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This handbook comprises of TCS values, commandments, vision, mission statements and our company policies. In order for us to be efficient and effective in all we do, it is imperative that we inculcate them into our behaviors and reflect them through our actions in our day-to-day work. It will serve as a useful guideline; be it for dealings with our co-workers, customers, stakeholders or shareholders.

Welcome to the TCS Family!
Message From Our Chairman - TCS Holdings (Pvt.) Ltd.

TCS E-COM Private Limited is the newest TCS enterprise which showcases our resolve to establish a world-class E-commerce platform attuned to the socioeconomic needs of the new world economy.

At no time in the living memory of my generation had there been a better time for young people to start a career – any career because in this new world opportunities abound in many fields.

Nowhere are you likely to experience more excitement and thrill than in the space we today call ‘E-commerce’ as cutting edge technology and instant connectivity reshapes customers’ needs and expectations.

The secret of your success will be the ability to correctly anticipate the future and staying ahead of the curve. Staying ahead means charting a course of innovation that ‘wows’ the customer yet your feet remain firmly on the ground, embedded in the age old truth that the company’s bottom line is your ultimate economic security.

And because E-commerce is primarily an enabler of productivity and efficiency, remember that in your customers’ success lies your own.

New ideas inevitably encounter skepticism and even resistance at times.

It will be your intellectual conviction coupled with perseverance that will determine your final success. Read the book: ‘Worthless, Impossible and Stupid: How Contrarian Entrepreneurs Create and Capture Extraordinary Value’ by Daniel Isenberg and published by HBR Press - I recommend it, not because TCS is featured in it but it helped strengthen my conviction even at this stage in my life.
And this is why our hiring strategy in the company is to seek “Passionately Pagal People.”

Ours is the world’s sixth most populous nation, with over 200 million people living in a compact land mass. Not only is this a big enough market for many goods or services but also most fertile with the burgeoning needs of a young 21st century population.

The majority in our country may be ‘poor’ in the common usage of the word but each soul is an opportunity for fulfilling their many needs. Large businesses are being born around the everyday needs of millions of people in an era of connectivity and instant fulfillment.

Look around and see for yourself, the most valuable businesses in the world today were not even born when you were in school or colleges. Google is one such example providing just instant information that millions – rich and poor alike need everyday.

Very few could have visualized the need and dissemination of knowledge on such a vast scale that has made possible so much, which was unthinkable just few years back.
It was against this backdrop and having just met Mannan, who shared my vision and passion that we met for a two days retreat in November 2014 to ponder over the opportunity and challenge of our likely future trajectory after three decades of phenomenal growth serving the people of Pakistan.

This retreat amongst other decisions resulted in the birth of your company.

The important fact to remember is that our entry into this vast field is through the door of our advanced delivery infrastructure and the customer trust earned over the past three decades - come rain or shine.

This is the platform to which you bring speed and reach that is unmatched in Pakistan.

Remember the trust thus earned is not only our most valuable but also a delicate asset that has to continuously nourish everyday in every single interaction with our customers.

This thus is the greatest responsibility of our next generation – to live up the values that have shaped us.
That the original five values that guided us in our journey so far have been reworded in the new format, in no way means our moving away from the old values, it's only an elaboration of the same in today's language.

And because of our political geography you may sometimes encounter dark clouds along your way; these may at times even drizzle or rain but believe me they usually just blow away.

We shall therefore at all times maintain a cheerful disposition with an optimistic outlook on the future of our country and the region - thankful for Almighty's many blessings.

May the Barkat of 'Rizq-e-Halal' and honest sweat enrich your lives and make a difference to the lives we touch.

It is these ideals that I expect you to adhere.
The name TCS has become synonymous with reliability and exceptional service. We operate with only one objective in mind - ‘Delivering beyond customer expectations’ while maintaining a high standard of professionalism and integrity. Over the years we have earned a stellar reputation for providing solutions to make our customers’ lives simple, easy and convenient. Recently, as part of our strategy to expand our footprint, we have joined hands with UPS to provide our customers a seamless global service.

Our utmost sincerity and commitment to our customers and the community we operate in have been the driving force behind our success. We take pride in being ethical in all our business dealings and that is what is expected from everyone who joins our TCS family.

The aim of this handbook is to provide guidelines to help understand what is expected of us as TCS employees. It applies to all of us, irrespective of our role or location in this organization. It serves to remind us, that we will be evaluated not only by what we do, but how we do it. In order to cultivate an environment of trust and consistency, it is imperative to live the values and abide by the policies. These values are the bedrock of our culture - our guiding principles.

By complying with these guidelines, we can each do our part to ensure that TCS continues its tradition as a company which conducts its business by embedding ethics and transparency in everything it does.

Our customers, both internal and external remain our priority. We serve, therefore, we are...

Welcome to the family!
TCS E-COM has a vision to be the number one E-COM platform in Pakistan. We are bringing a revolution by being in the forefront of the E-commerce industry.

Our core values & E-commandments are woven into our cultural fabric - reflective of the way we operate and do business.

The flexibility in our culture enables our people to align their personal goals with their career aspirations. The culture and environment at TCS E-COM encourages and motivates our employees to avail all the opportunities & resources to ensure their personal growth and professional development.

Integrity, innovation and passion are the hallmark of our high standards in line with our culture. Being part of a company with global aspirations, we are expected to stay compliant with all local laws and regulations, making us a reputable and socially responsible organization.

The employee handbook outlines the company’s policies, benefits and code of conduct. This is an employee’s guide to the day-to-day queries, to make it a smooth sailing for everyone right from the first day. In case of any confusion, you are advised to get clarity from your manager or HR on how to proceed.

We expect everyone to be consistent with the company’s policies and procedures and lead by example – basically walk the talk.

Welcome to a dynamic & committed team of professionals – passionately pagal individuals with a winning strategy.
Advisory Board

Khalid Nawaz Awan
Chairman - TCS Holdings (Pvt.) Ltd.

M.A. Mannan
President & CEO - TCS Holdings (Pvt.) Ltd.

Feroze Dada

Qasim Awan

Sadia Awan

Nelofer Saeed

Irshad Ali S. Kassim
Management Committee

Asma Shaikh  
Chief People Officer

Salman Akram  
Managing Director TCS (Pvt.) Ltd.

Mark Woodcock  
Managing Director International

Salman Hasan  
CEO - TCS E-Com (Pvt.) Ltd.

Minhaj ur Rehman Khan  
Head of Internal Audit

Syed Shauket Abbas  
Country Head Consumer - TCS

Nauman Shahid Afzal  
Country Head Corporate

Shafiq Malik  
Country Head Operations

Naiyar M. Saifi  
Director Marketing & Public Affairs

Raziuddin Ahmed  
Chief Financial Officer & Director Administration

Jamil Janjua  
CEO - Octara

Brig. (Retd.) Nasir Nasrullah  
Director Security & Risk Management

Jameel Ashraf  
Director IT

Sohail Shaikh  
Director Innovation & CS

M.A. Mannan  
President & CEO - TCS Holdings (Pvt.) Ltd.
Leadership Team TCS E-COM

Salman Hasan
CEO - TCS E-COM (Pvt.) Ltd.

Adam Dawood
Head of Yayvo

Khushnuma Engineer
Head of Sentiments Express

Nida Haider
Head of HR

Faisal Siddiqui
Chief Technology Officer

Khalid Tasleem
Finance & Admin Lead

Kashif Saeed
Head of Vendor Management

Asad Amir
Acting Head Service Quality

Pervaiz Khan
Head of Operations
Our Vision
Delivering Beyond Customer Expectations
Our Mission

“To direct all our organizational efforts at building upon the existing organizational strengths and brand recognition to achieve enhanced levels of profitable growth in the core business, and diversify into new areas that complement and supplement the core business, with the diversification aimed at achieving excellence and industry leader status in the new areas. At TCS, people will however be encouraged to be open to unconventional ideas and services and recognize new trends at very early stages”.

What Are Our Core Values?
Glad You Asked

Enable our people to align their personal goals with their career aspirations

Do more with less

Build a team of passionate people!

Be humble and respectful

Give it all you got and be fearless

Delivering Beyond Customer Expectations

What you do is more important than who you are

Trust and empower people

Make life simple, convenient and easy for our people and customers

Create happiness for self and others

Embed ethics and transparency in everything we do
Our E-Commandments

CULTURE
Daydreaming, funloving folks with a “no pain, no gain” ethic

SERVICE STRATEGY
Unbelievable and never seen before!

WORK HOURS
We love what we do, and we don’t consider it work!

RESEARCH STRATEGY
We are nerds, data is our passion! We ask, we seek, we learn and we do!

FINANCE STRATEGY
Intelligent, miserly and profitability driven

HIRING STRATEGY
Passionately pagal people!

WEBSITE DESIGN
Stupidly simple!

DELIVERY STRATEGY
Ticking time bomb

SCOPE OF WORK
Yay bhi, vo bhi!

MARKETING STRATEGY
Shock and awe!
Our Businesses

Yayvo.com is a fairly recent E-commerce development that provides a user-friendly platform with effortless online payment methods. Yayvo.com brings with it a unique algorithm – one that enables users to purchase the ‘yay’ and the ‘vo’ in a timely and reliable fashion – delivered anywhere in Pakistan – a promise upheld by TCS for decades. The term Yayvo was coined using two Urdu words ‘yay’ and ‘vo’ together meaning ‘this’ and ‘that’. The brand name is a reflection of the company’s mission, vision and business strategy.

Sentiments Express is an establishment designed to deliver tokens of love and appreciation to those very dear to us. For over two decades, Sentiments Express has upheld its promise to create happiness for its customers nationwide and in the UAE. In an era rife with digital innovation and technological prowess, convenience is a core requirement facing all inventions. Sentiments Express is here to deliver just that with the help of its simple and user-friendly interface. 1989 marks the birth of Sentiments Express and ever since it has placed itself as the chief gift delivery service in Pakistan.
First day at TCS E-COM? So you’re thinking, “I survived the interviews, I must be a star” and then you feel lost… It’s ok to feel lost, overwhelmed, nervous and anxious in a new company. But hey, we’re here; the TCS family, for all the support you need to make you feel at home.

Here at TCS E-COM we are a team of super exciting and passionate individuals, having incredibly creative ways of doing daily tasks. We’ve been where you are now, and we know how to make your first few months as smooth as possible.

So, here we are all geared up to make you feel welcomed and valued at TCS!
Our Policies

1. RECRUITMENT POLICY

The purpose of recruitment policy is to ensure consistency, uniformity and fairness in recruitment practice across the organization. The policy aims at providing a structured framework for recruitment and selection of competent resources whereas, accompanying procedures entail clear guidelines for each stage of the recruitment and selection process.
Recruitment:
The line manager is responsible for drafting the job description, which shall be reviewed and approved by the Functional Head and HR Head. The job description, initiated by the department line manager, will define the job in detail, associated tasks and profile of the incumbent necessary to assume the position. The defined tasks and stated qualifications will be the criteria for selection process i.e. traditional hiring or competency-based hiring.

Resourcing:
The HR team is responsible for creating and maintaining talent pool by utilizing appropriate channels to solicit quality resources ranging from (but not limited to) referrals, job advertisement, recruitment portals, references, head hunters etc. to ensure the availability of candidates when a need arises.

Hiring of relatives:
Hiring of relatives is not allowed within the same department or in direct reporting relationships. However, for any relative hiring relationship with any existing employee(s) must be disclosed on the employment application form. Prior approval from the management needs to be taken.

Probation:
The first three (3) months of employment will be probationary for Grade 13 and below, during which period the company will assess the performance and suitability of the employee. This probationary period may be extended for a maximum period of further (3) months by the company at its discretion. No probation period required by Grade 14 and above employees. If the company is satisfied with your performance during the probationary period, the company will confirm you as a permanent employee at the end of such period. If the company is still not satisfied with your performance, your employment will be terminated on immediate basis without assigning any reason or payment. You will be entitled for salary of the days in which you have performed duty.

2. INTERNSHIP POLICY
TCS E-COM internship program is a comprehensive program that allows a healthy exchange of ideas between the students and the company; for students to gain practical work experience and for the company to have a ready pool of talent for prospective positions.
Regular Internship Program: Interns will be hired for a duration of 1-3 months, every year from different universities based on departmental need apart from summer internship. Final semester students of Bachelors/Masters program are eligible.

Project Associate Program: It’s an exceptional program devised for a duration of 6-9 months. Project Associates will be assigned multiple projects that will enhance their ability to solve critical problems. One associate will be assigned to a department at a given time. Upon completion of the tenure, the department may request for another Project Associate, if required. Screening interviews of candidates will be conducted for both types of internships by Business & HR. Final semester students of Bachelors/Masters program are eligible.

Exception: More than one Project Associate may be assigned in one department, subject to management’s discretion.

3. ORIENTATION PROGRAM
All new recruits shall be taken through an orientation program, facilitated by the Learning and Development team in the HR department. The idea of an orientation program is to provide an overview of the company’s policies, services, organizational set-up and strategies.

The respective line managers shall ensure that all the new entrants attend the Orientation Program.

3.1 BUDDY PROGRAM
Do you have a buddy?
A buddy is your guiding star in the new work place; someone who helps you learn the ropes and settle into your new role and, speeds up your company understanding. At TCS E-COM we will assign a trained buddy for every new hire in the organization.

He/She will be the go-to person for any sort of queries or concerns that the new hire may have. The buddy may be from the same or a different department. The duration of the program will be of 2 months till the time the new hire feels settled.

4. BUSINESS HOURS & ATTENDANCE
Employees are expected to be punctual and regular. If, for any reason, they are late or absent, they must inform their line manager via SMS, email or phone call. In case of absence,
INTER-DEPARTMENTAL TRANSFER
Transfer eligibility criteria:
- Employed in current position for at least twelve months.
- Maintain an acceptable level of performance.
- Employee’s work record, including but not limited to performance, attendance, effort to develop skills and related behavior will be used as valid criteria for determining suitability for a position.

Procedure:
1. Employee informs/discusses the vacant position with the line manager or HOD of his/her own department(s) and shares his/her interest.
2. Employee seeks a Transfer Request Form from the HR department and applies for the relevant position in another department.
3. Approval and signatures are required from the current and new LM & HOD on the Transfer Request Form.
4. On final approval from the Head of HR, the department arranges the agreed transfer.

Intradepartmental transfer:
Based on the needs of the area as determined by the manager, the department has the authority to transfer employees to positions within the department to maintain efficient and productive workflow and results. We strongly encourage managers to make an internal announcement regarding the opportunity, but it is not necessary to post it as an opening.

6. TRANSFER POLICY
TCS E-COM Private Limited recognizes that staff motivation, productivity, and retention are dependent upon people working in jobs that are well suited to their interests, and therefore offers and encourages transfer opportunities for current employees.

5. LUNCH & PRAYER BREAK
Employees at TCS E-COM are entitled to one hour lunch and prayer break from Monday to Thursday. However, employees can take two hours lunch and prayer break on Fridays between 1 pm to 3 pm.

<table>
<thead>
<tr>
<th>Workdays</th>
<th>Timings</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monday - Thursday</td>
<td>1 pm - 2 pm</td>
</tr>
<tr>
<td>Friday</td>
<td>1 pm - 3 pm</td>
</tr>
</tbody>
</table>

Ramadan timings are separately communicated to all employees before the month starts.

7. PERSONAL & PROFESSIONAL DEVELOPMENT
Our training efforts revolve around the work we do, the development needs of our business as well as those of our employees.

HR in conjunction with business will conduct the training need assessment to identify specific training gaps for soft skills and technical skills. These programs will either be conducted in-house or with the help of external facilitators.
8. PERFORMANCE MANAGEMENT

The purpose of this policy is to enhance communication between managers and employees with respect to employee performance and link it to the organizational objectives.

**Performance appraisal cycle:**
The performance appraisal cycle is from July to June.

**Bell curve distribution:**
It is used as a guiding tool to identify the level of performance. It segregates the entire workforce among top performers, average performers and non-performers. A total of 5-point rating scale is used, with specified population distribution in each category.

**Performance ratings:**
5-point rating scale will be used to rate individual performances.

- **Rating 1:**
  Excellent (Consistently meets requirements and exceeds requirements in most areas of performance).

- **Rating 2:**
  Very Good (Consistently meets requirements and exceeds requirements in some areas of performance).

- **Rating 3:**
  Good (Consistently meets requirements in all areas of performance).

- **Rating 4:**
  Fair (Consistently meets requirements in most areas, but falls below requirements in some areas of performance).

- **Rating 5:**
  Unsatisfactory (Consistently falls below requirements in most areas of performance).

Related documents to justify performance ratings i.e. Balanced Scorecard, Performance Review Forms should be sent to HR for record purposes.

**Promotion – criteria:**
Promotion is elevating an employee from his existing job grade to a higher one based on certain parameters such as demonstrated performance, leadership skills, ability to take on challenges, etc.

Following parameters should be considered whilst recommending an employee for a promotion:

- The employee should have demonstrated the potential to take on greater responsibilities.

- The position should be available & benchmarked at a higher grade.

- The employee should have a minimum of 1 year service in current Grade.
9. DRESS CODE

Employees at TCS E-COM are expected to dress in a professional and smart way, to promote and reflect the company’s image and values. All employees in the company should wear smart casual throughout the working week.

For Men:
- Clothes should be well-ironed, with simple accessories and well-polished shoes.
- For client meetings, one has to maintain a professional attire and look presentable.
- Flip flops/chappals, shorts, improper clothes and T-shirts with V-necks and inappropriate slogans are not permitted.

For Women:
- Well-ironed clothes with simple accessories.
- For client meetings, one has to maintain a professional attire and look presentable.
- Shorts, improper clothes and T-shirts with inappropriate slogans are not permitted.
10. HEALTH BENEFITS

10.1 Out-patient medical assistance:
This policy is designed to assist the employees in meeting medical expenses for themselves, their spouses and children. The coverage and entitlement are as follows:
- Consultation fee or treatment costs
- Pathological/Clinical Tests and X-Rays as prescribed by a qualified registered medical practitioner
- Vaccination
- Dental

Annual OPD allowance:

<table>
<thead>
<tr>
<th>Grades</th>
<th>Entitlement</th>
<th>Hospitalization cover (per annum) Rs.</th>
</tr>
</thead>
<tbody>
<tr>
<td>S &amp; Above grades</td>
<td>One-half basic monthly salary</td>
<td>400,000</td>
</tr>
<tr>
<td>O &amp; A grades</td>
<td>One-full basic monthly salary</td>
<td>300,000</td>
</tr>
</tbody>
</table>

Reimbursement of expenses for outpatient medical care for self and eligible dependents is up to an annualized limit of either one-half or one-full basic monthly salary as per the respective entitlements.

10.2 Group health insurance:
TCS recognizes the importance of medical assistance benefits for its employees so that they focus on their job responsibilities without worrying about financial risks in the event of hospitalization. Hospitalization coverage therefore, forms an integral component of the total rewards package offered by TCS.

Scope: All full-time permanent and contractual employees.

Entitlement:
For permanent employees:
Group health benefit is available to permanent employees and their dependents (spouse and children) from the date of joining. Hospitalization coverage is as follows:

For contractual employees:
Group health benefit is available to contractual employees from the date of joining. Hospitalization coverage is as follows:

<table>
<thead>
<tr>
<th>Grade</th>
<th>Hospitalization cover (per annum) Rs.</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contractual Employees</td>
<td>200,000</td>
</tr>
</tbody>
</table>

There will be no premium deduction from the employees (permanent and contractual employees) and will be borne by TCS.

10.3 Group life insurance
TCS is concerned about the welfare of the family of its employees, in case of permanent/partial disability, temporary disability or an unfortunate natural or accidental death of an employee during the course of employment with the company.

The employees are insured against following emergencies:
- Natural Death
- Accidental Death
- Temporary Disability
- Permanent/Partial Disability

Scope:
All full-time permanent and contractual employees are insured under Group Life Insurance Scheme.
Partial/permanent total disability for all grades:
Permanent Total Disability can be claimed when an employee (due to an accident) is permanently disabled and is unable to perform his/her duty. In this case, if doctor declares it as permanent disability then, 25% to 100% of his/her natural death entitlement limit (as per nature of disability) will be paid to him/her in lump sum.

11. PROVIDENT FUND
In Provident Fund Scheme, employees contribute 8.33% of their basic salaries to the fund and the company also contributes a similar amount in the fund, which is invested in profitable ventures and multiplies the savings of the employees.

12. LEAVE POLICY
Leave Year:
Leave year is from 1st Jan. to 31st Dec. Employees who are appointed during the course of the year shall be entitled to leaves on pro-rata basis*. *Proportionate allocation or distribution of leaves on the basis of joining.

Scope:
All permanent/full time employees.

Entitlement:

<table>
<thead>
<tr>
<th>Grades</th>
<th>Natural Death Rs.</th>
<th>Accidental Death Rs.</th>
<th>Temp. Disability</th>
<th>Funeral Expense</th>
</tr>
</thead>
<tbody>
<tr>
<td>17 &amp; Above</td>
<td>5,000,000</td>
<td>10,000,000</td>
<td></td>
<td></td>
</tr>
<tr>
<td>14, 15, 16</td>
<td>3,500,000</td>
<td>7,000,000</td>
<td></td>
<td></td>
</tr>
<tr>
<td>11, 12, 13</td>
<td>2,000,000</td>
<td>4,000,000</td>
<td></td>
<td></td>
</tr>
<tr>
<td>M4 to 10</td>
<td>1,000,000</td>
<td>2,000,000</td>
<td></td>
<td></td>
</tr>
<tr>
<td>U4 to S1</td>
<td>500,000+225,000</td>
<td>1,000,000+450,000</td>
<td></td>
<td>Rs. 50,000</td>
</tr>
<tr>
<td>Contractual Employees</td>
<td>500,000+225,000</td>
<td>1,000,000+450,000</td>
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</tbody>
</table>

This leave can neither be accumulated, carried forward nor encashed.
12.2 Sick leave:
Sick leaves are allowed on account of an employee’s temporary inability to perform duties because of sickness or injury.

Eligibility for entitlement:
An employee will be entitled to sick leaves from the date of joining.

Rules and regulations:
1. An employee is entitled to ten (10) days sick leave per annum.

2. The employee availing sick leave should take appropriate measures to inform the Line Manager regarding the probable duration of her/his absence immediately on commencement of leave.

3. The employee should submit Leave Application Form duly approved by Line Manager to the HR department within three (3) days after resumption of duty otherwise it will be treated as annual leave.

4. If leaves exceed two days then, employee should submit Leave Application Form duly approved by Line Manager along with Medical Certificate by a registered Medical Practitioner to the HR department within three (3) days after resumption of duty otherwise it will be treated as annual leave.

This leave can neither be accumulated, carried forward nor encashed.

12.3 Annual leave:
Annual leave is a privilege that the company provides to its employees to spend quality time with their families, relax and unwind or for any purpose that requires time away from office each year.

Eligibility for entitlement:
Annual leaves are applicable to all employees after confirmation. An employee who is on probation can avail annual leaves only under special circumstances based on Line Manager/Department Head and Head of HR’s approval on case-to-case basis.

Annual leaves are accumulated on pro-rata basis during the probation period.
Rules and regulations:

1. An employee is entitled to avail thirty (30) calendar days’ annual leaves per annum. Each department must plan its annual leave roster in advance, latest by end of May each year. It is advised to follow the leave plan diligently.

2. Applications for annual leaves, duly approved by Line Manager/Department Head, should be submitted at least fifteen (15) days in advance to HR department. Annual leaves should preferably be taken at the less busy time of the year, if possible.

3. Annual leave can be availed subject to prior written approval of Line Manager/Department Head. No employee shall proceed on annual leave without obtaining the sanction in writing.

4. Leave may be refused if the requested timings are in conflict with the exigencies of company’s work. At the time of refusal, a mutually convenient alternative date may be agreed. However, under special circumstances planned leave of current year can be availed in the first quarter of coming year.

5. Temporary replacement will not be provided against employees proceeding on annual leaves.

6. It is mandatory that each employee should avail minimum 15 consecutive days annual leaves, if balance is available.

This leave can neither be accumulated nor carried forward.

Encashment of annual leave:
The resigning employee, other than on account of fraud, forgery or misconduct, upon settlement will be entitled for encashment of unutilized annual leave for that current leave year on pro-rata basis.

12.4 Maternity leave:
Maternity leave facility is an employee benefit that provides paid time off work to female staff to care for their newly born child or make arrangements for the child’s welfare.

Eligibility for entitlement:
Maternity leaves are applicable from the date of joining.

Rules and regulations:

1. Maternity leave will be available to female employee for a maximum of ninety (90) calendar days during each case.

2. Notice of leave along with doctor’s letter of confirmation must be submitted to HR Department at least one month prior to employee’s departure.

3. An employee can adjust this leave before and after the delivery of child totalling 90 calendar days according to her need.

This leave can neither be accumulated, carried forward nor encashed.

12.5 Paternity leave:
Paternity leaves of 2 consecutive days will also be allowed to a male employee on the birth of a child.

12.6 Leave without pay (LWP):
Leave without pay is a temporary authorized unpaid leave of absence from work. It should not be viewed as a right, but can only be considered under exceptional circumstances. LWP of up to 15 calendar days can be approved by Department Head with intimation to HR. LWP exceeding 15 calendar days has to be approved by Department Head & Head of HR. It is the sole discretion of the management on case-to-case basis.

Company has the right to reject any request without justification or any obligation on its part.

Eligibility for entitlement:
An employee can apply for leave without pay if he/she has exhausted all other leaves in balance.
Rules and regulations:
1. Prior approval of Line Manager, Department Head and Head of HR is required for grant of leave without pay.
2. HR shall ensure stoppage of salary and appropriate deductions of staff liabilities.
3. Temporary replacement will not be provided against employees proceeding on leave without pay.

12.7 Employee serving notice period:
Leaves during notice period are not encouraged however, under special circumstances, employees serving notice periods can avail casual and/or sick leaves on pro-rata basis. However, on satisfactory handing over/taking over formalities, he/she can also avail annual leaves subject to Department Head and Head of HR’s approval on case to case basis.

12.8 Hajj leave:
To allow Muslim employees to perform Hajj once during their employment with TCS, all Muslim employees with more than one year’s service are eligible to apply for Hajj leave.

The employee must have prior written permission of the Head of Department. The period of Hajj leave is forty (40) calendar days given only once during employment with the company. No financial travel assistance is given. Employees must seek Hajj leave permission while planning for annual leaves to enable planning for adequate staffing levels. Final applications should be received by Human Resources Department at least one month before the start of Zil-Hajj (the Hajj month). No consideration will be given to late applications.

In case of employees from other faiths, once in the employment with TCS, they can proceed to perform rituals that have been identified in their respective religion. The period of leave for performing rituals is ten (10) calendar days given only once during employment with the company. The employee must have prior written permission of Line Manager/Department Head who, will then notify the HR Department.

12.9 Festival leave:
To recognize the diversity of our people, a discretionary day leave may be granted during the year to allow our employees to celebrate a religious occasion or other holiday relevant to them, such as Diwali, Nauroz or Christmas.

13. RESIGNATION
A confirmed employee may resign from his service upon giving one month’s notice period to the company as per terms of their employment, failing which he/she will be liable to pay one month’s basic salary, house rent and utility in lieu of notice period.

The company may at its sole discretion, waive or reduce the amount due by employee in lieu of notice period.

During probationary period an employee can resign by giving 24 hours’ notice and in the event of such resignation, the employee will be entitled only to the remuneration at the agreed amount of salary for the actual time employed.

Final settlement:
The full and final settlement amount will be paid to the employee within 30 days from the last working day, subject to completion of all formalities by the exiting employee.
14. TERMINATION

1. Services of a confirmed employee may be terminated by the Company without assigning any reason, by giving one month’s notice in writing or on payment of one month’s salary, in lieu of notice period.

2. During probationary period, services of an employee may be terminated at any time without notice and in the event of such termination; the employee will be entitled only to the remuneration at the agreed amount of salary for the actual time employed.

14.1 Unauthorized absence from duty:

When an employee remains absent from his/her duty without proper authorization, or fails to return to duty within specified period mentioned in the written notice issued to him/her, he/she will be liable for disciplinary action by the company, which may include termination of services. The said written notice will not be for a period of less than one week from the date of dispatch of a letter by registered post or via reputable courier service at the employee’s last recorded address.

15. RETIREMENT

All employees of TCS E-COM are liable to retire from their services upon attaining the age of 60 years.

The company’s management may, at its discretion, re-employ an employee after his/her retirement on contractual basis for a defined period, with the approval of the President.

16. MOBILE POLICY

Mobile entitlement:

Employees are eligible to get reimbursement against purchase of a mobile phone as per their respective entitlement.

<table>
<thead>
<tr>
<th>GRADE</th>
<th>ENTITLEMENT Rs.</th>
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</thead>
<tbody>
<tr>
<td>14 &amp; Above</td>
<td>40,000</td>
</tr>
<tr>
<td>10-13</td>
<td>30,000</td>
</tr>
<tr>
<td>M4-M1</td>
<td>25,000</td>
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<tr>
<td>S4-S1</td>
<td>6,000</td>
</tr>
<tr>
<td>O4-O1 (on need basis)</td>
<td>6,000</td>
</tr>
</tbody>
</table>

The assumed life of a mobile phone is 24 months. If an employee leaves before completion of 24 months, from the date of joining, the reimbursed amount will be deducted from the final settlement on a pro rata basis.

Employees are eligible to purchase a new mobile phone after every 24 months, from the date of joining.
17. CODE OF CONDUCT

This code of conduct is applicable to all TCS employees (permanent/contractual).

Compliance with the Code of Conduct:
The Code of Conduct is part of TCS strategy and therefore, its compliance is obligatory. Appropriate disciplinary action can and will be taken against those who violate it.

Key standards:
a) TCS’s relationship with external customers and others:
Employees should behave courteously and pay respect to local culture and traditions in a way that sustains these cordial feelings whether, they are meeting in person, talking over the telephone or when in writing or communicating electronically.
b) Behavior/attitude towards fellow workers:
Employees must be polite to fellow-workers and respect their dignity. Company is committed to root out all forms of discrimination, ill-treatment and harassment from amongst its employees.
If an employee comes across an instance of injustice being done to any other person, it is her/his moral duty to report the matter to the concerned Supervisor or Functional Head.
c) Compliance with the laws and regulations:
Company is bound to comply with the law of the land thus; all actions should be within the parameters of the laws and regulations. Any action which appears against the laws and regulations, it should be reported to concerned Supervisor/Head of Department/Regional and Area Heads who, if required, can obtain legal advice through HR Department.
d) Equal opportunity:
TCS is an equal opportunity employer and prohibits discrimination of employees. The company ensures equal recruitment, employment, compensation, development and advancement opportunities for all qualified individuals, and prohibits deliberate discrimination based on categories of race, color, religion, sex, national origin, age or disability. If an employee feels these rules are not being adhered to, he/she can seek guidance from HR Department.
e) Confidentiality:
Company’s rates, charging structure, business plans and all information pertaining to financial management, clients, competitors and other contacts is company’s sole property and very important.
This also applies to the company’s products, different solution concepts, marketing campaigns, JVs, partnerships etc. till they are made public.
No hint or information with regard to the above and, for that matter, no other information of sensitive nature, is to be passed on to any organization and/or individual outside TCS unless employee has written permission (not for public consumption) from the management.
f) Financial management and accountability:
Ensuring accurate and complete business and financial records is everyone’s responsibility, not just a role for accounting and finance personnel. Accurate recordkeeping and reporting reflects on the company’s reputation and credibility.
g) Protection of company assets:
Utmost care and caution is to be exercised to protect all TCS property and assets (tangible/intangible) through appropriate and reasonable precautionary measures. This not only includes ordinary loss or damage but also, from the security point of view, fire and terrorist activities which are far more disastrous.
h) I.T. & telecommunication equipment & systems:
To ensure safety, security and integrity of computer data, compliance with TCS Standards for Information Technology (mentioned below) and its equipment and systems is absolutely necessary.
These standards contain specific instructions such as:
a) Equipment handling and usage
b) Centralized and decentralized data accessibility
c) Data safety, security and integrity
d) Internet and Intranet
e) Electronic mailing systems
f) And respective to specific requirement
i) Gifts, entertainment and payments:
While conducting any business transaction, TCS employees should not offer nor receive/accept any improper gift/s, entertainment or payments, which may be suspected to be an inducement to gain selfish motive or favor or by way of illegal gratification to/from TCS customers and contacts.

j) Conflict of interest:
To maintain company’s integrity, it is imperative for employees to keep a watchful eye on the activities of their colleagues and discourage any activities on their part that are in conflict with TCS business and its interests. Employees are advised not to try any undue advantage on the basis of their association with TCS or the positions they are holding. As and when the employee takes a decision, he/she must make sure it is in the company’s interest.

k) Sexual harassment:
To protect employees from sexual harassment and discrimination, TCS adopts the Code as defined in ‘The Protection Against Harassment of Women at Workplace Act 2010’, which is applicable to all employees of TCS.

Sexual harassment is a serious matter and is seen as an unsolicited and unwanted verbal or physical conduct of a sexual nature that offends a reasonable person and interferes with that person’s professional activities and opportunities at the office. Any employee who engages in such behavior is subject to formal punishment, including dismissal.

l) Breach of Code of Conduct:
The breach of this Code of Conduct will result in disciplinary action against the employee under the Disciplinary Procedure. However, to ensure transparency, thorough investigations will be made before taking any disciplinary action.

18. INTELLECTUAL PROPERTY
TCS E-COM has and retains unconditional intellectual property rights in all TCS E-COM produced or procured materials and resources, and the company has and retains user rights therein granted by TCS E-COM. Highest level of integrity, confidentiality and due care is expected of all employees in this regard to safeguard against surreptitious or unauthorized use of any intellectual property or resources of TCS E-COM and the company.

Private work:
While you are in the employment of the company, you will not with or without any remuneration or compensation, in any capacity, work or attempt to work or render or attempt to render any services or associate directly or indirectly with any person or organization, without obtaining prior written permission from the HR-Head Office. Your employment with the company primarily envisages sole, exclusive and full time employment with the company.

Copyrights:
All publications made by employees should strictly observe the copyright restrictions. When taking assistance for developing material from outside sources, published or otherwise, employees should ensure suitable amendments are made to change the substance of the copied material to steer clear of copyright restrictions.
19. WHISTLEBLOWING POLICY

Under the domain of this policy, employees can voice their concerns about prospective fraud, illegal and/or unethical conduct or malpractice in the organization without any fear of reprisal. The policy protects the employee that they will suffer no detriment for raising their concerns and any accusation will be fairly investigated and proper action will be taken in a constructive manner.

Examples may include, but are not exhaustive to:

a) Criminal offences.
b) Violation of company’s Code of Conduct, policies, SOPs or rules and regulations.
c) Manipulation of company data.
d) Theft, fraud, misappropriation or embezzlement.
e) Breach of confidentiality.
f) Unethical behaviour likely to prejudice the standing of the company.
g) Any act of discrimination based on sect, religion, ethnicity or political affiliation.
h) Action based on injustice.
i) Violation of health and safety guidelines.
j) Damage to the environment.
k) Concealment of any of the above.

Employees should report matters which are current or have occurred recently unless matters from the past continue to have an impact at present or have just been discovered and are critical to the business of TCS.

Process for raising and handling a concern:

1) It is mandatory for the whistleblower to disclose his/her name. Anonymous whistleblowing reporting will not be entertained because it encourages false and erroneous reporting with dubious intentions that is counterproductive and serves no purpose.

2) The whistleblower may report through hotline number 021-34687546 or raise the concern via email at whistleblower@tcs.com.pk. In addition, concern may be raised through SMS service at a dedicated number 0302-8200548.

3) Concern may also be sent in writing in the name of ‘Director HR’ to P.O. Box 3071 Karachi Postal Code # 75200.

4) The individual will be contacted within 5 working days.

5) The matter will be thoroughly investigated.

6) If a concern, raised by the whistleblower is found to be factual, the individual will be recognized by the President & the CEO personally.

7) In the event, when a concern raised by the whistleblower is found not to be factual, he/she will be updated after the completion of the investigation.

Content of the report:

Sufficient information must be included in the report to ensure that the matter can be investigated properly.

This includes:

1) A description of the matter with all known relevant facts including dates, name of persons, locations, division etc.
2) An indication of how the reporting employees became aware of the matter.
3) Names of other people involved or witnesses.
4) Concrete supporting information or document.
5) An estimate of the amount the matter could involve.
20. GRIEVANCE HANDLING POLICY

It is the intention of the company that these procedures are used to constructively meet the following objectives:

- To operate a fair and equitable system of dealing with grievances to ensure grievances are taken seriously and dealt with in a professional manner.
- To give all employees the opportunity to resolve individual differences in the shortest timescale.

This procedure covers all those employed by TCS i.e. managers and employees, including those employed on a part time or temporary basis in any of the following circumstances:

a) Where an employee wishes to raise an issue concerning his/her own terms and conditions of employment.

b) Where an employee wishes to raise an issue concerning any aspect of his/her own working relationships within the company.

c) Where an employee is concerned regarding his/her individual working conditions or working situation.

Initiating a grievance:

An employee should submit his/her grievance, either verbally or in writing to his/her immediate supervisor under the company’s grievance procedure.

Steps in handling grievances:

Grievances will be handled promptly and at the lowest level of management possible. The procedure for handling employee grievances will follow a maximum of three steps to the extent that they are available within the organization structure.

First Step

- An employee may at any time present a grievance to his/her immediate manager.
- The Manager will review the grievance; discuss it with the employee concerned.
- The Manager will prepare a written report of his/her findings and the outcome of the discussions with the employee within two working days.
- The report will be sent to the next higher level of supervision.

Second Step

If a satisfactory settlement is not reached within seven days, the employee’s immediate manager will refer the matter to Head of Department as the case may be.

- Head of Department will hear the employee’s grievance, review its circumstances and furnish a reply to the employee within a total period of ten working days from the date of the grievance.
- Head of Department concerned will submit a written report of the action taken to the Head of Human Resources.

Third Step

If the decision under the second is not acceptable to the employee, both parties will write separately to Head of Human Resources stating their views on the matter.

- Human Resources Department will investigate the matter and will recommend action accordingly. The company’s decision at the third step is final.
- The employee with the grievance will then be notified by Human Resources in writing.

21. HEALTH & SAFETY

It is the company’s responsibility to ensure health, safety and welfare of its employees.

No smoking policy:

TCS is committed to provide a smoke-free work environment where every smoker/non-smoker can work in good health. Accordingly, the employees are not allowed to smoke at the workplace except at designated areas, even if the employees have their own cubicle, cabin or room. This applies to all TCS offices including Head Office, Regional Offices, Area Offices, Stations, Branches and Express Centers.
22. TRAVEL POLICY

GENERAL GUIDELINES

22.1 For international travel:
1. All employees are required to obtain prior approval for travelling on official visits from the President & CEO for outside Pakistan.
2. Request for visit/tour must be supported by tour program/purpose/agenda and travel dates.
3. Employee must submit duly approved Travel Authorization Form and Expense Claim Form to the Administration Department for reimbursement.
4. The company shall not bear the travel expenses for families accompanying employees travelling on official duty.
5. All international travel shall be undertaken in consultation with and prior approval of President & CEO. In the absence of the President & the CEO, the Functional Head and Head of HR shall approve.

22.2 For domestic travel:
1. All employees are required to obtain prior approval for travelling on official visits from Functional Heads for within Pakistan.
2. Request for visit/tour must be supported by approved tour program/purpose/agenda and travel dates.
3. Employee must submit duly approved Travel Authorization Form and Expense Claim Form to the Administration Department for reimbursement.
4. All travel related expenses pertaining to employee training (travel and accommodation, cost of trainers, management trainees etc.), to be approved by Head of HR.
5. The company shall not bear the travel expenses for families accompanying employees travelling on official duty.

22.3 Entertainment policy
This policy outlines the extent to which the company may provide hospitality to customers and employees as part of business or entertainment event.

Customer entertainment:
Customer entertainment expenses include events with customers or other stakeholders for dinners, lunches or events, whereby a business discussion takes place during, immediately before, or immediately after the event.

Employee entertainment:
Employee entertainment expenses include annual get-togethers, target/objective achievement celebrations, employee picnics/excursions, etc. These events should foster a sense of community and strengthen a strong bond between team members. These events are permissible if infrequent in nature.

General guidelines:
1. Employee/department must submit duly approved Entertainment Expense Form to the Administration Department.
2. All entertainment expenses incurred must be supported by original receipts.
3. No claims will be reimbursed for any kind of gifts etc. to customers and/or employees at all.
4. Payment of entertainment expenses is restricted to the most senior employee present at the meeting/event.
23. SOCIAL MEDIA POLICY

TCS adheres strongly to its core values in the online social media community, and we expect the same commitment from all TCS representatives including company associates, and associates of our agencies, vendors and suppliers.

In particular, uploading, posting, forwarding or posting a link to any of the following types of material on a social media website, whether in a professional or personal capacity, will amount to gross misconduct (this list is not exhaustive):

a) Pornographic material (i.e. writing, pictures, films, video clips, etc. of sexually explicit nature);

b) A false and/or defamatory statement about ANY person or organization;

c) Material which is offensive, obscene, criminal, discriminatory, derogatory or embarrassment to us, our customers or our staff;

d) Confidential information about us or any of our staff or customers (which you do not have express authority to disseminate);

e) Any other statement which is likely to create any liability (whether criminal or civil, and whether for you or us); or

f) Material in breach of copyright and other intellectual property rights, or any applicable law, or that which invades the privacy of any person.

These actions are likely to result in a serious disciplinary action being taken by the management against the culprit.

Abiding by copyright laws:

It is critical that you comply with the laws governing copyright in relation to material owned by others and TCS’s own copyrights and brands.

Whenever you post/tweet information that was originally produced by someone else e.g. an author etc.; make sure you always attribute such work to the original author/source if known. It is good practice to link to others’ work rather than reproducing and copying it without giving due credit.

Branding & intellectual property of TCS:

You must NOT use/share any of TCS’s intellectual property or imagery on your personal social media without prior approval or where it clearly states that this information/image can be shared publicly.

TCS’s intellectual property includes, but is not limited to:
- Trademarks and logos
- Slogans
- Images and videos which have been posted on TCS’s official social media sites, website or shared internally within the company.

Point out that you are not the official TCS spokesperson:

We welcome your participation on TCS’s official accounts/blogs/groups/websites. However, for your own and company’s sake, be sure to make it clear in writing that you do not represent TCS in any official capacity.

Also, state clearly that you are expressing your own views and opinions, especially when discussing topics that relate to TCS’s business (transportation, logistics, etc.). If and when necessary, add a disclaimer, e.g., “The opinion expressed is my own, and does not necessarily reflect the opinion or position of TCS as a company”, to indicate that you are not speaking on behalf of TCS.
Our Office

SNEAK PEEK@ TCS E-COM
Our Culture
24. POST RECRUITMENT TAT

Post hiring documentation:

- All documents have to be submitted on the first day of joining or prior to the payroll cut off date.
- The payroll cut off date is 10th of every month. Incomplete documentation may result in salary delay, if the payroll cut off date has passed.
- Candidates joining us after the payroll cut off date will have their salaries processed in the following month.

Bank account details/pay order:

- Bank account details should be provided at the time of joining.
- Monthly salary is credited into the account by the last day of the month.
- Employees failing to provide bank account details by the payroll cut off date will be given a pay order provided all documentation is complete.
- The pay order will be given by the first week of each month.
Got Questions? Contact Us...

For HR related queries, please contact:
• hr@tcs-e.com

For IT related queries, please contact:
• taha.kamal@tcs-e.com

For admin related queries, please contact:
• muhammad.rameez@tcs-e.com

TCS E-COM address:
TCS Head Office: TCS Headquarters, Iqbal Avenue, Jinnah International Airport, Karachi-75202, Pakistan.
Website: http://www.tcs-e.com/

Disclaimer: The policies in the Employee Handbook may be subject to change, as and when the company feels necessary and appropriate. It is the employees’ responsibility to stay updated with the latest policies.