOSE:

Due to the current COVID-19 pandemic situation, Pro Global Pvt. Ltd. is committed to ensuring employee and community safety as our top priority and enabling continuous delivery to all our stakeholders. Therefore, Employees are instructed to work from the Office by maintaining mandatory SOPs. This policy includes SOP, compulsory check-in, temperature screening, social distancing, and performance expectations.

SCOPE OF POLICY:

Working from the Office is a necessary arrangement that can only occur by acknowledging this policy. It is a formal agreement between the company and the employee. Selected employees are eligible to work from the Office, but the employee recognizes that this option may only sometimes be appropriate or possible in all circumstances.

THE POLICY:

APPLICATION OF THE POLICY:

This policy applies to all activities permitted to be carried on while working from the Office during the COVID-19 pandemic in a manner that re-calibrates its ways of working to ensure that operations are still efficient and effective while providing the prevention of the spread of COVID-19.

WORK HEALTH AND SAFETY:

The workers and staff are adequately briefed on COVID-19 and the spread of the disease and the required precautions against the disease, as well as symptoms of the disease and needed steps of self-isolation and seeking proper medical advice.

- Employees must come to the Office wearing a facemask.
- Once employees arrive at office premises, they'll be provided with a new disposable facemask. They must wear masks throughout the day to allow their tasks to be performed and carried out in a safe environment free of hazards and distractions.
- Temperatures will be monitored through thermal guns at the entry points by the dedicated person(s).
- Individuals with headaches, flu, and high-temperature symptoms shall not be allowed on the office premises.
- Practice social distancing by maintaining a distance of 2 feet distance between the Individuals.
- Employees are instructed to cover their faces with elbows while sneezing or coughing.
- Place sanitizers at entryways and provide employees with disinfecting wipes.
- The practice of handshake and greetings by physical contact in any manner is actively discouraged among Employees.
- Use Alternate greetings such as waving or bowing.
- Clean workspace and shared items with disinfectants (door handles, copy machines/printers, break rooms, remotes, light switches) three times daily.
- Surfaces (e.g., Desks and tables) and objects (e.g., Telephones, keyboards) need to be wiped with

- disinfectant regularly and will be used by only the company's designated persons.
- Place signs on entrances requesting that sick guests/ Employees do not enter the building.
 - Smoking is not allowed within Office premises to promote good respiratory hygiene.
 - All the waste from any process is probably to be disposed of and, in no case, thrown out in the open.
 - The Packages/Items from outside the optional premises shall be discouraged as far as possible.
 - All cafeterias have enough space between seating places to discourage people from eating together in groups.
 - Mandatory distance will be practiced among Employees to sit on vans.
 - Employees should be bound to maintain a minimum 1.5-meter distance in the van.
 - The floor must be cleaned regularly with disinfectant before and after every shift, and the premises must be fumigated as required.
 - All those suffering from illness, flu-like symptoms, fever, dry cough, and body aches must not visit Office premises and seek medical advice.
 - Adequate arrangements for hand disinfection by use of hand sanitizers (that meet a minimum standard of containing at least 70% alcohol) and, ideally, where possible, frequent hand washing with soap and water, thoroughly washing hands for at least 20 seconds.
 - Use tissue paper and dispose of it properly.
 - If you feel any symptoms of the virus, you must go and get yourself tested at your own expense and inform the team manager immediately.
 - You are entitled to take care of your health. The company or management will not be held responsible.

VIOLATION OF POLICY:

In case of policy violation, the company has complete authority to take strict actions against the individual, including termination of the services. In case of a breach of this policy, the company has the right to take steps and is entitled to put a penalty on the employee. The company also reserves the right to amend any points in this SOP, and Employees are abode to follow the updated policy notification.

I take complete responsibility for resuming work from the Office and acknowledge the above-stated policy.

Employee Name: Maria Rafique

Employee ID: PRO-0771

CNIC: 82101-9102757-4

Department: RCM Operations

Signature: Maria

Date: 3-13-2024

Social Media Policy Issued by Pro Global Pvt. Ltd. to it's Employees

It is consistently being noticed by the Administration of the Company that some employees are involved or have some involvement in misusing their authority as officials, resulting in a nefarious and negative impact on the Company's credibility.

Following instructions/directions are now issued to all employees, and it is expected that all will remain bound and abide by the same; otherwise, the Administration will be at liberty to take any legal action available under the law and rules of the Company, including significant penalty and termination of the services. All employees of Pro Global Pvt. Ltd. are directed to abide firmly by the following social media clauses. Non-adherence to the following policies shall terminate the employee's contract/services with the Company immediately.

- No employee can create any social media page/group/channel/forum/blog etc. With the name or resembles of the name of Pro Global Pvt. Ltd. or its clients.
- Employees are not allowed to spread/propagate or introduce their political/religious views or affiliations on our official social media page/group/channel/forum/blog etc. The same policy applies within our office premises and official working hours.
- Employees are prohibited from discussing posts or exposing/commenting about any other employee of Pro Global Pvt. Ltd., its clients, or their family members on any social media or online forum.
- Employees must apply for official approval from the higher Management of the Company before sharing any information related to Pro Global Pvt. Ltd. or its clients on their own social media page/group/channel/forum/blog or at any other online forum.
- Any former or active employee of Pro Global Pvt. Ltd. is strictly prohibited from posting/publishing any disrespectful and hostile content regarding any employee/staff/manager/administration of Pro Global Pvt. Ltd. or its Dishonorable content, such as racial, ethnic, sexual, religious, and physical disability slurs are strictly prohibited. Such employees will be legally prosecuted depending on the severity of the violation.
- Internal policy matters, procedures, and information that are financial, operational, and legal, as well as any information that pertains to clients and customers or processes, must not be discussed, shared, or brought under consultation on any social media or online forum.
- Employees are not allowed to share any personal/internal information of the Company on social media, such as private addresses, unique phone numbers, or any other information, without the consent of the individual/entity.
- Employees are strictly prohibited from contacting our Clients/suppliers/Customers and their families on social media or any other unofficial online forum. If any former or active employee is found guilty by any means, the Company will terminate such individual, followed by a defamation lawsuit by our legal team.



- Employees are prohibited from officially representing or using Pro Global Pvt. Ltd. or any of their client's words on social media for any fundraising/public welfare awareness activity unless officially designated, permitted, and assigned by the Higher Management.
- In general, any action or activity on social media (even social media) that may bring any disgrace or disrespect to the Company, such act will be strictly dealt with by the disciplinary Management.
- Failure to comply with the above policies, rules, and regulations will be termed a severe breach of the Company's code of conduct. Disciplinary action will be taken against violators, which may not be limited to suspension/termination of employees' contracts and may go beyond the limits of legal, civil, and criminal prosecution of the employee by our legal team.
- Employees are prohibited from mentioning the names of any internal campaign/project /client on their profiles on Social Platforms i.e., LinkedIn, Facebook, Twitter, etc.

Employee Name: Maria Rafique
Employee ID: PRO-0771
CNIC #: 82101-9102757-4

Signature: Maria

Date: 03-13-2024

Through Administration of
Pro Global Pvt. Ltd.