

Laiba Azhar
CNIC:54401-9033380-2

PRIVATE & CONFIDENTIAL

March 26th, 2021

APPOINTMENT LETTER

Dear Laiba,

Virtual World (Private) Limited, a company existing under the laws of Pakistan and having its registered office at Plot #7, Atchison Street, 1 KM Thokar Niaz Baig, Raiwand Road, Lahore, Pakistan (hereinafter referred to as the "Company"), based on your representations, assurances, expertise and qualifications, is pleased to appoint you for the position of **Customer Support Executive in Operations**. Your appointment will be subject to your antecedents being verified and found to be satisfactory by the Company and you continuing to be qualified, competent and medically fit to the satisfaction of the Company.

The terms and conditions for your employment are as follows:

- i. You will render the necessary services at the offices of Virtual World (Private) Limited, 5 IBEX Tower, Block B, SMCHS, Shahrah-e-Faisal, Karachi 74400, provided the Company reserves the absolute right of changing your position, duties, and work location from time to time as it deems necessary.
- ii. Your work timings will vary according to Pakistan standard time. However, you are required to work a nine hour shift on your working days as necessitated by business requirement.
- iii. You will be on probation till **September 25th, 2021**. Upon satisfactory completion of your probationary period, the Company at its sole discretion shall confirm you in your role.
- iv. If your work performance falls below a satisfactory level at any time, you are subject to immediate termination of employment.
- v. During the term of this agreement, the Company or you can terminate the employment by giving **One month** prior notice or **One month's** pay in lieu thereof. In the event you do not serve the full notice period the Company shall have sole discretion to impose penalties on you which may extend to your full salary for the specific period for which notice period requirements are not fulfilled by you.
- vi. Your employment will be effective from **March 26th, 2021** at which time you will attend training and shadowing. However, the Company may, in view of your progress, at its sole discretion, extend your training period. Upon completion of the training course, you will be judged on your performance and considered for a full time position. The said salary, after completion of your training period, on a monthly basis will consist of the following:

Basic Salary:	PKR 12,709
House Rent Allowance:	PKR 5,720
Utilities Allowance:	PKR 1,271
Conveyance Allowance:	PKR 300
Gross Salary:	PKR 20,000

In addition to this, you will be eligible to receive a **monthly incentive** based on your performance, quality score and dependability for up to **Rs.18,000/-** based on your performance and assessment review. Please note that all payments will be made after deduction of applicable income tax and all required withholdings.

- vii. All provisions of the company policies as available to you on the HR portal are hereby incorporated herein and shall be deemed terms and conditions of this agreement. If at any time during your employment in the Company, the Company finds you guilty of any violation of the Company's Code of Conduct, and/or company policies, and/or misconduct, involved directly/indirectly in a fraud or a beneficiary of a fraud, breach of fiduciary duty, breach of trust or any representation or information given by you is found to be incorrect, it may (without prejudice to its rights under law) terminate your services immediately without prior notice or payment in lieu of notice and upon such determination you shall not be entitled to claim any compensation or damages for or in respect or by reason of such determination.

- viii. Upon confirmation of your employment as a permanent employee of the Company you will be entitled to such employee benefits that are applicable and approved by the management, from time to time, provided the Company reserves the absolute right of modifying the terms and conditions for provision of all and any benefits, from time to time, as it deems necessary.
- ix. As an employee of the Company, you will be governed by its rules and regulations prevailing from time to time.
- x. As an employee you will **not divulge** directly or indirectly to any person or organization any knowledge or information which you may acquire concerning the affairs, property, enterprise, clients, and undertaking of the Company, including but not limited to its business, trade matters and secrets. You are required to protect the intellectual proprietary rights & interests of the Company. In this respect, as a condition to joining the Company, you shall be required to sign a non-disclosure agreement, confidentiality agreement and conflict of interest agreement. Also you shall not induce or seek to induce any employee of any TRG Group companies to discontinue the services with that particular company.
- xi. You will devote yourself to the business of the Company and will not take up any other occupation, paid or otherwise or not during the term of your employment without the express, written permission of the department head.
- xii. The dispute, if any, will be settled at Karachi/Lahore Courts only.


Please sign and date a copy of the letter as your unequivocal acceptance of the aforesaid terms and conditions and thereafter hand deliver to Virtual World (Private) Limited. If you have any questions, please contact your HR Representative. I look forward to your contributions to our team and to help the Company achieve its goals and objectives.

Yours Sincerely,



Ahmed Bhutto
Manager – HR Operations, Policies & Projects

Accepted By: _____



<Signature & Date>