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| | ONSITE VISIT | | |

| REVISION HISTORY | | | |
|------------------|------------------------|------------|----------------|
| REV | Description of Change | Author | Effective Date |
| 1.0 | Policy on Onsite Visit | Manasi Das | 06-June-12 |
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| REFERENCE DOCUMENTS | |
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POLICY STATEMENT:

At CSM, the employment is subjective to Client/Onsite visit on account of business/project needs/training. The visit may be for a short term or long term duration depending on the requirement.

The document shall enable employees to know the guidelines during Client/Onsite Visit and conduct business in an efficient and effective manner. Also it will ensure that expenses are cost effective and shall also economical in optimizing the productivity.


The policy shall highlight on Workplace Etiquettes, Dress code and Behavior to be maintained at Client site.

ELIGIBILITY:

This shall be applicable to all employees at CSM, who are required to travel on Company business/project needs/training irrespective of the Grade and designations.

GENERAL RULES

1. As soon as an employee gets the information that he/she has to travel Onsite/Client site, the employee shall apply for "TOUR" in Kwantify and obtain approval & sanction from the respective authorities.
2. In view of the kind of business in which our company is involved, the employees in the technical/non-technical groups may have to travel to any place in the world for the desired period depending upon the business needs.
3. Travel period may be decided based upon project/business assignment and requirement.
4. The employees are expected to take up such assignment without any hesitation. (Once the travel is confirmed and tickets are booked, no change in dates/decision from the employee shall be considered, except in case of a medical emergency.
5. Employees have to prepare well for the assignment, as their contribution is an integral part to the proceedings. Employees have to ensure that all the reports/information is ready before leaving for the Clients site.

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6. The employee who is travelling needs to get in touch with the concerned person from client site during the travel period in case he needs any clarification/information.
7. Once the employee reaches Onsite, his contact number (New Number in-case of Overseas travel, Hotel where staying) should be circulated through emails to the concerned team, RA & HRD.
8. Daily reporting to RA and concerned team through emails is mandatory.

WORK PLACE ETIQUETTES, DRESS CODE AT ONSITE:

1. The person is expected to maintain punctuality as per the client's requirement.
2. One should wait till the client allots a work station and should not take a workstation without permission. One also needs to be content with the workspace that the client has offered.
3. Should maintain cleanliness in the allotted workstation.
4. "Smile and be courteous at all times", especially with the team, the employee is associated.
5. Respect the private space of the people at the client-site and refrain from taking personal calls at the client-site. Avoid taking personal calls at the client's office or in the presence of the client.
6. Follow the client's attire policies and go a little bit above it by dressing more professionally. Proper dress code along with the ID card should be maintained at the Client site.

IMPORTANCE RULES TO BE REMEMBERED

1. Client appreciations or any rewards given by Client to an individual or team are to be deposited in the office, failing which necessary action will be taken. Distribution of the reward amount is purely at Office Discretion.
2. Avoid accepting any rewards in terms of Cash.
3. In case of a reward in the form of a Cheque, it should not be accepted favoring any individual name; it should be in favor of the company. In case it is drawn on any

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individual name, immediate information is to be sent to CSM Head Office & an equal amount is to be paid back once the Cheque is realized at the earliest possible.

4. Employees are expected to work as per the local Calendar & timing of the Client site.
5. In case of over-seas visits an employee is responsible for his/her well being there. Hence, it is requested to the employee travelling to know all possible paper work processes & the required documentation detail before traveling abroad.
6. In case of over-seas travel all necessary Visa rules are to be followed by the employee him/her self.
7. Carry of cash while traveling is the self decision of an employee, any consequences for the same is the employee's own responsibility. Any alternate arrangement like Credit card or traveler's Cheque can also be used depending on employee & Company's mutual agreement.
8. Company will not in any way be responsible for any conflict arising out of purchase of any personal belonging on-site and subsequently bringing that back home.
9. Staying & Local travel arrangement is either to be done by CSM travel desk or the employee. In case of the latter, the employees have to make their own arrangement on arrival based on the TA/DA rules laid down by office.
10. An Employee must agree to abide by all the rules and regulations of the company and shall not resign from the services of the company, while on deputation at the Client's site. However, if he/she does so, the company shall take required action.

Special Leave after return from Foreign Travel:

A special leave of **1 to 2 days** can be granted to an employee at the discretion of the management after an overseas deputation exceeding continuous three months.

1. This leave can be taken within a week after return from the overseas assignment.
2. This is a special leave and it cannot be taken attaching to any other type of leaves i.e Earned, Casual or Sick leaves.