

Human Rights, Labour & Working Conditions Policy

Working conditions, career management and training, non-discrimination and anti-harassment, child and forced labour

Document No.	TL-POL-HR-020	Revision	00
Effective date	01-10-2026	Next review	30-09-2027
Policy owner	HR & Admin Manager	Approved by	Chairman
Scope	All employees, interns, temporary and agency workers of Trade Linx, Head Office Lahore and customer sites	Classification	Public – available to all stakeholders

1. Purpose and commitments

Trade Linx (established 2005, Firm Reg. No. 2829-2005, NTN 2289271-7) supplies CIJ/TIJ industrial coding and marking printers, inks, solvents, consumables and spare parts, packaging machinery and IT equipment, and provides installation, maintenance, repair and annual maintenance contract (AMC) services. It operates from one site at 16-J Johar Town, Lahore, with 17 employees (2025).

Trade Linx respects the human rights of everyone who works for us. This policy sets out how we provide fair working conditions, develop our people, prevent discrimination and harassment, and exclude child and forced labour. It is based on the **Universal Declaration of Human Rights**, the **ILO Declaration on Fundamental Principles and Rights at Work**, the **UN Guiding Principles on Business and Human Rights** and Pakistani law, including the **Punjab Minimum Wages Act 2019**, the **Punjab Shops and Establishments Ordinance 1969**, the **Protection against Harassment of Women at the Workplace Act 2010** (as amended 2022), the **Punjab Restriction on Employment of Children Act 2016** and the **Punjab Bonded Labour System (Abolition) Act**. Where law and this policy differ, the higher standard applies.

2. Working conditions

Qualitative objectives

- Pay every employee at least the legal minimum wage and aim for wages that meet a decent living-wage benchmark for Lahore, reviewed every year against inflation.
- Give every employee a written contract or appointment letter in a language they understand, with pay, hours, leave and benefits stated.
- Working hours: 48 regular hours per week maximum; overtime is voluntary, recorded in the attendance system, limited by law and paid at the legal premium rate.
- Register all eligible employees with **PESSI** (social security) and **EOBI** (old-age benefits) and provide paid annual, sick, casual, maternity and paternity leave as set out in the Service Rules (TL-HR-SOP-001).
- Offer medical coverage to all employees and flexible working where the role allows.
- Listen to employees through an annual satisfaction survey and open-door meetings, and respect their freedom of association.

Quantitative targets

KPI	Baseline (2025)	Target	Target year
Employees paid at or above the Trade Linx living-wage benchmark	100% (wage review 2026)	100%	2027

KPI	Baseline (2025)	Target	Target year
Employees registered with PESSI and EOBI (eligible staff)	100% (17 of 17)	100% maintained	2026
Employees covered by company medical coverage	100% (through PESSI)	100%	2027
Employee satisfaction survey participation / satisfaction rate	None – introduced 2026	Annual survey, ≥ 75% satisfied	2027
Overtime hours per employee per week (average)	Not recorded (monitoring from 2026)	≤ 6 h	2027

3. Career management and training

Qualitative objectives

- Recruit on merit using clear job descriptions and structured interviews.
- Give every new employee a structured induction, including health and safety, ethics and information security.
- Identify training needs every year (Training Need Analysis, TL-HR-FF-035) and deliver technical training on coding printers, inks and IT systems, including manufacturer training through our group company Inkjet Limited (China).
- Hold an annual performance appraisal (TL-HR-FF-021) with a career-development discussion and a personal development plan for every employee.
- Advertise vacancies internally first and support promotion from within.

Quantitative targets

KPI	Baseline (2025)	Target	Target year
Average training hours per employee per year	8.2 h	≥ 24 h	2028
Employees with an annual appraisal and career discussion	Not recorded (monitoring from 2026)	100%	2026
Employees with a personal development plan	0% (introduced 2026)	100%	2027
Vacancies advertised internally before external recruitment	Not recorded (from 2026)	100%	2026

4. Non-discrimination, diversity and anti-harassment

Qualitative objectives

- Zero tolerance for discrimination in recruitment, pay, training, promotion, discipline or dismissal on the basis of gender, religion, sect, ethnicity, caste, language, disability, age, marital status, pregnancy, political opinion or any other status protected by law.
- Zero tolerance for sexual harassment, bullying, verbal, physical or psychological abuse, in the office, at customer sites or online.
- Equal pay for work of equal value; pay reviewed yearly by gender.
- An **Inquiry Committee** under the 2010 Harassment Act (four members, all women; the Act requires at least three members including at least one woman) investigates complaints; complaints can also be raised

through the Whistleblowing & Grievance Procedure (TL-SOP-GRV-010), confidentially and without retaliation.

- Encourage applications from women and persons with disabilities, and make reasonable adjustments to the workplace.

Quantitative targets

KPI	Baseline (2025)	Target	Target year
Employees trained on anti-discrimination and anti-harassment	0% (introduced 2026)	100% every year	2026
Women in the workforce	58.8% (10 of 17)	Maintain $\geq$ 50%	2030
Harassment / discrimination complaints closed within 30 days	n/a (no complaints in 2025)	100%	2026
Unexplained gender pay gap for the same role	0% (wage review 2026)	0% (reviewed yearly)	2027

5. Child labour, forced labour and human trafficking

- No person under 18 is employed. Age is verified from the CNIC or B-Form before hiring and a copy is kept in the personnel file.
- No forced, bonded, prison or trafficked labour. We never keep identity documents, charge recruitment fees or restrict freedom of movement; employees can resign with the notice stated in their contract.
- The same requirements apply to our suppliers through the Supplier Code of Conduct (TL-POL-PRO-030).

KPI	Baseline (2025)	Target	Target year
New hires with documented age verification	100% (CNIC checked by HR)	100%	2026
Cases of child or forced labour in our operations	0	0 every year	Annual

6. Governance and responsibilities

Role	Responsibilities
Chairman	Approves this policy and targets and provides resources; reviews results yearly in the management review.
HR & Admin Manager Akhtar Ali	Owns this policy; keeps contracts, attendance, payroll and training records; runs the appraisal and survey; reports KPIs every quarter.
Harassment Inquiry Committee Shumaila Naureen, Noreen Akhtar, Arooj Tayab, Nosheen Akhtar	Investigates harassment complaints under the 2010 Act and recommends action.
Managers	Apply this policy fairly; hold appraisals and career discussions; release staff for training.
Employees	Treat colleagues with respect; report concerns.

7. Communication, monitoring and review

This policy is displayed on the notice board, explained at induction, and signed by every employee. KPIs are monitored quarterly and published in the annual Sustainability KPI Report. Violations lead to disciplinary action up to dismissal. The policy is reviewed at least once a year and after any change in law.

Approval

This document was approved by the Chairman of Trade Linx on 01-10-2026 and is effective from that date. It is communicated to all employees and relevant stakeholders, applies until superseded and is reviewed at least annually.

Prepared by: HR & Admin Manager

Approved by	Signature and company stamp	Date
Chairman, Trade Linx	Approved and signed by the Chairman – signed original held at Trade Linx Head Office, Lahore	01-10-2026

Revision history

Rev.	Date	Description of change	Approved by
00	01-10-2026	First issue.	Chairman