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HR Policies & Procedures Manual

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Human Resources Policies and Procedures







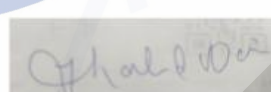

SOLUTION CONCERN

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REVISION	DATE	DCRF NO.	REMARKS
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MEMBERS OF APPROVAL BODY			
Mr. ADIL QURESHI CEO		 	
Approved By			
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Date		Signature	
Mr. Khalid Wasi – Projects Manager		 	
Reviewed By			
12/10/2022		Signature	
Date		Signature	





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INTRODUCTION:

SOLUTION CONCERN is an industrial maintenance and sealing product supplier. We are representing reliable & famous local and international brands for Mechanical Seals, Non-Asbestos Gland Packings, Non-Asbestos Gaskets, O-Rings, Non-Asbestos Insulation Materials, Compressor Accessories, Airside Fabrics and Filter bags, Complete range of HVAC Products & Accessories including but not limited to FCU Fans, Industrial Fans FOR Supply, Exhaust & Ventilation, Evaporator / Condenser side Coils, Air Filters, Gaseous Filters, Humidifiers, Control Devices etc. Also we are supplier of all type of General office supply (stationary etc) and industrial supply (springs / pumps / valves / nuts & bolts/ electrical cables, Cable trays, Circuit Breakers, CCTV / Fire Alarm system accessories etc).

Also our Service division is involved in the complete turnkey installation services for Cable Laying works (Power/ Control Fiber etc), HVAC System's installation, Fire/ Control/ Safety installation services etc. Also we have in-house workshop for fabrication works.

Solution Concern is a Professional Supply & Service Provider since more than last two decades. Solution Concern founding principle of providing first-class customer service has always been its top priority and the company remains dedicated to achieving the very highest levels of customer satisfaction in every project that it undertakes. Health, Safety & Environment, HSE is an integral part of our activities. We are committed to meet statutory environmental standards, while carrying out company activities. An effectual housekeeping and waste disposal program is an essential aspect of work site.

OUR VISION:

Consistently raising the bar is our persistent aim at SOLUTION CONCERN. We compete with ourselves every day because we have set very high standards for ourselves and we have to live up to that. We have to guard our reputation built on high standard of work delivered to our clients. We believe in a work environment that encourages new ideas, innovations and growth.

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THE HR POLICES & PROCEDURE MANUAL

This document sets out the framework of the HR Policy used within Solution Concern. Solution Concern is committed to implementing all legal, legislative and regulatory obligations related to HR as well as Quality, Health, and Safety and Environmental policies. Solution Concern operate an effective HR and QHSE Management Systems, to pursue continual improvement through internal audit, management review programs. Solution Concern is committed to implement all legal, legislative and regulatory obligations related to HR, as govern and dictated by relevant local, governmental and associate's client requirements.

➤ PURPOSE / POLICY

Solution Concern Human Resources Policy and Procedure Manual ("Manual") provides management with an approach to administering personnel, payroll and human resource department policies and procedures.

1. The Manual will be distributed all current and new employees. The Manual applies to employees and volunteers
2. In response to updated regulations, laws, personnel, payroll and human resources best practices, the Manual is subject to change at any time. Updates will be brought to the immediate attention of the appropriate groups of employees and/or volunteers.
3. This Manual is available to employees and an up to date copy will be kept at each office / department location.

Legal Requirement & Evaluation of Compliance

The purpose of this procedure is to ensure that Solution Concern has evaluated and identified the Local/ Provincial and National Laws and Regulations and agreements with public Authorities according to internal requirements that are relevant to its activities and services.



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➤ PURPOSE / POLICY

This procedure indicates the laws and regulations established at the Local/ Provincial and National level and which applies to HR aspects of SOLUTION CONCERN activities and services.

➤ RESPONSIBILITY

- a. HR Manager is responsible to update all legal requirements.
- b. HR Manager is responsible to evaluate the legal compliance and update the HR System accordingly.

➤ PROCEDURE

1. The HR Manager is responsible for tracking and evaluation of the impacts of laws and regulations related to Solution Concern activities and services and maintain Compliance Records.
2. This HR procedure will be reviewed on annual basis.
3. HR Manager will provide information of applicable laws and regulations to appropriate personnel with in Solution Concern.
4. HR Manager will compile and maintain copies of applicable laws & regulations and will ensure ready access to any other legislation.

HUMAN RESOURCES RECORDS

➤ PURPOSE / POLICY

To ensure the proper handling of confidential information and paper records pertaining to employees and their personnel matters.



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➤ PROCEDURE

1. Records should be secured in locked file cabinets and access will be controlled by HR.
2. At no time should employee files leave the premises.
3. HR is responsible for creating and maintaining employee personnel files. Main employee file should have a separate file for each employee, and include the following information:
 - a. Employment application (or résumé and cover letter)
 - b. Job title & Job description
 - c. Hire date
 - d. Employment offer letter (signed acceptance by employee); contracts, if applicable
 - e. Employee signature acknowledging review of Solution Concern policies and receipt of employee handbook
 - f. Forms relating to employee benefits / responsibilities
 - g. Performance appraisals
 - h. Salary history
 - i. Substantiated complaints from customers and/or co-workers
 - j. Awards or citations for excellent performance
 - k. Records of attendance or completion of training programs
 - l. Discipline
 - m. Grievances
 - n. Performance goals
 - o. Scheduled training and completed training records
 - p. Documents relating to the worker's departure from the company (such as reasons why the worker left or was fired, unemployment documents, insurance continuation forms, and so on)
4. Employees are responsible for notifying HR Team immediately if there is a change in any of the following information:
 - a. Legal Name
 - b. Home Mailing Address
 - c. Telephone Numbers
 - d. Marital Status
 - e. Number and Names of Dependents if applicable for benefit or tax coverage
 - f. Emergency Contacts
 - g. Beneficiary Changes



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- h. Driving record or status of driver's license, if you operate any Organization vehicles
 - i. Training certificates if a job requirement
 - j. Professional license

5. Failure to inform of personal data changes may have a significant impact on benefits and the ability to contact the employee or a family member in the event of an emergency.

6. Human Resources is responsible for employee files. Managers requiring access to an employee's file should contact the HR Department.

7. Employees should not provide references or any comments, written or verbal, to individuals requesting information on current or former employees. All requests for information should be referred to the HR Team.

8. Only basic employment information, (i.e., dates of employment, title of position held, and confirmation of salary) for employment verifications and those requests meeting legal requirements, will be provided by HR.

9. Detailed personnel information will not be released to anyone outside the Organization without prior written consent by the employee. Exceptions will only be made as required by law / court orders.

10. Employees have the right to review their file contents. Employees may review their own personnel files in the Administration department, on the employee's own time, and in the presence of an individual appointed by the Organization.

11. Former employees may request copies of information contained in their personnel file. The information will be copied at a reasonable cost and returned within 10 working days.

ATTENDANCE

➤ PURPOSE / POLICY

Solution Concern understands occasions arise when an employee must be absent from work. At the same time, it is important for employees to understand that in order for company to operate efficiently, regular attendance of all employees is imperative. Employees need to be present and accountable during their scheduled work time and there are attendance expectations.



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➤ PROCEDURE

- A. **Authorized Absence** - the employee notifies immediate supervisor or designee in advance and obtains approval to be away from or late to work. This includes absences such as vacations, holidays, personal days (academic year employees), etc.
- B. **Unauthorized Absence** – an employee not showing up for work, not calling in, and not having a valid reason for an absence, as determined by his or her direct supervisor. Advance notification of an absence is necessary to make arrangements to handle work in the absence of a scheduled employee.
- C. **Tardiness** – an employee late for work, or leaving early from work on any work day without giving prior notification and receiving approval for the tardiness.
- D. **Excessive Absenteeism/Tardiness** An employee who is chronically or excessively absent or tardy may be subject to disciplinary action up to and including termination.

A non-exempt salaried or hourly employee who does not work or does not work his or her full shift will be paid only for the actual time worked. If an employee has not called in to the immediate supervisor or designee before the start of scheduled work time, the employee will be considered as having an unauthorized absence without pay. Timesheets will be noted accordingly.

JOB DESCRIPTIONS

➤ PURPOSE / POLICY

The Company will create job descriptions, and properly determine exemption status for every job according to the Labour Laws / current local and governmental laws /requirements and procedures. Records will be maintained of all authorized positions within the Organization.

➤ PROCEDURE

The Manager will be responsible for ensuring that employees are performing the tasks included in their jobs or assignments. Each description will include, but not be limited to:

- a. Job's purpose, essential and other functions
- b. Principal duties and responsibilities
- c. Reporting relationship



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- d. Education, credentials, and experience qualifications
- e. Salary scale information

Newly created positions or changes in position qualifications which may result in salary adjustment require a budget review and approval of CEO.

All new or revised job descriptions will be approved by CEO.

PERFORMANCE MANAGEMENT

➤ PURPOSE / POLICY

Evaluate strengths and areas of improvement in performance of all employees in a fair and equitable manner. The Performance Appraisal (PA) process is intended to be a positive experience. Regular, ongoing discussions regarding an employee's job performance are recommended year round.

Performance management is completed to modify staff performance agreements as necessary, assist staff in improving skills and professional competencies and to identify training and development needs.

➤ PROCEDURE

The HR Department will provide notification of upcoming appraisals to the individual responsible for writing an evaluation.

The schedule for performance appraisals are:

- a. Each employee's performance will be evaluated upon completion of the introductory period and at least once annually thereafter. Each Department will determine which month to complete employee evaluations.
- b. Each employees will be evaluated annually.

The Immediate Supervisor will schedule a review with the employee. The Immediate supervisor may require a Self-Appraisal.

The Immediate Supervisor will complete the Performance Appraisal Form summarizing the conversation and Supervisor's and Employee's input.



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Performance appraisals will be placed in the employee's personnel file and may be used for such actions as transfers, promotions, pay adjustments, and salary considerations. Leaves of absence and breaks in services may affect the timing of performance appraisals.

EQUAL EMPLOYMENT OPPORTUNITY

➤ PURPOSE / POLICY

Solution Concern will provide its employees and applicants Equal Employment Opportunities without regard to race, colour, religion, sex, national origin, age, disability (physical or mental), marital status, medical condition, or any other status protected under local or government laws and regulations.

This policy applies to recruiting, hiring, appointment and promotion into all position classifications. The Organization will ensure all personnel will be administered without discrimination.

HARASSMENT

➤ PURPOSE / POLICY

Solution Concern is committed to maintaining a work environment that is free from harassment where employees at all levels of the Organization are able to devote their full attention and best efforts to the job. Harassment, of any kind, either intentional or unintentional, will not be allowed in the workplace. Solution Concern prohibits, and will not tolerate any form of, harassment of or by any employee or individual within the Organization.

PERSONS WITH DISABILITIES

➤ PURPOSE / POLICY

Solution Concern will not discriminate in employment opportunities or practices, including recruitment, hiring, promotion, training, layoff, termination, compensation, benefits, or other employment related activities. The Organization complies with all applicable local and governmental laws in this regard.



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➤ PROCEDURE

1. Employment opportunities will be afforded to persons with disabilities who are qualified to perform the essential functions of the job with or without reasonable accommodation.
2. The HR Department will be responsible for implementation of guidelines and operational procedures related to ensuring Organization compliance with the relevant procedures.
3. Employees who experience a disability may be entitled to leave under the policy.

CONFLICT OF INTEREST

➤ PURPOSE / POLICY

Solution Concern conducts business ethically and avoids conflicts of interest including the appearance of such conflicts. All persons involved in the Organization operations have an equal obligation to avoid conflicts of interest.

➤ PROCEDURE

1. Employees are expected to report conflicts of interest to Top Management / CEO immediately upon discovery or suspicion of the conflict. The management will make a determination as to whether the conflict is significant and needs to be addressed. Some Examples of conflicts of interest are listed below (not an exhaustive list – employee should use their common sense for same):
 - a. An employee who is employed by or has financial interest in an outside business that competes with the activities of the Organization.
 - b. An employee who is employed by or has financial interest in an outside business that is a purchaser or supplier of goods or services to the Organization.
 - c. An employee who is employed by or has financial interest in an outside business involvement or employment that interferes with the ability to devote necessary attention to the responsibilities at the Organization.



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- d. Purchase inducements (gifts, premiums, money, goods, or services) from vendors that benefit the employee personally (directly or indirectly) or are unauthorized or questionable in nature.
2. Members of the any public, private or non-profit organization funded by Solution Concern or members of any major policy advisory bodies, are not eligible for employment with the Organization.
3. Solution Concern expects employees to conduct business in accordance with relevant policies, procedures, and laws and to refrain from any illegal, dishonest, or unethical conduct.
4. Disregarding or failing to comply with this standard of business ethics and conduct could lead to disciplinary action, up to and including possible termination of employment.

WHISTLE BLOWING POLICY

➤ PURPOSE / POLICY

The company does not tolerate any unlawful and unethical activity and vows to take appropriate action to ensure compliance with law and safeguarding the interest of all stakeholders.

The purpose of this Policy is to create an environment at Solution Concern whereby the employees/ vendors/ service providers/ concerned are encouraged to reveal and report, without any fear of retaliation and discrimination, about any fraudulent, unethical or malicious activity, which in their opinion may cause financial or reputational loss to the Company or our Stakeholders or Partners.

➤ PROCEDURE

Ensure that all employees can raise concerns without fear of retribution and with full confidence that their identities will not be revealed. Whistle Blowers should be able to report such case(s) without any reservations of retribution, such as fear for the loss of job, discrimination, victimization, harassment, etc.



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Provide a swift and confidential process for rectifying malfeasance wherever and whenever it occurs in the company.

If an employee has knowledge of or a concern of illegal or dishonest fraudulent activity, the employee is to contact his/her immediate supervisor or the HR Manager.

Whistle Blowing is one of the effective techniques used for prevention / detection of the likely attempt(s) of defrauding the organization and other malpractices by its employees, customers and/or other parties. It mobilizes the employees to communicate their suspicions and reasonable doubts to the management about malicious activities without fear and prejudice.

Therefore, all employees are encouraged to report any such activity or act / misconduct that may cause financial or reputational loss to the bank.

- Examples of illegal or dishonest activities are violations of federal, state or local laws; billing for services not performed or for goods not delivered;
- and other fraudulent financial reporting.

The employee must exercise sound judgment to avoid baseless allegations. An employee who intentionally files a false report of wrongdoing will be subject to discipline up to and including termination.

TRAINING POLICY

➤ PURPOSE / POLICY

Department Head/ MR or Manager HR shall identify and implement training programs related to the HR and QHSE systems at the beginning of each year.

Concerned Department Heads shall identify training requirements for the personnel of their respective facilities in the beginning of each year.

Concerned Department Head shall also identify the requirement for any additional training that may be required on change of situation.



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➤ PROCEDURE

Competency of the personnel is assessed on the basis of their education, experience, skill and training before they are assigned the responsibilities in the System.

➤ Requirements

Training requirements may be identified from the following:

- Change in job description.
- Induction of new personnel.
- Introduction of new technology.

➤ Training Categories

Different types of training requirements are recognized as set out in the following paragraphs.

• Orientation

Orientation is provided to all newly appointed member of the company. Such sessions are organized by the HR, requested by the Departmental Managers and Conducted by either HR or Departmental Manager or his designated. The purpose of this session is to give general awareness about Solution Concern's policies.

• On-the-job Training

This training is provided by personnel who are competent in the subject task and are considered by the Department Heads as being able to impart such skills to another person.

• Formal Training

This training is provided when on-the-job training is considered inappropriate or inadequate by the Department Head. When the need for formal training is identified, suitable qualified individual or organization shall be appointed to prepare and conduct the training program.



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- **Quality, Health, Safety and Environment System Training**

The HR or his designee shall arrange training programs for new employees who shall be made familiar with the requirements of the System.

- **Toolbox Talk/ Safety Talk**

All personnel involved in operational activities, especially workers, shall be made aware through Toolbox Talk/ Safety Talk routine sessions. This activity shall be provided regularly before the work is started. Although, frequency can be decided by the Department/ Area In-charge.

