


SECTION 1: WORKPLACE ETHICS & DISCIPLINE

	HR POLICY & PROCEDURE	Revision Date: August 15th, 2020
	Human Resources Department	Revision No: 01
Purpose	To develop a disciplined workforce and ensure proper order at the workplace through corrective behavior.	

Scope:

This policy applies to all permanent and contractual employees of the Head Office.

General Guidelines:

1. All employees should respect their colleagues.
2. Any kind of discriminatory behavior, harassment or victimization by one employee against other employee, client, vendor etc. won't be tolerated.
3. Employees should refrain from using foul, offensive or abusive language with anyone.
4. Employees should avoid using words, phrases or tones that reflect prejudiced, stereotyped or discriminatory views of particular people or groups.
5. Employees should refrain from shouting or fighting with colleagues, vendors or customers.
6. Employees should encourage other coworkers to share their valuable ideas.
7. Employees should help out newcomers by introducing them to other colleagues.

OFFICE TIMINGS:

Day	Working Hours	Break Time
Monday-Thursday	9:00 AM – 6:00 PM	1:30 PM – 2:30 PM
Friday	9:00 AM – 6:00 PM	12:45 PM – 2:30 PM
Saturday	9:00 AM – 1:30 PM	-

Guidelines:

1. Each late arrival (late than 9:15 AM) or early departure (before 5:45 PM) more than 4 times during a month shall lead to deduction of half day (Casual Leave or Annual Leave or Salary). However, in such case, where the employee is frequently late or absent without permission; he/she may be considered for a strict disciplinary action.
2. In case an employee is arriving late or leaving early due to Official Duty (OD) the employee shall request through HR portal.
3. Late sitting is discouraged and considered as an indication of lack of work planning.
4. Punctuality at internal or external meetings/trainings/seminars must be observed.

DRESS CODE POLICY:

In order to reflect a professional ambiance at workplace, it is appropriate to observe certain classification with respect to the general appearances. By virtue of this communication, employees of Mahmood Group are being informed of the dress and appearance code that one needs to observe while being in office business premises or while representing at any other/outside location.

Guidelines:

1. All male employees up to Management level should wear decent attire comprising polo shirt or dress shirt with or without necktie and straight trousers with proper shoes.
2. All female employees are expected to carry themselves in an elegant manner remaining within social and professional circumferences.
3. All the mentioned dress adhering norms are to be observed from Monday to Thursday. However, Shalwar Kameez is permitted on Fridays.
4. Working Saturdays are to be observed as casual dress days; wherein Shalwar Kamiz or Jeans/ T-Shirts can be worn remaining within the norms of decency.

Inappropriate Dressing/ Prohibitions/Exclusions:

1. Torn, stained, wrinkled, dirty and frayed clothing.
2. T-shirts, shirts with inappropriate slogans, logos, pictures, cartoons.
3. Cargo/ Sweat Pants, sweatshirts, T-shirts without collar.
4. Flashy athletic shoes, joggers, sneakers other than Saturdays.
5. Flip-flops or slippers.
6. Facial beards must be properly trimmed.

Enforcement/Implementation:

Department Managers and HODs are responsible for monitoring and enforcing this policy. The policy will be administered according to the following action steps:

1. If questionable attire is worn in the office, the respective HOD will hold a personal, private discussion with the employee to advise and counsel the employee regarding the inappropriateness of the attire.
2. If an obvious policy violation occurs, the HOD will hold a private discussion with the employee and ask the employee to go home and change his/her attire immediately.
3. Repeated policy violations will result in disciplinary action, up to and including termination.

CLEAN DESK POLICY:

To ensure privacy and security control so that all sensitive and confidential data, whether on paper, storage media or hardware is properly secured and protected from unauthorized view. This policy reduces the risk of unauthorized access, loss and damage to information during and outside of normal business hours or when workstations are left unattended and also saves time.

Guidelines:

1. At the conclusion of every working day, employees are expected to clean their desks and ensure that all sensitive/ confidential information in hardcopy or electronic form is secured and always from prying eyes.
2. Documents, loose papers, writing pad and post-it notes containing sensitive data and critical business cards ought to be filed or placed in the appropriate cabinet/ drawers at the end of the day and /or whenever the employees are away from their desks for an extended period.
3. Laptops/PCs must be locked whenever employees are away from their desks and must be shut completely down at the end of the working day.
4. File cabinets containing restricted or sensitive information must be kept closed and locked when not in use or when not attended.
5. Keys used for access to restricted or sensitive information must not be left unattended. Also the passwords must not be left written down in an accessible location.
6. Data consisting of confidential information must be password protected and the password must be shared only with the relevant individuals.
7. Treat mass storage devices such as CD ROM, DVD, USB drives as sensitive and secure them in a locked drawer. All printers and fax machines should be cleared of papers as soon as they are printed; this helps ensure that sensitive documents are not left in printer trays for the wrong person to pick up.
8. Restricted or controlled documents must be shredded upon disposal.
9. Other personal and official stuff / stationery items should be kept organized at the work desks.
10. While leaving office all must ensure to clean their desks and make sure no loose paper or document is left; everything should be left arranged.
11. Managers/HODs must verify compliance with this policy through various methods including periodic walk-throughs.