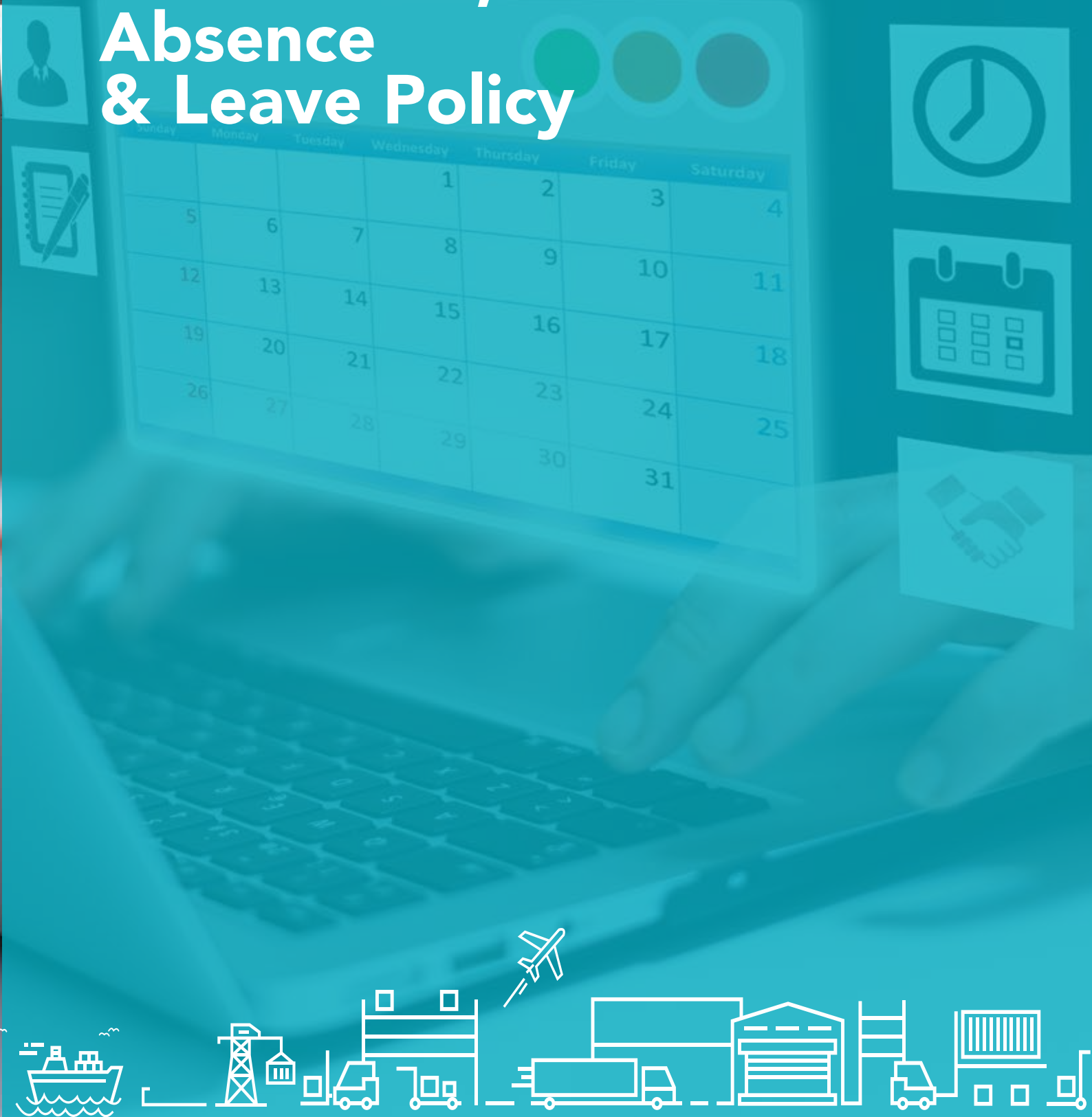




Attendance, Absence & Leave Policy





1. Purpose

This policy establishes Silk Mile LLC-FZ's standards for employee attendance, absence, and leave entitlements. Its purpose is to ensure operational continuity, fairness, and compliance with business requirements

2. Scope

This policy applies to all full-time employees of Silk Mile LLC-FZ, and visitors on Company property across all locations, unless otherwise stated in their employment contract.

3. Standard Working Hours

- Employees are expected to work Monday to Friday (5 days per week).
- Two attendance shifts are available, based on departmental requirements or prior agreement with HR/management:
 - Option 1: 08:00 AM to 04:00 PM, with a 30-minute lunch break.
 - Option 2: 09:00 AM to 05:00 PM, with a 30-minute lunch break.
- Lunch breaks should be taken between 12:00 PM – 2:00 PM unless otherwise approved by a manager due to operational needs.

4. Business Needs & Flexibility

Due to the nature of the logistics and freight forwarding industry, employees may be required to carry out tasks at home or outside normal working hours, particularly in case of urgent shipments, client emergencies, or business continuity requirements.

- Such requests will be reasonable, occasional, and communicated by the employee's line manager.
- Employees are expected to remain available outside working hours if critical business emergencies arise, such as:
 - Delays in shipment clearance.
 - Last-minute changes from clients, airlines, shipping lines, or customs authorities.
 - Urgent documentation requirements.



5. Punctuality & Attendance Rules

- Employees are required to be present at their workstation and ready to begin work at the start of their designated shift.
- Late arrivals and early departures must be reported to HR and the employee's line manager in advance (unless due to unforeseen emergencies).
- Consistent lateness or unauthorized absences may result in progressive disciplinary action.

6. Annual Leave

- Eligibility:
 - Employees may begin to request paid annual leave after completing 12 months of continuous service.
 - Entitlement begins from the second year of employment.
- Entitlement:
 - Employees are entitled to 15 working days of annual leave per calendar year.
 - Leave is non-cumulative (cannot be carried over to the following year).
 - Leave is non-cashable (no financial compensation in lieu of unused leave, except upon final settlement at resignation/termination).
- Application Procedure:
 - Requests must be submitted to HR at least 2 working days in advance for 1-3 days leaves, and 1 month in advance for longer leaves.
 - Approval is solely at the discretion of the direct manager, based on business needs, workload, and operational priorities.
- Handover Requirement:
 - Before commencing leave, employees must complete a handover of all pending tasks to their manager or designated colleague.
 - Failure to conduct a proper handover may result in the postponement or cancellation of leave approval.

7. Sick leave

- Employees are entitled to a maximum of 6 working days of paid sick leave per calendar year.
- A medical certificate/report from a licensed doctor is mandatory for all sick leave requests.
- Sick leave requests must be submitted to HR on the same day of absence or as soon as reasonably possible.
- Repeated or excessive sick leave may trigger an HR review and require a medical clearance before resuming work.



8. Work From Home (WFH)

- Employees are entitled to 6 work-from-home (WFH) days per calendar year, subject to the following conditions:
 - Requests must be submitted at least one working day in advance (except in emergencies).
 - Approval is subject to managerial discretion and business needs.
 - Employees must remain fully reachable by phone, email, and online communication tools during working hours.
 - Work performed remotely must be documented and reported at the end of each WFH day.
- WFH may be revoked or denied if abused, or if the employee's performance is negatively impacted

9. Unpaid Leave

- Employees may request unpaid leave in exceptional circumstances.
- Approval is strictly subject to management discretion and business requirements.
- Unpaid leave days will not count toward service accrual for benefits and entitlements.

10. Unscheduled Absence

- In case of emergencies, employees must inform their direct manager and HR before the start of the workday.
- Failure to notify will be considered unauthorized absence, subject to disciplinary action.
- No-show for 2 consecutive working days without notification will be treated as job abandonment and may result in termination.



11. Monitoring & Reporting

- Attendance will be monitored through timesheets, biometric systems (if implemented), and managerial supervision.
- HR will maintain attendance and leave records for payroll, compliance, and performance management purposes.

12. Compliance & Disciplinary Measures

Failure to comply with this policy may result in corrective action, including verbal warnings, written warnings, or further disciplinary measures in line with the company's Disciplinary Policy.