

AppRocket HR Manual

Version: 2.1

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1. Welcome

a. About AppRocket

AppRocket is an innovative software house and technology provider established in 2018 to serve as a launchpad for moonshots that create real and outsized impact. AppRocket specializes in providing cutting edge technical solutions and consulting services to startups, medium-sized businesses, and leaders in enterprises.

b. Our Values

We believe in a future where getting work done is easy. At the core of everything we do is impact. Whether they work with us, partner with us, or use our products, we aim to impact people's lives for the better. Central to our mission are:

Transparency and Integrity	Being transparent about commitments, failures, challenges and triumphs, while at the same time avoiding mis-commitments or hiding of information so that all stakeholders know as full a picture as possible
Empathy and Helpfulness	Everyone has different challenges in life. Understanding their circumstances and being accommodating and helpful to create a positive work atmosphere
Calculated Proactivity and Purpose	Thinking through potential future obstacles and opportunities, while at the same time understanding current resource & timeline constraints. Being aware of the overall purpose and direction so that we can optimize towards it
Grit and Determination	We are here to build things that last. Lasting things are not built if we give up easily. Being focused and dedicated, aware of how we operate, and coming back again and again to solve a persistent challenge step by step

Holistic Thinking	Looking at the big picture: what are we doing and why? How does it fit into the overall scheme of things? What are we doing to move in that direction and what should we improve?
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c. Handbook Purpose

This handbook has been prepared to inform new employees of the policies and procedures of this company and to establish the company's expectations. The company reserves the right to unilaterally revise, suspend, revoke, terminate or change any of its policies, in whole or in part, whether described within this handbook or elsewhere, in its sole discretion. Feel free to ask questions about any of the information within this handbook.

d. Open Door Policy

The company has an open door policy and takes employee concerns and problems seriously. The company values each employee and strives to provide a positive work experience. Employees are encouraged to bring any workplace concerns or problems they might have or know about to their supervisor or some other member of management.

2. Policies & Procedures

a. Professional Conduct

This company expects its employees to adhere to a standard of professional conduct and integrity. This ensures that the work environment is safe, comfortable and productive. Employees should be respectful, courteous, and mindful of others' feelings and needs. General cooperation between coworkers and supervisors is expected. Individuals who act in an unprofessional manner may be subject to disciplinary action.

b. Company Property

Company property, such as equipment, vehicles, telephones, computers, and software, is not for private use. These devices are to be used strictly for company business, and are not permitted off grounds unless authorized. Company property must be used in the manner for which it was intended. Upon termination, employees are required to surrender any company property they possess.

Company computers, internet and emails are a privileged resource, and must be used only to complete essential job-related functions. Files or programs stored on company computers may not be copied for personal use.

Employees are reminded that they should have no expectation of privacy in their use of company computers or other electronic equipment. Violations of these policies could result in disciplinary action.

c. Privacy

All documents, files, codes, voice-mails, and electronic information, including e-mails and other communications, created, received or maintained through company property or during work hours are the property of the company, not

the employee. Therefore, employees should have no expectation of privacy over such files or documents.

d. Salary, Increments and Appraisals

Paychecks will be distributed within the second week of each month (7th-15th) and will reflect work performed for the previous month.

If an employee receives a raise upon completing their probationary period, their next raise will occur after six months of attaining permanent employment status. However, if an employee does not receive a raise upon completing probation, their increment will occur after six months of their date of joining, unless a decision is made by the management to make an exception.

Employees are entitled to a formal appraisal every 6 months, which may or may not result in a salary increment, based on their performance and output. However, all employees are entitled to an annual salary increment upon completion of each full year of employment at the company.

e. Employee Compensation & Overtime

Some employees may be required to put in overtime to meet the deadlines. However, these extra hours will only qualify as overtime when the employee has been consistently putting in a minimum of 8 hours of work everyday and is still not able to meet the deadline. Employees working overtime are entitled

to either monetary compensation or paid leave(s), as deemed fit by the supervisor.

3. Employment Classifications

a. Full-Time Employee

Employees who work at least 40 hours a week (excluding lunch/tea breaks), are classified as full-time employees and are entitled to all employee benefits.

b. Part-Time Employee

Employees who work fewer than 40 hours per week are classified as part-time employees and do not qualify for any employee benefits mentioned in this handbook. Part-time employees are expected to put in at least 25 hours of work per week.

c. Temporary Employee

From time to time the company may hire employees for specific projects or periods of time. Temporary employees may work either part-time or full-time, but generally are scheduled to terminate by a certain date. Temporary employees who remain on duty past the scheduled termination remain classified as temporary. Only company management may change an employee's temporary status. Temporary employees are not entitled to any leaves during their employment period. In case of an emergency, the employee may request for a personal leave only if they are able to compensate for the lost time without any additional compensation from the company. Temporary employees are not eligible for employment benefits.

4. Attendance Policies

a. General Attendance and Hours of Work

The company maintains normal working hours of 10 a.m. to 7 p.m. including a lunch break from 1 p.m to 2 p.m. from Monday to Friday. Should an employee have any questions regarding his/her work schedule, the employee should contact the supervisor. All employees are expected to be fully available during these work hours and schedule personal chores and meetings outside of these work hours. In case an employee is unavailable during work hours due to a personal commitment, they must inform their supervisor well in advance and be able to compensate for the lost time if needed.

The company does not tolerate absenteeism without excuse. Employees who will be late to or absent from work should notify a supervisor in advance, or as soon as practicable in the event of an emergency. Chronic absenteeism may result in disciplinary action.

Employees who need to leave early, for illness or otherwise, should inform a supervisor before departure or as soon as possible. Unauthorized departures may result in disciplinary action.

b. Remote Work Policy

Unless otherwise notified, by default employees are expected to work in person at the office 3 days a week, and work the remaining two days remotely. Employees are expected to inform their immediate supervisor which days they will be working from home for the entire month prior to the start of that month. Upon approval, their schedule should be forwarded to HR for recordkeeping in an email thread containing approval from their supervisor.

If an employee wishes to work remotely on days other than the scheduled days, they must obtain prior approval from their reporting manager in an email thread with their manager and HR in cc. If this procedure is not followed, that day may be counted as a casual leave.

c. Tardiness

Employees are expected to arrive/be online on time and ready for work. An employee who reports 10 minutes after their scheduled time is considered tardy. The company recognizes that situations arise which hinder punctuality; regardless, excessive tardiness is prohibited, and may be subject to disciplinary action.

d. Breaks

Employees are entitled to 45 mins long lunch break to be taken between 1 p.m and 2.30 p.m., 15 mins asr/tea break, and 15 mins Maghrib break, as long as the supervisor is informed of the break. Employees are encouraged to take their lunch break at the designated time and may only shift the break if approved by the supervisor.

5. Leave Policies

a. Casual Leaves

Full-time employees are entitled to 10 casual leaves in a year to attend to personal matters. An employee may take up to 2 casual leaves at a time, once approved by the supervisor. If not approved by the supervisor, any casual leave beyond the first leave will be treated as unpaid leave. Leaves taken apart from the allotted 10 casual leaves, will be treated as unpaid leaves. Casual leaves cannot be paired with any other kind of leaves to extend the period of absence.

b. Sick Leaves

Full-time employees are entitled to 10 sick leaves in a year. Employees may take all 10 sick leaves at a time if needed, if approved by the supervisor. Employees must inform their supervisor about their sick leave(s) as soon as practicable. If needed, employees may use their casual leaves as sick leaves in case they have used up all their sick leaves and still require time off from work for their medical treatment.

c. Holidays

The company observes the following holidays each year:

- Eid ul Adha
- Eid ul Fitr
- Waqf al Arafa - Hajj
- Ashura

- Pakistan Day (Mar 23)
- Labour Day (May 1)
- Independence Day of Pakistan (Aug 14)
- Quaid e Azam's Birthday/Christmas (Dec 25)

At times, employees may be requested to work on the above mentioned holidays to meet a deadline. Employees who work on any of these mentioned holidays will be entitled to equivalent time off as compensation.

d. Annual Vacations

As a benefit, all full-time employees are eligible for a paid vacation of 10 working days each year. Employees may send a request for time off with a notice in advance to their supervisor, which may be accepted or denied, depending on the workload and deadlines. This advance notice must be the greater of 1 week and the amount of time you plan to take off (e.g. if you are taking 3 days off, you must inform a week in advance, but if you are planning on taking 10 days off, you must inform 10 working days in advance). Employees are not allowed to pair up these vacations with any other kind of leaves to extend their time off from work. Employees can take time off at any time after approval from their supervisors, provided that they take this time off with at least 40 working days between two vacations. A regular employee is eligible to take paid time off after 6 months of joining the company.

e. Leaves During Probation Period

All employees are required to complete their probation period in order to be eligible for casual leaves and vacations. However, all full-time employees are eligible for sick leaves even during their probation period.

f. Leaves for Temporary Employees

Temporary employees working with the company for 6 months or less are only entitled to take one leave per month. Each leave taken after the first leave in the said month will count as unpaid leave.

6. Work Performance

a. Expectations

The company expects every employee to act in a professional manner. Satisfactory performance of job duties and responsibilities is key to this expectation. Employees should attempt to achieve their job objectives, and act with diligence and consideration at all times. Poor job performance can result in disciplinary action, up to and including termination. In particular, employees are expected to fulfill the following duties and responsibilities on their own without being micromanaged:

- **Work Hours:** All full-time employees are expected to put in a minimum of 8 hours of work (excluding breaks) on their own, especially while practicing WFH model
- **Timings:** An employee must inform and take approval from their supervisor if they need to change their work time while practicing WFH. Employees are

expected to meet any communication gap caused by odd work hours on their own. If the odd work hours result in any delays, the employee will be required to switch back to the regular work hours (10 a.m to 7 p.m)

- **Deadlines:** All employees are expected to deliver work on time and meet all their deadlines. In case they're unable to deliver work on an agreed upon schedule, they must inform their supervisor about the delay well in advance and keep them updated about the progress of work and any obstacles they're facing. Disciplinary action will be taken against employees consistently failing to meet the deadlines
- **Coordination:** Employees should make an effort to coordinate with other team members during work hours (10 a.m - 7 p.m) and avoid leaving queries for odd hours

b. Performance Reviews

The company may periodically evaluate an employee's performance. The goal of a performance review is to identify areas where an employee excels and areas that need improvement. The company uses performance reviews as a tool to determine pay increases, promotions and/or terminations. All performance reviews are based on merit, achievement and other factors may include but are not limited to:

- Quality of work
- Attitude
- Knowledge of work
- Job skills
- Attendance and punctuality
- Teamwork and cooperation
- Compliance with company policy
- Past performance reviews

- Improvement
- Acceptance of responsibility and constructive feedback

Employees should note that a performance review does not guarantee a pay increase or promotion. Written performance evaluations may be made at any time to advise employees of unacceptable performance. Disciplinary action may be taken against employees who fail to show any improvement after three written warnings, including pay cuts and termination.

c. Insubordination

Supervisors and employees should interact with mutual respect and common courtesy. Employees are expected to take instruction from supervisors or other persons of authority. Failure to comply with instructions or unreasonably delaying compliance is considered insubordination. Acts of insubordination are subject to disciplinary action, up to and including termination.

d. Grounds for Performance Related Actions

The company reserves the right to discipline and/or terminate any employee who violates company policy, practices or rules of conduct. Poor performance and misconduct are also grounds for discipline or termination.

7. Termination Policies

a. Voluntary Termination

Voluntary terminations are those initiated by the employee and include:

- Resignation
- Failing to report to work as scheduled
- Failing to return from an approved extended leave of absence
- Failing to provide notification and obtain approval for absences of three or more consecutive days

Employees who opt for termination procedure other than that of resignation, will not be entitled to their salary of the current month and may face legal actions if the company property (intellectual or otherwise) is not returned in due time.

b. Involuntary Termination

Involuntary terminations are those initiated by the Organization and may include:

- Exhaustion of approved leave of absence

- Inability or failure to perform duties or to meet prescribed standards on the job
- Conduct not in the best interest of the Organization
- Layoff resulting from changes in services, resources, or qualification requirements for designated programs or projects

In case of involuntary termination, the pay of the running month and notice period will be decided by the employer for each individual case.

c. Notice Period and Return of Company Property

All employees are required to serve a notice period of one month (or as decided by the employer) upon resignation. The resignation period is to be used by the employee to close any pending tasks/projects, prepare a handover document for their replacement, and organize, prepare, and return company property (including codes, documents, or any other intellectual property in possession of the employee).

d. Final Paycheck and Experience Letter

Employees will receive their final paycheck along with their experience letter one week after they have completed the following procedure:

- Completed their notice period
- Prepared and submitted their handover document

- Returned all company property (intellectual and material)
- Signed a NDA (Non-Disclosure Document)