

LETTER OF APPOINTMENT

Date: 14-10-2021

Employee ID: APD-0702

Employee Name: Tania Zuberi

Address: A-111, Gulshan-e-Ismail Society, Scheme-33, Gulzar-e-Hijri, Karachi.

Respected Tania Zuberi,

With reference to your application and the subsequent interviews you had with us, we are pleased to appoint you as a **"In-bound Call Attendant"** in the **"Support Operations (Calling)"** Department at our **Karachi** office with effect from **30-09-2021**. Your date of birth recorded as **06-01-1998**, CNIC **42201-6596083-8** as per your submission.

Please carefully read the terms and conditions:

Basic Salary	PKR 27200
House Rent	PKR 6800
Utility Allowance	PKR 4000
Medical Allowance	PKR 2000
Gross Salary	PKR 40000

Your employment will be governed under the by-laws of Appedology Pvt. Ltd. which is subject to amendments as and when necessary. You are allowed to take one paid leave in a month.

- **Leave:** You will be entitled to take 12 leaves per year after the confirmation of your probationary period, as per the provision of company's policy. Moreover, during the Probation period you will not be entitled with any paid holidays or Casual Leaves.
- **Transfer:** Service is liable to be transferred to any place if required.
- **Working Hours:** Your working hours will be as per the requirement of the organization. In the event you are absent from duty without information or permission of leave or you overstay your sanctioned leave, the Management will treat you as having voluntarily abandoned the services of the Company.
- **Probation:**
 1. You shall be on probation for a period of 3 months.
 2. During the probation period, **if your performance (Work, behavior, Conduct) is not satisfactory**, the Management reserves the right to terminate your service without assigning any reason thereof or without any notice pay thereof. The management also reserves the right to extend the probation period if your performance is not satisfactory.
 3. However, after successful completion of probation, your appointment shall be confirmed, in written, by the HR department.
- **Service Conditions:**
 - I. You shall perform the duties and carry out the assignments entrusted to you from time to time efficiently, sincerely and to the best of your ability and capacity.
 - II. We shall be the sole arbitrator of the assessment to be made of your working efficiency, utility or loyalty to the company while taking a decision to sanction an increment or promotion to higher grade or terminating your services as per the respective policies of Appedology Pvt. Ltd.

- III. The Transport service provided by Appedology Pvt. Ltd. is complimentary service to help and provide comfort for employees in commuting. In any case, if Van is unable to pick any employee except on account of company's fault or reasons like; Blocked roads or any hostile situation in area, company will not be responsible and this will be employee's own responsibility to report at work on his own or else to work from home and get the job done only if allowed by the company. Failure to this will be accounted as Absent/Unpaid leave and deductions will be applied accordingly.
- IV. Your services are liable to be transferred from one establishment, department or division of the company to the other Branch, at the discretion of the Management.
- V. While you are employed with the company, you may be given or handed over company's property and / or equipment for official use and you shall take care of them including their upkeep. On ending of employment with the Company, you shall return all documents, books, papers relating to the affairs of the Company, purchased with the Company's money, which may have come to you, and also any property of the Company in your possession.
- VI. You will keep and render a faithful account of all company properties and business Strategies of the company entrusted to you in the course of your employment, and shall not disclose at any time during and after your services with the company.
- VII. Your endurance in employment would depend on your ongoing medical fitness.
- VIII. We do not have any policy of advance salary or loans. Also, in order to get you salary you must need to have an account in any of the MCB Bank's branch under your name only.
- IX. If you remain unable to submit your MCB Bank account details before ending of Month, you will be provided a pay order of first month's salary **(one time and for first salary only)** and administration charges i.e. **PKR 290** will be applied and deducted from net salary.
- X. During the course of your employment with us, you shall not accept any other employment, full-time, part-time or freelance, either for remuneration or otherwise. Also, you shall not engage yourself in any trade; business or occupation and you shall devote your full time and energy in discharging your duties as our employees.
- XI. You shall communicate to the Management any change in your residential address, local and permanent. Also, in case of any change in the nomination and information due to changes in circumstances or any other reasons, you should inform the same to the company immediately.
- XII. The company shall be entitled to terminate / dismiss your services without notice on any of the following grounds:
- *You are convicted of a criminal offence by a competent Court of Law / Authority.*
 - *You found guilty of committing breach of any of the conditions of the employment or rules and regulations of the organization.*
 - *If found involved in any un-ethical activity i.e. taking drugs, intoxicated at work, theft/stealing of data or anything that belongs to the company, or any activity which impacts negatively on company's reputation, involve in hostile work environment, sexual harassment or use of obscene language.*
 - *Theft/stealing of data or confidential information includes any documentation or information marked as confidential, source code, technical data and marketing information such as customer lists, financial information and business plans and also includes information related to clientele.*
 - *Misbehavior with a co-worker, disobey or refuse to carry out the work orders of your Superior/Management or are irregular in attendance.*
 - *You are declared medically unfit by the medical practitioner appointed by the Company.*
 - *If Management found your qualifications/Degrees not verified/attested by govt. Regulation or counterfeit experience letter.*
- XIII. You shall carryout the job of **"In-bound Call Attendant"** and such other jobs connected with or incidental to which is necessary for business of the Company. You shall do any other work assigned to you, which you are capable of doing or work at any other post which has been

temporarily assigned to you.

- XIV. This post is entirely performance / target based. The respective department performs monthly and quarterly evaluations. Every low performing employee is tutored, counseled, and re-trained on the job, and all corrective measures will be taken place to make sure he/she performs. However, cautions related to performance issue are not necessarily executed in written every time.
- XV. In case an employee consistently under-performs to the given standards set by management, company has all the rights to demote such employees from their current position even on the basis of a single month performance and terminate such employee's regardless of their employment status i.e. on probation or permanent.
- XVI. Your probationary period is of 3 months; however there it could be extend to few more months if performance and targets not achieved up to the given standards of the company. Any employee may not consider being a permanent employee unless a written formal notification letter is issued to that individual.
- XVII. Being a permanent employee you have to serve 30 days of notice period in case of resignation whereas on probation there would be a notice period of 5 days. However, Management holds complete discretion to waive off any resignation notice period if deemed necessary. Any resigned/terminated employee must have to go through with the process of exit interview else he/she will not be entitled for dues or experience letter.
- XVIII. Salary increments, promotions and Internal Transfers will be approved based on individual 's performance and vacancies held as a privilege that may be practiced by company's management.
- XIX. All outstanding dues need to be cleared within 30-45 days after the employee's last working day else company is not responsible for any/all outstanding dues.

- Notice Period to Serve:

- 1. Appedology Pvt. Ltd. holds the right to terminate your services before or after confirmation of your employment without any notification or notice period.

Note: Company holds the rights to amend / revised policies without any prior notification and this will be applicable to any / all employees of Appedology Pvt. Ltd. Please contact HR in case of any query or concerns.

Employee Signature: _____

Date: _____

CODE OF ETHICS IN ACCORDANCE WITH CONFIDENTIALITY

Introduction and Ethics Statement

Appedology Pvt. Ltd. conducts its business honestly and ethically. We are constantly improving the quality of our services; products and operations that will create a reputation for honesty, fairness, respect, responsibility, and integrity of our clientele with trust and sound business judgment. Appedology Pvt. Ltd. employees should not compromise its principles for short-term advantage in any or all circumstances. The ethical performance of this company is the sum of the ethics of the workforce. Thus, we are all expected to adhere to high standards of business integrity, strict confidentiality in term of its clientele.

Importance of Confidentiality

Appedology Pvt. Ltd. maintains reverence for client's confidentiality and has high priority to comply with legislation that governs disclosure of information. In this regard we have policies and procedures that provide guidelines for employees to ensure confidentiality of client's business; employee should only access certain information for work that is covered by their job description with adherence to policies and procedures of the organization.

Employee Conduct

Potential and former employees of the company must never permit their personal interests to conflict, or appear to conflict, with the interests of the company, its clients or affiliates. All employees must be particularly not allowed to contact company clientele, its affiliate or third party vendors. All employees whether permanent, contractual or on ad-hoc basis should strictly refrain to conduct any or all kind of transaction with company clients in the capacity of professionally or in the personal capacity through phone /cell, e-mail, social media, or via other electronic applications/devices. Employees are not allowed to record voice or video conversations in the office premises of any staff member of the company without written consent from all the parties involved in the conversation.

Violation of Conduct

All employees of the Appedology Pvt. Ltd. Company are officially cautioned to refrain from such kind of nefarious activities and not to make any efforts adverse to the interest of the organization. Here by it is regretted to state here that the by laws and rules of the company totally negate these kind of activities and any employee who is in violation of this conduct or any involvement in this act. The company is unrestricted and have a legal right to pursue against the delinquents for any civil and criminal action / heavy cost in case of his involvement in such like activities and is also at the liberty to terminate the services / job of the employee.

It is therefore, being informed to all employees not to make any efforts to contact with the clients of the company in personal capacity and to remain constraint within their job parameters. In accordance with confidentiality and code of ethics all employees should adhere and strictly comply with this policy even after leaving the job.

Kindly go through the clauses and return the duplicate copy of this letter duly initials on all pages and signed below by you as token by your acceptance of the terms and conditions mentioned herein.

We welcome you on Board and wish you all the very best for your career with Appedology Pvt. Ltd.

Regards,

HR Department
Appedology Pvt. Ltd.

Employee Signature: _____

Date: _____