

Mediusware Limited

EMPLOYEE SERVICE GUIDELINE

Version 2.0

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1. About Mediusware Limited

Who We Are

Incepted in 2015, Mediusware Ltd. has been serving as a leading IT Solution provider in Bangladesh. Our aim is to help businesses all around the world by providing the digital solutions according to their need. Serving a number of renowned companies from the USA, UK, and many other countries, we have already created a wide range of satisfied clients!

Why Mediusware

Mediusware mounts its vast expertise, superior technical skills, and highest quality support services to provide scalable IT solutions to its clients. Our Milestone of satisfying 1000+ global clients shows our expertise and dedication to provide our clients with highest class digital services and solutions.

Our Mission

Leave a positive footprint by devoting our human resources, technologies and expertise to deliver top-of-the-line digital products, thereby contributing to the success of modern businesses around the globe.

Our Vision

Deliver one-of-a-kind digital solutions to facilitate global businesses, powered by innovation and guided by integrity.

2. Introduction

After completing the interview process, signing contracts, and arriving at Mediusware Limited, congratulations are in order, and a warm welcome awaits you. Mediusware Limited boasts a distinctive approach that promises to transform this into the most enriching professional experience of your life, albeit one that may require some adjustment. Let's embark on this journey together.

2.1. Summary

This employee service guideline establishes formal rules and procedures governing the appropriate handling of various matters in the workplace, encompassing the rights and duties of both employees and employers. Aligned primarily with Bangladesh Labor law, these policies are crucial to ensure compliance and avoid penalties imposed by the government. Intended for all employees of Mediusware Limited, this guideline serves as a convenient reference for the terms, conditions, and benefits of employment. It outlines our philosophies and benefits, delineates general obligations during your tenure with Mediusware Limited, and extends to certain responsibilities even after separation. It is imperative to thoroughly review all sections, as this document constitutes an integral component of your employment contract with Mediusware Limited, alongside your employment letter. Please note that Mediusware Limited retains the right to modify the terms and conditions outlined in this Handbook or your employment letter at its discretion. This employee service guideline remains the property of Mediusware Limited.

2.2. Compliance with National Digital Security Act 2018

Every employee at Mediusware Limited is required to adhere to the national digital security regulations outlined in the 2018 Bangladesh law. This legislation is designed to address the need for an Act that ensures national digital security and establishes laws pertaining to the identification, prevention, suppression, trial, and other relevant aspects of digital crime.

2.3. Confidentiality

All personnel across various departments within the organization are obligated to maintain the confidentiality of business-related information. Employees must safeguard their passwords and refrain from transmitting sensitive or confidential messages through email. Engaging in visits to unlawful or inappropriate websites, participating in chats, and playing games are strictly prohibited. Throughout the duration of employment, employees are prohibited from having any direct or indirect involvement in any business, trade, or profession associated with the organization and must strictly adhere to the employment code of conduct.

It is imperative for employees to ensure the confidentiality of financial information, including project budgets, costs, personal salary details, and the salaries of other employees. Furthermore, employees are strictly prohibited from disclosing, either directly or indirectly, any knowledge or information acquired in relation to the company's affairs, property, business, trade matters, and confidential secrets to any individual or organization.

2.4. Equal Employment Opportunity

Mediusware Limited upholds the principles and objectives of all local employment laws, demonstrating a firm commitment to ensuring equal employment opportunities. The company pledges not to discriminate against any employee or applicant in a manner that contravenes the law. Mediusware Limited is dedicated to providing equal opportunities for all employees and applicants, regardless of race, color, religion, national origin, sex, age, marital status, sexual orientation, disability, political affiliation, personal appearance, family responsibilities, matriculation, or any other characteristic protected under federal, state, or local law. Each individual is assessed based on personal skills and merit.

Mediusware Limited's policy on equal employment opportunity extends to all facets of employment, encompassing recruitment, hiring, job assignments, promotions, working conditions, scheduling, benefits, wage and salary administration, disciplinary action, termination, as well as social, educational, and recreational programs.

3. Employment and Remuneration

3.1. Probation Period

Upon joining Mediusware Limited, the initial three months of your employment will constitute a probationary period. Throughout this period, your progress will be monitored, and a comprehensive performance appraisal will be conducted. Depending on your performance, the probation period may be extended for an additional three months. However, under any circumstance, the total probationary period will not exceed six months.

Upon receiving a satisfactory appraisal, you will be issued a confirmation appointment letter. In the event of an unsatisfactory appraisal, there may be consideration for an extension of the probationary period, during which another appraisal will occur within the subsequent six months. Following this period, a decision will be made regarding your continued employment with Mediusware Limited. Successful completion of the probationary period will result in employees being designated as permanent staff.

3.2. Remuneration

Your method of receiving payment will involve the direct transfer or issuance of an account payee cheque or cash, with the gross monthly salary reduced by deductions such as tax and provident fund contributions. Payments will be made to your bank account, and payday for all employees is scheduled for the first week of the subsequent month.

3.3. Salary Components

The primary components of the gross salary include:

- a. Basic salary
- b. House rent
- c. Medical allowance
- d. Provident fund (if applicable)
- e. Conveyance
- f. Other allowances
- g. Performance bonus

Deductions consist of various components as outlined below:

- a. Income tax
- b. Company and employee provident fund contributions (if applicable)
- c. Loan deductions
- d. Other deductions – these may arise from unauthorized leave or late attendance, among other reasons.

3.4. Festival Bonus

The festival bonus is exclusively disbursed to permanent staff members. Eligibility for this bonus requires employees to complete twelve months or one year of service with the company. Employees of all religions will be entitled to receive two bonuses annually, each amounting to 100% of their basic monthly salary.

Additionally we give festival bonus (only permanent) according to the below format:

Months 3,4: 20% Basic

Months 5,6: 40% Basic

Months 7,8: 60% Basic
Months 9,10: 80% Basic
Months 11: 90% Basic

3.5. Calculation of Monthly Salary

Your monthly salary will be specified in your employment offer letter. Upon joining Mediusware Limited, the computation of your first month's pay will be determined by the commencement date and will be as follows:

- a. If you commence on the first working day of the month, you will receive a full month's pay.
- b. If your start date is after the first working day of the month, your first month's salary will be calculated by dividing the number of days worked by the number of working days in the month, multiplied by your monthly salary.
- c. In the event of leaving Mediusware Limited before the last working day of the month, the calculation will follow the method outlined in point b.

3.6. Tax and Other Deductions

Since personal taxation is deducted at the source in Bangladesh, Mediusware Limited will deduct taxes as required by the tax laws. It is the responsibility of employees to file their own tax returns with the tax authorities.

3.7. Provident Fund Deductions

Employees have the option to participate in the company's Provident Fund Scheme (PFS) starting from the date of job confirmation.

4. Employee Performance Appraisal System

4.1. Overview

Appraisal systems assess employee performance by comparing it to pre-established goals, establishing future objectives, and providing guidance on developmental and training requirements. These systems assist managers in recognizing both accomplishments and areas for improvement, offering a framework to guide ongoing enhancements.

4.2. Performance Rating

	Rating Labels	Range
1	Excellent / Role model / Outstanding	80% and above
2	Exceed Expectation	70% and above
3	Meets Expectation	60% and above
4	Need Improvement	Less than 60%
5	Unacceptable	Less Than 40%

4.3. Performance Rating

	Evaluation Criteria	No of Factors	Scores
1	Core Competency	8	32 Points
2	Attitude	7	28 Points
3	Work Practice	6	24 Points
4	Discipline	4	16 Points
	Total		100 Points

5. Daily & Monthly Work Time

	Particulars	Start Hour	End Hour	Duration (Hours)
1	General Office Operating Hour	10.00 AM	11:00 PM	13.00
2	Regular Work Hour	11:00 AM	8.00 PM	09.00
3	Lead/Manager Entry	12:00 AM	9:00 PM	09.00

5.2. Breaks

	Particulars	Start Hour	End Hour	Duration(Max)
1	Prayer & Lunch Break	02.00 PM	2:45 PM	45 Mins
2	Prayer Break (Asar)	-	-	15 Mins
3	Prayer (Magrib) & Tea Break	-	-	15 Mins
	Total			1 Hour 15Mins

6. Weekends & Holidays

6.1. Weekly Day Off : Every Saturday & Sunday.

6.2. List of Holidays : as per Bangladesh Govt holidays

6.3. Terms for Holidays

Mediusware Limited reserves the authority to cancel or adjust a holiday, whether for an individual or the entire organization, as deemed necessary.

7. Leave Policy & Procedure

7.1 Objective

Mediusware Limited reserves the right to cancel or readjust a holiday based on requirements, whether for an individual or the entire organization.

1. Mediusware Limited's business year aligns with the financial year, running from January 1 to December 31.
2. Ensure the timely submission of reports and maintain accurate absence records.
3. Establish a framework for the administration and approval of leaves.
4. Effectively manage absences in accordance with entitlements.
5. Furnish employees with clear and consistent information regarding the various types of leaves they may be entitled to, along with the company's new code of conduct, rules, and regulations regarding leave.
6. Promote a fair approach to assist employees in balancing their domestic and work responsibilities.
7. Provide information and guidance for managers handling leave requests.

7.2. Leave Year and Types

Leave year will be considered from 1st January of year to 31st December of year. To be eligible for leave, employees must apply by following the company's leave application system.

Types of Leaves:

1. Sick Leave
2. Casual Leave
3. Annual Leave
4. Maternity Leave
5. Paternity Leave
6. Leave in Probation Period

7.3. Casual Leave

Casual Leave is intended for unforeseen and emergency needs that cannot be planned in advance.

1. Entitlement:

Employees are entitled to 8 days of casual leave per leave year, but these leaves are non-transferable. Any remaining leaves at the end of the year will be automatically forfeited. However, any unused casual leave will be compensated at the conclusion of the leave year.

2. Explanation:

If an employee takes 3 days of casual leave, they will receive a salary for the remaining 5 days of unused leave at the end of the leave year. Conversely, if an employee takes 11 days of casual leave, their salary will be reduced for the extra 3 days of leave at the end of the leave year.

7.4. Sick Leave

1. Entitlement:

- a. Permanent employees are entitled to a total of 8 days of paid sick leave. Submission of medical documents is mandatory to avail sick leave; otherwise, the leave will be treated as casual leave.
- b. Any remaining sick leave days can be encashed.

2. Explanation:

If an employee takes 3 days of sick leave, 5 days will be encashed at the end of year.

7.5. Annual Leave

Annual Leave is designed to provide employees with vacation periods for rest and relaxation and to cater to personal needs.

1. Entitlement:

- a. Permanent employees are entitled to 6 days of Annual Leave per year, provided they have been with the organization for at least 9 months.
- b. A minimum notice of 2 weeks is required for applying Annual Leave; otherwise, unplanned leaves will be considered casual.
- c. Annual leave can be taken 1 or 2 times, with a maximum of 3 times in a year.
- d. In a team, it is recommended that not more than 10% or 1 person (whichever is higher) take annual leave simultaneously, subject to the PM's decision.
- e. No leave accumulation is allowed, and any remaining leaves will automatically lapse. Unavailed Annual Leave will neither be encashed nor carried forward.
- f. Leave approval on Friday and Monday is mandatory, and in case of emergencies, HR approval and permission from the Team Lead are required. Unauthorized leave on these days will be considered 3 days of annual leave, including Saturday and Sunday.

2. Explanation:

- a. Emergency leave due to a family crisis, even if notified to the PM a day in advance, cannot be considered annual leave; it must be treated as casual leave.
- b. Annual Leave is designed to offer employees opportunities for relaxation and personal time.

7.6. Maternity & Paternity Leave

1. Maternity Leave Entitlement:

This provision is designed for female staff members who are pregnant and expecting childbirth.

- a. Maternity leave is granted after completing one year as a permanent employee.
- b. Employees must inform the HR department of the probable leave at least 3 months in advance before taking the leave.
- c. A maximum of 4 weeks of paid leave is entitled.
- d. An option for leave without pay is available for a maximum of 3 months.

2. Paternity Leave Entitlement:

This leave is intended for employees who have or anticipate responsibilities for the upbringing of their child and are either the biological father of the baby or the mother's husband or partner.

- a. A total of 3 working days of paternity leave is allowed (5 days in total, including weekends).
- b. Paternity leave is exclusively for permanent employees of the organization.
- c. Notification of probable leave must be given at least 4 weeks before the expected week of childbirth.

7.7. Leave in Probation Period

1. Full-time employees who are not yet confirmed cannot avail themselves of any paid leave during the probation period.
2. During the probation period, there will be 3 paid leaves (1 Casual Leave and 2 Sick Leave). Any leave taken outside this period will be considered "Leave Without Pay." A maximum of 10 days of leave (paid and unpaid) is allowed during the probation period, with a limit of one leave per month.
3. Employees must submit leave applications through the company's leave application system.

7.9. Important Rules

1. General:

- a. At the end of the month, if a leave is not approved (whether not applied or applied but rejected) and no attendance data is available, it will be treated as unpaid leave.
- b. Salary deduction will be based on the gross/22 rate.
- c. If a leave application is not approved or rejected by the admin/PM within 3 days, it will be automatically approved.
- d. The administration retains the full right to approve or deny a leave application.

2. Client Approval:

- a. Employees directly engaged with clients must obtain leave approval from the client before applying for leave. If the client approves the leave, the employee can proceed with the leave application through the established procedure. Leave requests will be denied if the client rejects them.

b. Leave applications must be submitted through email, including a filled leave application form with detailed reasons attached. The email should include the PM/Team Lead and HR in cc. It's important to note that the main body of the email should not be empty. The leave will only be counted once Team Lead/HR provides written approval; otherwise, it will be considered unpaid leave.

3. Team Communication:

a. Employees are responsible for ensuring that their team members are well-informed about their upcoming leave(s).

b. Once the leave application is approved, it is recommended to forward the approval email to team members.

4. Working from Home:

a. In unavoidable scenarios, employees can apply for "Work from Home."

b. While working from home, time tracking applications must be active. Absence of attendance and time tracking logs will result in the work-from-home days being considered as unpaid leave.

5. Overtime Policy:

a. If employees are required to work a full day (minimum 7 hours) on a holiday or weekend, it will be treated as full-day overtime. For 4 to 6 hours, it will be considered a half-day.

b. Employees need to apply for overtime to HR or Accounts to avail of it. Payment will be made at the gross salary /24 rates.

8. Disciplinary Rules and Appeal Procedure

Employees possess the right to be acquainted with the disciplinary rules and procedures applicable to all members of Mediusware Limited's workforce. This section serves as a comprehensive guide for employees regarding the processes involved in addressing disciplinary issues. In any organization, rules and regulations are essential to underscore commonly accepted behavior that applies to society at large. It is imperative that employees have a thorough understanding of these rules and procedures, and a fair warning will precede any disciplinary action.

8.1. Disciplinary Procedure

1. The company should file a written complaint, providing the employee with a copy of the complaint letter.
2. A committee, consisting of employer and employee representatives, must be formed.
3. A hearing session will be conducted to address the complaint. If the committee finds the employee guilty, the employer reserves the right to terminate the employment.

8.2. Types of Disciplinary Action

1. In certain circumstances where misconduct amounts to a breach of responsibility or failure to meet accepted standards, management may demote and/or transfer the individual to other duties.
2. Dismissal, being the ultimate sanction (aside from civil or criminal suits), is expected to be employed sparingly. It may be invoked when the employee's record does not show improvement after reasonable warnings, as outlined in the section where a single offense makes continued employment with Mediusware Limited untenable.
3. Employees will receive a written explanation for their dismissal.

9. Separation Policy

Either the employee or Mediusware Limited may initiate separation. Mediusware Limited encourages employees, especially permanent ones, to submit a written notice at least 60 days before the intended separation. Following the receipt of such notice, the HR or their designate will arrange an exit interview. The HR holds the authority to either retain or separate all other employees. Separation may occur under various circumstances, including:

9.1. Resignation

1. Employees are advised to provide a minimum of 60 days' written notice. To allow for a more extended period, it is preferable to communicate the intention to resign as early as possible.
2. Failing to give a minimum of 30 days' notice before leaving the organization will result in a deduction of two months' gross salary. To avoid any complications during the separation process, employees must compensate for this deduction.
3. Employees who resign are not entitled to receive accrued, unused vacation benefits.

9.2. Termination or Lay-off

Under certain circumstances, the termination or lay-off of an employee may become necessary. Employees who face termination or lay-off are entitled to receive accrued, unused vacation benefits. Grounds for discharge may include, but are not limited to:

1. Providing false or withholding information on the employment application that would have impacted Mediusware Limited's decision to hire (resulting in immediate termination).
2. Falsifying or withholding information in other personnel records, including personnel questionnaires, performance evaluations, or any other records.
3. Subpar performance at work or failure to perform assigned duties at a level acceptable to Mediusware Limited.
4. Failure to complete required time records or falsification of such time records.
5. Unapproved and unreasonable absence from the office.
6. Refusal to carry out a reasonable instruction.
7. Work not meeting the required standard due to negligence.
8. Failure to meet minor financial commitments.
9. Disregarding the "Agreement for Confidentiality."
10. Behavior detrimental to the reputation of Mediusware Limited.
11. Conviction for a criminal offense.
12. Theft from Mediusware Limited, another employee, or any other person on the premises.
13. Damaging property belonging to Mediusware Limited, other employees, or any other person.
14. Assault on any person on the premises or another employee at any time.
15. Engaging in fraudulent practices.
16. Use of extreme bad language or profanity.
17. Drunkenness, using, handling, or possessing illegal drugs, or any similar offense.
18. Involvement in sexual harassment.
19. Accepting bribes.

20. Displaying gross negligence, insubordination, or misconduct.
21. Bankruptcy or failure to meet financial commitments causing loss to Mediusware Limited or tarnishing the company's name.
22. Dismissal, as the ultimate sanction (other than a civil or criminal suit), is expected to be used sparingly. However, it may be invoked when an employee's record does not improve after reasonable warnings, as outlined in the paragraph where a single offense makes continued employment with Mediusware Limited impossible.
23. Employees will be provided with a written explanation for their dismissal.

When differentiating between a serious breach and a breach of general discipline, management will consider the facts of the case and whether one or more offenses have been committed.

10. Intellectual Rights and Copyright

During the tenure of employment with Mediusware Limited, any inventions, designs, programs, research papers, and findings created by the employee shall exclusively belong to Mediusware Limited. Employees involved in such endeavors shall have no rights whatsoever over these items.

11. Complaints, Grievances, and Suggestions

Mediusware Limited acknowledges that employees may have complaints and grievances from time to time. In instances where these issues cannot be resolved amicably at an early stage, employees should have the opportunity to seek resolutions.

11.1. Personal Problems

If you have confidential personal problems that you do not wish to discuss with your supervisor, you may directly consult with HR or email hr@mediusware.com.

11.2. Suggestions

Employees are encouraged to share suggestions if they have ideas that they believe will enhance work performance or conditions. These suggestions should be discussed with their supervisor or emailed to hr@mediusware.com.

12. Return of Property

Employees are accountable for the care of Mediusware Limited's equipment, property, and work products issued to them or in their possession or control. This includes, but is not limited to:

- Telephone cards
- Credit cards
- Identification badges
- Office/building keys
- Office/building security passes
- Computers, computerized diskettes, electronic/voice mail codes
- Intellectual property (e.g., written materials, work products)
- Office ID card and lanyard

13. Change of Personal Information

It is crucial to notify HR of any personal changes, such as:

- Address or telephone number
- Name change or marital status
- Gain or loss of dependents
- New qualifications

14. Work Practice

During their day-to-day activities at Mediusware, it is imperative for employees to adhere to the organizational work practices and culture.

14.1. Brand Guidelines

All employees are required to strictly adhere to the brand guidelines. This includes maintaining the use of organizational logos, colors, fonts, email signatures, etc., in accordance with the brand guidelines.

1. Strict compliance with brand guidelines is mandatory for all employees, and failure to do so may result in lower points in the Key Performance Indicator (KPI).
2. The use of organization logos, colors, fonts, email signatures, etc., should align with the specifications outlined in the brand guidelines.

14.2. Data Backup

1. Employees must ensure that all project data and relevant information are regularly backed up, with a minimum frequency of once a month.
2. Ongoing projects should be backed up weekly, using a cloud location designated by the organization and a physical drive provided by the company.
3. Data backups must include working, virus-free source code/source files and be appropriately named with the version number.
4. Git must be utilized for version control in design and development projects.

14.3. Task Management Application

1. Mediusware employs Trello as its default task management application, and it is mandatory for employees to use Trello for task management. Project hours should be logged using Plus for Trello.
2. Different task management applications may be required based on project requirements.
3. The total hours logged in a task management application will significantly contribute to performance evaluation.

14.4. Communication

1. Skype serves as the default communication tool within Mediusware, and employees are required to have a Skype ID created.
2. For both internal and external communications, all employees must use their organizational email addresses.
3. Web accounts should be registered using the organization's email address, and credentials must be shared with hr@mediusware.com.

4. It is of utmost importance that communication is executed appropriately and clearly conveyed to both clients and team members.

14.5. Workplace Environment

1. Maintaining a clean and organized workspace is crucial.
2. Employees are encouraged to minimize noise levels as much as possible during work hours.
3. Demonstrating respect towards coworkers is paramount, and any form of misbehavior towards team members, employees, or clients will be considered a serious violation of the code of conduct.
4. Conserving paper, electricity, and water is advocated, as every saved unit contributes to a better future for the world.

15. General Expectations

15.1. Dress Code & Uniform

Mediusware Limited anticipates its employees to maintain a smart appearance during working hours, avoiding extreme fashions in both dress and hairstyle. All employees are required to adhere to a business casual dress code during office hours. Additionally, specific staff members may be mandated to wear a uniform provided by Mediusware Limited while on duty.

All employees must have to hang their own employee ID card.

15.2. Drugs

With the exception of drugs prescribed by medical practitioners or mild drugs available over-the-counter from chemists, employees are not allowed to bring drugs into Mediusware Limited or consume drugs on the company's premises.

15.3. Gifts

Employees are strongly discouraged from accepting any gifts from suppliers or external entities, regardless of the value.

16. Standard of Conduct

All employees are encouraged to familiarize themselves with these rules and standards. Furthermore, employees are expected to adhere to these rules and standards while performing their job responsibilities and conducting the company's business. It should be noted that any deviation from these rules and standards may result in corrective or administrative action as deemed appropriate by the management and in accordance with the country's laws.

16. Non-Solicitation Clause

a) Every employee shall conform to and abide by these rules and shall observe, comply with and obey orders and directions of his/her superiors under whose supervision or control he/she may be placed. Observance of rules and regulations as enforced from time to time is a primary condition of employment.

b) No employee shall, directly or indirectly, engage himself, without prior written permission of

the Managing Director, in any business, trade or profession other than this employment. In the event, written permission given, the employee will assure and ensure faithfully and diligent service to the company entrusted to him at all times.

c) Services of an employee shall be liable to be transferred to any office of the company located anywhere in Bangladesh at the discretion of the management of the company. An employee may be required to work in any department/section/unit as per decision of the management without adversely affecting his/her salaries and other service conditions.

An employee shall neither be absent from his/her duties nor leave the station without informing his/her departmental senior. The employee shall inform the Company as soon as possible but by no more than three days of his absence through any available means in case of sudden sickness or accident or any unavoidable reason. He/she must keep the Company informed of his latest address.

e) Employees are to devote their whole working time and attention to the discharge of their duties, to keep secret all confidential information imparted to them and to surrender, on termination/discharge etc. of employment or otherwise any possession relating to the Company's business.

f) No employee shall take part in any activity in a manner contrary to the vision/ideas/instruction/source code of the company.

g) No employee shall contribute to any press, radio, television, organization nor shall make public or publish any document, paper or information of the Company which may come into his/her custody or possession, without prior written order of Managing Director.

h) No employee shall sign any business, contract or document making any financial commitment on behalf of the Company unless he/she is specifically authorized to do so.

i) No consideration or perquisite may be offered, solicited or accepted by any employee in the course of his/her duties without the knowledge of the Company management.

j) No employee shall, during his/her employment or after its termination, disclose to any person any information relating to the Company or its clients or any trade secrets, which have come to his knowledge while in the service of the Company except when compelled to do so by a Court of Law.

l) In the date of resign employee should must hand over all the assigned inventory, intellectual property and others assets to company for getting release order from HR & Accounts.

Note: Mediusware Management reserves the right to change, update, and modify this guideline at any time.