

Employee Conduct

General Misconduct

PSDF is committed to provide its employees with a progressive and healthy work environment congenial to employee performance and is in line with corporate norms. All employees working full time for the Company should not engage in any other active profession, trade, business activity with remuneration or otherwise or enter the service or to be employed by any person or firm or assist in any business owned by his/her spouse or parents without approval of the appointing authority. Please see Annexure 4.1 for policy description, policy procedure, policy scope and exceptions.

Gross Misconduct

PSDF is to address problems with employees' gross misconduct by taking corrective measures in the best interest of the company promoting consistent and fair disciplinary action process when needed.

Harassment

PSDF prohibits harassment in employment based on sex, race, color, religion, age, national origin, disability, or any other factor prohibited by law applicable to an individual's employment with PSDF. Harassment in employment can occur and is prohibited, both in the workplace and off the premises, including at social activities conducted or sponsored by PSDF.

All PSDF personnel must comply with this policy and violations will result in disciplinary action. PSDF will not condone any harassment of an employee by any personnel or vendor or other business entity whose relationship to the employee is through the business of PSDF. Please see Annexure 4.3 for policy description, policy procedure, policy scope and exceptions.

Theft or Misappropriation of Funds

PSDF expects its employees to report suspected or actual thefts involving its property or funds owned, promptly. This policy establishes a uniform method of reporting suspected and actual thefts involving property or funds either owned or controlled by PSDF. Please see Annexure 4.4 for policy description, policy procedure, policy scope and exceptions.

Smoking

PSDF employs a nonsmoking policy. The policy covers all areas within the premises of PSDF except the designated areas. Please see Annexure 4.5 for policy description, policy procedure, policy scope and exceptions.

Handling of Confidential Information

PSDF expects all employees responsible for protecting the confidential information from unauthorized disclosure whether internal or external, deliberate, or accidental. Every employee during their engagement with PSDF will be handling or will have access to information some of which will be confidential in nature. Please see Annexure 4.6 for policy description, policy procedure, policy scope and exceptions.

Dress Code and Attire

The aim of this policy is to ensure that employees maintain professional dress code that portrays PSDF values. The dress code followed by employees also needs to comply with sensitivity of local cultural ethos. Please see Annexure 4.7 for policy description, policy procedure, policy scope and exceptions.



Gifts

Employees during their work may need to interact with suppliers, customers, and other stakeholders. During such interaction there may be situations when employees are offered gifts on social occasions, religious festivals or for any other reasons. Employees need to distinguish between small gifts that are given according to social norms and high valuable gifts that are probably given to influence decisions taken by the employee while at work. Please see Annexure 4.8 for policy description, policy procedure, policy scope and exceptions.

Undue Advantage & Abuse of Power

Personal relationships and the potential for abuse of power can be a very real problem in institutions like PSDF. Consequently, it is incumbent on such institutions to have well developed, carefully written and well publicized policies and procedures that define and prohibit conflict of interests, relationships and accompanying abuse of power. Additionally, these policies and procedures should provide for prompt corrective action and fundamental fairness to all concerned. Please see Annexure 4.9 for policy description, policy procedure, policy scope and exceptions.

Assault

It is the policy of PSDF that no member of PSDF may threaten the health and safety of a member of the PSDF community, of any person on PSDF property or at a PSDF sponsored or supervised activity, by committing an assault. Any assault of the PSDF member by another member of the community may lead to disciplinary action. Please see Annexure 4.10 for policy description, policy procedure, policy scope and exceptions.

Drug and Alcohol Abuse at Workplace

PSDF ensure that all employees at PSDF, have a work environment which is free of alcohol and drug use/abuse. PSDF is committed to provide its employees a safe and healthy workplace that is free from alcohol and drug usage and effectively deal with any abuse at workplace under the influence of alcohol or drug or both. Please see Annexure 4.11 for policy description, policy procedure, policy scope and exceptions.

Technology and Software Usage

All employees are provided with official technology resources and software access for official work. Employees need to ensure that such facilities are restricted to official work purpose and all data transmitted electronically must meet the data security requirements of PSDF. Please see Annexure 4.12 for policy description, policy procedure, policy scope and exceptions.

Grievance Administration

PSDF is committed to providing a safe, harmonious, supportive, and productive environment for its employees— free from unfair treatment, discrimination, harassment, vilification, bullying and conflict. The emphasis is on resolving problems as close as possible to the source and directing complaints to the most appropriate resolution mechanism for a specific grievance. Please see Annexure 4.14 for policy description, policy procedure, policy scope and exceptions.

Annexure 4.1

Introduction

- To assist the employees, understand when a behavioral issue, performance problem, or opportunity for improvement exists during employment.
- To highlight and categorize that the determinants of Corrective or Disciplinary Action to be taken are just and equitable.

Scope:

This policy is applicable to all regular and contractual employees at PSDF.

Policy Description:

Disciplinary Action

For this policy, Disciplinary Action may be referred to as a formal action taken to address workplace performance and/or conduct deficiencies that are negatively affecting an employee's productivity and overall contribution to the organization. Disciplinary Action in case of general misconduct can involve one, any of these or all the following progressive stages explained in detail in the "Procedure" section of the policy:

- Verbal Warning/Counselling
- Written Warning Letter
- Suspension
- Termination

Performance Deficiency

Every employee is expected to maintain certain standard of performance. An employee's Job Description (JD) and annual Performance Appraisal Form set out the objectives and deliverables in every job. Furthermore, the Performance Appraisal Policy outlines the mechanism for a formal review and assessment of an employee's work performance in quantifiable and measurable terms. If an employee either has a deficiency in performance or fails to sustain acceptable level of performance during employment, then formal corrective actions may be considered through Performance Improvement Plan (PIP) of performance management system.

General Misconduct

Every employee is also expected to maintain certain standard of professional behavior and conduct, examples of which are detailed in the company's "Code of Conduct" and Employee Service Rules.

Furthermore, following areas can be categorized as general misconduct and are subject to formal disciplinary action.

- ❑ Failure to compliance with Company Policies.
- ❑ Non-compliance or violation of applicable laws and regulations.
- ❑ Official Dress Code Violation.
- ❑ Uninformed and unauthorized Absences.
- ❑ Punctuality Issues.
- ❑ Misuse of Company Property.
- ❑ Violation of I.T. Policy.
- ❑ Violation of General Employee Conduct as per "Company Code of Conduct".
- ❑ Chronic negligence.
- ❑ Engaging directly or indirectly, without PSDF's permission in any other business or paid occupation, whilst in the services of PSDF.
- ❑ Refusing to receive any official memorandum or communication addressed to

her/him by management/superiors.

- ❑ Any other contractual violation
- ❑ Making commitments on behalf of PSDF beyond the scope of the delegated authority.
- ❑ Improper or unprofessional behavior with a customer or other employees.
- ❑ Keeping or posting inappropriate material in work area or accessing inappropriate material on official computers.
- ❑ Insubordination: Deliberately disobeying instructions from line management without a valid rationale or justification.
- ❑ Incapacitation of alcohol or any other addictive drugs (unless prescribed by a medical practitioner) during official business either inside or outside company premises.

Procedure Description:

The procedure to be followed for implementation of Disciplinary Action involves the following progressive stages:

Verbal Warning/Counselling

Verbal Warning/Counselling is the first phase in the Disciplinary Action process. Once an Employee demonstrates unsatisfactory levels of performance or conduct that may be classified as breach of conduct, the Line Manager in consultation with HR shall have the authority to issue a verbal warning. This may involve a private discussion during which the Manager shall describe the problem, state the necessary corrective action, and highlight the time for the rectification of the problem. The verbal warning discussion must be documented in the form of an email to be sent to the employee and this communication shall describe the problem, reason(s) behind it as per the employee's justification, and a timeline for correction.

Written Warning Letter

Written Warning Letter is the second phase of Disciplinary Action and shall only be undertaken when an Employee has already been issued a verbal warning and necessary steps have not been taken by him/her to rectify the problem within the time span set by the Line Management (Line Manager and/or Department Head) and the problem persists. Depending on the scenario, prior to the issuance of a formal warning letter, a show cause notice may be issued to the employee, giving him/her a chance to justify his/her stance. If the employee either fails to respond within the timeline specified in the show cause notice or provides an unsatisfactory answer, then the written warning letter shall be issued. Written warning letter shall be issued by HR in consultation with the Line Management and a copy of written warning letter is to be placed in the employee's personnel file for a period of at least 12 months from the date when the warning letter was issued. HR may appoint a disciplinary committee or enquiry officer to evaluate the disciplinary case depending upon the nature of complaint and/or show cause response who can recommend further actions to proceed with.

Suspension

Suspension of employment without pay may be attempted by disciplinary committee or enquiry officer in a situation where it is required that an employee cannot return to the workplace until the investigation is completed and the final decision has been made. Suspension is appropriate when the previous two efforts to correct unsatisfactory work performance or conduct have failed and the conduct may be now classified as gross misconduct. It is also appropriate as a corrective and disciplinary action since the immediate supervisor and HR consider the unsatisfactory work performance or conduct to be serious enough to warrant a severe penalty. Suspension may eventually lead towards termination of employment. During the period of suspension, the employee concerned shall be paid a subsistence allowance of not more than 50% of his salary plus



allowances. If he is found not guilty, he shall be deemed to be on duty during the period of suspension and entitled to the same salary, as he would have received- had he has not been suspended. In case the guilt is proven, there will be no remission in the deductions made in the salary.

Termination of Employment

The termination of employment is the final disciplinary action and will only take place if:

- 1) The employee performance does not improve despite verbal and written warnings or because of PIP.
- 2) The employee conduct does not improve despite verbal and written warnings.
- 3) The employee's performance or conduct reverts to unsatisfactory level within 6 months after the expiration of written notice.

General Guidelines

- Verbal and Written Warning must be issued for a specific time for rectification of the misconduct or performance deficiency.
- Under no circumstances shall the line management directly issue an official warning letter on company letterhead to the concerned employee, all formal communications to the employee on company letterhead are to be made through HR Department.
- The final authority to terminate the employment as per the disciplinary process rests with the Head of HR in due consultation with the respective Department Head and after approval of CEO.
- In case of Termination because of Disciplinary Action, the affected employee shall be notified in writing of the reason and effective date for Termination.

Annexure 4.2

Introduction:

- To assist the employees to understand gross misconduct and its repercussions during employment.
- To highlight and categorize that the determinants of Disciplinary Action to be taken are just and equitable.

Scope:

This policy is applicable to all regular and contractual employees at PSDF.

Policy Description:

Disciplinary Action

For this policy, Disciplinary Action may be referred to as a formal action taken to address workplace gross misconduct. Disciplinary Action in case of gross misconduct does not involve the following:

- Verbal Warning
- Written Warning Letter

Gross Misconduct

Gross misconduct is a serious breach of Company Policies and Code of Conduct resulting in a breakdown of the relationship of trust and confidence between the employer and the employee. In case of Gross Misconduct, the services of an employee can be terminated without notice or any previous warnings.

Gross Misconduct includes but is not limited to:

- 1) Unauthorized Disclosure of salary or any other confidential information.
- 2) Fraud, Theft, or Embezzlement of Company Funds
- 3) Submission of forged or fake academic certificates/transcripts, previous employment verification documents as per Company's Recruitment policy.
- 4) Submission of tempered or fake expense claims of any kind.
- 5) Submission of fake or forged medical certificate supporting Sick Leave Application.
- 6) Submission of fake or forged employment experience letter to another entity.
- 7) Committing an act of violence or assault (physical or verbal), whilst on the company premises or whilst engaged in official business.
- 8) Possession of unauthorized firearms or any other lethal weapons in company premises.
- 9) Sexual harassment.
- 10) Conflict of Interest.
- 11) Unauthorized access to Company's confidential information.
- 12) Tampering Company's documents.
- 13) Recurrence of behavior on which employee is still under observation after being issued a written warning letter.

Procedure Description:

The procedure to be followed for implementation of Disciplinary Action for gross misconduct involves the following:

- On the occurrence of an alleged act of gross misconduct, the employee will be informed, in writing, by the Manager Human Resources through show cause notice, and will be given an opportunity to explain, in writing, the circumstances of gross misconduct alleged against him, within the time specified in show cause. On the receipt of the explanation, the HR may either designate an officer or disciplinary action committee to inquire into the alleged misconduct or dispense with the inquiry & impose punishment, if in his/her opinion sufficient ground exists to impose penalty.
- Suspension of employment without pay may be attempted by the inquiry officer or disciplinary action committee in a situation where it is required that an employee cannot return to the workplace until the investigation is completed and the final decision has been made. Suspension is appropriate when the previous two efforts to correct unsatisfactory work performance or conduct have failed and the conduct may be now classified as gross misconduct. It is also appropriate as a corrective and disciplinary action since the immediate supervisor and HR consider the unsatisfactory work performance or conduct to be serious enough to warrant a severe penalty. Suspension will eventually lead towards termination of employment. During the period of suspension, the employee concerned shall be paid a subsistence allowance of not more than 50% of his salary plus allowances. If he is found not guilty, he shall be deemed to be on duty during the period of suspension and entitled to the same salary, as he would have received-had he not been suspended. In case the guilt is proven, there will be no remission in the deductions made in the salary.
- The inquiry officer or disciplinary action committee is to carryout detailed inquiry and submits its report to HR Department for further proceedings within one week and proposed penalty to be imposed against the accused. With the approval of CEO, HR will issue the order letter.
- While recommending punishment, the Inquiry Officer or disciplinary action committee shall consider the gravity of misconduct, previous record of the employee, and any other circumstances that may exist at the time of misconduct.
- A copy of the order shall be delivered to the employee concerned by hand or through registered mail
- HR in consultation with CEO is to award the penalty or otherwise to the employee
- An employee who is found guilty may be subjected to one or more of the following penalties depending on the gravity of the offence/misconduct:
 - I. Reprimand
 - II. Postponement or stoppage of increment
 - III. Forfeiture of pay for any period of unauthorized absence from duty
 - IV. Recovery from pay, gratuity or any other benefit, of the whole or part of any pecuniary loss caused to PSDF by employee.
 - V. Removal from service or call upon the employee to resign from service.

General Guidelines

- It is expressly prohibited for an employee to retaliate against employees who bring sexual harassment charges or assist in investigation charges. No employee will be discriminated against, or terminated, because of assisting in investigation of a complaint of sexual harassment.
- Under no circumstances shall the line management directly issue an official warning letter or show cause notice on company letterhead to the concerned employee, all formal communications to the employee on company letterhead are to be made through HR Department.
- The final authority to terminate the employment as per the disciplinary process rests with HR in due consultation with the respective Department Head and after approval of CEO.
- In case of Termination because of Disciplinary Action, the affected employee shall be notified in writing of the reason and effective date for Termination.
- Section 3 of The Punjab Employees Efficiency, Discipline and Accountability Act 2006/ Grounds for proceedings and penalty. – An employee shall be liable to be proceeded against under this Act if he is–
 - (i) inefficient or has ceased to be efficient for any reason; or
 - (ii) guilty of misconduct; or
 - (iii) guilty of corruption or is reasonably considered to be corrupt; or
 - (iv) engaged or is reasonably believed to be engaged in subversive activities, and his retention in service is prejudicial to national security or is guilty of disclosure of official secrets to any unauthorized person.

Annexure 4.3

Introduction:

It is the policy of PSDF to prohibit harassment in employment based on sex, race, color, religion, age, national origin, disability, or any other factor prohibited by law applicable to an individual's employment with PSDF. Harassment in employment can occur and is prohibited, both in the workplace and off the premises, including at social activities conducted or sponsored by PSDF.

All PSDF personnel must comply with this policy and violations will result in disciplinary action. PSDF will not condone any harassment of an employee by any personnel or vendor or other business entity whose relationship to the employee is through the business of PSDF.

Scope:

The policy applies to all employees of PSDF

Policy Description:

Harassment or discrimination against community members in connection with his/her work by another member also may be a violation of this policy. Any member who experiences or observes any harassment or discrimination against a member by anyone should report such harassment to his/her supervisor or department head.

SEXUAL HARASSMENT

- Sexual harassment is defined as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment, submission to or rejection of such conduct by an individual is used as the basis for employment decisions affecting such individual, or such conduct has the purpose or effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile, or offensive working environment.
- Sexual harassment may include, but is not limited to, intentional physical conduct that is sexual in nature, such as touching, pinching, patting; sexually oriented gestures, noises, remarks, jokes, or comments about a person's sexuality or sexual experience; repeated unwelcome requests for a romantic relationship; and displaying pictures, posters, calendars, graffiti, objects, promotional materials, reading materials or other materials that are sexually suggestive, sexually demeaning or pornographic. Basing an employment decision or implying that it will be based on an employee's submission to, or rejection of sexual overtures is prohibited.
- "If any person demands sexual favor or uses verbal or non-verbal communication or physical conduct of a sexual nature to annoy, insult, intimidate or threaten the female at the workplace, with the intent of unreasonably interfering with work performance is liable to be punished with imprisonment for three years or with fine or with both under Section 509 of the Pakistan Penal Code, 1860"

- PSDF has an inquiry committee in place to address harassment issues as per the “Protection against Harassment of Women Act 2010”.

HARASSMENT OTHER THAN SEXUAL HARASSMENT

- Harassment, other than sexual harassment, is verbal or physical conduct that denigrates or shows hostility or aversion to an individual because of gender, race, color, religion, age, national origin, disability, or any basis prohibited by law when such conduct has the purpose or effect of unreasonably interfering with an employee’s work performance, creating an intimidating, hostile, or offensive work environment, or otherwise adversely affects an individual’s employment opportunities.
- Harassment may include, but is not limited to, verbal abuse, ridicule, including slurs, epithets, and stereotyping, offensive jokes, and comments; threatening, intimidating, or hostile acts; and displaying or distributing offensive materials, writings, graffiti, or pictures.

Procedure Description:

If any employee believes prohibited harassment has occurred, or if any employee has questions concerning this policy, he/she should notify Line Manager and Head of HR immediately. Employees are encouraged to report potential harassment before it becomes severe or pervasive. Reports will be investigated impartially, and any appropriate corrective action will be taken, including discipline, for inappropriate conduct. Complaints will be handled confidentially, except as necessary for investigation and resolution. This policy prohibits retaliation, harassment, or other adverse action because of making a complaint, assisting in an investigation, opposing harassment, or otherwise exercising rights protected by law.



Annexure 4.4

Introduction:

PSDF expects its employees to report suspected or actual thefts involving its property or funds owned, promptly.

Scope:

The policy applies to all regular employees of PSDF

Policy Description:

- ☑ This policy establishes a uniform method of reporting suspected and actual thefts involving property or funds either owned or controlled by PSDF.
- ☑ When a theft of PSDF property or funds (owned or controlled by the PSDF) may be occurred or shall be suspected, the PSDF unit responsible for the property/funds shall promptly report the incident to the Administration Department following the discovery.
- ☑ The affected unit shall be required to file a police report with the appropriate local authorities if:
 - the number of incidents, as determined by the Administration Department, identifies a branch trend or an on-going problem within a department or building.
 - the value/amount of the property/funds would constitute a felony under legal statutes.
 - an incident needs to be investigated by police authorities due to the limited resources, jurisdiction, or technical expertise of the Administration Department.

A unit shall have the option to file a police report for any criminal offense that does not meet the criteria listed above.



Annexure 4.5

Introduction:

PSDF employs a nonsmoking policy.

Scope:

The policy covers all areas within the premises of PSDF except designated areas specified by the Administration Department.

Policy Description:

- ☒ Smoking is not permitted, including the use of electronic cigarettes, on the premises at any time except designated areas specified by the Administration Department. Smoking is accepted to be harmful to the health of those who smoke and those around them (passive smokers). Consequently, smoking while on company premises will be considered as gross misconduct and will render an employee liable to disciplinary action.
- ☒ Smokers who need to take breaks should do so during their allotted breaks.
- ☒ No special privileges will be afforded to smokers. Excessive smoking breaks will be regarded as absenteeism and disciplinary action may be taken.
- ☒ Any breach of this policy should be brought to the notice of immediate line manager / Human Resource.

Annexure 4.6

Introduction:

Every employee during their engagement with PSDF will be handling or will have access to information some which will be confidential in nature.

Scope:

This policy includes all Data and information that are confidential in nature and generated or accessed while being employed at PSDF.

Policy Description:

GUIDELINES FOR PRACTICE

Employees must not access any confidential information held in any form when they have no proper reason to do so in the course of their duties. When dealing with information of any nature, Employee must be aware of their personal responsibility and undertake to abide by the policies and procedures of PSDF.

Personal information

☐ Personal information may relate to Employee, Trainees, external contractors and third parties. To ensure the confidentiality of personal information, the following guidelines must be adhered to:

- Access to areas, departments or offices containing confidential information must be restricted to authorized personnel only.
- Staff must not access personal information of others for which they have no proper reason to do so in the course of their duties. This includes own records.
- Any request for Employee information from an external agency should be passed on to HR department.

Corporate information

☐ Employees must ensure that corporate/business information is only viewed by those who need to see it in line with their role. Confidential information must not be left unattended unless in a secure environment.

Best Practices to Ensure Confidentiality: Employees are required to follow the best practices as outlined below to ensure confidentiality.

Electronic records

☐ All-important files should be password protected. Passwords must be constructed to minimize the possibility of either being memorized or generally able to guess easily by a hacker or colleague.

Employees must change their password at regular intervals or at any time they suspect that their password has become known.

Employment Contracts

- ☒ Employee contracts contain a statement enforcing the duty to respect the confidentiality of information.
- ☒ Where contractors and external parties are engaged, the contracts between the PSDF and these third parties must contain clauses to ensure that contract staff is bound by the same obligations as PSDF staff.
- ☒ Line Managers / Head of Departments must ensure that staff is made aware of their responsibilities.

Removal or change of access

- ☒ When a member of staff ceases to be employee with PSDF (could be due to resignation, termination or expiry of contract), the manager should ensure:
 - Rights of access to computer systems are withdrawn
 - Ownership of files and documents (held in any format) are transferred to another appropriate member of staff
 - Identity cards are returned
 - Any PSDF's property (e.g., keys) is returned

Unauthorized Access to Information

- ☒ Promptly report any actual or suspected unauthorized access to company's system / Information to:
 - Your manager, and
 - HR Department

Breaches of confidentiality

- ☒ Employees are contractually obliged to abide by this policy. Any breach of confidentiality must be reported to the Head of HR and to the line manager concerned.
- ☒ Any breach of this policy will be dealt with in accordance with the PSDF's Disciplinary Policy.

Annexure 4.7

Introduction:

Workplace attire must be neat, clean, and appropriate for the work being performed and for the setting in which the work is performed.

Scope:

The policy applies to all regular employees of PSDF.

Policy Description:

Line Managers should communicate their department's workplace attire and appearance guidelines to employees during the orientation and evaluation period or during probation. Any questions about the department's guidelines for attire should be discussed with the immediate manager.

GUIDELINES

- ☒ Employees are expected at all times to present a professional, businesslike image to fellow employees, visitors, trainees and the public.
- ☒ Any employee who does not meet the standards will be required to take corrective action, which may include leaving the premises to change clothing.

Rationale for Workplace Attire

- ☒ There are three business-related reasons for implementing workplace attire guidelines:
 - to ensure safety while working.
 - to present or create a professional or identifiable appearance for visitors, customers, trainees, or the public; and
 - to promote a positive working environment and limit distractions caused by provocative or inappropriate dress.
- ☒ Violations of the policy can range from inappropriate clothing items to offensive perfumes and body odor. If an employee comes to work in inappropriate dress, the typical response is to require the employee to go home, change and return to work.

Addressing Workplace Attire and Hygiene Problems

- ☒ Problems with hygiene can be more difficult to address and remedy. If a staff member's poor hygiene is at issue, the supervisor should discuss the problem with the staff member in private to prevent unnecessary embarrassment and should point out specific problems to be corrected.

Annexure 4.8

Introduction:

Employees during their work may need to interact with suppliers, customers, and other stakeholders. During such interaction there may be situations when employees are offered gifts on social occasions, religious festivals or for any other reasons. Employees need to distinguish between small gifts that are given according to social norms and high valuable gifts that are probably given to influence decisions taken by the employee while at work.

Scope:

The policy applies to all permanent and contractual employees of PSDF

Policy Description:

Employees may not accept gifts or lavish entertainment from customers, suppliers, etc., either for themselves or their families. In instances where refusal to accept a gift could be considered as being in poor taste, a gift shall be accepted and handed over to the HR department on the same or next working day. HR will maintain a proper log of all gifts received.

Annexure 4.9

Introduction:

Personal relationships and the potential for abuse of power can be a very real problem in institutions like PSDF. Consequently, it is incumbent on such institutions to have well developed, carefully written and well publicized policies and procedures that define and prohibit conflict of interests, relationships and accompanying abuse of power. Additionally, these policies and procedures should provide for prompt corrective action and fundamental fairness to all concerned.

Scope:

☐ This policy applies to employees, official representatives, and stakeholders of PSDF.

Policy Description:

Definition of Abuse of Power or Undue Advantage from a Position

- ☐ PSDF employees are often involved in situations in which their personal interests are potentially at odds with their official responsibilities. All PSDF employees must be sensitive to the potential for conflict-of-interest situations and act in a manner to minimize such conflicts.
- ☐ The challenge is to develop appropriate institutional policies together with effective procedures for resolving specific complaints. These policies, and their accompanying procedures, must protect all members of the PSDF community from the abuse of power and provide timely, fair processes for persons accused of this misconduct.
- ☐ As defined by “Prevention of Corruption Act” and “the National Accountability Ordinance”.

Responsibility of Community

- ☐ While PSDF encourages relations among all members of the PSDF community: employees, official representatives, and trainees alike have a responsibility to avoid conflict between their professional responsibilities and their personal interests in terms of their dealings or relationships with others. It is the responsibility of every member of the community to avoid potentially compromising relationships with individuals over whom they exercise authority.
- ☐ When in doubt, he or she should approach the HR Department to seek opinion on potential doubt or confusion
- ☐ The employee should never take undue advantage of his or her position for his or her private interest. The employee should not demand or accept gifts, favors, hospitality or any other benefit for himself or his or her family, close relatives and friends, or persons or organizations with whom he or she has or has had business or political relations which may influence or appear to influence the impartiality with which he or she carries out his or her duties or may be or appear to be a reward relating to his or her duties. The employee should not allow himself or herself to be put, or appear to be put, in a position of obligation to return a favor to any person or body. Nor should his or her conduct in his or her official capacity or in his or her private life make him or her susceptible to the improper influence of others. The employee should not offer or give any advantage in any way connected with his or her position, unless lawfully authorized to do so.

Enforcement of Disciplinary Action

- ☐ PSDF is committed to vigorously enforcing its policy against the abuse of power in all relationships among members of the PSDF community. Furthermore, when an employee or official representative has supervisory duties, any personal relationship between that person and those being supervised must be scrutinized. Abuse of supervisory status within any such relationship is a violation of PSDF rules, and, therefore, is grounds for disciplinary action up to, and including, termination of employment.



4.10

Introduction:

It is the policy of PSDF that no member of PSDF may threaten the health and safety of a member of the PSDF community, of any person on PSDF property or at a PSDF sponsored or supervised activity, by committing an assault. Any assault of the PSDF member by another member of the community may lead to disciplinary action.

Scope:

This policy applies to all members of the PSDF community: employees, official representatives, trainees, any third party contracted on behalf of PSDF, all contractors and sub-contractors.

Policy Description:

CONSIDERATION AND RIGHTS OF VICTIMS OF ASSUALT

- ☒ The right to have all assaults against them treated with seriousness and privacy, and the right, as victims, to be treated with dignity.
- ☒ The right to have assaults committed against them investigated and adjudicated by the duly constituted criminal and civil authorities of the governmental entity in which the crimes occurred; and the right of full and prompt cooperation and assistance of PSDF personnel in notifying the proper authorities.
- ☒ The right to be free from pressure that would suggest that the victim:
 - o Report crimes as lesser offenses than the victim perceives them to be.
- ☒ The right to be free from suggestions that assault victims do not report, or under-report, crimes because:
 - o Victims are somehow “responsible” for the commitment of crimes against them.
 - o Victims are contributory negligent or assumed the risk of being assaulted; or by reporting crimes they would incur unwanted personal publicity.
- ☒ The right of full and prompt cooperation from PSDF personnel in responding to the incident.
- ☒ Consideration and Additional Rights to be afforded to PSDF Community Members who are Victims of assaults which occur on PSDF Property after assaults have been reported, the victims of such crimes shall have:
 - The right to require that branch personnel take the necessary steps or actions reasonably feasible to prevent unwanted contact or proximity with alleged assailants.



- The right to be informed of the disciplinary proceedings as well as the outcome of such proceedings.
- The same right to assistance, or ability to have others present, which is afforded to the accused during any PSDF disciplinary proceedings.

DISCIPLINARY ACTION

- ☐ In addition to any criminal or civil actions that may be pending or in process, PSDF reserves the right to pursue separate disciplinary action. Persons found responsible for assault may expect disciplinary actions up to and including dismissal from PSDF

4.11

Introduction:

PSDF is committed to provide its employees a safe and healthy workplace that is free from alcohol and drug usage and effectively deal with any abuse at workplace under the influence of alcohol or drug or both. The policy is not concerned with social drinking or the taking of prescribed drugs for medical purposes, the concern is directed to instances where alcohol or other drug dependence or abuse affects the job performance and or/safety of any employee(s).

Scope:

This policy applies, at the workplace, to all employees of PSDF and includes visitors, Consultants, Contractors and other directly or indirectly working for PSDF inside and outside of normal scheduled working hours.

Policy Description:

- All employees are expected to report fit for duty for scheduled work and be able to perform assigned duties safely and acceptably without any limitations due to the use or after-effects of alcohol, illicit drugs, non-prescription drugs, or prescribed medications or any other substance.
- Off the job and on the job involvements with alcohol or drugs can have adverse effects upon the workplace, the performance, the safety of others, the well-being of our employee's families, and the ability to accomplish the goal of an alcohol and drug free work environment.
- As such, PSDF wants to impress upon all employees that it has zero tolerance for employees who arrive at work under the influence of alcohol or drugs, and / or whose ability to work is impaired in any way by reason of the consumption of alcohol or drugs, or who consume alcohol or drugs on PSDF property.
- PSDF strictly prohibits the use of unlawful manufacture of, sale, purchase, offer to purchase or sell, transfer, distribution, consumption, or possession of drugs or alcohol on PSDF property. To this end, PSDF reserves the right to conduct searches for drugs or alcohol, including, but not limited to, searches of lockers, filing cabinets, desks, packages, etc. which are on PSDF property or in a PSDF facility. Any drugs or alcohol found because of such a search will be confiscated and the occupant or user of the object searched will be subject to disciplinary action, up to and including termination of employment.



ROLES & RESPONSIBILITIES

- ☐ It is the responsibility of all Line Managers / Head of Department to identify a situation in which they have concerns about an individual's immediate ability to perform their job and take appropriate steps.
- ☐ Where necessary, they will remove any employee who is suspected of violating the provisions of this policy from PSDF premises, pending investigation and a decision on appropriate consequences including potential disciplinary action.

GUIDELINES

- ☐ If an employee, visitor, or contractor arrives at the workplace, (on PSDF property) and you have reasonable cause to suspect that the employee, visitor, or contractor is under the influence of alcohol or drugs, the Line Manager shall immediately remove him/her from the work environment.
- ☐ Employees who have prescribed medication are expected to consult with their personal physician or pharmacist to determine if medication use will have any potential negative effect on job performance. They are required to report to their Line Manager / HR if there is any potential risk, limitation or restriction for whatever reason that may require modification of duties or temporary reassignment and provide appropriate medical verification on restrictions in performance of duties.

Any clarification on this policy must be sought from Line Manager in first instance and from Head HR if further clarification is required.



Annexure 4.12

Introduction:

All employees are provided with official technology resources and software access for official work. Employees need to ensure that such facilities are restricted to official work purpose and all data transmitted electronically must meet the data security requirements of PSDF.

Scope:

This policy covers appropriate use of any technology resources provided by PSDF and applies to all employees, vendors, and agents operating on behalf of the company.

Policy Description:

DEFINITIONS

Throughout this policy following definition(s) will apply

- ☐ Technology Resources: Technology Resources consist of all electronic devices, software and means of electronic communication including, but not limited to the following: personal computers and workstations; laptop computers; mini and mainframe computers; computer hardware such as disk drives and tape drives; peripheral equipment such as printers, modems, fax machines and copiers; computer software applications and associated files and data, including software that grants access to external services such as the Internet, electronic mail and telephones.

EMAIL

- ☐ E-mail should mainly be used for formal business correspondence and care should be taken to maintain the confidentiality of sensitive information. Formal memos, documents and letters for which signatures are important, should be issued on company letterhead regardless of whether a physical or electronic delivery method is used.
- ☐ If electronic messages need to be preserved, they should be printed out and filed
- ☐ Limited private use of email is permitted, provided it does not interfere with or distract from an employee's work. However, management has the right to access incoming and outgoing email messages to determine whether staff usage or involvement is excessive or inappropriate
- ☐ Non-essential email, including personal messages, should be deleted regularly from the 'Sent Items', 'Inbox' and 'Deleted Items' folders to avoid congestion
- ☐ all emails sent should include the approved company disclaimer



- ☒ In order to protect the company from the potential effects of the misuse and abuse of email, the following instructions are to be observed by all users.
- ☒ No material is to be sent as email that is defamatory, in breach of copyright or business confidentiality, or prejudicial to the good standing of PSDF in the community or to its relationship with staff, customers, suppliers and any other person or business with whom it has a relationship.
- ☒ Email shouldn't contain material that amounts to gossip about colleagues or that could be offensive, demeaning, persistently irritating, threatening, and discriminatory, involves the harassment of others or concerns personal relationships.
- ☒ The email records of other persons are not to be accessed except by management (or persons authorized by management) engaged in ensuring compliance with this policy, or by authorized staff who have been requested to attend to a fault, upgrade, or similar situation. Access in each case will be limited to the minimum required to complete the task.
- ☒ When using email, a person must not pretend to be another person or use another person's computer without permission.
- ☒ Some of the information to which PSDF has access is confidential. Employees should exercise due care while transmitting confidential information. Employees should verify electronic-mail addresses before transmitting any messages containing such information.

INTERNET

- ☒ The internet is a facility provided for business use. Access is authorized by managers based on business needs. Limited private use is permitted provided the private use does not interfere with or distract from a person's work. Management has the right to access the system to determine whether private use is excessive or inappropriate.
- ☒ The following activities, using internet access are not permitted:
 - Attending to personal activities of a business nature
 - Viewing, other than by accident, sites of incoming emails portraying obscene, violent, defamatory, gross, indecent, sexually oriented, drug orientation, games, humor and unlawful material and material that could cause the company to be in breach of equal opportunity or anti-discrimination legislation, verbally, in writing or pictorially
 - Downloading or printing material as described above

- Showing to others, or allowing to be seen by others, items as described above
- Repeated or prolonged use that is not directly relevant to the user's work
- Introducing computer viruses by failing to follow company IT procedures
- Downloading software from the internet or from unauthorized disks and CD ROMs on to the internal network

☒ Failure to comply with these instructions is a disciplinary offence and is subjected to appropriate investigation. In serious cases, the penalty for an offence, or repetition of an offence, may include dismissal. Staff needs to be continually aware some forms of email conduct may also be open to criminal prosecution.

☒ Access to PSDF's Technology Resources is within the sole discretion of PSDF.

☒ PSDF assumes no liability for loss, damage, destruction, alteration, disclosure or misuse of any personal data or communications transmitted over or stored on PSDF's Technology Resources. PSDF strongly discourages employees from storing any personal data on any of PSDF's Technology Resources.

☒ PSDF may monitor both the amount and time spent using online services and the sites visited by individual employees. PSDF reserves the right to limit such access by any means available to it, including revoking access altogether

☒ Employees must not sign those guest books on Web sites or post messages to Internet news groups or discussion groups on Web sites which tend to generate spam / junk mail.

SOFTWARES

☒ All software in use on PSDF's Technology Resources will be officially licensed software.

☒ Unlicensed and unauthorized software that has not been duly paid for and licensed appropriately should not be used.

☒ Employee may not install any software on PSDF's computers by any means of transmission unless authorized in advance.

Prevention of Electronic Crimes Act 2016.

If any person intentionally and publicly displays of transmitting any information to harm the reputation or privacy of any person including female, is liable to be punished with imprisonment for three years or with fine or with both under the Prevention of Electronic Crimes Act, 2016.

Annexure 4.14

Introduction:

PSDF is committed to providing a safe, harmonious, supportive, and productive environment for its employees—free from unfair treatment, discrimination, harassment, vilification, bullying and conflict. The emphasis is on resolving problems as close as possible to the source and directing complaints to the most appropriate resolution mechanism for a specific grievance.

Scope:

This policy applies to all employees of PSDF who have a grievance about unfair treatment, discrimination, harassment, victimization, vilification etc.

Policy Description:

- ☐ All grievances are handled within an appropriate time frame and are treated sensitively and impartially.
- ☐ It is expected that all parties involved, approach the proceedings with a desire to resolve the grievance cooperatively and in good faith.
- ☐ Grievances must be put in writing, within 5 working days, to avoid misunderstanding.
- ☐ All grievance cases are considered on merit, with relevant circumstances being carefully investigated before any action is taken.
- ☐ Individuals shall not victimize or harass other parties involved in the matter.
- ☐ All investigations, proceedings, witness statements and records of grievance appeals, and actions are kept confidential.
- ☐ Complainants and respondents/defendants are informed of the outcomes.
- ☐ Defendant is given the opportunity during enquiry and at the hearing of the appeal to challenge any allegations and evidence before a decision is made.
- ☐ All complainants and defendants have the right to appeal against any decision taken.
- ☐ Grievances brought to the attention of management through the grievance procedure is of importance to PSDF as it highlights changes and improvements which can possibly be introduced in the organization.

Procedure Description:**Step 1**

- The employee should attempt to resolve the complaint as close to the source as possible. This can be at a quite informal and verbal level. Employee who has a grievance may approach his / her Immediate Supervisor, Department Head.

Step 2

- If the employee is not satisfied with the reply or the action taken by his/her Immediate Supervisor / Department Head, the aggrieved employee has the right to inform the Manager HR in writing. At this stage Disciplinary Action Process (refer to DAP Policy) will be initiated.
- A written acknowledgement to complainant shall be sent within two working days and a show cause notice shall be sent to the defendant within three working days if deemed appropriate after complain assessment by Manager HR.
- The defendant will be provided a show cause notice, setting forth the substance of the alleged misconduct. The show cause notice must include the nature of the allegations against the employee.
- The defendant is required to give his/her explanation in writing within a period of three working days.
- The CEO will then appoint a two-member committee to investigate the grievance keeping in view the HR Head recommendation after assessment of show cause reply. The complainant & defendant shall be given an opportunity of being heard.
- The Committee shall record the statement of the defendant, complainant.
- If the complainant / defendant does not appear at the date, time, and venue, requested by the Investigation Committee without any intimation, the Committee may proceed ex parte.
- The defendant shall have the right to support his/her oral statement with any evidence, witnesses, etc. and he/she may also submit a written statement to the Committee. The Investigation Committee shall be entitled to put questions and cross examine the witness produced by the defendant.
- The defendant is allowed to counter the allegations or state their justification or reasons for the behavior in question, including any mitigating circumstances.
- The Committee may have several hearings to provide a reasonable opportunity to the defendant to produce evidence or complete his/her arguments.

- At the end of the enquiry, the Investigation Committee shall make final decision, based on the evidence produced before it, statements made by complainant & defendant, statements of the witnesses wherever applicable, and all other information and documents which are produced during the enquiry. The CEO shall have the final authority to approve the decision.
- The Investigation Committee shall have a maximum period of 15 working days to conclude and resolve the issue.
- The Investigation Committee will submit the enquiry report to Manager HR. Manager HR will also ensure the confidentiality of all records.

Step 3

- The employee shall have a right to appeal to the CEO against the decision of the Investigation Committee within next 5 working days after their decision. During the appeal, no action shall be taken against the employee.
- The hearing of appeal to CEO will be chaired by CEO with the HR Committee & Manager HR in attendance.
- The decision rendered by CEO shall be the final word on the matter and no further action would be required.

PENALTIES

Following are the penalties & procedure of the same if accused employee is found guilty.

☒ A verbal warning is likely to be appropriate when there is a first breach of rule(s), and the breach is of a minor nature and or occurrence of same grievance by the same defendant.

☒ In such case the Immediate Supervisor / Manager / Department Head brings the grievance in notice of HR Department.

The Verbal warning is an important step in the Grievance Redressal process because it is at this point that cause for further action may be prevented or - if cause persists - provides the foundation for further action(s).

☒ A written warning may or may not be preceded by a verbal warning depending on the seriousness of the inappropriate behavior or if one or more verbal warnings have been ineffective in correcting conduct or behavior.

☒ In the event of a grievance reported against same employee, or for a serious first grievance, the defendant may be given a written warning by the Manager HR after consultation with Immediate Supervisor / Department Head. Another breach shall be reported to the CEO for a serious inquiry by HR Committee.

- ☐ The written warning is most often used in circumstances where the employee has failed to regard an earlier verbal warning. The written warning contains full disclosure of the reasons, grounds for action, and/or penalty.
- ☐ The defendant employee is required to sign the warning, which is then filed in his/her personnel file.

Penalties by Disciplinary Action Committee

- Depending upon the criticality & seriousness of grievance the DA Committee may award any of the following penalties:
 - Warning / Censure
 - Withholding of increment and/or Bonus and/or promotion
 - Recovery from remuneration of the whole or any part of the pecuniary loss caused to PSDF or its staff by negligence or breach of order
 - Termination / Dismissal from Service of PSDF
 - Such other penalties (as per the law) as the Committee may consider appropriate in the circumstances

PARTIES INVOLVED

Complainant: An employee / supervisor who makes a formal / informal complaint for grievance.

Defendant: An employee against whom a grievance has been brought.

DA Committee: A committee appointed by CEO for the resolution / Redressal of Grievance and other HR related matters.

Manager HR: An employee who is expected to facilitate Grievance Redressal activities.

Supervisor: An employee who is Immediate Supervisor / Department Head to whom grievance may initially be reported by the complainant.

Annexure 5.1

Introduction:

PSDF is committed to providing and maintaining a safe work environment for the health, safety and welfare of all employees, contractors, visitors, and members of the public who may be affected by our work.

Scope:

This policy is applicable to all employees, contractors, visitors, and members of public who may be affected by the work of PSDF.

Policy Description:

☑ This policy provides guidelines to take the actions needed to ensure health and safety at work. Managers, employees, and contractors will be held accountable for fulfilling their responsibilities as outlined in this Policy.

The company will:

- develop and maintain safe systems of work, and a safe working environment
- provide information and training at all levels in the organization to enable all employees to support this policy
- require all risks to be assessed prior to engaging in new areas of operation, purchasing new equipment, and implementing new work methods, and that these risks continue to be reviewed
- ensure “prevention of harmful physical or mental stress due to conditions of work, sanitary installations, washing facilities, facilities for changing and storing clothes, supply of drinking water and any other welfare facilities connected with occupational safety and health establishment of emergency plans and supervision of the health of employees” as per section 8 of “The Punjab Occupational Safety and Health Act, 2019”.
- make “precautions against contagious, occupational or infectious disease at workplace” as per section 11 of “The Punjab Occupational Safety and Health Act, 2019”.
- Section 13 of “The Punjab Occupational Safety and Health Act, 2019” “Notification and investigation of accidents, dangerous occurrences and occupational illness: (1) Every employer shall maintain a register of accidents and harm in the prescribed manner and shall record in the register the prescribed particulars relating to every accident that harmed or as the case may be



might have harmed any employee at work; or any person in a place of work controlled by the employer”.

All persons who are responsible for the work activities of other employees will be held for:

- identifying practices and conditions which could injure employees, clients, members of the public or our environment
- implementing steps to control such situations
- if unable to control such practices and conditions, reporting these to their superiors

PSDF demands a positive attitude and performance with respect to health, safety, and the environment by all employees, irrespective of their position. The Line Managers and Functional heads are responsible for:

- Implementation of this Policy in their area of responsibility.
- Maintain the workplace in a condition that is safe and without risks to health.
- Help to develop and promote workplace safety procedures.
- Educate employees in understanding and following workplace safety procedures.

The employees are responsible for:

- Take care of the health and safety of people who might be affected by their acts or omissions.
- Identify and report any hazards, and taking preventive action, if appropriate.
- Comply with all workplace safety procedures, rules, and safe systems of work.