



Employee Handbook

Version 2.3



WELCOME TO DYNAMICS 360 (PVT) LTD

Dynamics 360 is a leading IT company based in Islamabad, Pakistan, rendering its services around the globe. It is backed by a group of young and dynamic professionals directly and indirectly employed in various shifts. In the year 2016, with a mission to set a distinctive mark in the area of information and communication technology, Dynamics 360 (Private) Limited has come into existence.

We are the Center of Excellence. It's not about our ambitions but the services and applications of our ambitions so that we can deliver the best services with our ambitions. From strategy to implementation and beyond, we'll deliver and support a solution that does exactly what you want, the way you want it. Our technical experts and project delivery team work with you to get your project across the line and get it right. First time.

Our highly qualified and experienced consultants work in teams; designing, developing and implementing major software applications. The scope of our work covers small to enterprise-wide systems to specialist trading, distribution and manufacturing platforms. We have a passion for technology which is reflected in all our work, from elegant and effective front-ends to high-performance, server-side components. We also are experts in User Experience Design and provide advisory services on many aspects of technology.



- **Our Mission**

Our mission is *"To offer our customers around the globe the innovative, reliable and efficient IT services and solutions by utilizing cutting edge technologies that can fulfil their business requirements, meet standards and exceed expectations"*.

- **Our Vision**

Our vision is *"To be a globally respected company that transforms the future of business and bring innovation in everyday life of people through delivering excellence by best-in-class people"*.

- **Our Values**

- PASSION - we acknowledge and assume responsibility for our work and products
- EQUALITY - we respect the diversity and believe in equality as a foundation for progress
- EMPOWERMENT - we encourage our employees to take initiative and engage
- INTEGRITY - to be ethical, sincere and open in all our transactions
- TEAMWORK - we at Dynamics 360 strongly believe that "teamwork makes the dream work"
- EXCELLENCE - we are committed to excellence and continual improvement

We also believe that without these values we cannot achieve success and at D360 we try to ensure that each and every employee follows it and understand it in practical ways.



PRACTICAL INFORMATION

- **Salary account and reimbursements**

You must maintain a salary account in MCB in order to receive salary payments. The Finance department will provide you with the details on your date of joining.

- **Access to building**

All employees have easy access to premises during official working hours. To access office premises after office hours or on weekends you must inform the admin department and your respective Project Manager in advance so necessary arrangements can be made.

- **Generator**

We have a UPS/Generator that is active from 9am-7pm on working days to automatically restore power in case of load shedding or power failures. If you need the UPS/generator beyond our working hours you can inform the admin department (or manager).

- **Parking facilities**

We have ample parking alternatives! There is open parking space in front the building but please, be aware that though we try to ensure the security of the parking, Dynamics 360 cannot be held responsible for any theft or damage.

- **Visitors**

When receiving private visitors in the office, you are welcome to give them a quick round of the facilities and treat them to coffee or tea in the café. Please don't engage the meeting rooms for your private guests.



THE FORMALITIES

- **Your contract**

Your employee contract states the terms of your employment at the time of your accession. Your contract will refer to this handbook for confidentiality, company policies, and practical information. However, at Dynamics 360 we do encourage open communication, feedback, and discussion about any matter of importance to an employee, meaning all employees are free to talk with any manager at any time. So, if you need advice or want to discuss any matter, do not hesitate to reach out to your supervisor or manager at Dynamics 360.

- **Confidentiality agreement**

As an employee of Dynamics 360 you are expected to maintain confidentiality, meaning that you by your employment have agreed never to disclose any confidential information that you may have obtained through your position at Dynamics 360. Confidential information can be described as and does include:

Invention description(s), technical and business information relating to proprietary ideas and inventions, ideas, patentable ideas, trade secrets, drawings and/or illustrations, patent searches, existing and/or contemplated products and services, research and development, production, costs, profit and margin information, finances and financial projections, customers, clients, marketing, and current or future business plans and models, regardless of whether such information is designated as "Confidential Information" at the time of its disclosure.

- **Freelancing and other professional commitment outside of Dynamics 360**

At Dynamics 360 we expect to keep you busy! We also expect you to show up well rested in the morning, ready to engage in another exciting workday with your team. So generally, we would find it

surprising, if you told us, you would like to freelance or engage in other professional activities, taking on extra work outside of Dynamics 360. We much prefer that you put all your efforts and energy into your work here with us.

However, if you are able to convince us, that your proposed extra professional activities will in no way interfere with your work at Dynamics 360 or in any way compromise our mutual confidentiality agreement, you may be able to obtain a written permission for a specific activity, be it freelancing, teaching or extensive studies. Be aware that such a permission may be withdrawn without further notice, if considered incompatible with your responsibilities to Dynamics 360 - and that you are not allowed to utilize your Dynamics 360 laptop and other resources for anything but your work at Dynamics 360.

Any freelancing or professional commitment outside of Dynamics 360 without a written permission from the managing director will be considered a breach of contract and may ultimately lead to termination of your employment with Dynamics 360.

RECRUITMENT

At Dynamics 360 we prefer to hire by word-of-mouth, and we are always on the look-out for new, potential employees of our company. As an employee of Dynamics 360, we do appreciate it if you keep an eye out for candidates in your network that might just fit the team. Have them send us their CV. Even if we don't have any vacancies at the moment, we will save them for future reference.

Hiring process is usually a matter of coming to meet us for a couple of interviews. We will ask deeper into the formal skillset as it is reported in the candidates CV, but just as importantly the interviews - or conversations, as we like to call them, are a way of getting to



know each other and make sure that the candidate is able to understand and live the values of Dynamics 360.

WORKPLACE PROFESSIONALISM AND COMPANY REPRESENTATION

- **Role Models of Excellence**

At Dynamics 360, we believe so strongly in the power of example that you will hear your colleagues talking about role modelling. By that, they are referring to how we constantly work on establishing the culture of Dynamics 360, by striving to be the good example of what our values comes down to in daily, practical life. And thus, help new employees to adapt as quickly as possible.

- **Dress code**

Dress code in the office is smart casual, meaning neat and professional but still informal.

- **Smoke-free environment**

Dynamics 360 encourages a healthy work environment by maintaining a smoke-free workplace. Please, be advised that smoking is strictly prohibited inside the office building. You are permitted to smoke only in designated smoking areas outside.

- **How to represent Dynamics 360 in your private life**

True, your private life is your private life. However, as an employee of Dynamics 360 we do expect you to carry your Dynamics 360 ethics with you, when you leave the office. Bear in mind that your behavior outside of the company, for instance in social media, may reflect on us as well.



PROBATION POLICY & PROCEDURE

- All new permanent employees will be put on probation period for a period of 3 months at their joining unless their contract has a different clause.
- During probation period an employee would be eligible for company benefits like leaves, medical reimbursement as per the respective policies.
- **Evaluation Procedure**
 1. At the end of the probation period, the respective manager will plan the probation evaluation meeting.
 2. The manager would prepare his feedback based on his own experience and the feedback on the employee's peers.
 3. The manager will get the onboarding survey filled by the employee before the meeting.
 4. In case of a probation extension or a termination case, the manager needs to discuss it with the CEO.
 5. In case of successful completion, the manager will inform the employee and finance/admin department in writing about the successful completion.

WORKPLACE ATTENDANCE

- **Working hours**

Our official working hours are between 9am-6pm Monday through Friday. Our official timings for the month of Ramadan are between 10am-5pm.

Your standard workday is 8 hours (7 hours on Fridays), which constitutes to 39 hours per week, excluding your lunch and break periods. Even if we do allow for some flexibility, please bear in mind that attendance plays a vital role in your job performance. Your team needs you, and they usually need you present, if you are going to deliver outstanding team results.

Therefore, the possibility of flexibility outside of our core business hours is meant for extraordinary situations, when you need to take care of private matters that cannot be handled after hours.

Core business hours are between 10:00am – 6:00pm, during which time you are expected to always be available in the office, if not on leave. When utilizing flexible hours, don't forget you still have to deliver a full workday of 8 (7) hours, excluding your lunch and break periods.

Note: Teams internally can agree to move their core business hours earlier as well.

<i>FLEXIBLE HOURS:</i>	FIXED HOURS:	<i>FLEXIBLE HOURS:</i>
<i>Before</i> 10:00am	10:00am – 6:00pm	<i>After</i> 6:00pm

- **Breaks and lunch periods**

For your lunch, prayers, smoke etc., you are allowed a total of 60 minutes daily break time Monday – Thursday, and a total of 120 minutes break time on Fridays.

Always plan your breaks in accordance with workload and your needed team availability. When on break be considerate by not creating any disturbance for your colleagues as they might be occupied with work.

- **Working on weekends**

We do not encourage working on the weekend however in rare circumstances due to project constraints you might be required to work on a weekend.

- **Working from home**

Dynamics 360 provides a 'Work from home' facility for employees who are unable to come to work for valid reasons. Always



discuss and agree such a request with your manager, to make sure it does not collide with planned work or meetings. In any case, we expect you to make a discreet judgment when availing this facility as we do prefer your presence in the office.

If you have agreement with your manager to 'work from home', please notify your team before the start of work or as soon as possible. Also, when using this facility, you must be available on Skype throughout the day. You can access local network by connecting to Virtual Private Network (VPN), if need arises.

USE OF COMPANY ASSETS

As an employee of Dynamics 360, you will be provided with the necessary IT equipment, software and office supplies to do your job. Please be aware that your access to company resources (such as laptops, network access, software, internet resources etc.) is for official use only.

As also mentioned on the custody form, the laptop and other equipment in your custody are your responsibility. Loss or damage of the equipment due to negligence would carry a penalty corresponding to the depreciated value of the equipment.

No Dynamics 360 equipment must ever be found to have illegal or unlicensed software installed.

MEETINGS

We consider meetings an important organizational tool and use meetings for many purposes (generating ideas, planning, problem solving, decision making, information, motivation and encouragement and providing a sense of direction or creating a common purpose).

Regardless of the purpose, however, it is a common denominator of Dynamics 360 meetings to promote a culture that



encourages active participation and communication, where everyone is comfortable sharing ideas and opinions.

As a valued employee of Dynamics 360 you are expected to respect our meeting culture by adhering to the following, simple rules:

- **Be prepared:**

If you are organizing a meeting, make sure you book the resources, plan your meeting and distribute an agenda well in advance.

If you are attending a meeting, make sure you prepare for the meeting by reading the distributed material and understand your role and what your contributions are. And bring a notepad!

- **Be on time:**

Show your respect and consideration by being ready on time! If you know, you will be unable to be there when the meeting is set to begin, let the moderator know before the meeting begins.

Manage your meeting:

Take control of your meeting by planning, organizing, and controlling the discussion of the subject listed on the agenda. Take it upon you to motivate and encourage everyone to contribute, and make sure conclusions are accepted (if not agreed).

- **Stay focused & attentive:**

Make it also your responsibility that the purpose of the meeting is fulfilled and that all contributions are heard. Stay focused on the topic at hand – listen, ask and have your say.



No phones, no laptops:

It's common courtesy to keep your phone on silent mode, and not text or check messages while in meeting. If you do need to attend a call, quietly leave the room without creating any disturbance. Same applies for laptops: Unless asked to bring your laptop for the purpose of the meeting – leave it.

- **Respect meeting room reservations:**

The room reservation system serves to manage meetings and avoid time conflicts. Book your room, when you schedule your meeting. If you occupy a meeting room without a booking, you risk being asked to vacate the room by someone, who actually has a booking. This is disruptive to your meeting as well as to the group who has a reservation, so make your bookings in due time to avoid conflicts.

Monitoring activities

Dynamics 360 reserves the right to monitor, review, and inspect at any time, without prior notice, any data on your laptops or usage of the Network and Internet, including software stored in connection with this usage.

Company Email Policy

"All messages distributed via the company's email system, even personal emails, are Dynamics 360 property. As a rule of thumb, you must have no expectation of privacy in anything that you create, store, send or receive on the Dynamics 360 email system. Your emails can be monitored without prior notification if Dynamics 360 deems this necessary. If there is evidence that you are not adhering to the guidelines set out in this policy, the company reserves the right to take disciplinary action, including termination and/or legal action

Rules for email use:

We consider email as an important means of communication and recognize the importance of proper email content and speedy



replies in conveying a professional image and delivering good customer service. Therefore, you should take the same care in drafting an email as you would for any other communication, and always remember that the Dynamics 360 name is included in the heading carried with every message sent by a Dynamics 360 employee. Emails reflect on our image and reputation. Therefore, email messages must be appropriate and professional.

- Your email should carry our official signature:

Regards/Med venlig hilsen

First Name Last Name
Designation
 +92 3XX XXX XXXX, username@dynamics360.net
 104, 2nd Floor, Golden Heights, Business Square, Block C, Gulberg Greens,
 Islamabad, Pakistan
www.dynamics360.net



- For reply and forwarding, you will use a shorter version:

Regards/Med venlig hilsen
First Name Last Name

- You should respond to email as soon as possible, and preferably within (24) hours.
- We do not use BCC when sending emails, and CC should be used carefully. Recipients listed as CC should generally be considered informed, but are not required to reply. CC should not be overused or abused. Unless they are involved in the particular conversation, event or issue, don't CC them.
- If you CC for political reasons (e.g. you CC the Managing Director on a minor dispute that you have with a recipient) do it carefully. It is sometimes needful, but it seldom reflects well



on you, and it may tempt others involved to do the same to you.

- Do not hit 'Reply All' if 'all' do not need to be involved in your reply. Courtesy is not clogging other's inboxes with irrelevant email that does not apply to them
- When you are out-of-office and not able to answer your emails, please remember to activate an out-of-office reply to your mailbox. The text should follow this outline:

Thank you for your email. I will be out of the office starting (**Starting Date**) through (**End Date**) returning (**Date of Return**). If you need immediate assistance during my absence, please contact (**Contacts Name**) at (**Contacts Email Address**). Otherwise, I will respond to your emails as soon as possible upon my return.

- Do not use the Dynamics 360 email system for anything other than legitimate business purposes. Therefore, extensive private use of the email system and the sending of chain letters, junk mails, and jokes are prohibited.
- Particular care should be taken when sending confidential or commercially sensitive information. If in doubt, please consult your manager.
- If you receive any offensive, unpleasant, harassing or intimidating messages via email or intranet, you are requested to inform your manager immediately. It is important that we trace such emails as quickly as possible. "

Prohibited Activities

Employees are prohibited from using the company network or the Internet for any of the following activities:

- Wasting bandwidth on the official office network. Employees must not deliberately perform acts that waste computer resources as network bandwidth has finite limits. These acts include, but are not limited to, sending mass mailings or chain



letters, spending excessive amounts of time on the Internet, engaging in online chat groups, uploading or downloading large files, or otherwise creating unnecessary loads on network traffic associated with non-business-related uses of the Internet.

- Downloading commercial software or any copyrighted materials belonging to third parties, unless this download is covered or permitted under a commercial agreement or other such license
- Intentionally destroying or modifying files on the network
- Playing games over the network, this includes single player and/or multiplayer games over the network
- Visiting internet sites that contain obscene, hateful, or otherwise illegal material
- Using another employee's password or impersonating while accessing the network or Internet
- Accessing another employee's system without their consent
- Providing access to the Company's network to unauthorized/non-employees
- Connecting to any torrents, unofficial VPN or VOIP



CONTACT DETAILS

Postal Address

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- (+92) 323 507 9986

Web Address

<https://dynamics360.net/>

Email

- General: info@dynamics360.net
- Career: career@dynamics360.net
- All: all@dynamics360.net

Social

LinkedIn: dynamics360

Facebook: dynamics360

Instagram: dynamics360

Twitter: dynamics_360

