

Employee Handbook & *Standards of Work*

confidential agreement



Find.

himayoshi

ADDRESS FROM THE HUMAN RESOURCE DESK

As a comprehensive resource this handbook is designed, covering all the areas we feel are of significance to employee, and employee's career with NECTAR INFOTEL.

We firmly believe that all our associates are the champions of our growth. It is employee's capacity and commitment that will determine the success of our Company. We must keep our goals and values in perspective at all times, and adopt a sense of ownership and with it the responsibility.

We wish to build the ultimate human organization, with a sense of loyalty and high integrity.

Best Regards
Team HR

Note: - The employee Policy Handbook may be modified or amended from time to time as per requirement.

TABLE OF CONTENTS

GENERAL EMPLOYMENT RULES	7
PURPOSE	7
SCOPE	7
COVERAGE	7
INTRODUCTION	7
EQUAL OPPORTUNITY	7
TERMS OF EMPLOYMENT	8
WORK DAYS	9
HOURS OF WORK	9
FOOD AND BEVERAGES	9
VISITORS AT WORK PLACE	10
ACCOUNTABILITY	10
OFFICE EQUIPMENTS AND USAGE SECURITY POLICY	11
PURPOSE	11
SCOPE	11
COVERAGE	11
PERSONAL TELEPHONE CALLS	11
INTERNET USAGE	11
PRINTER AND PHOTOCOPIER USAGE	12
USAGE OF SIGNATURE	13
ELECTRONIC SIGNATURE	13
SCANNED IMAGE OF A SIGNATURE	13
RESPONSIBILITY	13
AUTHORIZATION FOR USING ELECTRONIC SIGNATURE/ SCANNED IMAGE OF A SIGNATURE	13
FUNCTIONAL REQUIREMENTS	14
VALIDITY OF A SIGNATURE	14
NOTES	14
HUMAN RESOURCE POLICIES	15
PURPOSE	15
SCOPE	15
COVERAGE	15

NECTAR REFERRAL POLICY (NRP).....	15
PERSONNEL RECORDS AND PRIVACY.....	18
ORIENTATION.....	18
ATTENDANCE AND PUNCTUALITY	18
PROBATION PERIOD	20
TRANSFER POLICY.....	20
AWARDS & REWARDS PROGRAM	22
STAR PERFORMER OF MONTH (SPOM) AWARD.....	22
ON THE SPOT (POLKA) AWARD.....	22
OUTSTANDING ACCOMPLISHMENT (OA) AWARD	22
A PAT ON BACK (APOB) AWARDS.....	22
LONG SERVICE DEDICATION (LSD) AWARD	23
COMPENSATION AND BENEFIT POLICY	24
PURPOSE	24
SCOPE	24
COVERAGE	24
PAY DAY.....	24
TRAVEL POLICY	24
LOCAL CONVEYANCE POLICY	25
DOMESTIC TRAVEL POLICY	26
LEAVE POLICY	26
SEPARATION POLICY	32
PROFESSIONAL APPEARANCE POLICY.....	35
PURPOSE	35
SCOPE	35
COVERAGE	35
DRESS CODE	35
ENFORCEMENT.....	37
CONDUCT AND DISCIPLINE PROCEDURE	38
PURPOSE	38
SCOPE	38
COVERAGE	38
STANDARDS OF CONDUCT.....	38

ASSOCIATE GRIEVANCE PROCEDURE	38
INDIVIDUAL RESPONSIBILITY	39
CONFLICT OF INTEREST	39
CONFIDENTIAL & PROPRIETARY INFORMATION	39
USE OF COMPANY'S LOGOS AND TRADEMARKS & STATIONARY	39
COMPANY ASSETS / SERVICES	39
SMOKING IN THE OFFICE	40
RECEIPT AND GIVING OF GIFTS	40
REPORT OF ARREST TO SUPPLIERS BY EMPLOYEE	40
CORRECTIVE ACTION	40
DISCIPLINARY SITUATIONS	41
DISCIPLINARY ACTIONS AND PENALTIES	45
PERFORMANCE IMPROVEMENT PLAN (PIP)	50
PURPOSE	50
RESPONSIBILITIES	50
CLARIFICATION ON NOTICE PERIOD WHILE IN PIP	52
SEXUAL HARASSMENT POLICY	53
PURPOSE	53
SCOPE	53
COVERAGE	53
DEFINITION	53
INFORMATION SECURITY POLICY	56
USER ACCESS PRIVILEGES	56
CREATION OF EMAIL ID	56
AUTO LOCK OR SCREEN SAVER	57
INTERNET USAGE	57
EMAIL USAGE	57
DO'S AND DON'TS	58
ACKNOWLEDGMENT	60

1. GENERAL EMPLOYMENT RULES



General employment rules

1.1 PURPOSE

To maintain a harmonious working culture that will enable the employees to understand the NECTAR INFOTEL values and culture thereby streamlining the processes within the departments to ensure that satisfaction is inclined with NECTAR INFOTEL Values.

1.2 SCOPE

This policy applies to recruitment and placement, promotion, training, transfer, retention, rate of pay and all other details and conditions of employment.

1.3 COVERAGE

This policy is applicable to all the employees of NECTAR INFOTEL

1.4 INTRODUCTION

A handbook is designed to provide every employee with policies and procedures of NECTAR INFOTEL to get acquainted with its culture. These policies explain about the working conditions, benefits, and policies affecting employees. The information contained in this Handbook applies to all employees of NECTAR INFOTEL. The Handbook is a summary of our policies, which are presented here only as a matter of information and not as a promise of employment or as a contract between the Company and any of its employees. The employees are responsible for reading, understanding and complying with the provisions of this handbook. It supersedes all previous handbooks that may have been issued from time to time on topics covered in this handbook. These policies are subject to change at any given point of time at the whole discretion of the Management and intimation of the same will be done as and when the changes are made.

1.5 EQUAL OPPORTUNITY

NECTAR INFOTEL is committed to a policy of equal employment and advancement opportunities for all qualified individuals without regard to race, color, religion, sex, age and marital status. This is to ensure that equal

consideration is extended to all staff and applicants. All decisions with respect to recruitment and promotions are made solely on the basis of qualifications and performances, viewed in relation to the requirements of the position. All managers and functional heads are directly responsible for the application of this policy and for ensuring that everyone in their department understands and adheres to this policy. Employees with questions or concerns about discrimination, in the workplace are encouraged to bring these issues to the attention of their manager. Employees can raise concerns and make reports without fear of reprisal.

1.6 TERMS OF EMPLOYMENT

The terms of employment will be as per the details contained in Appointment letter. The company shall reserve the right to amend, alter, and change any or all the terms and conditions governing employment. The company will also be the sole judge of the meaning and interpretation of all or any of these terms and conditions and its decisions thereon shall be binding on all employees. The employment contract is contract between the individual and the company and the terms of contract are individual to each. Hence the employees are expected not to share the terms and conditions of their contract with others, including fellow associates.

Every Employee of the Company shall at all times- (i) maintain absolute integrity; (ii) maintain devotion to duty; and (iii) do nothing which is unbecoming of an Employee of the Company and to be prompt to attend the work at time and do not take excessive leave may not be an excessive absenteeism. Every Employee of the company holding a supervisory post shall take all possible steps to ensure the integrity and devotion to duty of all Employees of the Company for the time being under his/her control and authority. No Employee of the Company shall, in the performance of his/her official duties, or in the exercise of powers conferred on him/her, act otherwise than in his/her best judgment except when he/she is acting under the direction of his/her official superior.

No Employee of the Company shall- (a) in the performance of his/her official duties, act in a discourteous manner; (b) in his/her official dealings with the public or otherwise adopt dilatory tactics or willfully cause delays in disposal of the work assigned to him/her. Every Employee of the Company shall, at all times, observe the Company's policies regarding prevention of crime against women and Prohibition of Sexual harassment of working women. No Employee of the Company shall indulge in any act of sexual harassment of any woman at her work place. Every Employee of the Company who is in charge of a work place shall take appropriate steps to prevent sexual harassment to any woman at such work place.

Confidentiality: -

The protection of confidential business information and trade secrets is vital to the interests and success of NECTAR INFOTEL. All employees are required to sign a Non-Disclosure Agreement as a condition of employment. Employees who improperly use or disclose trade secrets or confidential business information will be subject to suitable disciplinary actions, including termination of employment and legal action, even if they do not actually benefit from the disclosed information.

Such confidential information includes, but is not limited to, the following examples:

- Compensation data

- Financial information
- Marketing strategies
- Pending projects and proposals
- Proprietary production processes
- Personnel/Payroll records and
- Conversations between any persons associated with the company
- Anyone found to be engaging in unlawful discrimination will be subject to disciplinary action, including termination of employment.

1.6 WORK DAYS

All employees at NECTAR INFOTEL will be required to work from Monday to Friday. Holiday list for next calendar year will be prepared at the end of the previous year and is intimated before January 1st. The Holiday list consists of 12 Holidays in a year including National Holidays.

During emergencies unavoidable circumstances such as severe weather, fires, or power failures which can disrupt company operations, the decision to close the office will be made by the Human Resource Department. When the decision is made to close the office, employees will receive official notification from their functional heads. Employee's deployed onsite the country will follow client holiday list.

In case of exigencies and to meet targets, employees are required to work on holidays and week days also without any extra remuneration.

1.7 HOURS OF WORK

The normal office hours are from 09:30 AM to 06:30 PM. Employee shall enjoy a lunch break of half an hour on all working days. Employees may be required to work in different work hours under special circumstances. Employee's immediate/ reporting manager is to be consulted if there are any questions about work hours or if any variation is required. If at client's site, their working hours should be adhered to. In case of exigencies and to meet targets, employees are required to work beyond normal office hours also.

1.8 FOOD & BEVERAGES AT WORK STATIONS

Employees are advised not to consume food and beverages on work station. The management seeks employee's cooperation to keep work areas as neat and clean as possible. Employees are allowed a half an hour lunch breaks. Lunch breaks generally are taken between the hours of 2.00 pm to 2.30 pm on a staggered schedule so that one's absence does not create a problem for co-workers or clients. Employees can avail a tea break for a maximum of 15 minutes twice a day. If employees have unexpected personal business to take care of, they must notify their direct supervisor to discuss time away from work and make provisions as necessary. Personal business should be conducted on employees own time. Employees who do not adhere to the lunch break policy; will be subjected to disciplinary action, including termination. If employees are on duty on national or other holidays, they may be provided with food/ snacks subject to its availability in nearby. Coffee and Tea will be made available even on weekends and other holidays too subject to its availability in nearby.

1.9 VISITORS AT WORKPLACE

For the safety and security of employees, visitors, and the facilities at NECTAR INFOTEL, only authorized visitors are allowed in the workplace. Restricting unauthorized visitors helps to ensure security, decreases insurance liability, protects confidential information, safeguards welfare, and avoids potential distractions and disturbances. All visitors must enter through the main reception area; receive a “Visitor Pass” at the front desk. Authorized visitors will be escorted to their destination and must be accompanied by an employee at all times. The visitor pass is issued by the security to official visitors and also to personal visitors (includes family members and friends). Every employee should ensure to restrict their personal visitors to the reception area and would not allow inside the office for any reason. It is necessary for everyone to keep in mind that office is meant to run company’s business.

1.10 ACCOUNTABILITY

All employees will be accountable to their works. A senior person cannot pass the buck to his juniors for the failure of work or delay. He has to have his control systems for jobs he gets done for his juniors and also make them accountable to himself. Their failure, so far as his seniors are concerned, is his own failure and HOD should accept his normal responsibility.

2. OFFICE EQUIPMENTS AND USAGE POLICY

2.1 PURPOSE

The main objective behind this policy is to control the internal cost or wastage by using the internal communication devices (Internet and telephone) and Office Equipment (scanner, printer and photocopier). The purpose of this policy is to protect the information assets of NECTAR INFOTEL.

2.2 SCOPE

This policy provides guidance on the use of mobile and desk telephones, the circumstances and conditions for the usage and the criteria for the provision of Mobile Reimbursement to the employees.

2.3 COVERAGE

This policy applies to all the employees of NECTAR INFOTEL who make use of the technical resources of the company.

2.4 PERSONAL TELEPHONE CALLS

Telephones are intended for the use of serving our customers and in conducting the Company's business. Personal usage during business hours is discouraged except for emergencies. All personal telephone calls should be kept brief to avoid congestion on the telephone line. Long time conversations of personal calls should be brief to ensure that there would not be any disruption to the other employees' work. It is advised to all the employees to ensure that the mobile ring tones should be to an extent where it is audible to self and not to others as it is disturbance to other employees and this may become a practice by others to follow on. Therefore, it is strictly instructed to the employees to minimize the volume of the ring tones and ensure that it does not disturb to other employees.

2.5 INTERNET USAGE

Company provided systems, computer files, the e-mail system, Internet access and the software furnished to employees are company property and are to be used for company business only, and not for personal use to communicate with friends or family or to access the Internet for personal purposes. (Or While use of the computer, e-mail and Internet is intended for job- related activities, incidental and occasional brief personal use may be permitted within reasonable limits, so long as it does not interfere with the employees' work.) Electronic mail sent from the company should be treated the same as any other communication that is sent.

All communications represent NECTAR INFOTEL as a whole, and as such, should be written in a professional and appropriate manner. NECTAR INFOTEL prohibits the use of Internet access and the e-mail system for any un-lawful, anti-national and anti-social activities and in ways that are disruptive, offensive to others or harmful to morale, including sexually explicit messages, images and cartoons, ethnic slurs, racial comments, off-color jokes or anything that could be construed as harassment or shows disrespect for others, defames or slanders others, or otherwise harms another person or business.

Employees may access the Internet for studying and to update knowledge for the benefits of the NECTAR INFOTEL. Employees are restricted from attempting to elicit information which is not relevant and is not eligible for its

access. If any employee is found to do the same then it is considered violation of the policy and will be liable for disciplinary actions.

In order to enforce these policies, computer, Internet, telephones and e-mail usages by using NECTAR INFOTEL resource may be verified by NECTAR INFOTEL.

2.6 PRINTER AND PHOTOCOPIER USAGE

All the employees should understand the importance of using the office equipment economically. Letter Heads to be used with the permission of the Reporting Managers only. Letter Heads are to be utilized for official purposes only and not to be left around work stations unattended. Also when not in use, Letter Heads to be kept under Lock and Key.

Please follow ethics while using printers and photocopier:

- Allow others to use these machines at times of emergency provided the stationery (papers) are brought by self
- Do not disturb or enforce the printer owners to take print while they are amidst of important task or while they are taking the prints
- Ensure there are no letter heads placed in the printer while taking a print if it is not required to take on the same
- Ensure to handle the machines smoothly and rough handling may cause to spoil the system.
- In case of cartridge shortage or any other trouble please inform the personnel concerned about the same
- For rough usage or for informal usage, photocopy or print can be taken on one sided paper too Personal usage of printer or photocopier can be restricted to certain documents like certificates, passport or driving license or a maximum of 3 pages.

3. POLICY: USAGE OF SIGNATURE

3.1 ELECTRONIC SIGNATURE:

An electronic signature is any electronic means that indicates that a person has authorized the contents of an electronic message or document that may be saved electronically or sent on to another person within the Company or to a third party. This would also include an electronic document which has subsequently been printed in hard format. The document or electronic message may or may not originate from the signature holder. In order to increase the speed and efficiency of the company's business and its processes the Company requires electronic signatures to be used in place of written signatures which is realistic and reasonable. For these electronic signatures to be effective, it is important that they fulfill the same functions as written signatures. This policy sets out the requirements for electronic signatures and defines how and when an electronic signature/ Scanned image of a signature should be used.

3.2 SCANNED IMAGE OF A SIGNATURE:

A scanned image of a signature is an image of a handwritten signature that can be used as an equivalent to a written signature for purposes where it meets the appropriate functional requirements.

3.3 RESPONSIBILITY:

This policy applies to all company's employees for the usage of electronic signatures/ Scanned image of a signature on the documents that are generated as part of company's business requirement. This process may also apply to additional activities which may include, but not be limited to, the generation of electronic communications, transactions, contracts and any other document or record that requires a signature. Any employee who fails to comply with this policy may be subjected to disciplinary action.

3.4 AUTHORIZATION FOR USING ELECTRONIC SIGNATURE/ SCANNED IMAGE OF A SIGNATURE:

- Any employee shall use the signature of intended person only after receiving an authority letter from the intended person whose signature is sought for. Authorization letter shall be deemed fit only when it is signed physically and not with a scanned image. Before using the signature of any authorized signatory, their respective confirmation via email or in writing with a physical signature on it is mandatory. Any individual proceeding without the confirmation shall attract a disciplinary/ Legal action against oneself.
- If any employee intends to use his/ her own signature for business purpose. Either he/ She shall be asking for the permission from the Director/ CEO of organization or if deemed fit, The Director/ CEO of the organization shall assign the authority to the individual for a specific period of time and the same shall be mentioned in the authority letter signed by the Director/ CEO of the organization.
- Where an electronic signature/ Scanned image of a signature does not belong to the person drafting, amending and/ or sending the electronic message or document that contains the electronic signature/ Scanned image of a signature, that person should:

- i. Not alter the electronic message or document without prior authorization from the signature holder in writing/ Email; or
- ii. If drafting or altering any electronic message or document for the signature holder, ensure that the signature holder is aware that the signature is to be used and that the signature holder agrees/ approves the contents before it is sent on to any other person within the Company or any other third party in writing/ Email.

3.5 FUNCTIONAL REQUIREMENTS:

- Staff must ensure that any electronic signature/ Scanned image of a signature used must meet the functional requirements needed from a signature in the business process. The functional requirements of a signature include:
 - i. Confirming originality and authenticity of a document
 - ii. Demonstrating a document has not been altered
 - iii. Indicating a signer's understanding and/or approval
 - iv. Indicating a signer's authorization
 - v. Identifying the signatory and ensuring non-repudiation of a document

3.6 VALIDITY OF A SIGNATURE:

- The time duration for which you can use the signature shall be for a specific period and that will be conveyed by the intended person whose signature is sought for. Validity for the permission to use the signature of intended person shall be conveyed via email or physical letter with a signature over it. This too shall be only conveyed by the intended person whose signature is sought for. A signature cannot be used beyond the validity period whatsoever urgency the task at the moment amounts for.

3.7 NOTES:

- Electronic Signature/ Scanned image of a signature must only be used when the permission has been granted by the author and it must be kept securely to prevent unauthorized access and usage.
- It is the responsibility of everyone in the organization to comply with the laid down policy and its associated arrangements as an integral part of their day-to-day activities.

This has been endorsed by the Management team at Nectar who take direct responsibility for its execution.

4. HUMAN RESOURCE POLICIES



HR policies

4.1 PURPOSE

The main purpose of these policies is to set guidelines for manpower planning, maintenance and accuracy of personnel records, occurrence, absence and tardiness.

4.2 SCOPE

The HR policies are implemented across the locations irrespective of the levels as mentioned accordingly in the policies. This creates a systematic process in the organization without any chaos.

4.3 COVERAGE

This policy applies to all the employees of NECTAR INFOTEL

4.4 NECTAR REFERRAL POLICY (NRP)

4.4.1 OBJECTIVE

To state the procedures and guidelines for rewarding those employees of Nectar Infotel, who help identify and attract suitable and competent talent in order to meet our resource requirements at an optimum cost

4.4.2 ELIGIBILITY

All current employees of Nectar Infotel, including trainees on rolls of the Company are covered under this policy. This policy is effective immediately.

4.4.3 EXEMPTIONS

The following are ineligible to receive the benefit of the policy.

- Members of the Senior Management Team – including department heads.
- Employees at or above Manager Level.
- Members of the Human Resources Department.
- Employees referring immediate family members to the Company.

4.4.4 PROCEDURE

- Employee may refer individuals who fit the specifications given in job descriptions for vacant positions which Human Resources posts from time to time. In case the resume is already available in the data bank the referral process will be terminated at this stage and shall be informed to the referrer via an email.
- The referrer needs to fill up the employee referral form and submit to the HR department before the recruitment process begins. Referral form can be found attached herewith under heading “Employee Referral Form” at point 4.4.8.
- The referrer’s role will be limited to the submission of the resume of the candidate.
- The employee making the referral will not in any way be involved with the interview process or salary fixation of the candidate.
- Application referred by any employee should be signed by him before taking into consideration by the HR Department.
- Selection of any referred candidate would be made only after going through the selection process, as per recruitment policy / procedures.
- There should be no specific canvassing in case of a referred candidate by both the employee who referred him and the HR.
- If the referred candidate is hired, the referrer is eligible to claim a referral bonus amount as per the parameters defined below

4.4.5 PARAMETERS

- The following is the referral Bonus applicable under this policy:

Grade	Referral Bonus Amount
Leadership role	INR 10000/-
Senior Managers	INR 7000/-
Team Leads	INR 5000/-
Mid & Junior roles	INR 3000/-

4.4.6 TERMS & CONDITIONS

- The Referral bonus is paid along with the salary after the successful completion of the probation period for the referred employee. The probation period can be minimum of 1 month to maximum of 3 months.
- At the time of payout both the referring employee and the referred employee must still be employed with Nectar Infotel.
- Referrer employee separating from the company and serving notice period will still receive the referral bonus if they are employed with the company on the day of the payout.
- Talent Acquisition has established the “12 Months Referrer Rights” rule that links the employee to their referred candidate for a period of 12 months. After 12 months have passed, the “12 Months Referrer Rights” will expire and any other employee can refer the candidate.
- If more than one employee refers an external candidate, only the first employee to submit the online referral form of the candidate will be eligible for the referral bonus. The duplicity will be conveyed to second referring employee over email within a span of 2 working days.

4.4.7 NOTE:

- Nectar Infotel, will not enter into any debate with an employee who has unsuccessfully referred a personal contact. In the event of any dispute, the decision of the Head of Human Resources shall be final.
- All recommendations made by Nectar Infotel, employees must come from their personal contacts / connections and not through any recruitment agency.
- Subject to statutory entitlements, the company reserves the right to amend, suspend or withdraw this Policy at any time without notice.

4.4.8 EMPLOYEE REFERRAL FORM

Employee Referral form to be filled and submitted to the HR Dept. along with the resume before the initialization of recruitment process.

REFERRED CANDIDATE DETAILS	
Name of the Applicant	
Position Applied For	
Applicant's Address	
Contact No	
Email ID	
Current Organization	
Current Designation	
Total Experience	
Point of contact with referred candidate	
Since how many years you know referred candidate	
REFERRER EMPLOYEE DETAILS	
Referred by	
Designation of Referrer	
Email ID of Referrer	
Employee ID of Referrer	
FOR HR DEPARTMENT ONLY	
Date of referring	
Department of vacancy	
Designation of vacancy	
Referral bonus amount	
Due date of payment	

4.5 PERSONNEL RECORDS & PRIVACY

Every employee is bound to submit their documents either on the day of joining or within a week of joining failing which their salary for the month would not be processed. Personnel files are the property of NECTAR INFOTEL and access to the information is restricted.

Employees who wish to review their own file should contact their manager or Human Resources Representative with reasonable advance notice. Employee may review his/her personnel file in Company's office and in the presence of their manager or Human Resources Representative.

Employees' records maintained by the company will contain only information that is relevant and necessary to meet various legal requirements and to ensure efficient human resource administration. Please Inform the Human Resources Department of changes in personal data and the person to be notified in case of emergency. Up to date records have to be maintained for emergencies and benefit plans in the NECTAR INFOTEL site. It is the responsibility of each employee to promptly notify their manager or NECTAR INFOTEL'S Human Resource Department of any changes in personnel data such as:

- Mailing address
- Telephone numbers
- Name and number of dependents and
- Individuals to be contacted in the event of an emergency.
- An employee's personnel data should be accurate and current at all times.

4.6 ORIENTATION

Orientation is a formal process that is designed to welcome the new employee to be informed about the policies and procedures of the company. Employees are presented with all the required sources and procedures needed to navigate within the workplace.

New employee's orientation is conducted by Human Resources Department and includes an overview of the company history an explanation of the company core values, vision, objectives, Quality management system and policies & procedures. In addition, the new employee will be given an overview of benefits, tax, and legal issues, and complete any necessary paperwork on the day of joining the organization.

4.7 ATTENDANCE AND PUNCTUALITY

Purpose: Our employee attendance & punctuality policy outlines our expectations about our employees' reporting to work. Being punctual when coming to work helps maintain efficiency in our workplace and we are to adhere to same protocols for best outcomes.

Scope: This policy is applicable for all the employees of Nectar Infotel effective immediately.

Office timings: For in- person and work from home model, Mon- Friday- 09:30 AM- 06:30 PM (total 1 hour break including lunch time and tea time).

Key definitions:

Absenteeism: It refers to frequent absence from an employee's job responsibilities. This includes not coming to work frequently or taking excessive sick leave without being able to submit doctor's notes. The reporting time

to office shall have a maximum buffer time of 10 minutes. I.e., any employee needs to report to office/ log in via WFMS maximum by 09:40 AM every day. Any time beyond 09:40 AM will be considered absent and marked as absenteeism case. Absenteeism case for a total of 3 days in a month shall be considered as one day's EL or LOP.

Tardiness: It refers to coming in late, taking longer breaks than you're entitled to and constantly leaving earlier from work without reason. We want to make sure you generally follow your schedule and you don't cause disruption in our workplace.

Unforeseen absence: It refers to employee's unavailability to report to office. The reasons can be serious accidents or acute medical emergencies involving self or immediate relatives. In that scenario, you must notify your Reporting Manager and Human Resource team over Call or Email on the same day. The next day, you are to submit the medical reports to HR team. That way we can excuse your absence. Failing to which your absence for the previous day will be marked and further disciplinary steps shall be initiated.

The Absence cannot be excused for the reasons as waking up late, stopping on the way for personal work, traffic, unapproved leaves. Any uninformed/ unapproved leave shall be considered as LOP and 1 EL shall be deducted in lieu of same.

Absconding: It refers to any employee's unannounced/ unreported absence for more than 3 days. Continuing to which, Legal action against the absconder will be initiated and court of law shall hold a final decision to the same.

Good Attendance:

Employees who have less than three incidents of absenteeism or tardiness in a year will receive an additional earned leave for next year. You have a good attendance record when you report to work consistently.

- Arrive to work at the scheduled start time.
- Depart from work at the scheduled end time
- Remaining at work during working hours (excluding breaks.)
- Take breaks that don't exceed an expected length (which includes 1 hour break for lunch and tea, combinedly)
- Notify your manager when you need to be absent or late.

Reporting manager's responsibility

As a reporting manager, you are to monitor the attendance of employees too. If you notice that a team member is consistently late or absent, arrange a private meeting to discuss. Ask your team member whether they experience issues with their schedule or whether they need help balancing their personal lives with work. Flexible hours or time management training options may provide a solution. If you perceive a possible mental health issue that results in absenteeism or tardiness, ask your team member to contact HR team for a constructive outcome and discuss what you can do to help them. Any deviations from above mentioned timings shall be approved from respective reporting manager on a prior note and the mail has to be directed to HR team on a mandatory basis.

If you suspect that your team member abuses their sick leave or is willfully tardy, you should inform HR and eventually HR team shall take the decisive steps.

Disciplinary action:

If your manager/ HR team suspects that any employee is abusing earned leaves in the disguise of sickness, the employee in question is to submit doctor's notes to avoid our progressive discipline process. If you're being tardy unintentionally, corrective counseling will be our first attempt at a solution. We may take disciplinary action that goes up to and including termination if:

- Corrective counseling doesn't work.
- We find that you are willfully tardy.

Conclusion:

As a dedicated professional, we are to adhere to the set course of rules which not only enhances your performance, but also maintains an equilibrium between professional and personal life. All the employees are encouraged to imbibe the trait of regularity in their life.

4.8 PROBATIONARY PERIOD

As a new associate, the personnel will go through a probationary period. The length of the probationary period will be specified in letter of offer for employment and Appointment letter, but it is generally 3 or 6 months. During this time employee will have the first opportunity to evaluate the company as a place to work and management will have its first opportunity to evaluate an employee as an associate.

When performance warrants it and at the discretion of Management, employee's probation period shall be extended on the satisfaction management/competent authority of company.

Upon Satisfactory completion of the probation period, employee will become a full time regular employee of the company. All associates regardless of classification, status or length of service are expected to meet and maintain company standards for job performance and behavior.

4.9 TRANSFER POLICY (Optional)

Transfer is an incident of service and every employee shall be transferred according to the transfer policy and administrative exigencies of company. There may be situations during one's employment with the company that may require employees to be transferred from one work group to another or one place to another. Should such a need arise, employees Reporting manager and Regional Head will strive to accommodate the needs of the department and employees interest. Transfer is not a right of employee.

In order to facilitate employee movement from one place to another in the event of a job transfer and to alleviate the financial strain on employee at such a time the following policy has been framed. A transfer could be to any office in India and abroad. Transfer can be affected as a result of management decision and following policy will be applicable but in the event of Transfer being on request, the transfer allowances and expenses etc will not be reimbursed.

Local transfer (A transfer within the city):

In local transfer, no transfer allowances, transportation charges etc. will be paid.

Other station transfers-

Third A/C train fare for self and family (spouse and dependent children) for movement from present location to transferred location.

Relocation / Transfer expenses

Maximum up to Rs.5000/- with the approval of management, to take care of various sundry expenses related to shifting will be reimbursed.

Transportation of Luggage

Actual transportation charges by road/rail with the approval of management

Transportation of vehicles

Actual Transportation charges for only one, two-wheeler or four-wheeler vehicle with the approval of management.

NECTAR INFOTEL will reimburse expenses incurred by employees as per their entitlements, towards transportation of their belongings from the current place of posting to the new place of posting subject to bills being attached with claims.

Before selecting a transporter for packing, unpacking, loading, unloading and transfer, including insurance of all goods, employee needs to send 3 quotations of All India transport organizations/ packers and movers to Admin Head for prior approval. A list of all items to be transported should be included as an Annexure. Employee may then go ahead with the transport of personal effects on the basis of the approved quote. Five days leave will be granted as special leave to the employees, for packing, unpacking and related matters.

Transportation of vehicles:

In the event where an employee has to transfer his vehicle (registered in his/her name only) the same has to be done by the employee and the amount will be reimbursed by the company (for only one vehicle).

- For all Executive levels only two-wheeler claims is applicable.
- For Managers and above Car claim is acceptable.

Request Transfers:

Management may consider employees request for transfer, based on factors such as availability of the vacancy, employees past record, utility to company etc. No TA/DA and transportation allowance will be paid for request transfers. Request transfers are not a matter of right; these will be solely at the discretion of the management.

General Notes:

- HR through the respective Regional Manager will issue a Letter of Transfer.
- Before a request transfer is affected, a fresh set of KRA's (key result areas) will be given to the employee at least 15 days in advance.
- Employee must submit the clearance/transfer certificate (to be filled in by the new Reporting Head and the present Reporting Head allowing transfer) prior to movement. Employees are required to submit joining report at new location with a copy to HR head.

5. AWARDS AND REWARDS PROGRAM

The key to Nectar's success is the talent and dedication that employees exhibit every day. Employee surveys and opinion results tell us that you want to feel valued and appreciated. That's why we've put together the Awards & Rewards Program.

The focus of this program is to recognize and reward employees for their efforts in making Nectar Infotel successful.

The finance manager has a quarterly allocated budget for reward and recognition. Our reward and recognition program consists of three categories and it is management's discretion which ones will be used in each business.

Awards that allow all employees to participate in the nomination process and allow each vertical head to select its own winners among the nominations.

1. Star Performer of Month (SPOM) award

SPOM award shall be allocated to an individual employee on the basis of his/ her performance throughout the month. The name of nominees shall be submitted by all the Vertical Heads to HR department on month end basis. Participation across verticals may vary. The SPOM shall receive a certificate of appreciation from the top management and an amazon/ Flipkart gift card of INR 2000/-.

2. On the Spot (POLKA) award

POLKA awards are available for managers to immediately reward employees for outstanding individual or team performance. The award recipient shall receive a certificate of appreciation along with an Amazon/ Flipkart gift card of INR 1000/-. The total of two POLKA awards per month shall be allocated to the deserving employees.

3. Outstanding Accomplishment (OA) award

OA awards are available for the best performing team on a quarterly basis. The nomination and decision shall be contemplated by top management. The winning team will be honored with a trophy and a cash award of INR 5,000/-. The team can decide to utilize the same with a choice of feast- luncheon/ Dinner or day outing or any other activity of choice.

4. A Pat on Back (APOB) awards

APOB award is an impromptu award which is allocated to any individual by the manager of his cross-functional team. During the regular course of action, the manager of participating team can recognize an employee of another participating team for his exemplary contribution to the allocated task. This can be concluded by submitting

the nomination of the individual (award recipient) to HR Department while keeping the reporting manager of individual (award recipient) in loop. The APOB recipient shall receive a certificate of appreciation along with an Amazon/ Flipkart voucher on INR 500/-. The total of two APOB awards per month shall be allocated to the deserving employees from Nectar Infotel.

5. Long Service dedication (LSD) award

LSD award is eligible for any employee who has put up the total of 5 years of dedicated service with Nectar Infotel. The LSD award shall include memorabilia from Nectar and a gift voucher of INR 7500/-.

The awards and rewards program gives you a way to recognize your colleagues who exemplify Nectar's values. The recipients of all the above-mentioned awards are those employees who go above and beyond expectations to provide the help we need to make our jobs successful.

Remember that recognition doesn't have to be big; it just needs to be personalized. A small gesture can go a very long way to making someone feel appreciated.

All the nominations from the respective managers must be submitted to the COO and Sr. Manager HRBP on their respective Email address. The deadline for the same shall be before 21st of each current month.

6. COMPENSATION AND BENEFIT POLICY



Compensation policy

6.1 PURPOSE

This policy is made to enlighten the employee about the benefits that NECTAR INFOTEL is providing to them. This policy also ensures equal pay for equal work.

6.2 SCOPE

NECTAR INFOTEL understands the effort of its employees and ensures to pay equally and accordingly.

6.3 COVERAGE

All the employees of NECTAR INFOTEL are eligible for this policy except for Trainees.

6.4 PAY DAY

Our salary cycle is from 1st day of the current month to 30th/31st day of the month or last day of the month. Salary for the preceding month shall be normally paid out on or before 10th day of every month.

6.5 TRAVEL POLICY

This policy is applicable to all full time employees and consultants/contract employees/ trainers of NECTAR INFOTEL. The applicability to consultants/contract employees/ trainers will be based on the category or level as proposed by the respective Manager in consultation with the HR.

Entitlement for mode of Travel for various levels:

Normally official travel will be done by AC III train which can be changed by management as per requirement and interest of company. According to the urgency of work, if any, mode of travels will be changed and decision of company management will be a final.

All air travel abroad will be only by lowest economy class and by shortest route. Employees are required to

understand applicability of the Local conveyance policy and Domestic travel policy as mentioned below:

- 1 Local Conveyance Policy:** This policy will be applicable if the travel is within the city or within a radius of 100Kms or if the tour period is less than 12 hrs.
- 2 Domestic Travel Policy:** This policy will be applicable for the travel beyond the definition of local travel and within the country. Domestic travel will be performed only after the permission/approval from HR head through email mentioning the modes of travels and purpose.
- 3 International Travel Policy:** This policy is applicable for the travel outside the country. International travel will be performed only after the permission/approval from Management through HR head by email mentioning the modes of travels and purpose.

1. LOCAL CONVEYANCE POLICY

If employees have to travel for official purpose within the same city, they are entitled to local conveyance reimbursements. No reimbursement for routine travel from residence to place of work would be allowed. For those employees deputed to a client site for a project, the client site constitutes the place of work. In such cases visit from a client site to the office will be eligible for a reimbursement as local travel.

The reimbursements shall be made based on the following guidelines:

- Travel expenses may be reimbursed only where the purpose of travel performed is for the conduct of NECTAR INFOTEL official business.
- It is the responsibility of each employee who seeks reimbursement for local travel to ascertain that such claim is in accordance with the rules as set forth by the organization.
- Failure to comply with these rules and regulations will result in delay of payment and may lead to total rejection of the claim.
- When two or more employees travel in a single private conveyance, only one shall receive the reimbursement under the following circumstances:
- The vehicle on which employees are traveling should either be their own or if borrowed from their colleagues would receive the reimbursement
- If the employees are not using any of their own or colleagues' vehicles and traveling by private mode of transport like Auto rickshaw or bus or any local train or sharing services, then one of them would receive the reimbursement (the senior of the two)
- Claims for the week must be submitted by the end of the week to the reporting manager.
- Reporting Managers should plan the travel of all employees under their authority to achieve maximum economy and efficiency.
- Reporting Manager has the right to limit the number of reimbursements given for specific trips; however, the reporting manager cannot limit the reimbursement beyond the eligibility but would understand the level of expenses and accordingly judge to provide the same.
- The claim would be reimbursed only after receiving authorization from the reporting manager through admin department.
- Wherever available, petrol coupons would be given. In case of unavailability, reimbursement would be

done against cash. The reimbursement would be done as decided by employee's reporting manager. The same will be conveyed on the day of joining

- The local travel expenses will be pre-checked by reporting manager finally checked by accounts manager as per policy and rules and will be approved by HR head.

2. DOMESTIC TRAVEL POLICY

The reimbursements shall be made based on the following guidelines:

Conveyance charges will be paid as per entitlement. DA (daily allowance) will be paid on day basis. Day will be counted from 00 hour to 24 hours. DA will be counted from the day on which work is started at destination. Final bill will be approved by admin head. Tickets, boarding passes etc. in original should be submitted along with bill. Travel expenses should be submitted within one week after the completion of journey and be certified and checked by reporting manager as per policy. The domestic travel expenses will be pre-checked by reporting manager, finally checked by admin department manager as per policy and rules and will be finally approved and paid by account department.

3. INTERNATIONAL TRAVEL POLICY

The reimbursements shall be made based on the following guidelines:

Conveyance charges will be paid as per entitlement. DA (daily allowance) will be paid on day basis. Day will be counted from 00 hour to 24 hours. DA will be counted from the day on which work is started at destination. In the visiting country, local currency for day to day expenses should be arranged by employees. Final bill will be approved by management through admin head. Tickets, boarding passes etc. in original should be submitted along with bill. Travel expenses should be submitted within one week after the completion of journey and be certified and checked by reporting manager as per policy. The international travel expenses will be pre-checked by reporting manager, finally checked by admin department manager as per policy and rules and will be finally approved and paid by account department.

6.6 LEAVE POLICY



Leave policy at NECTAR INFOTEL

6.6.1. OBJECTIVE

The organization grants leave to employees with the good intention of providing rest and for fulfilling social obligations.

6.6.2. CONTEXT

The Leave Policy sets out the various types of leaves that an employee is eligible for and outlines the procedures for taking leave.

6.6.3. IMPORTANT GUIDELINES

- Leave year is from 1st January to 31st December.
- Monthly Leave calendar utilized for salary purpose is from 1st to last day of the current month.
- Leave balance as per the leave procedure is credited for the employee on the 1st of January every year.
- Leave application has to be mailed in advance to his /her immediate reporting officer with a copy to HR.
- In case where employee is not able to inform in advance, it is expected and required that employee informs his / her immediate superior, telephonically regarding such emergency leave. Such emergency leaves will be considered only for illness or death in family and normally will not be granted for more than 2 days, without Dr's certificate in case of illness. The person on receipt of such information has to release an email to HR on his/her behalf.
- Any unauthorized and uninformed leave would be treated as absenteeism and shall be viewed seriously.
- Anyone who is absent for three days or more without any information, shall have to give a written explanation of such act and shall be liable to appropriate disciplinary action.
- Public holidays as published in the Holiday List, falling within a spell of leave will not be debited to the leave account. (Refer - List of public holidays @ the end of this policy).
- Policy of no work no pay will be followed.
- In special circumstances, on request of employee, company management may allow leave without pay.
- The leave system is designed to provide sufficient time off during the year to cover contingencies such as sickness or for planning holidays. In the event that employee is forced to be absent or late due to illness, accident or any other personal reasons or circumstances he/she must notify the reporting Manager no later than 3 hours before the scheduled shift starting time.
- A Manager may request verification of absence. Failure to provide proper notification, verification of updates may result in disciplinary action including termination of employment. An unreported, unplanned absence from work for more than 2 days is considered a serious offence and can invoke disciplinary action.

6.6.4. PROCEDURE FOR APPLICATION OF LEAVE

Employee has to apply for leave & email it to the Reporting Manager/Supervisor with a copy marked to HR.

Leaves in no. of days'	Timelines
1 day	1-2 days in advance OR On same day
2 – 6 days	2 weeks in advance
6 days and above	4 weeks in advance

- If the leave is sanctioned, it gets debited from the available balance. If not sanctioned/alterd for any reason, the Reporting Manager/Supervisor needs to specify the exigencies of work & copy to HR on the communication mail in the Leave Application email itself.
- The approved leave would then be verified with the leave balances & accordingly LOP's (Loss of Pay) occurring if any would be communicated to both the Reporting Manager/Supervisor & the employee.
- For any alterations in sanctioned leave i.e. extension of leave /early resuming of duties/withdrawal of leave application, employee needs to follow the above procedure only i.e. the altered leave details to be emailed back to the Reporting Manager/Supervisor with the requisition as per the need. HR must be copied in the entire loop of communication.
- No post facto sanction of leave will be considered.
- Unapproved leaves would be considered as LOP.
- Approved LOP's (when leave are not available): Functional Heads will have the authority to sanction leave without pay only in exceptional cases, viz. serious illness, death in the family and circumstances, which are of serious and totally unavoidable nature.

TYPES OF LEAVE

Leave sanctioning authority for various levels of staff- Reporting authority through HR department.

6.6.5. EARNED LEAVE

- 24 leaves in a calendar year.
- Days of leave per month would be credited every month.
- On joining on or before 16th would get 2 leaves credited for that particular month and joining after 16th will get 1 leave credited for that particular month.
- Half day's leave is allowed. Employee can avail only 1 half day in a month if approved. These leaves are not over and above the 24 leaves entitled for a calendar year.

6.6.6. MATERNITY LEAVE

OBJECTIVE

Nectar Infotel Maternity leave policy outlines the company's provisions for women employees who are expecting a child and/or require time to care and bond with their newborn.

The company endorses the right of its employees to become parents. We are also aware that pregnancy or caring for an infant or a newly adopted child may cause difficulties for them in relation with their job duties. We are, therefore, prepared to support pregnant employees and allow new mothers enough time to recover from childbirth and care for their child.

The company will offer at least the minimum benefits mandated by law and this policy is merely complementary to the existing legal guidelines.

SCOPE

This policy applies to all eligible female employees of the company.

ELIGIBILITY

As per the MBA act, 2017, to be eligible for maternity benefit, the employee must have been working as an employee with Nectar Infotel for a period of at least 80 days in the past 12 months.

POLICY ELEMENTS

Maternity Leave is a temporary absence from an employee's position and applies to expectant or new mothers who require time off for pregnancy, childbirth and child care.

All female employees are entitled to maternity leave after a certain time of service specified by the law. In general, eligibility of an employee will be assessed according to legislative guidelines. It falls to the company's discretion to grant paid maternity leave or unpaid maternity leave for an employee deemed legally ineligible.

HOW MUCH LEAVES DO EMPLOYEE GET AS MATERNITY LEAVE?

The period of paid maternity leave ("Maternity Benefit") that a woman employee is entitled to is 26 (twenty-six) weeks. The extended benefit of 26 weeks i.e., 8 weeks pre and 18 weeks post expected date of delivery, is limited to a woman up to 2 children. They shall continue to be entitled for 12 weeks of paid maternity leave (as per earlier rule) i.e., 6 weeks pre and 6 weeks post expected date of delivery for the third child onwards.

ADOPTION/ SURROGACY:

A woman who adopts a child below the age of 3 (three) months, or a commissioning mother (means a biological mother, who uses her egg to create an embryo implanted in any other woman), will be entitled to Maternity Benefit for a period of 12 (twelve) weeks from the date the child is handed over to the adopting mother or the commissioning mother.

IS MATERNITY LEAVE PAID OR UNPAID?

As per Maternity Benefit act 1961 and Maternity Benefit Amendment Act, 2017, the maternity leave is fully paid by the organization.

WHAT SHALL BE THE REMUNERATION ENTITLEMENTS DURING MATERNITY PERIOD?

The remuneration shall include all the headings except the following mentioned ones:

- a. PF contribution (employee part)
- b. PF Contribution (employer part).
- c. Gratuity contribution from employer end.
- d. Professional tax.
- e. Any Incentive Bonus and
- f. Performance variable bonus

The following statements apply to employees availing maternity benefits under the MBA (Amended):

- The employee proceeding on maternity leave shall resume the office after the completions of her maternity leave. In case there is an extension required, that shall be unpaid leaves.
- Leave for Miscarriage or medical termination of pregnancy, a woman shall, on production of such proof - entitled for a period of 6 weeks immediately following the day of her miscarriage.

- The employee suffering from illness arising out of pregnancy, delivery, premature birth of child or miscarriage shall, on production of such proof as may be prescribed to avail the leave with wages at the rate of maternity benefit for a maximum period of one month.
- The employee undergoing the operation of tubectomy is eligible for 2 weeks of paid leave from the date of such operation. The employee must provide the medical certificate to support the same.
- In case of death of the mother, we will pay the remuneration till the day of her death and in case she dies while delivering a child, we will pay for the remuneration to the surviving child for the next 6 weeks from the next day of death of mother. If in that 6-week, child too dies, we will pay the remuneration till the day of death of child.
- The particular period of maternity leaves will not be considered in the appraisal year tenure. She will not be eligible for any incentive bonus or performance variable bonus too for that particular period of time.
- If in case, the employee proceeding on Maternity leave is found to work for any other firm and getting paid for the same, the amount allocated to her from the Nectar Infotel will be forfeited for that particular period of time.
- The employees availing the maternity leaves are not entitled to receive EL in their leave account for the whole tenure while on maternity leave.
- We shall also take measures to help mothers who return to work after the end of their maternity leave (e.g. by establishing flexible hours or work from home policies on a mutual ground of feasibility as per the nature of work.)

PROCEDURE TO APPLY FOR MATERNITY LEAVES.

The expectant mother must adhere to the following procedure:

1. Expecting mother must give formal written notice to her immediate supervisor and the human resources department about her pregnancy (or adoption), at least 12 weeks prior the date of expected childbirth
2. Expecting mother must complete submit a document stating the date of the expected childbirth and the desired beginning date of maternity leave (it must not be earlier than a specified number of weeks before childbirth)
3. If a certificate of pregnancy or proof of adoption is requested, she must provide one signed by a physician or registered midwife.
4. She must arrange a meeting with her supervisor to agree on ways of keeping in touch (any arrangement should exclude any compulsory maternity leave)

The employee will be officially notified of the approval of her request, after her eligibility under the law has been evaluated. The document she will receive will clearly state the length of the maternity leave with the beginning and end dates. Additional benefits such as pay will also be explicitly explained.

If labor occurs earlier than estimated, the beginning and ending dates of maternity leave can be modified accordingly, through an official document.

Employees can contact the Human Resources Department for information concerning the procedures or other queries.

6.6.7. PATERNITY LEAVE

- Max 3 days.
- Within 7 days of childbirth.
- Can be combined with earned leave.
- It should be approved by the reporting authority before availing the same.

6.6.8. ACCUMULATION OF LEAVES

- The maximum number of leave that can be carried forward is 7 days after completion of the 1st year of service.
- Accumulation of Leave is permitted up to 14 Days (For the consecutive year). Any Leave accumulated above this limit would automatically lapse.
- Leave encashment (for un-utilized leaves) as per the limits set above, would be done on gross salary on close of the calendar year.

6.6.9. COMPENSATORY OFF

- Employee can avail for the extra shift they have worked or for having worked on a declared holiday. Part shifts or working for 2 hours extra does not entitle employee for a Compensatory Off.
- If an employee is required to work on any important assignment on a National/Festival/Declared/weekly off day, he/she is eligible for Compensatory off on any other working day.
- Official approval is required from the department head/management to work on such National/Festival/Declared/weekly off days. No compensatory offs will be entertained when worked on these days without proper approval.
- The compensatory off has to be availed within a period of three months from the date worked.
- Compensatory off when not availed within the stipulated time period will lapse.
- Only two days of compensatory offs can be combined and availed at a stretch.
- Compensatory off can be availed only after approval from competent authority.

6.6.10. PROCESS TO BE FOLLOWED WHEN DEPLOYED ON ONSITE PROJECT

- When deployed on client location employee has to abide by the work hours, weekly-offs and paid holidays of the client, office or establishment where he is posted from time to time.
- Only exceptional leave application has to be sent to the Reporting manager with a copy to Client Manager & HR
- Leave will be approved keeping in view the basic business needs and clients requirements ensuring concurrence with the client.

6.6.11. LEAVE DURING NOTICE PERIOD

Employees will not be entitled to any type of leave while serving notice period. Any leave taken during notice period will be considered LOP (Loss of Pay). The notice period may get extended by the number of days taken as leave during this period. Any adjustment of balance PL's (paid leave) against notice period will be done at management's discretion

6.7 SEPARATION POLICY



Exit policy at NECTAR INFOTEL

6.7.1. RETIREMENT

The normal retirement age is 58 years. As per the requirements of the company, retirement age of any employee can be extended and the same needs to be accepted by employee.

6.7.2. RESIGNATION

If an employee wishes to leave the services of the company at any given point of time, he/she will have to submit a resignation letter giving minimum 3 (three) months' notice.

Employee's resignation letter will have to be handed over to reporting manager and a copy of the same forwarded to the Human Resources Department. Only after the concurrence of the CEO/COO/regional Head is obtained, separation process will be initiated. Once an employee resigns, he/she will not be covered under any ongoing review.

Upon separation from the company, employees are required to return all property, equipment, materials, records and documents etc. that have been borrowed from the company. Employee should also obtain clearance of all outstanding dues (NDC) to/from the company.

6.7.3. ACCEPTANCE OF RESIGNATION

Reporting Manager or Regional Manager can recommend for acceptance of a resignation. This is to be done after the Reporting Manager has had a meeting with employee who wishes to resign. No commitments will be made orally to an employee who has submitted resignation letter.

A note must accompany the letter of resignation from the Reporting Manager elaborating the reasons for the resignation and the date of relieving. Resignations can be accepted, by management through HR Head, taking into consideration the replacement plans for the position and planned for an effective handover.

6.7.4. NOTICE PERIOD

All employees irrespective of rank are bound to give minimum 3 (three) months working notice. This overrules anything to the contrary said in employees Offer/appointment letter etc. Employee is not eligible to take leaves during the notice period.

The notice period starts from the day the written resignation is accepted by competent authority. For this reason, the heads are requested to inform HR as soon as resignation is accepted.

Buy out option:- If an employee wants to leave the company before completion of notice period and management agrees for the same, employee has to pay off balance of notice period otherwise no supporting documents like experience certificate, relieving order etc. will be issued to employee and company can take suitable actions against employee.

If management decides to end the services of an employee from its strength, because of any reasons (other than disciplinary reasons), a notice of minimum one month will be served to employee by the company. The reasons will not necessarily be informed to employee and employee will not have right for the same. In the event when the management decides to end the services of an employee with immediate effect, except in disciplinary cases, the company will pay notice salary of one month to employee based on his status with the company.

6.7.5. WAIVING OF NOTICE PERIOD

In certain cases, the notice period agreement term can be waived off by management. This decision is at the discretion of management. Comparisons/precedence's may neither be quoted, nor will be entertained. In event an employee has failed to complete the working notice period, the Company will view it very seriously and reserves the right to seek any legal measures.

6.7.6. CLEARANCE PROCEDURE

A resignation acceptance/acknowledgement letter shall be sent to employee from the Reporting Manager along with the necessary No Dues Certificate (REC-NDC) for obtaining clearance from relevant Departments.

The latest form can be received from HR. Obtaining the necessary clearances from all departments is employee's responsibility.

An employee should begin this procedure about 3 days in advance to his last date in the organization and send it to HR for generation of relieving documents.

If employee is in possession of Company assets, (for example Cell phone /Laptop/ Corporate Credit Card/ Data Cards) full & final settlement will be initiated only after employee hand them back in perfect condition to the Company, along with the duly filled "No Dues Certificate".

6.7.7. EXIT INTERVIEW

An exit interview will be conducted by HR and/or the Reporting Manager/Regional Manager (depending on circumstances), before an employee leaves the company. The exit interview will provide us with information on the continuation or cessation of employee's benefits. It will also provide the company with information, which may form the basis for improving the work environment. Except in cases of business necessity, the anonymity of the source of information obtained during an exit interview will remain strictly confidential.

6.7.8. FULL & FINAL SETTLEMENTS OF INDIVIDUAL ACCOUNTS

Full & Final settlements will be initiated only through RTGS/ NEFT/ IMPS from Head Office. The ex-employee shall receive the Full & Final settlement amount within 90 days from leaving the organization.

However, the Provident Fund (PF) process will take longer up to 4 months. In full and final settlements any dues payable by employee to the employer by way of advances taken, notice period compensation amount, non-serving of Minimum Commitment period, any training fee incurred during the past 6 months of leaving etc. will be deducted and if any amount payable / receivable to/from has to be settled and only then the full and final payments will be disbursed.

PF dues accrued will be transferred to future employer on submission of Form13/13A to HR, from where it will be processed.

In case employee is not taking up any employment, an application is to be submitted in the prescribed Form 19 for settlement/ withdrawal of PF Account.

The filing for withdrawal from the company's end would be done after 46 days of exit. After which the Provident Fund Office would take about 46 days for processing of the application.

6.7.9. TERMINATION

In the event when the management decides to terminate the services of an employee, following policy will be applicable: -

- In Case of Non-performance/Misconduct: Termination with immediate effect and no notice period will be applicable and so no salary for notice period.
- In case of Trainee/Probation: Termination in 24 hrs. Without application of any notice period.

7. PROFESSIONAL APPEARANCE POLICY



Professional policy at NECTAR INFOTEL

7.1. PURPOSE

The purpose of this policy is to inform all employees that they are to project a clean and professional personal appearance. NECTAR INFOTEL recognizes application of this policy may be necessary for customer contact, nature of work and other safety issues.

7.2. SCOPE

Employees are expected to maintain high standards of personal cleanliness and to present a neat, professional appearance at all times.

This policy is intended to define appropriate “business attire” during normal business operations and “casual attire” on weekends.

7.3. COVERAGE

Applicable to all the employees of NECTAR INFOTEL

7.4. DRESS CODE

NECTAR INFOTEL has adopted a “business formals” dress code.

“Smart casuals” will be allowed on Saturdays in case an employee is required to work on a weekly/public holiday. Employees belonging to the direct force team should exercise discretion and caution keeping in mind with all appointments with company customers, clients, suppliers and vendors.

It is mandatory to wear shoes on all days and also to ensure that a collar less T-shirt is not allowed on weekends as part of casual wear. Employees irrespective of gender should ensure that they dressed in a decent wear to appear professional to internal as well as external customers.

The Company maintains a business casual working environment. All employees should use discretion in wearing attire that is appropriate for the office and customer interaction. Work attire should complement an environment that reflects an efficient, orderly and professionally operated organization

The Company reserves the right to continue, extend, revise or revoke this policy at its discretion.

Appropriate Business Attire:

Business attire is to be worn Monday through Friday. Appropriate business attire for employees includes the following:

MEN:

- Blazers, suits, or sport coats
- Ties
- Dress shirts with buttons and collars
- Dress shoes

WOMEN:

- Sarees / Churidars / Punjabi Suits
- Other traditional Wear
- Dress shoes
- Sweaters.

Appropriate Casual Business Attire:

Casual business attire may be worn on Friday of each week. Appropriate casual business attire for employees includes the following:

MEN:

- Sport coats or blazers
- Oxford button-down shirts
- Sweaters and cardigans
- T Shirts with Collars and Logos
- Sweaters

WOMEN:

- Slacks/Sarees/Churidars/Punjabi Suits
- Polo shirts
- Sweaters
- T-shirts with logos
- Blue denim jeans
- Tennis shoes

7.5. ENFORCEMENT

Managers and supervisors are responsible for monitoring and enforcing this policy. The policy will be administered according to the following action steps:

If questionable attire is worn in the office, the respective manager will hold a personal, private discussion with employee to advice and counsel employee regarding the inappropriateness of the attire.

1. If an obvious policy violation occurs, the manager will hold a private discussion with employee and ask employee to go home and change his/her attire immediately.
2. Repeated willful policy violations will result in suitable disciplinary action.

REMEMBER HOW WE LOOK IS HOW OUTSIDERS WILL PERCEIVE ABOUT NECTAR INFOTEL.

8. CODE OF CONDUCT AND BUSINESS ETHICS



Business Ethics & work standards

8.1 PURPOSE

NECTAR INFOTEL is committed to the highest standards of business ethics and personal integrity. As a staff member of NECTAR INFOTEL, each one of us play an important role in influencing our image through conduct and dealings with others. Therefore, it is very much necessary for everyone to understand and implement this policy.

8.2 SCOPE

Accordingly, it is important that all of us are aware of our responsibility towards the company and also towards our fellow colleagues. This policy will help to create a professional environment in the company.

8.3 COVERAGE

This policy is applicable to all employees of NECTAR INFOTEL.

8.4 STANDARDS OF CONDUCT

The work rules and standards of conduct for NECTAR INFOTEL are important, and the Company regards them seriously. All employees are urged to become familiar with these rules and standards. In addition, employees are expected to follow the rules and standards faithfully in doing their own jobs and conducting the Company's business. Please note that any employee who deviates from these rules and standards will be subject to corrective action, up to and including termination of employment.

8.5 ASSOCIATE GRIEVANCE PROCEDURE

NECTAR INFOTEL seeks to foster a quality work environment for all its associates and encourages a high level of individual and team contribution in support of business goals. Inevitably, however from, time to time employee may have some questions, concerns or problems. If employees encounter such difficulties, they are encouraged to discuss them with their immediate manager. If for, some reason, this is not feasible or appropriate, the issue(s) should be raised with Human Resources.

8.6 INDIVIDUAL RESPONSIBILITY

All Employees are responsible for performing at a level that is consistent with expectations and adhering to the work rules/procedures, and complying with all laws. If an employee is unclear about any of these procedures, it is his responsibility to consult a manager/process owner or HR. An employee noticing any behavior inconsistent with expectations or the needs of the organization must bring it to the attention of the appropriate person (i.e., individual team, Manager, HR).

8.7 CONFLICT OF INTEREST

Due to the demands and the competitive nature of the business, management have a special concern with regard to potential conflict of interest that arises out of additional employment. The company expects from employees to devote their full working time and best efforts to our situation. Employees should also avoid any situation where their personal interests' conflict or appear to conflict with the interest of the company.

8.8 CONFIDENTIAL & PROPRIETARY INFORMATION

To ensure the security of confidential information, Employees are requested to ensure that their desk is cleared of all business-related material after office hours. Employees should not at any time, during their employment or after the termination of their services with the company, disclose to any party any information relating to the practices, business dealings or affairs of the company, including the terms of their employment. No staff member should make use of any official information, position or name of the company directly or indirectly further to his/her private interests.

8.9 SOCIAL MEDIA CONFIDENTIALITY CLAUSE

You will not directly or indirectly post any information (including, without limitation, any kind relating to or concerning to the practices, business dealings or affairs of the NECTAR INFOTEL, or any of its affiliates, or any elements like call sheets, the budget, Concept Sketches, Concept Designs, Story Boards, Product Designs, 3D Models, Animations and Video Clips, the shooting schedule, etc.), on any Social media platform (including, without limitation, to any member of the press, on blogs, Twitter, Facebook, You-Tube, My-Space or any other social networks, websites or the internet) as all such information is strictly confidential.

8.10 USE OF COMPANY'S LOGOS, TRADEMARKS & STATIONERY

The management seeks employee's cooperation in protecting the company's interest by ensuring that NECTAR INFOTEL logos are used only with the formal consent of the company. The company's letterheads, business cards and other stationery are to be used only by NECTAR INFOTEL staff and only for officially sanctioned business correspondence.

8.11 COMPANY'S ASSETS/SERVICES

Employees are accountable for all assets/services allocated to them. The following set of guidelines will govern the usage of various assets:

LAPTOP: -

Laptops may be issued to employees depending on the requirement of company. Some Laptops may be insured as

per approval of management and this facility of insuring laptops may be available to some employees. This is not an entitlement and is dependent on the nature of the job assigned by the management. In case of loss of laptop, employees are expected to register FIR with the police; complete the necessary insurance formalities and follow-up on the same. A copy of the FIR should be handed over to the HR Department. In such case, where the cost of the laptop is more than the cost of the insurance receivable, the difference amount will be deducted from employee's salary. If the allotted laptop is damaged and the circumstances/sequence of events displays Mala Fide intentions, the cost of the damage/replacement may be recovered from employee's salary.

Employees are expected to return the laptop in good condition on cessation of their services. The company reserves the right to make deductions from their salary for any damages based on the evaluation rate determined by the Finance Department.

In case of loss/theft/damage of laptops it will be sole discretion of management to decide the amount of recovery by keeping in view all circumstances and facts.

SOFTWARE: -

Employees are restricted from loading and utilizing pirated/unlicensed software on the laptops.

8.12 SMOKING IN THE OFFICE

In response to the preference of our staff and with regard to health concerns, our office premises are designated as Non-smoking areas. The management seeks employee's cooperation in refraining from smoking in any of our offices. If, an employee is found doing so in office premises/company premises he will/shall be punished according to the prevalent government rules/act in this regard and penal action shall/may be taken against employee.

8.13 RECEIPT AND GIVING OF GIFTS

The receipt of any inappropriate gifts or excessive entertainment from any company with which NECTAR INFOTEL has (or will have) business dealings are against the business principles and prohibited.

8.14 REPORT OF ARREST TO SUPERIORS BY EMPLOYEES

It shall be the duty of employees who may be arrested for any reason to intimate the fact of his/her arrest and the circumstances connected therewith to his/her official superior promptly even though he/she might have subsequently been released on bail. On receipt of the information from the person concerned or from any other source the departmental authorities should decide whether the fact and circumstances leading to the arrest of the person call for his/her suspension. Failure on the part of any employee to so inform his/her official superiors will be regarded as suppression of material information and will render him/her liable to disciplinary action on this ground alone, apart from the action that may be called for on the outcome of the police case against him/her.

8.15 CORRECTIVE ACTION

NECTAR INFOTEL holds each of its employees to certain work rules and standards of conduct. When an employee deviates from these rules and standards, NECTAR INFOTEL expects employee's reporting manager to take corrective action.

Corrective action at NECTAR INFOTEL is progressive. That is, the action taken in response to a rule infraction

or violation of standards typically follows a pattern increasing in seriousness until the infraction or violation is corrected.

The usual sequences of corrective actions include counseling/ personal hearing, written warning, probation, and finally disciplinary actions. In deciding which initial corrective action would be appropriate, a supervisor will consider the seriousness of the infraction, the circumstances surrounding the matter, and employee's previous record.

1st Written Warning – In the case of minor infringements employee will be given 1st written warning. Employees will be advised of the reason for the warning, that it constitutes the first step of the disciplinary procedure and of their right of appeal. Oral warning will not be considered as penalty.

2nd Written Warning – If the infringement is regarded as more serious employee will be issued a 2nd written warning giving details of the complaint, the improvement or change in behavior required, the timescale allowed for this and the right of appeal. This warning will also inform employee that a final written warning may be considered if there is no sustained satisfactory improvement or change.

Final Written Warning – Where there is a failure to improve or change the behavior during the currency of prior warning, or where the infringement is sufficiently serious, employee will normally be given a final written warning.

8.16 DISCIPLINARY SITUATIONS

In the event of misconduct by an employee and/or other such circumstances, the Management can decide on suitable disciplinary action. As a result, a "Disciplinary System" system is developed, which enables management to deal effectively and consistently with these issues in a fair and just manner, as they may arise. The policy has been established so that employee understands what course of action may be taken to assist an employee if their job-related performance/behavior falls below Management expectations.

The following is intended to be a guideline and is not intended to be all-inclusive, as circumstances and incidents vary. This guideline is not intended to limit the right of NECTAR INFOTEL to discipline or terminate employees at any time, at its sole discretion. NECTAR INFOTEL reserves the right to change or modify the terms set forth below at its discretion and without prior notice to employee. This policy is not intended to, and does not constitute a contract of employment. Employment with NECTAR INFOTEL is on an "at will" basis. NECTAR INFOTEL may terminate an employee's services with, or without cause at any time.

Situations requiring some form of disciplinary action shall be classified as:

- **General: -**

Every Employee of the Company shall at all times- (i) maintain absolute integrity; (ii) maintain devotion to duty; and (iii) do nothing which is unbecoming of an Employee of the Company and to be prompt to attend the work at time and do not take excessive leave may

not be an excessive absenteeism. (2) (i) Every Employee of the company holding a supervisory post shall take all possible steps to ensure the integrity and devotion to duty of all Employees of the Company for the time being under his/her control and authority; (ii) No Employee of the Company shall, in the performance of his/her official duties, or in the exercise of powers conferred on him/her, act otherwise than in his/her best judgment except when he/she is acting under the direction of his/her official superior;

Explanation-I:- A Company employee who habitually fails to perform the task assigned to him within time set for the purpose and with the quality of performance expected of him shall be deemed to be lacking in devotion of duty with the meaning of Clause (ii) of sub- clause (1) of main Clause 6.15.

Explanation-II:- Nothing in clause (ii) of sub-clause (2) of main clause 6.15 shall be construed as empowering a Company employee to evade responsibilities by seeking instructions from, or approval of, a superior officer or authority when such instructions are not necessary under the scheme of distribution of powers and responsibilities.

- **Promptness and Courtesy:-**

No Employee of the Company shall- (a) in the performance of his/her official duties, act in a discourteous manner; (b) in his/her official dealings with the public or otherwise adopt dilatory tactics or willfully cause delays in disposal of the work assigned to him/her.

- **Observance of Company's policies: -**

Every Employee of the Company shall, at all times- (i) act in accordance with the Company's policies regarding age of marriage, preservation of environment, protection of wildlife and cultural heritage; (ii) Observe the Company's policies regarding prevention of crime against women and Prohibition of Sexual harassment of working women (1) No Employee of the Company shall indulge in any act of sexual harassment of any woman at her work place. (2) Every Employee of the Company who is in charge of a work place shall take appropriate steps to prevent sexual harassment to any woman at such work place. Explanation- For the purpose of this rule, "sexual harassment" includes such unwelcome sexually determined behavior, whether directly or otherwise, as- (a) physical contact and advances; (b) demand or request for sexual favors; (c) sexually coloured remarks; (d) showing any pornography; or (e) any other unwelcome physical, verbal or non-verbal conduct of a sexual nature.

- Job performance far below required standards as outlined in the Key Result Areas (KRA).
- Attendance Punctuality or Working Hours

Violation of a company policy (i.e., gross misconduct, abysmal failure to adhere to schedule, inappropriate behavior in the workplace, inordinate/frequent absenteeism, falsification suppression of records, insubordination, theft, fraud and the like etc.

When a disciplinary situation exists, Managers must take prompt action that is fair and consistent and takes into account the performance history of the employee.

Though committed to a progressive approach to corrective action, NECTAR INFOTEL considers certain .. rules, infractions and violations of standards as grounds for disciplinary actions. If behavior continues

to fall below expectations after informal and/or formal counseling, then termination of employee may result. NECTAR INFOTEL may take disciplinary actions as deemed necessary on the grounds including but not limited to the following examples of rules, infractions or misconduct that may result in disciplinary action, including termination of employment:

- Theft in any form
- Insubordinate behavior
- Vandalism or destruction of company property
- Being on company property during non-business hours
- The use of company equipment and/or company vehicles without prior authorization by Administration Staff
- Untruthfulness about personal work history, skills, or training
- Divulging Company business practices
- Misrepresentations of NECTAR INFOTEL to a customer, a prospective customer, the general public, or an employee
- Engaging in fraud, embezzlement, defalcations, or other dishonest practices
- Records Falsification
- Company policies and/or laws Violated.
- Threatening, intimidating or insubordinate behavior or physical violence.
- Removing or destroying company records or property, releasing confidential or proprietary information without appropriate approval.
- Within company premises influence of or use, possession, or sale of intoxicating substance or illegal drugs in Company premises.
- Within company premises possessing weapons or firearms or gambling.
- Engaging in other acts, this would be contrary to the best interest of the Company.
- Improper use of Company equipment and systems.
- Violations of government laws and regulations of our Industry type.
- Direct approach to the customer/client for employment
- Breach of Customer and/or Company confidentiality.
- Spreading rumors.
- Sexual or other unlawful or unwelcome harassment
- Theft or inappropriate removal or possession of property;
- Falsification of timekeeping records;
- Unauthorized disclosure of business “secrets” or confidential information;
- Violation of personnel policies; and
- Unauthorized use of telephones, or other company-owned equipment;
- Smoking in the workplace;
- Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace;
- 1st Unscheduled Absenteeism
- 2nd Unscheduled Absenteeism
- 3rd Unscheduled Absenteeism

- Involvement in anti-national or anti-social acts.

Conduct similar to but not limited to the following may result in disciplinary proceedings:

- Gambling/consuming alcohol on company premises.
- Dishonesty.
- Taking drugs/smoking marijuana (any harmful intoxicating substances) in the premises or coming in to work under the influence of such substances.
- Failure to meet performance goals
- Excessive absenteeism
- Violation of safety rules
- Excessive tardiness
- Inappropriate dress
- Unauthorized absence
- Excessive unauthorized personal phone calls
- Unkempt work area
- Profanity in the work place
- Discrimination based on caste, creed, color, religion etc.
- No employee shall join or continue to be a member of, an association the objects or activities of which are prejudicial to the interests of the sovereignty and integrity of India, or public order or morality.
- No employee shall engage himself or participate in any demonstration which is prejudicial to the interests of the sovereignty and integrity of India, the security of the state, friendly relations with foreign States, public order, decency or morality, or which involves contempt of court, defamation or incitement to an offence, or resort to or in any way abet any form of strike, gherao or coercion or physical duress in connection with any matter pertaining to his service or the service of any other company .
- No employee shall, except with the previous sanction of the management conduct or participate in the editing or management of, any newspaper or other periodical publication or electronic media without the permission from company management.
- Employees visiting foreign countries should refrain from giving expression to views on Indian or foreign affairs and in particular, from making any written or oral statements.
- No employee shall, engage directly or indirectly in any trade or business, or negotiate for, or undertake any other employment, canvass in support of any business of insurance agency, commission agency, etc. or take part in the registration; promotion or management of any bank or other company registered or required to be registered.
- Employee shall strictly abide by any law relating to intoxicating drinks or drugs in force in any area in which he may happen to be for the time being; not be under the influence of any intoxicating drink or drug during the course of his duty and shall also take due care that the performance of his duties at any time is not affected in any way by the influence of such drink or drug; refrain from consuming any intoxicating drink or drug in a public place; not appear in a public place in a state of intoxication; not use any intoxicating drink or drug to excess.

8.17 DISCIPLINARY ACTIONS AND PENALTIES

Any act of employee, which company feels is against the interest of company may invite disciplinary actions against employee. Failure to follow above instructions will result in disciplinary actions including termination of employment and may be administered depending on following:

- Nature of absences, number of incidents and absence patterns (how often, on which days, monthly/ yearly number of absences)
- Length of service.
- Previous informal counseling, adherence to action plans and previous allowances given to the employee.
- Employee initiative to address and correct absence patterns.
- Overall performance and any additional formal/ informal counseling etc.

Following disciplinary actions may be taken and penalties may be imposed by company:

8.17.1 MINOR PENALTIES

1. Withholding of promotion;
2. Recovery from his/her pay of the whole or part of any pecuniary loss caused to the company by negligence or breach of orders;
3. Reduction to a lower stage in the time-scale of pay by one stage for a period not exceeding three years, without cumulative effect.
4. Withholding of increments of pay;
5. **Suspension:** -
 - An employee may be placed under suspension, if management desires,
 - Where a major disciplinary proceeding against employee is contemplated or is pending; or
 - . Where, in the opinion of the management, employee has engaged himself in activities prejudicial to the interest of the security of the State; or
 - Where a case against employee in respect of any criminal offence is under investigation, inquiry or trial: An employee shall be deemed to have been placed under suspension by management with effect from the date of detention, if employee is detained in custody, whether on a criminal charge or otherwise, for a period exceeding forty-eight hours;
 - An order of suspension made or deemed to have been made, management may review to modify or revoke the suspension.
 - An employee may be placed under suspension during pendency of criminal proceedings or proceeding for arrest, for debt or during detention under a law providing for preventive detention.
 - An employee against whom a proceeding has been taken on a criminal charge but who is not actually detained in custody (e.g., a person released on bail) may be placed under suspension. If the charge is connected with the official position of employee or involving any moral turpitude on his part, suspension shall be ordered.
 - An employee may be suspended where continuance in office of the company, will prejudice the investigation, trial or any inquiry (e.g. apprehended tampering with witnesses or documents); where the continuance of employee in office of the company, is likely to seriously subvert discipline in the office;

- An employee may be placed under suspension where any offence or conduct involves moral turpitude; corruption, embezzlement or misappropriation of company money, misuse of official powers for personal gain; serious negligence and dereliction of duty resulting in considerable loss to company; desertion of duty; refusal or deliberate failure to carry out written orders of superior officers.
 - Company takes a very serious view of offence against women. An employee may be placed under suspension if employee is accused of involvement in a case of “dowry death” as defined in the Indian Penal Code.
 - An employee can make an appeal to management against suspension.
 - An employee placed under suspension will not be allowed access to restricted area of company and will not be allotted any work during period of suspension.
 - No salary will be paid to employee for suspension period. The cases of suspension must be investigated and completed within 15 days and to be decided if suspension is to continue or disciplinary actions to be taken against employee. If after investigation, it is found that an employee is not guilty and is to continue with the company, he/she will be paid for suspension period.
6. **Termination:** - Termination decisions will be made in consideration of all the facts in consultation with HR and all such incidents will be placed in employee’s personnel file.

8.17.2 MAJOR PENALTIES

1. Compulsory retirement.
2. Removal from service which shall not be a disqualification for future employment under the company.
3. Dismissal from service which shall ordinarily be a disqualification for future employment under the company.
4. **Immediate dismissal:**
If employees conduct or performance fails to improve or a further offence is committed, penalty of dismissal may be imposed. Dismissal must be confirmed in writing immediately and will include the required period of notice. Dismissal without notice will only occur under the circumstances that wrong information has been furnished by employee, has divulged any sensitive business information to an unauthorized person or he/she has broken any law or has committed a criminal offence under the local law or has violated the norms of integrity or if his/her continuance in the premises is harmful to the normal activities of the company. No salary will be paid for notice period. An appeal against immediate dismissal can be made to management if so desired by immediately dismissed employee within 7 days of immediate dismissal.
5. **Immediate termination:**
It is important that all our employees conduct themselves in a professional, mature and responsible manner. Though committed to a progressive approach to corrective action, NECTAR INFOTEL considers certain rule infractions and violations of standards as grounds for immediate termination of employment. If behavior continues to fall below expectations after informal and/or formal counseling, then immediate termination of employee may result without notice. NECTAR INFOTEL may also immediately terminate the employment of an employee without progressive discipline if it deemed necessary in the judgment of management. Termination decisions will be made in consideration of all the facts in consultation with HR and all such incidents will be placed in employee’s personnel file. No salary will be paid for notice period.

An appeal against immediate termination can be made to management if so desired by immediately terminated employee within 7 days of immediate termination.

7. Applications of such employees who are under minor or major penalties should not be considered for any important assignment, promotion, pay up gradation, scholarship, fellowship, training, etc. Such employees should also not be sent or allowed to go to foreign assignment. If an employee absconds from duty during pendency of any inquiry or penalties or does not reply/appear for inquiry/ investigations, he/she will not be issued any experience certificate and no dues will be released. Further legal actions and police actions can also be taken against employee.

8.17.3 DISCIPLINARY PROCEDURES

Company management shall institute disciplinary proceedings against an employee or direct a company authority to institute disciplinary proceedings against any employee on whom any of penalties are proposed.

Procedure for imposing penalties

Procedure for imposing minor and major penalties:

1. Imposing any of the penalties specified, except immediate termination without notice and immediate dismissal without notice, shall be made except after an inquiry held.
2. Whenever the company management is of the opinion that there are grounds for inquiring into the truth of any imputation of misconduct or misbehavior against an employee, it may itself inquire into, or appoint an authority to inquire into the truth thereof.
3. Provided that where there is a complaint of sexual harassment, a complaints Committee shall be appointed by the management to inquire into the complaints.
4. Where it is proposed to hold an inquiry against an employee under this clause, the disciplinary authority/management shall draw up or cause to be drawn up - (i) the substance of the imputations of misconduct or misbehavior into definite and distinct articles of charge; (ii) a statement of the imputations of misconduct or misbehavior in support of each article of charge, which shall contain - (a) a statement of all relevant facts including any admission or confession made by the Company employee; (b) a list of documents by which, and a list of witnesses by whom, the articles of charge are proposed to be sustained. (4) The disciplinary authority/management shall deliver or cause to be delivered to the Company employee a copy of the articles of charge, the statement of the imputations of misconduct or misbehavior and a list of documents and witnesses by which each article of charges is proposed to be sustained and shall require the Company employee to submit, within such time as may be specified, a written statement of his defense and to state whether he desires to be heard in person. (5) (a) On receipt of the written statement of defense, the disciplinary authority may itself inquire into such of the articles of charge as are not admitted, or, if it considers it necessary so to do, appoint, an inquiring authority for the purpose, and where all the articles of charge have been admitted by the company employee in his written statement of defense, the disciplinary authority shall record its findings on each charge after taking such evidence as it may think fit. (b) If no written statement of defense is submitted by the company employee, the disciplinary authority/management, may itself inquire into the articles of charge, or may, if it considers it

necessary to do so, appoint, an inquiring authority for the purpose. (c) Where the disciplinary authority / management itself inquiries into any article of charge or appoints an inquiring authority for holding an inquiry into such charge, it may, by an order, appoint a company employee / retired company employee or a legal practitioner, to be known as the "Presenting Officer" to present on its behalf the case in support of the articles of charge. (6) The disciplinary authority/management shall, where it is not the inquiring authority, forward to the inquiring authority - (i) a copy of the articles of charge and the statement of the imputations of misconduct or misbehavior; (ii) a copy of the written statement of the defense, if any, submitted by the company employee; (iii) a copy of the statements of witnesses, if any; (iv) evidence proving the delivery of the documents to the employee; and (v) a copy of the order appointing the "Presenting Officer". (7) The company employee shall appear in person before the inquiring authority on such day and at such time as directed by inquiry authority (8) If a company employee who has not admitted any of the articles of charge in his written statement of defense or has not submitted any written statement of defense, appears before the inquiring authority, such authority shall ask him whether he is guilty or has any defense to make and if he pleads guilty to any of the articles of charge, the inquiring authority shall record the plea, sign the record and obtain the signature of the company employee thereon. (10) The inquiring authority shall return a finding of guilt in respect

- 6 of those articles of charge to which the company employee pleads guilty. (11) The inquiring authority shall, if the company employee fails to appear within the specified time or refuses or omits to plead, require the Presenting Officer to produce the evidence by which he proposes to prove the articles of charge. The inquiry authority, if feels necessary in the interests of justice, may recall, examine, cross-examine and re-examine witnesses whose evidence has already been recorded or any such witnesses and evidences. (12) After the conclusion of the inquiry, a report shall be prepared and it shall contain - (a) the articles of charge and the statement of the imputations of misconduct or misbehavior; (b) the defense of the company employee in respect of each article of charge; (c) an assessment of the evidence in respect of each article of charge; (d) the findings on each article of charge and the reasons therefor. EXPLANATION-(i) If in the opinion of the inquiring authority the proceedings of the inquiry establish any article of charge different from the original articles of the charge, it may record its findings on such article of charge: Provided that the findings on such article of charge shall not be recorded unless the company employee has either admitted the facts on which such article of charge is based or has had a reasonable opportunity of defending himself against such article of charge. (ii) The inquiring authority, where it is not itself the disciplinary authority, shall forward to the disciplinary authority the records of inquiry which shall include:- (a) the report prepared by it, (b) the written statement of defense, if any, submitted by employee; (c) the oral and documentary evidence produced in the course of the inquiry; (d) written briefs, if any, filed by the Presenting Officer or the company employee or both during the course of the inquiry; and
7. (e) the orders, if any, made by the disciplinary authority and the inquiring authority in regard to the inquiry.
8. For inquiry against an employee, the substance of the imputations of misconduct or misbehavior into definite and distinct articles of charges, is to be issued to employee by management; and the statement of the imputations of misconduct or misbehavior in support of each article of charge, shall contain -

- A statement of all relevant facts including any admission or confession made by employee;
 - A list of documents by which, and a list of witnesses by whom, the articles of charge are proposed to be sustained.
9. The inquiring authority shall deliver to employee a copy of the articles of charge, the statement of the imputations of misconduct or misbehavior and a list of documents and witnesses and will ask employee to submit, a written statement of his/her defense within 3 days and to state whether he/she desires to be heard in person. Inquiry authority will give full opportunity to employee to defend charges against him/her.
 10. On receipt of the written statement of defense, the inquiry authority will inquire into matter and shall record its findings on each charge after taking such evidence as it may think fit.
 11. If no written statement of defense is submitted by employee, the inquiry authority may itself inquire into the articles of charge. Inquiry authority may call witnesses, may have confronted inquiry and other evidences.
 12. The inquiry shall be completed within 15 days and after inquiry, the inquiry authority will submit its findings to management with recommendations for exonerating from charges or for imposing of any of minor/major penalties.
 13. Management may accept the recommendation of inquiry authority or modify the penalties to be imposed. The decision of management will be final and will be conveyed to the concerned employee.
 14. The inquiry report and decisions thereof should be preserved by HR head and to be mentioned in personal record of employee.
 16. **Appeals against Disciplinary Action:**
An appeal procedure may be invoked when required. An employee wishing to appeal against the disciplinary action must notify the Human Resources Department or the CEO's office in writing of the grounds for the appeal within seven days of the intimation of disciplinary action. The CEO or the HRD department head will hear the appeal or in case of an appeal against actions by the department head, the appeal will be heard by the CEO or in his/her absence a duly delegated person.

9. PERFORMANCE IMPROVEMENT PLAN (PIP)

9.1 PURPOSE

The company seeks to create a high performing culture which will support the achievement of our strategic goals and enable future growth. A high performing culture means that under performance must be addressed and employees who have gaps in their capabilities are provided the right level of support to try and address such gaps in a structured manner thus improving their performance. This policy is applicable for all the employees of Nectar Infotel effective immediately.

This policy provides a clear framework for the consistent management of under performance and applies to all Employees. When the Reporting Manager needs to allocate PIP to any under performing individual, The following points must be followed meticulously.

9.2 RESPONSIBILITIES

When applying this policy, it is important that both reporting managers and employees fulfill the responsibilities required of them.

Employees are responsible for:

- Ensuring they understand and perform at the standard required for their role.
- Receiving feedback openly and respectfully from the reporting manager.
- Understanding that if their work performance falls below the required standard for their role, reporting managers will be obliged to address this.
- Bringing to their reporting managers attention, any concerns they have about their own level of performance or personal circumstances that may IMP Act on their ability to perform their role to the required standard.
- Actively engaging with their reporting manager once this policy is applied and with the support of their reporting manager making all reasonable efforts to positively improve their performance.

Managers are responsible for ensuring that:

- The required performance standards for the role are made clear, communicated and understood by the employee.
- Employees have a reasonable workload.
- Feedback is given on an ongoing basis, both formally and informally and in a timely manner.
- Under performance issues are dealt with, as they arise, in a professional, open and respectful manner, in line with our values.
- Suitable support and access to any relevant training & development opportunities is provided, to help employees to reach and maintain the required standard of performance for their role.
- When applying the procedure, it is used alongside the reporting manager's daily tasks and they seek advice from the HR team, when appropriate.

The Reporting Manager can allocate PIP as per the process mentioned below:

1. Informal approach for conveying the performance related concerns to the under performing individual.
2. If the concerns raised by RM is not met, a formal mail or in person meeting must be addressed with the under performing individual. RM must convey the observations, duties & responsibilities, expected outcome, and support & dependencies for the same. The time duration for the PIP shall be 15 days or 1 month, depending on the sole discretion of management.
3. After the final evaluation, if the RM is satisfied with the outcome of the initial PIP, the PIP stands concluded and the individual is recognized of his success in the capability hearing. The capability hearing will be headed by RM and under performing individual's skip level manager.
4. After the evaluation, if the RM is unsatisfied with the outcome of the initial PIP and senses the urge to extend the PIP, He shall extend the same through a mail or in person meeting with the under performing individual. Herein the RM shall convey the revised PIP to the under performing individual.
5. If the RM is unsatisfied with the outcome and senses the dismaying efforts of the under performing individual, RM will discontinue the initial PIP and allocate a demotion or termination in the capability hearing. The capability hearing will be headed by RM and under performing individual's skip level manager.

The PIP shall be allocated by the Reporting Manager to an under performing individual in the below given format.

During the period of the PIP, the employee will be monitored to assess if appropriate improvement is being made. If the expected outcomes are not achieved/improvements attained, more formal action may be initiated under the relevant procedure.

Name of employee				
Job title				
Department				
Date of initial meeting				
	Observations:	Duties & Improvement Required:	Expected Outcome/Measurement	Support & Dependencies
1				
2				

1	Review Date:	Met/Not Met/Partially Met
2	Outcome:	
3	Remarks	

9.3 CLARIFICATION ON NOTICE PERIOD WHILE IN PIP:

When an under performing individual is placed on PIP, He/ She will be evaluated at the end of the initial PIP. After the evaluation, if the top management senses the need to terminate the under performing individual, He/ She shall be allocated a notice period of 1 month or immediate end of employment. The total duration of PIP shall be a minimum of 30 days.

10. POLICY AGAINST SEXUAL HARASSMENT

10.1. PURPOSE

The management believes that a positive work environment centered on our values is of utmost importance to individual and company success. Accordingly, NECTAR INFOTEL has a “Zero tolerance” approach to the harassment of employees.

10.2. SCOPE

Harassment includes bad or undesirable conduct and unreasonable interference with another employee or creates an intimidating, hostile or offensive working environment. An employee has every right to genuinely raise voice against this and a right action will be taken against the accused.

10.3. COVERAGE

This policy covers all the NECTAR INFOTEL’s Employees irrespective of level or gender. This also includes Management.

10.4. DEFINITION

The policy states that:

1. Sexual harassment will not be tolerated. Individuals who engage in such behavior will be subject to disciplinary actions according to the provisions of Sexual Harassment of Women at Workplace (Prevention, Prohibition and redressal) Act, 2013.
2. Sexual harassment is prohibited whether it occurs at the workplace or elsewhere in the course of employment responsibilities or working relationships.
3. Management is responsible for ensuring that the work environment is free from sexual harassment. All sexual harassment complaints and responses are confidential subject to the requirements of this policy.
 - What is Sexual Harassment?
 - What is Not Sexual Harassment?
 - What Can Employees Do If They Think They Are Being Sexually Harassed?
 - What Rights Does an Alleged Offender Have?
 - What Are the Responsibilities of a Manager or Supervisor?

What is Sexual Harassment?

1. Sexual harassment is defined as:
2. Objectionable, coercive or lewd comment of a sexual nature to a person or persons, that is known or ought reasonably to be known as unwelcome.
3. Actions or communications with a sexual connotation that create an intimidating, demeaning, or offensive work environment.
4. Unwanted sexual request or advance, inappropriate touching, or sexual assault.

5. An implied or expressed reprisal or threat of reprisal, or denial of opportunity for refusing to comply with asexual request.
6. Any implied or expressed reward for complying with a sexually oriented advance or request.
7. Displaying pornographic, offensive or derogatory pictures or text.
8. Reprisal or threat of reprisal against an individual for any action they take following this policy and its procedures.

What is NOT Sexual Harassment?

Sexual harassment does not refer to normal conversation that all parties affected find acceptable. It does not refer to office relationships that are freely entered into without intimidation or coercion.

What Can Employees Do If They Think They Are Being Sexually Harassed?

1. Talk to their Manager or Dept. of HR
2. Maintain Records of employees who feel they have been harassed must maintain records of incidents, including dates, time, places, witnesses, and responses of the alleged harassed and harasser, and any other relevant information.
3. Informal Resolution
 - Talk to the harasser
 - Employees should indicate clearly and directly that the behavior is not acceptable and must stop.
 - If employees communicate by letter or memo, they must keep a copy.
 - Employees may discuss the situation with their immediate supervisor or with another person in a position of authority.
4. Formal Complaint if the informal measures do not resolve the situation, the following formal complaint option is also available.

COMPLAINT PROCEDURE

The complaint procedure applies to all employees:

1. Formal complaints must be filed in writing and signed by the complainant.
2. The complainant must be sent to the Senior Manager of Human Resources, marked "Confidential."
3. The alleged offender will be advised and provided with a copy of the complaint. The manager(s) of both parties will also be advised that a complaint has been filed.
4. The investigation will be delegated to the Dept. of Human Resources and they would follow their process to resolve this issue
5. The CEO will determine what action, including appropriate disciplinary action if any, is to be taken.
6. This decision and the rationale for the decision shall be communicated in writing to both parties and the Dept. of Human Resources.
7. All managers and supervisors have an obligation to provide a work environment free from sexual harassment and to take corrective action.

What Rights Does an Alleged Offender Have?

Alleged offenders have the right:

1. To be informed that a complaint has been filed.
2. To have a copy of the complaint, stating the allegation(s) and the name of the complainant.
3. To respond to the allegation(s).
4. To be informed in writing of the CEO's decision on what action, if any, will be taken and the reasons for that decision.
5. To discuss the matter with Dept. of HR

What Are the Responsibilities of a Manager or Supervisor?

Managers and supervisors are responsible for ensuring that the workplace is free from sexual harassment.

Take preventive action, Managers/HR are required to discuss the policy at staff meetings and make sure that all employees and supervisory staff are aware of what action to take if harassment occurs. Managers/HR must also set the appropriate standard of conduct through their own behavior.

1. When approached by an employee with a complaint Managers/HR must be supportive and explain what options are available and the process if the complainant wishes to do so. Managers/HR should also find out how employee prefers to deal with the situation and address any concerns the may have about filing a formal complaint. Finally, managers/HR must keep a confidential record of all pertinent information.
2. If employee files a formal complaint, Managers must provide assistance as required and be available to discuss any concerns that employee may have. Cooperation with the Department of HR is also required. If employee chooses not to file a formal complaint, Managers/HR must explain to employee that they are required under the policy to take action even in the absence of a formal complaint. If the allegation is a very minor form of sexual harassment, it may be appropriate to resolve the situation informally. Before proceeding, managers must confirm their assessment by consulting with Department of Human Resources.
3. If the allegation is sexual harassment, a formal investigation must be undertaken. Before proceeding, managers must contact Human Resources for advice and assistance.
4. Once a course of action is decided upon, managers are required to inform employee about what action will be taken and address any concerns that she or he may have

11. INFORMATION SECURITY POLICY



Information Security

11.1. USER & ACCESS PRIVILEGES

Every user is given only user access privileges. The user cannot change the desktop background; install/uninstall software or any programs, change IP Address of the machine, etc. The user is not given any privileges to change the desktop background on his/her machine. The desktop background on every machine is NECTAR INFOTEL logo. This is applicable to all the domain users in the network. Every user is allowed a maximum download limit of 20mb, above which permissions are denied. Increased downloads may cause the server to be busy and might create other problems.

Whenever there is a change in role of an individual, the access rights will be reviewed and new access rights will be provided depending upon new role and responsibilities as determined by the role being played by the person. All changes will be made on the intimation of the concerned HOD.

Whenever the user forgets the password, the system administrator shall change the password for the user through the System Administration log in based on a request from the user via email. The Regional Service Delivery Manager/System administrator receives a mail from the HR Department for deletion of e-mail ID. Also, the RSDM has to acknowledge the NDC after which the user login ID & password are deleted from the server.

11.2. CREATION OF E-MAIL ID

The HR Department sends a request to the System Administrator for creation of new e-mail id through mail. Only upon intimation from the HR Department the system administrator creates the e-mail id & configures outlook express on the user's machine. All new users shall be created by the System Administrator based on the communication issued by the HR department.

At the time of creation of User, a login ID and a password will be given. The Login ID will be permanent but the password would have to be changed by the user at first logon. A password will be valid for a limited period as determined by the system administrator in the password policy after which it will have to be changed.

11.3. AUTO-LOCK OR SCREEN SAVER

If the user desktop/laptop is inactive for 7 or more minutes the machine is automatically locked (Ctrl+Alt+Del screen) & the owner of that machine has to re-login to start his/her work. At the same time there is a screen saver running at the background as part of awareness to the employees with security precaution catch lines & pictures.

In an effort to reduce risks to IT assets, the physical security of NECTAR INFOTEL computing resources ensured. Physical security involves providing environmental safeguards as well as controlling access to equipment and data. For example, server rooms must remain safe, secure, and inaccessible unauthorized individuals and storage cabinets containing critical business records must always locked and secured. Be aware of those areas with restricted access. Make sure that individuals are displaying proper NECTAR INFOTEL identification.

Tailgating is a term used in the context Physical Security to mean, “Gaining access to a restricted space by following an authorized individual through an access-controlled door”. Be aware of people who follow an employee into restricted building who do not display proper identification. If they do not, employee should tell them to report NECTAR INFOTEL Information Security Cell through a public access door.

Even if an employee thinks he/she recognizes someone, an employee CANNOT simply let them in the door. An employee has no way of knowing they have been recently suspended or terminated. Proper security must also be maintained outside doors and windows to prevent unauthorized entry, which could cause damage to NECTAR INFOTEL. For example, make sure doors and/or windows are not propped open with cardboard obstructions.

11.4. INTERNET USAGE

Internet access is for the purpose of increasing productivity. Surfing the Internet or wandering away from one's business objective is not a productive or acceptable use of this tool. This misuse can connect an employee to web sites that may contain programs that appear harmless, but could cause damage to NECTAR INFOTEL systems. Because it is plain text, most information transmitted over the Internet is subject to interception, reading, and copying by other people. Encryption, which scrambles information during transmission, reduces this vulnerability. Be aware that all Internet use is subject to monitoring and employee should have no expectation of privacy while using NECTAR INFOTEL-provided equipment.

11.5. E-MAIL USAGE

IS Policy, E-mail Guidelines and Requirements, states that “employees must use NECTAR INFOTEL e-mail system for all e-mail correspondence”. All messages sent or received using these e-mail resources are owned by the NECTAR INFOTEL and may be considered Departmental records. This means employee should have no expectation of privacy in the use of the e-mail system. It is employee's responsibility to be aware of important issues such as the rules regarding personal use, passwords, and attachments; when and how to send mass mailings and group messages; and the list of unacceptable activities. This information can be found in IS policy statement. An important issue with regard to e-mail is attachments, which in some cases could contain a virus or other malicious code. If an employee receives an unexpected e-mail attachment, it is important that employee do not open it - even if it is from someone, he/she, an employee may know. Attachments must not be opened for the virus to infect computer.

The easiest way to find out if the attachment is valid is to make sure the e-mail really came from the sender. If employees have questions, contact the Help Desk and/or the ISO. More information can be found in IS policy Manual, Virus Prevention, Detection, and Removal.

12. DOS & DON'TS



- Organizational User IDs, websites and e-mail accounts may only be used for organizationally sanctioned Communications.
- Use of Internet/intranet/e-mail/instant messaging may be subject to monitoring for reasons of security and network management and users may have their usage of these resources subjected to limitations by the Organization.
- Users may not visit Internet sites that contain obscene, hateful or other objectionable material, shall not attempt to bypass Organizational surf control technology and shall not make or post indecent remarks, proposals or materials on the Internet.
- Users shall not solicit e-mails that are unrelated to business activity or which are for personal gain, shall not send or receive any material which is obscene or defamatory or which is intended to annoy, harass or intimidate another person and shall not present personal opinions as those of the company and the use of organizational e-mail facilities.
- Users may not upload, download or otherwise transmit commercial software or any copyrighted materials belonging to the company or any third parties, may not reveal or publicize confidential information, and will not send confidential e-mails without the level of protection required.
- Users may not download software from the Internet or execute or accept any software programs or other code on the Internet unless it is in accordance with the Organization's policies and procedures.
- Users are not supposed to download bandwidth intensive content such as streaming video and MP3 music files, sharing digital photographs, etc.
- NECTAR INFOTEL reserves the right to audit networks and systems on a periodic basis to ensure compliance with this policy
- Keep passwords secure and do not share accounts. Authorized users are responsible for security of their passwords and accounts. System-level passwords should be changed every 42 days.
- All PC's, laptops, and workstations should be secured with a password-protected screensaver with the automatic activation feature set at ten minutes or less, or by logging off when the host will be unattended.
- Because information contained on portable computers is especially vulnerable, special care should be exercised. Protect laptop's security.
- Postings by employees from NECTAR INFOTEL e-mail address to newsgroups should contain a disclaimer

string that the opinion expressed are strictly their own and not necessarily those of NECTAR INFOTEL, unless posting is made in the course of business duties.

- All hosts used by employee that are connected to the NECTAR INFOTEL.
- Internet/intranet/extranet, whether owned by employee or NECTAR INFOTEL, shall be continually executing approved virus-scanning software with a current virus database, unless overridden by departmental or group policy.
- Employees must use extreme caution when opening e-mail attachments received from unknown senders; these may contain viruses, e-mail bombs, or Trojan horse code.
- Any form of harassment via e-mail, telephone, or paging, either through language, frequency, or size of messages is not allowed
- Unauthorized use or forging of e-mail header information is not acceptable
- Escalate any incident or suspicious activity to Information Security Cell.
- Delete any message that refers to groups or organizations that employees are not a part of NECTAR INFOTEL
- Create a password for files in order to protect file sharing activities.
- Regularly update Operating System, web browser, and other major software, using the manufacturers' update features, preferably using the auto update functionality. (Consult System Administrator for this activity). Use anti-virus software, and update it on a regular basis to recognize the latest threats.
- Save attachments to disk before opening them. Symantec Anti-virus 'Auto-Protect' will automatically scan employee's attachments if one saves them to disk.
- Don't write down password. Especially on a Post-It note stuck to computer! Or don't give out password to anyone, whether one know them or not. & Don't select the "Remember My Password" option. Many applications do not store them securely.
- Don't purchase anything promoted in a SPAM message. Even if the offer isn't a scam, employees are only helping to finance and encourage SPAM.
- Don't reply to SPAM or click on its "unsubscribe" link. That only informs the sender that one's e-mail address is valid.
- Don't create common passwords such as personal name, credit card number, debit card PIN number, etc.
- Don't leave laptop unattended, even for a few minutes.
- Don't reply to e-mail(s) requesting financial or personal information.
- Don't install or use pirated copies of software.
- Don't install P2P file sharing programs which can increase the vulnerability of the system.
- Don't set e-mail program to "auto-open" attachments.
- Don't run any Internet servers. Running web, mail, ftp (etc) servers from desktop leaves data vulnerable.

ACKNOWLEDGMENT

I acknowledge that I have received a copy of the Policy and Procedures Manual, which describes important information about NECTAR INFOTEL, and understand that I should consult the Human Resource Department if I have questions. I have entered into employment with NECTAR INFOTEL voluntarily and acknowledge that it is for no specified length of time. Accordingly, either I or NECTAR INFOTEL may terminate the relationship at will, with or without cause, at any time, for any reason or no reason. I understand that neither this manual nor any other NECTAR INFOTEL policy, practice or procedure is intended to provide any contractual obligations related to continued employment, compensation or employment contract.

Since the information, policies and benefits described here are necessarily subject to change, I acknowledge that revisions to the Manual may occur, except to NECTAR INFOTEL policy of employment-at-will. I understand that NECTAR INFOTEL may change, modify, suspend, interpret or cancel, in whole or part, any of the published or unpublished personnel policies or practices, with or without notice, at its sole discretion, without giving cause or justification to any employee. Such revised information may supersede, modify or eliminate existing policies. The NECTAR INFOTEL Manager shall have sole authority to add, delete or adopt revisions to the policies in this Manual. Any written or oral statement by a supervisor or department director contrary to the personnel policy manual is invalid and should not be relied upon by any employee.

I understand and agree that I will read and comply with the policies contained in this Manual and any revisions, am bound by the provisions contained therein, and that my continued employment is contingent on following those policies.

Employee Code:

Employee Name:

Employee Signature:

Date:

*Thank
you*



confidential agreement