

LETTER OF APPOINTMENT

Employee ID: **PRO-0140**

Date: **August 6, 2019**

Syeda Urooj Fatima
City Girls Hostel, Satellite Town, Commercial Market, Rawalpindi

Respected **Syeda Urooj Fatima**,

With reference to your application and the subsequent interviews you had with us, we are pleased to appoint you as "**Lead Account Manager**" in "**Greensense Billing**" Department at our **Islamabad** office with effect from **August 05, 2019**. Your date of birth recorded as **November 02, 1988**, CNIC **82101-5058872-2** as per your submission.

Kindly read carefully following terms and conditions:

- Salary: - Your Monthly gross salary will be:

Basic	PKR 48,000
Night Allowance	PKR 2,000
Gross Salary	PKR 50,000

Your employment will be governed under the by-laws of Pro Global 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:

- I. You shall be on probation for a period of 3 months.

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II. 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.

III. However, after successful completion of probation, your appointment shall be confirmed, in writing, 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.
- III. The Transport provided by Pro Global Pvt. Ltd. is complimentary service to help and provide comfort for employees to commute to and from work. 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. Your endurance in employment would depend on your ongoing medical fitness.
- VII. 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.
- VIII. We do not have any policy of advance salary or no loans. Also in order to get you salary you must need to have an account in any of the Allied Bank branch under your name only.

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IX. In Collections department, there will be deduction of PKR 1000/- from monthly salary for every No Call No Show. Any no call no show acceptance/rejection will be entirely on Management discretion.

X. During the course of your employment with us, you shall not accept any other employment, either 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. Also, you shall communicate to the Management any change in your residential address, local and permanent.

XI. 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 are 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, having Alcohol, 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.
- ✓ 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 letters.

I. You will abide by the rules & regulations of the company/establishment which are in force for the time being and / or which may be framed from time to time.

II. You shall carry out the job of "**Lead Account Manager**" 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.

III. 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 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 writing every time.

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- IV. 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 employees' regardless of their employment status i.e. on probation or permanent.
- V. 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.
- VI. You have to serve notice period of 30 days prior to resignation if you fall under first, second or third layer of management. This applies to entire IT staff including Operations, Human Resources and Administration department. However 15 days' notice for those employees who does not fall under first, second or third layer of management and belongs to Operations, Human Resources and Administration. 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.
- VII. 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.
- VIII. If you remain unable to submit your Allied 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.
- IX. 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.

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

• **Notice Period to Serve:-**

- I. Pro Global Pvt. Ltd. hold the right to terminate your services before or after confirmation of your employment without any notification or notice period.

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CODE OF ETHICS IN ACCORDANCE WITH CONFIDENTIALITY

Introduction and Ethics Statement

Pro Global 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, integrity of our clientele with trust and sound business judgment. Pro Global 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

Pro Global 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 vendor's. All employees whether permanent, contractual or on ad hock 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. Employee 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 Pro Global 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 Pro Global Pvt. Ltd.

Regards,



HR Department
Pro Global Pvt. Ltd.

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