

Special Communication Organisation and University of Poonch Software Technology Park, Rawalakot, AJ&K, Zip: 12350, Phone No: +92 355 8170777, 05824-929800, ~~7~~

Jun ~~May~~ 2024

Client/ Company Name: Freelancer

Subject: Terms of Reference

Dear Faisal Aslam,

We are pleased to outline the terms of reference for our collaboration. These terms are designed to ensure clarity, transparency, and mutual understanding between Software Technology Park management committee and

1. Vision & Scope

Software Technology Park (STP) is a joint venture of Special Communication Organisation (SCO) & University of Poonch Rawalakot (UPR). STP aims for provision of requisite workspace / platform for skilled manpower and IT industry of the region to meet immediate goals of increased Foreign Direct Investment (FDI), increased employment, and human resource development boosting the local economy. The project encourages the development of a skilled workforce, enhancing educational programs in the community. It also provides a supportive ecosystem for start-ups, fostering the growth of local small and medium-sized enterprises. Project also facilitates collaboration among local freelancers, entrepreneurs, start-ups, and professionals, encouraging skills and knowledge exchange.

1. Responsibilities. Roles and Responsibilities of both parties are clearly defined as under.

a. STP Management Committee

- (1) Ensure **24/7 Functionality** of STP with high speed Internet and Uninterrupted Power Supply (UPS).
- (2) Ensure **24/7 Availabilty** of following facilities to clients:
 - (a) Personal offices and Freelancer Desks as assigned
 - (b) Meeting Room
 - (c) Zoom Pods
 - (d) 30 x Person Multipurpose Hall
 - (e) Cafeteria
 - (f) Separate Male and Female Prayer Areas
- (3) Strive to maintain high standards of professional, secure and controlled environment for optimum performance of Clients.

b. Client

- (1) **Legality**. All professional activity must conform to the legal procedures and professional ethics. Clients should adhere to all applicable laws, regulations, and STP policies, including those related to ethics, governance, and compliance.
- (2) **Domain Constraint**. Strictly operate in the IT and ITeS domains.
- (3) **Accountability**. Responsive to inquiries, feedback, and accountability towards STP management committee. An environment of accountability for delivering results and commitments will be set to ensure IT standards at the facility.
- (4) **Punctuality**. Clients to regularly work from STP Facility at timings initially specified by themselves. Leave of absence prior to leaving may be taken from STP administration. Any Client absent without prior approval from STP administration for more than 5 consecutive days or 10 inconsecutive days is liable to termination of collaboration.
- (5) **Transparency**. Fostering a culture of transparency where open communication, honesty, and integrity are valued, ensuring that STP management committee remains informed about professional activities. Confidentiality from STP management committee will be ensured to maintain mutual trust, dependability and reliance.
- (6) **Voluntary Training**. STP fosters the spirit of collaborative efforts, teamwork, transfer of knowledge, skills and expertise. Any voluntary training to beginner Clients, inexperienced Freelancers, IT workers will be highly appreciated. Experienced and skilled Clients must take this as their social responsibility to train the less experienced and less privileged. However, no constrain on any Client will be placed in this regard.
- (7) **Excellence**. Strive for excellence in everything. This includes performing high-quality work, continuously improving processes, and exceeding self expectations.
- (8) **Growth**. Foster a culture of continuous learning, growth, and development. Seek opportunities to expand skills, knowledge, and expertise to enhance personal and professional growth.
- (9) **Collaboration**. Embrace teamwork, collaboration, and open communication. Work collaboratively across teams to achieve common goals and solve challenges effectively.
- (10) **Respect**. Treat everyone with respect, dignity, and fairness. Embrace diversity, inclusion, and equality in all aspects of work, fostering a supportive and inclusive environment
- (11) **Innovation**. Embrace Innovation, creativity, and adaptability. Be open to new ideas, technologies, and ways of working to drive innovation and stay ahead in a dynamic IT environment.

- (12) **Leadership**. Demonstrate professionalism, leadership, and a positive attitude. Lead by example, mentor others, and inspire colleagues to excel in their roles.
- (13) **Align with STP's Mission**. Clients are expected to align with STP's mission, vision, and core values. Our collective efforts should contribute to achieving our long-term goals and making a positive impact.

2. **Do's and Don'ts**.

- a. No smoking inside STP Facility.
- b. No use of intoxicants/ drugs or any other harmful substance.
- c. No bullying, harassment, fighting, use of inappropriate language or discrimination of any kind.
- d. No false or misleading statements, misrepresentations, or omissions that could harm STP, its stakeholders, or the public.
- e. Have regard for intellectual property rights. Follow legal procedures, avoid plagiarism and respect copyrights.
- f. No disrespectful behaviour towards STP administration or fellow Clients. Maintain professionalism and mutual respect in all interactions.
- g. Refrain from disruptive behavior inside facility. Respect the professional environment and fellow Client's right to work.
- h. Maintain high levels of Professional Ethics. Avoid dishonesty, deception and unethical behaviour that can damage trust and reputation.
- i. Do not violate fellow Client's privacy. Respect personal spaces and each Client's right to privacy. Avoid disturbances to fellow clients, including playing loud music or videos.
- j. Avoid sharing sensitive personal or financial information over public networks or insecure websites to protect your privacy and security.
- k. Handle STP facilities with care, avoiding actions that could cause damage or disruption to services. Refrain from damaging STP property, including offices, furnishings, and amenities. Any damages may result in additional charges.
- l. Efforts should be made to conserve resources such as water and electricity by turning off lights, and faucets when not in use.
- m. No bringing of unauthorized visitors into STP premises without prior approval from STP administration.
- n. Clients should not leave valuables unattended in their offices, freelancer areas. STP administration is not responsible for lost or stolen items.
- o. Adhere to STP policies, rules, and regulations regarding conduct, use of facilities, and professional integrity/ ethics. Ignorance of policies is not an excuse for violations.

3. **Timeline**. STP is forecasted to commence from 10th May 2024. However, harsh weather conditions may alter the planned commencement date. Official

Inauguration to take place after commencement, date will be announced a week prior.
All clients to ensure their presence during inauguration.

4. **Communication**: Clear channels of communication will be established between STP management committee and Clients. Clients are encouraged to convey any reservation or complaint to STP management committee directly which will be taken under consideration at appropriate levels.
5. **Payment Terms**. All spaces for initial 3 months after joining date will be free for STP clients, however, internet charges may apply. After termination of 3 months, clients will be charged as per spaces occupied. Detailed payment structure will be shared later.
6. **Confidentiality**. STP will maintain strict confidentiality of any information, project/ company details provided by Clients.
7. **Intellectual Property**. Ownership of any intellectual property developed in STP premises will remain as the property of Client.
8. **Termination**. In case of any major violation of STP's policy, STP management committee has the authority to terminate agreement with any Client. However, minor violations will lead to provision of notices from STP management committee. Multiple notices may lead to termination of collaboration. No fixed number of notices can be specified for termination as each situation may have varying implications, STP management committee to make final decision for ceasing agreement with any client based on situational facts and inquiry.
9. **Governing Law**. This agreement will be governed by STP management committee, and any legal matters will be resolved in the appropriate STP management committee channels.
10. **Amendments**. Any amendments or modifications to the terms of reference will require mutual agreement between STP management committee and Client, and will be documented in writing.

Please review these terms carefully. If you have any questions or require clarification on any point, do not hesitate to contact us.

We look forward to a successful collaboration.

Sincerely,

Management Committee, Software Technology Park, Rawalakot

It is certified that I, Faisal Aslam, agree with above mentioned Terms of Reference

Signatures:

Client: Faisal Aslam

for SCO Sector Commander AJ&K: [Signature]

07/06/24

for The Vice Chancellor University of Poonch Rawalakot: [Signature]

07/06/24