LEAVE GUIDELINES

1. PURPOSE

We are committed towards developing work-practices and policies that support work-life balance. We believe that a break from work is a necessity. Leaves are available to take a planned break from work or manage unplanned breaks due to personal exigencies. This document provides for available Leaves in a nutshell and lays out common guidelines on their Administration & utilization.

Note: Individual Leave Policies should be referred for details and specific rules.

2. POLICY

2.1. Leaves in a Nutshell:

Employees who joined before June 1, 2003:

- They are entitled to Casual Leave.
- They are entitled to Sick Leave.
- They are not entitled to Contingency Leave.
- They are entitled to Privilege Leave.

Employees who joined on or after June 1, 2003:

- They are not entitled to Casual Leave.
- They are not entitled to Sick Leave.
- They are entitled to Contingency Leave.

- They are entitled to Privilege Leave.

Leave Entitlements:

- Casual Leave: 7 days.
- Sick Leave: 15 days.
- Contingency Leave: 12 days.
- Privilege Leave: 21 days for up to 2 years of total experience, and 30 days for 3 years and above of total experience.

Leave Accumulation:

- Casual Leave cannot be accumulated.
- Sick Leave can be accumulated up to a maximum of 180 days.
- Contingency Leave can be accumulated up to a maximum of 45 days.
- Privilege Leave can be accumulated subject to certain limits.

Leave Encashment:

- Casual Leave can be encashed.
- Sick Leave can be encashed.
- Contingency Leave cannot be encashed.
- Privilege Leave can be encashed.

* Please refer to Policy Document for details

2.2. 1HR Leave Management Module: Application of Leave should be made through 1HR - Leave Management Module.

2.3. Sanction of Leave: It is the responsibility of the concerned employee to obtain sanction for leave from the concerned Sanctioning Authority. Unsanctioned Leave shall be deemed to have been refused and such absence if any will be considered as "Absence without Sanction".

2.4. Absence without sanction: In case of any absence for a continuous period of eight days, including absence when leave is applied for and not granted will result in an employee losing his/her lien on the services and his/her services will automatically stand terminated without any notice or intimation from the Company.

2.5. Holidays:

- Every Location will decide the list of Public Holidays on the basis of the quantum agreed.
- Holidays, optional leaves and/ or weekly offs occurring at the beginning or at the end of the leave period will not be treated as part of the leave.
- Prior approval of the Immediate Manager must be obtained if leave is both prefixed and suffixed to Holidays, optional leaves and/ or weekly offs.

- Holidays, optional leaves and weekly offs occurring in between the leave period will be treated as a part of the leave.

2.6. Exigencies of work: Leave of any type cannot be claimed as a matter of right and when the exigencies of work so require, the Management reserves its right to refuse, revoke or curtail leave of any type or a part thereof at its sole discretion. An employee already on leave may be requested to resume duties immediately in case of work related exigencies, even before the completion of leave.

2.7. Return before expiry of leave: In case the employee reports for duty before the expiry of leave, the employee can cancel the already approved leave and reapply in 1HR Leave Management Module as per the revised leave availed.

2.8. Clubbing of Leaves: Contingency Leave / Privilege leave / Sick Leave / Casual Leave / Maternity Leave / Paternity Leave / Adoption Leave / Family Planning Leave can be suffixed or prefixed by Optional Holidays (if any) and / or Public Holidays, apart from this, no other type of leave can be clubbed with each other. However, PL may be combined with SL or vice-versa only with the special approval of the concerned Immediate Manager. Immediate Manager should keep the next level manager informed of the leave plans of team members.

2.9. Accrual of leave: Leave accrued to the employee from his/her date of joining is updated at the beginning of every calendar year in the 1HR – Leave Management Module by the Admin Department.

2.10. Limitations: An employee cannot avail any kind of leave while serving the notice period, after he / she has resigned from the services of the Company. But in case an employee falls sick during the notice period, he / she may avail of PL/CL, which needs to be supported by a medical certificate from a Registered Medical Practitioner.

2.11. Regularization of leave:

- Request for regularization of absence should be made as soon as possible, but in any case, within 7 days from the last day of absence. In cases where request for regularization is made after seven days, such requests may be entertained if the approval is taken from the Business Head within 15 days of the last day of absence.

- If the request for regularization is not received within 15 days as above, the same will be treated as unauthorized absence.

3. COMMITMENT TO PERFORM

3.1. Process owner:

a. Primary: Company HR Head

b. Secondary: Location Administration Department

3.2. Quality Norm: Location Administration Department should maintain accurate leave data.

ADDITIONAL HOUSE RENT ALLOWANCE (AHRA)

1. OBJECTIVES

We encourage Internal Mobility (functional & locational), providing opportunities to our employees to handle a variety of roles as they grow with the organization. This may require employees to move across Locations.

This Policy aims at providing housing assistance to employees who are posted to a location different from their current working location on Company / Business requirement. They will be required to take up residential accommodation on a personal lease at the transferred location. The intent is to compensate the employee for the house rent payable in the new location to the extent of the monthly rental limits specified in this policy. The employee may choose to opt for housing beyond these limits at his own choice and extent.

2. SALIENT FEATURES

Transferred Location: The benefits under this policy will be applicable to employees who get transferred to any other location apart from their base location.

2.1. Eligibility: Transferred employees of M11 to M17 Grades who are required to take up residential accommodation on personal lease, for themselves and their families based on Company / Business requirement. For M5- M9, the eligibility will be decided on a case to case basis.

2.2. Entitlements

2.2.1. Monthly Rental Limits: The following limits are the maximum limits for the city. However, the actual rental amount or the maximum limit whichever is lower will be paid as actual AHRA to the employee per month.

(Figures in Rs. per month)

The monthly rental limit for the grade M5-M9 in the city Mumbai is Rs.9,200.
The monthly rental limit for the grade M5-M9 in the city Delhi is Rs.9,200.
The monthly rental limit for the grade M5-M9 in the city Bangalore is Rs.8500.
The monthly rental limit for the grade M5-M9 in the city Pune is Rs.8500.
The monthly rental limit for the grade M5-M9 in the city Chennai is Rs.8500.
The monthly rental limit for the grade M5-M9 in the city Navi Mumbai is Rs.8500.
The monthly rental limit for the grade M5-M9 in the city Kolkata is Rs.8,050.
The monthly rental limit for the grade M5-M9 in the city Ahmedabad is Rs.8,050.

The monthly rental limit for the grade M5-M9 in the city Chandigarh is Rs.8,050.
The monthly rental limit for the grade M5-M9 in the city Ludhiana is Rs.8,050.
The monthly rental limit for the grade M5-M9 in the city Hyderabad is Rs.8,050.
The monthly rental limit for the grade M5-M9 in the city Nagpur is Rs.8,050.
The monthly rental limit for the grade M5-M9 in the city Baroda is Rs.8,050.
The monthly rental limit for the grade M5-M9 in other cities is Rs.6,000.
The monthly rental limit for the grade M10 in the city Mumbai is Rs.12,540.
The monthly rental limit for the grade M10 in the city Delhi is Rs.12,540.
The monthly rental limit for the grade M10 in the city Bangalore is Rs.10,470.
The monthly rental limit for the grade M10 in the city Pune is Rs.10,470.
The monthly rental limit for the grade M10 in the city Chennai is Rs.10,470.
The monthly rental limit for the grade M10 in the city Navi Mumbai is Rs.10,470.
The monthly rental limit for the grade M10 in the city Kolkata is Rs.9,320.
The monthly rental limit for the grade M10 in the city Ahmedabad is Rs.9,320.
The monthly rental limit for the grade M10 in the city Chandigarh is Rs.9,320
The monthly rental limit for the grade M10 in the city Ludhiana is Rs.9,320
The monthly rental limit for the grade M10 in the city Hyderabad is Rs.9,320
The monthly rental limit for the grade M10 in the city Nagpur is Rs.9,320
The monthly rental limit for the grade M10 in the city Baroda is Rs.9,320
The monthly rental limit for the grade M10 in other cities is Rs.8500.
The monthly rental limit for the grade M11 in the city Mumbai is Rs.12,540.
The monthly rental limit for the grade M11 in the city Delhi is Rs.12,540.
The monthly rental limit for the grade M11 in the city Bangalore is Rs.10,470.
The monthly rental limit for the grade M11 in the city Pune is Rs.10,470.
The monthly rental limit for the grade M11 in the city Chennai is Rs.10,470.
The monthly rental limit for the grade M11 in the city Navi Mumbai is Rs.10,470.
The monthly rental limit for the grade M11 in the city Kolkata is Rs.9,320.
The monthly rental limit for the grade M11 in the city Ahmedabad is Rs.9,320.
The monthly rental limit for the grade M11 in the city Chandigarh is Rs.9,320.
The monthly rental limit for the grade M11 in the city Ludhiana is Rs.9,320.
The monthly rental limit for the grade M11 in the city Hyderabad is Rs.9,320.
The monthly rental limit for the grade M11 in the city Nagpur is Rs.9,320.
The monthly rental limit for the grade M11 in the city Baroda is Rs.9,320.
The monthly rental limit for the grade M11 in other cities is Rs.8500.
The monthly rental limit for the grade M12 in the city Mumbai is Rs.17,830
The monthly rental limit for the grade M12 in the city Delhi is Rs.17,830
The monthly rental limit for the grade M12 in the city Bangalore is Rs.15,500.
The monthly rental limit for the grade M12 in the city Pune is Rs.15,500.
The monthly rental limit for the grade M12 in the city Chennai is Rs.15,500.
The monthly rental limit for the grade M12 in the city Navi Mumbai is Rs.15,500.
The monthly rental limit for the grade M12 in the city Kolkata is Rs.13,500.
The monthly rental limit for the grade M12 in the city Ahmedabad is Rs.13,500.
The monthly rental limit for the grade M12 in the city Chandigarh is Rs.13,500.
The monthly rental limit for the grade M12 in the city Ludhiana is Rs.13,500.
The monthly rental limit for the grade M12 in the city Hyderabad is Rs.13,500.
The monthly rental limit for the grade M12 in the city Nagpur is Rs.13,500.
The monthly rental limit for the grade M12 in the city Baroda is Rs.13,500.
The monthly rental limit for the grade M12 in other cities is Rs.11,000.
The monthly rental limit for the grade M13 in the city Mumbai is Rs.23,000.
The monthly rental limit for the grade M13 in the city Delhi is Rs.23,000.
The monthly rental limit for the grade M13 in the city Bangalore is Rs.21,850.
The monthly rental limit for the grade M13 in the city Pune is Rs.21,850.

The monthly rental limit for the grade M13 in the city Chennai is Rs.21,850.
The monthly rental limit for the grade M13 in the city Navi Mumbai is Rs.21,850.
The monthly rental limit for the grade M13 in the city Kolkata is Rs.15,000.
The monthly rental limit for the grade M13 in the city Ahmedabad is Rs.15,000.
The monthly rental limit for the grade M13 in the city Chandigarh is Rs.15,000.
The monthly rental limit for the grade M13 in the city Ludhiana is Rs.15,000.
The monthly rental limit for the grade M13 in the city Hyderabad is Rs.15,000.
The monthly rental limit for the grade M13 in the city Nagpur is Rs.15,000.
The monthly rental limit for the grade M13 in the city Baroda is Rs.15,000.
The monthly rental limit for the grade M13 in other cities is Rs.12,500.
The monthly rental limit for the grade M14 in the city Mumbai is Rs.29,330
The monthly rental limit for the grade M14 in the city Delhi is Rs.29,330
The monthly rental limit for the grade M14 in the city Bangalore is Rs.25,300.
The monthly rental limit for the grade M14 in the city Pune is Rs.25,300.
The monthly rental limit for the grade M14 in the city Chennai is Rs.25,300.
The monthly rental limit for the grade M14 in the city Navi Mumbai is Rs.25,300.
The monthly rental limit for the grade M14 in the city Kolkata is Rs.17,250.
The monthly rental limit for the grade M14 in the city Ahmedabad is Rs.17,250.
The monthly rental limit for the grade M14 in the city Chandigarh is Rs.17,250.
The monthly rental limit for the grade M14 in the city Ludhiana is Rs.17,250.
The monthly rental limit for the grade M14 in the city Hyderabad is Rs.17,250.
The monthly rental limit for the grade M14 in the city Nagpur is Rs.17,250.
The monthly rental limit for the grade M14 in the city Baroda is Rs.17,250.
The monthly rental limit for the grade M14 in other cities is Rs.13,000.
The monthly rental limit for the grade M15 in the city Mumbai is Rs.37,290.
The monthly rental limit for the grade M15 in the city Delhi is Rs.37,290.
The monthly rental limit for the grade M15 in the city Bangalore is Rs.30,800.
The monthly rental limit for the grade M15 in the city Pune is Rs.30,800.
The monthly rental limit for the grade M15 in the city Chennai is Rs.30,800.
The monthly rental limit for the grade M15 in the city Navi Mumbai is Rs.30,800.
The monthly rental limit for the grade M15 in the city Kolkata is Rs.22,220.
The monthly rental limit for the grade M15 in the city Ahmedabad is Rs.22,220.
The monthly rental limit for the grade M15 in the city Chandigarh is Rs.22,220.
The monthly rental limit for the grade M15 in the city Ludhiana is Rs.22,220.
The monthly rental limit for the grade M15 in the city Hyderabad is Rs.22,220.
The monthly rental limit for the grade M15 in the city Nagpur is Rs.22,220.
The monthly rental limit for the grade M15 in the city Baroda is Rs.22,220.
The monthly rental limit for the grade M15 in other cities is Rs.19,360.
The monthly rental limit for the grade M16 in the city Mumbai is Rs.42,900.
The monthly rental limit for the grade M16 in the city Delhi is Rs.42,900.
The monthly rental limit for the grade M16 in the city Bangalore is Rs.38,500.
The monthly rental limit for the grade M16 in the city Pune is Rs.38,500.
The monthly rental limit for the grade M16 in the city Chennai is Rs.38,500.
The monthly rental limit for the grade M16 in the city Navi Mumbai is Rs.38,500.
The monthly rental limit for the grade M16 in the city Kolkata is Rs.26,400.
The monthly rental limit for the grade M16 in the city Ahmedabad is Rs.26,400.
The monthly rental limit for the grade M16 in the city Chandigarh is Rs.26,400.
The monthly rental limit for the grade M16 in the city Ludhiana is Rs.26,400.
The monthly rental limit for the grade M16 in the city Hyderabad is Rs.26,400.
The monthly rental limit for the grade M16 in the city Nagpur is Rs.26,400.
The monthly rental limit for the grade M16 in the city Baroda is Rs.26,400.
The monthly rental limit for the grade M16 in other cities is Rs.23,760.

The monthly rental limit for the grade M17 in the city Mumbai is Rs.52,360.
The monthly rental limit for the grade M17 in the city Delhi is Rs.52,360.
The monthly rental limit for the grade M17 in the city Bangalore is Rs.45,760.
The monthly rental limit for the grade M17 in the city Pune is Rs.45,760.
The monthly rental limit for the grade M17 in the city Chennai is Rs.45,760.
The monthly rental limit for the grade M17 in the city Navi Mumbai is Rs.45,760.
The monthly rental limit for the grade M17 in the city Kolkata is Rs.31,460.
The monthly rental limit for the grade M17 in the city Ahmedabad is Rs.31,460.
The monthly rental limit for the grade M17 in the city Chandigarh is Rs.31,460.
The monthly rental limit for the grade M17 in the city Ludhiana is Rs.31,460.
The monthly rental limit for the grade M17 in the city Hyderabad is Rs.31,460.
The monthly rental limit for the grade M17 in the city Nagpur is Rs.31,460.
The monthly rental limit for the grade M17 in the city Baroda is Rs.31,460.
The monthly rental limit for the grade M17 in other cities is Rs.28,820.

Note:

1) Delhi covers NOIDA region; Chandigarh includes Panchkula.
2) Navi Mumbai covers employees posted in Mora plant.
3) Employees in Grades M5 to M13, posted at Mora, will be required to stay in Company Quarters.
4) For limits of M5-M10, the above rates are for reference only to decide the actual eligibility which will be on a case to case basis.

In addition to the monthly rental, employee will be eligible for the following:

2.2.2. Brokerage: Brokerage charges may be reimbursed against - 1 month's rent as per limits indicated in clause 2.2.1 OR Actuals (whichever is lower). The brokerage charges will be reimbursed only twice in a transferred location, The reimbursement of brokerage will be subject to submission of relevant documents.

2.2.3. Refundable Deposit: Employee will be reimbursed an interest free refundable deposit, equivalent to actual amount paid or 10 month's rent eligible (as indicated in clause 2.2.1), whichever is lower. This deposit will be reimbursed on submission of proof of such payment by the employee. The employee will be required to repay this deposit on termination of the lease. Any additional financial assistance will be charged at flat interest of 10% p.a. The additional assistance will be subject to approval of Company HR Head and Division Head.

Appropriate tax will be applicable for this interest free deposit and will have to be borne by the employee.

In the event of employee ceasing to be in the services of the Company, he/she will be required to pay back to the Company the deposit and/or any additional financial assistance amount, before

being relieved from the services. If the employee fails to do so, the amount will be fully recovered by the Company from the final dues payable.

2.2.4. Other Expenses: The employee will have to bear the cost of Registration, Stamp Duty, Maintenance, Electricity, Water, Parking charges or any other charges for his stay at Leased / Rented Premise.

2.3 APPLICABILITY

2.3.1. On Transfer at Company's Request

- **Leased Accommodation at Transferred Location:** An employee transferred on company's request who is required to take up accommodation on a personal lease would be eligible for AHRA as per the limits (as per clause 2.2.1) applicable to the city he / she is transferred to.

- **Own Accommodation at Transferred Location:**
  - Any employee transferred to another location, moving into an accommodation owned by him / her or his / her spouse at that location, would be eligible for AHRA as per the limits (as per clause 2.2.1) applicable to the transferred city or city transferred from, whichever is lower. In this case, the employee will not be eligible for any loan towards deposit or any brokerage charges.

  - Post Transfer, in due course, if the employee acquires an accommodation (in name of self or spouse) in the location of transfer, he/she will be eligible for AHRA as per applicable limits (as per clause 2.2.1) of the location. The deposit provided to the employee will however be withdrawn.

    In both the above cases, the AHRA will be frozen (no subsequent revision) as long as employee continues to stay in own accommodation in that location. In case, such an employee is transferred to another location, then AHRA as per current location will be discontinued and limits as per the new location will be applicable

    In both the above cases, the employee would be required to submit a residence proof (House Registration Documents/Sale Agreement/Electricity Bill/Telephone Bill).

- **AHRA in case of transfer back to location where Employee had a Frozen AHRA:** If the employee who has been transferred from Location 1 (not base location), where he

was getting Frozen AHRA to Location 2, returns back to Location 1 within a period of 2 years, then the Frozen AHRA as applicable at the time of transfer from Location 1 will be considered.

- **AHRA in case employee is not able to relocate to transferred location immediately:** If employee is unable to relocate to the new location from the effective date of transfer and was receiving AHRA in the current location, then employee will continue to receive AHRA of the old location upto a maximum period of 2 months. The current AHRA will be discontinued from the date of commencement of lease agreement at the new location or expiry of 2 months from effective date of transfer, whichever is earlier.

- **Transferred Employees who are not able to move their Family immediately:** Employees who are being transferred and are not able to immediately relocate their family immediately will be eligible on a case-to-case basis for:

  - If the employee was eligible for AHRA in the old location.

Maximum of 50% of the AHRA limits of new location subject to a minimum Rs. 4000/-.

AND

Continued AHRA for the old location, provided the employee was getting AHRA.

  - ***If the employee was not receiving AHRA assistance***

100% of the AHRA limits of new location or actual rent whichever is lower.

The eligibility, amount and duration for which the employee may continue to lease accommodation in old location and the additional assistance in the new location will be decided after thorough examination of the personal circumstances / issues of the employee. This will be subject to discretion of the Management and would need approval of Division Head and Company HR Head.

2.3.2. Transfer Initiated on request of employee:

In case where the employee requests for a transfer to another location, he / she will not be eligible for AHRA.

2.4. AHRA Claim

Any employee eligible for AHRA will be required to provide details in 1HR❼ Policy

Management ❼ Policy Request, along with the copy of the rent agreement to the Business HR Partner. This has to be given before salary processing (15th of any month).

In-case of a fresh rent agreement or a renewal of an existing agreement at any time, the fresh rent agreement needs to be submitted in 1HR ❼ Policy Management ❼ Policy Request within one month of the renewal of the agreement. In-case of any delay, the effective date will be considered from the date of submission of the revised documents.

3. COMMITMENT TO PERFORM

3.1. Process owner:

a. Primary: Company HR Head, HR Head (Business) and Business Head
b. Secondary: Respective Location / Business HR Partner and Immediate Manager

3.2 Quality Norm:

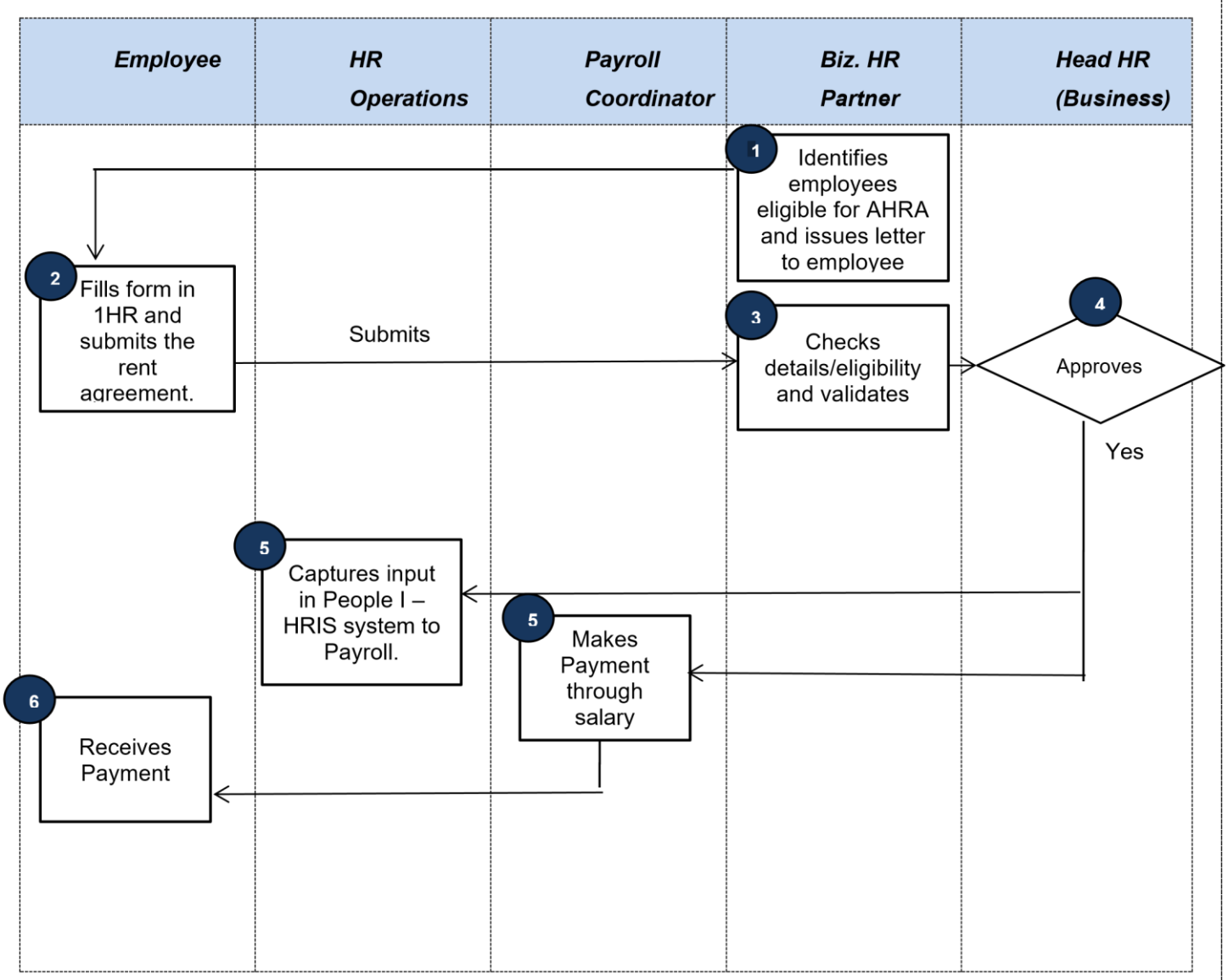
a. The HR Head (Business) should be informed of the effective date of transfer 30 working days in advance to organize the required documents in place with exception of special cases of ad-hoc transfers.
b. The necessary approvals and the final Additional HRA eligibility document to be handed over to employee within 3 working days from the date of intimation to HR Team.

4. PROCESS

The process flow chart illustrates the steps involved in an employee receiving payment under the Affordable Housing Rent Assistance (AHRA) program. Here's a description of the process in sentences:

1. The Biz. HR Partner identifies employees eligible for AHRA and issues a letter to the employee.
2. The employee fills out a form in the 1HR system and submits the rent agreement.
3. The Payroll Coordinator checks the details and validates the employee's eligibility.
4. The Head HR (Business) approves the request if all details are valid.
5. If approved, HR Operations captures the input in the People I - HRIS system to Payroll.
6. The Payroll then makes the AHRA payment through the employee's salary.
7. The employee receives the AHRA payment.

Process Flow Chart



Note: Employee will own the responsibility to keep the AHRA records updated at all times.

✡✡✡

CASUAL LEAVE

1. PURPOSE

We are committed towards developing work-practices and policies that support work-life balance. **Casual Leave** allows employees to manage planned or unplanned absence from work due to personal exigencies & similar other circumstances.

2. POLICY

2.1. Eligibility: All confirmed employees in M5 & above Grades who have joined **before June 1st 2003** will be eligible for Casual Leave.

2.2. Entitlement: Every such employee will be granted **7 days Casual Leave per year**, on a Calendar Year basis. The employees, who join mid-year on Account of inter-Company transfers whose Date of Joining in the Group Company is prior to 1st June, 2003, will be granted Casual Leave on pro-rata basis.

2.3. Application: As far as possible, Casual Leave should be applied in advance in 1HR – Leave Management module. In

case, prior sanction for casual leave is not obtained, absence from work is to be informed to the Immediate Manager by the employee. Such absence must be regularized by applying for Casual Leave in 1HR – Leave Management module immediately after resuming of duties by the concerned employee.

2.4. Sanctioning Authority: Sanctioning Authority for Casual Leave is the Immediate Manager.

2.5. Accumulation: Casual Leave cannot be accumulated.

2.6. Encashment:

2.6.1. Unavailed Casual Leave if any, automatically gets encashed at the end of a calendar year at the rate of Basic Salary of that year. Admin Team will inform Payroll about such unutilized Casual Leave in respect of every employee, before January 10 of the subsequent year and the Payroll will incorporate payment in January salary. The calculation will be Basic Salary * (No of days of leave to be encashed / 30)

2.6.2. On retirement, resignation or termination of service, Casual Leave accrued till date is encashable.

2.7. Limitations:

2.7.1. Casual Leave cannot be combined with any other type of leave or compensatory off, if any.

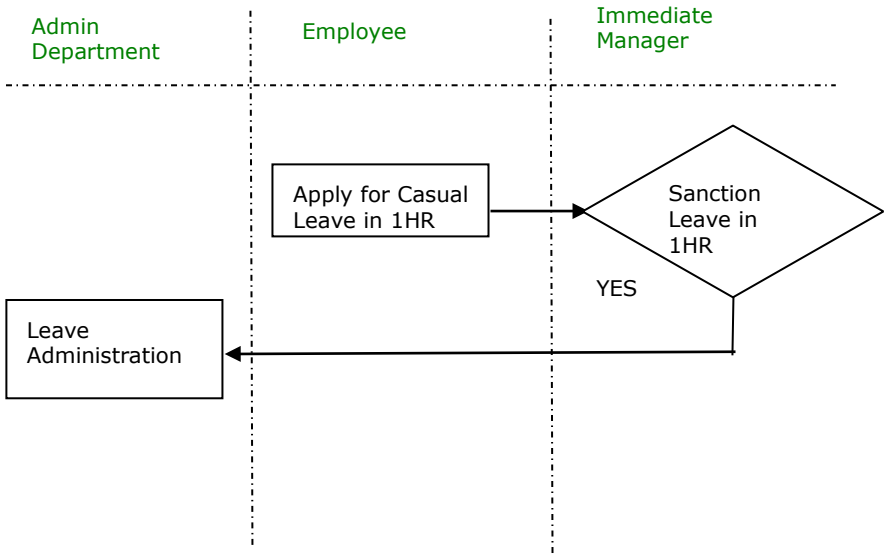
2.7.2. Casual Leave cannot be taken for less than half a day and/ or more than three days in succession.

3. PROCESS

This process is developed with an objective to standardize the process for application of Casual Leave in 1HR – Leave Management Module as per the policy.

An employee applies for Casual leave through the HR system. The request for casual leave is sent to the immediate manager. The immediate manager has to approve or reject the leave request. If the manager approves the leave, the request is forwarded to the admin department for leave administration and processing. However, if the immediate manager does not approve the leave, the casual leave request is rejected.

Reference Flow Chart



4.

COMMITMENT TO PERFORM

4.1. Process owner:

a. Primary: Company HR Head.

b. Secondary: Location Administration Department, Business HR Head & HR Business Partner.

4.2. Quality Norm: Location Administration Department should maintain accurate leave data.

CONTINGENCY LEAVE (COL)

1. PURPOSE

We are committed towards developing work-practices and policies that support work-life balance. Eligible employees can avail **Contingency Leave** to manage planned or unplanned absence of work due to personal exigencies & similar other circumstances.

.

2. POLICY

2.1. Eligibility: All employees in M5 & above Grades including all Trainees (MA / MT / MT-1 / ST / ET / FT / GT / GET / PGET) who have joined **after June 1st 2003** will be eligible for **COL**.

2.2. Entitlement: Every eligible employee will be granted **12 days Contingency Leave per year,** on a Calendar Year basis. The employees, who join mid year, will be granted Contingency Leave on pro-rata basis.

2.3. Application: Except in case of sudden illness, Contingency Leave should be applied in advance in 1HR - Leave Management Module. In case, prior sanction for

Contingency leave is not obtained, absence from work is to be informed to the Immediate Manager by the employee. Such absence must be regularized by applying for Contingency Leave in 1HR – Leave Management Module immediately after resuming of duties by the concerned employee.

2.4. Sanctioning Authority: Sanctioning Authority for Contingency Leave is the Immediate Manager.

2.5. Accumulation: Employees are allowed to accumulate Contingency Leave up to a maximum of 45 days so that the same can be availed in case of an unfortunate event of long illnesses. Accumulation of Contingency Leave in excess of 45 days will not be allowed and the same will lapse with effect from closing hours of 31st December of a Calendar year.

2.6. Encashment: Contingency Leave balance will not be encashable and will lapse in the event of

the employees' separation from the company for any reason whatsoever, including retirement.

2.7. Limitations: Contingency Leave cannot be taken for more than three consecutive days at a time unless it is a

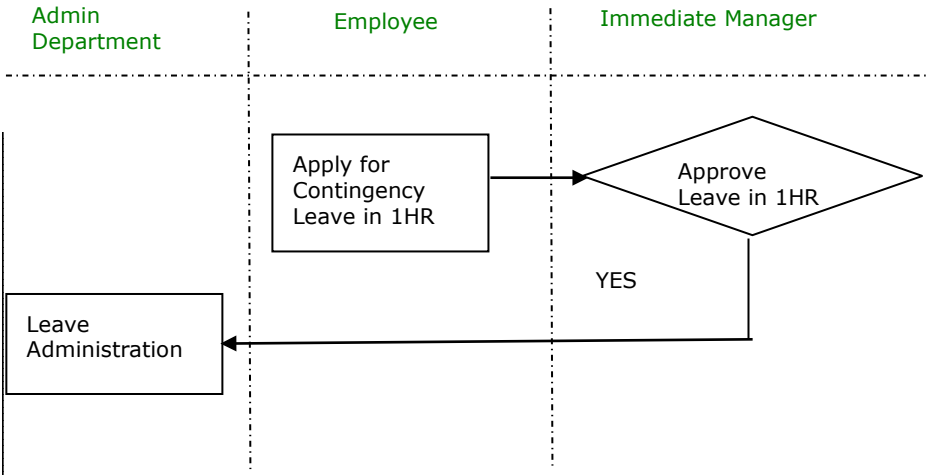
medical emergency, which needs to be supported by a Certificate from a Registered Medical Practitioner.

3. PROCESS

This process is developed with an objective to standardize the process for application of Contingency Leave in 1HR – Leave Management Module as per the policy.

An employee applies for contingency leave through the HR system. The request for contingency leave is sent to the immediate manager. The immediate manager has one hour to approve or reject the leave request. If the manager approves the leave, the request is forwarded to the admin department for leave administration and processing. However, if the immediate manager does not approve the leave, the contingency leave request is rejected.

Reference Flow Chart



4. COMMITMENT TO PERFORM

4.1. Process owner:

a. Primary: Company HR Head

b. Secondary: Location Administration Department, Business HR Head & HR Business Partner

4.2. Quality Norm: Location Administration Department should maintain accurate leave data.

Crisis communication management Handbook

how to communicate effectively when a crisis situation arises: Communication is crucial for effectively handling a crisis situation. Anticipation allows you to foresee potential issues and prepare accordingly. Clearly defining the crisis situation and its scope is essential for an appropriate response. Prioritizing the most pressing matters and allocating resources accordingly is key. Maintaining organization and a structured approach prevents confusion and chaos during a crisis. By following these principles - communication, anticipation, definition, prioritization, and organization - organizations can navigate crisis situations more effectively and mitigate potential damages.

TABLE OF CONTENTS

EXECUTIVE SUMMARY	1
OVERVIEW OF A CRISIS SITUATION	2
PREPARATION AND PLANNING FOR CRISIS MANAGEMENT	3
CRISIS COMMUNICATION POLICY	3
WHAT IS A SIGNIFICANT INCIDENT?	4
NOTIFICATION PROCEDURE	5
HOW TO HANDLE MEDIA INQUIRIES	6
CRISIS ASSESSMENT CRITERIA	7
HANDLING THE CRISIS	8
POST CRISIS MANAGEMENT	12

APPENDICES

APPENDIX 1 - DESIGNATED SPOKESPERSONS	13
APPENDIX 2 – MEDIA HANDLING GUIDELINES	14
APPENDIX 3 – TEMPLATES FOR NEWS/PRESS RELEASE	16
APPENDIX 4 - PRESS CONFERENCE	18
APPENDIX 5 – MEDIA INTERVIEW GUIDELINES	19
APPENDIX 6 – QUESTIONS LIKELY TO BE ASKED BY MEDIA	21
APPENDIX 7 - URGENT INFORMATION SHEET	24
APPENDIX 8 - MONITORING TABLE FOR CASUALTIES	25

EXECUTIVE SUMMARY

The following document focusses on the actions to be taken in times of a crisis and timely and effective management of a Crisis Situation. The definition of a Crisis Situation is explained in the next section.

Some basic pointers to be followed by all employees are as follows –

- Identify that the situation is a crisis situation.
- In case a crisis or a potential crisis is identified, the concerned employee needs to inform any member of the Crisis Committee who are as follows –
  - Factory/Office Manager ○ Head – Human Resources
  - Head – Business Finance ○ Head – Operations ○ Head – Environment, Health and Safety ○ Managing Director ○ Compliance Committee
- This is the first step that is to be done.
- Basic DON'Ts –
  - Do not speak with any representative of the media on any topic related to the Company or the Group unless you are authorized to do so. ○
  - Do not talk about / write on online forums / platforms on any topic which is related to your work or the working of your Company or the Group.
- Basic Dos –
  - Act quickly and responsibly.
  - Keep management informed. In case of crisis, inform the Crisis Committee as soon as possible.
  - Keep employees' confidence and maintain a calm atmosphere.
  - Keep the crisis from spreading.
  - Minimize disruptions to operations.
  - Resolve the situation quickly and fully.

OVERVIEW OF A CRISIS SITUATION

A crisis is an unexpected event that creates a situation of uncertainty and can negatively impact local communities, the Company and its employees.
Depending on the situation, a crisis can affect a site, entire Company, a sector or the entire Group. The challenge in crisis management is to limit the fallout—notably in the media—to the site and its region.

The main categories of crisis are:

- Industrial (fire, explosion, leak of molten glass, equipment failure, etc.).
- Labor (conflict, work accident).
- Environmental (natural disaster, pollution).
- Health (food poisoning, avian flu).
- IT (virus, loss of data).
- Managerial (harassment, legal investigation, death, sabotage, discriminatory hiring practices, etc.).
- Acts of malice (theft of sensitive or non-sensitive equipment, break-in, etc.).
- Product (recall, product defect resulting in health or technical issues, counterfeiting, etc.).
- Crises stemming from equipment or product transportation (accident, spill, explosion, etc.).
- Media (anything having a negative effect on the Company's / Group's image on Media)

It can also be a situation where in the eyes of the media or general public, our company did not react to one of the above situations in the appropriate manner.

This definition is not all encompassing but rather is designed to give an idea for the types of situations where we may need to follow this plan.

If handled correctly the damage can be minimized.

One thing to remember that is crucial in a crisis is **tell it fast and tell the truth.** If we do this, we have done all we can to minimize the situation.

When a situation arises that may be a crisis the first action should be to notify the following persons:

1. Factory/Office Manager
2. Head – Human Resources
3. Head – Business Finance
4. Head – Operations
5. Head – Environment, Health and Safety
6. Managing Director
7. Compliance Committee

The sooner we get these people informed and involved, the faster this plan can be implemented.

PREPARATION AND PLANNING FOR CRISIS MANAGEMENT

The process of preparing for a potential crisis is absolutely critical for the sake of our reputation. Without any form of planning, a crisis, especially a sudden event, will have a much more damaging impact on our credibility, particularly when inadequate contingency planning is demonstrated.

The basic steps of preparation and planning for crisis management include:

1. Risk assessment
2. Detailing the procedures to be followed and to be put in place to manage the risks if it becomes a crisis
3. Having necessary resources to handle crisis situations.
4. Conducting an analysis of persons / groups who will be impacted and all stakeholders involved.
5. Communication responsibilities, techniques to inform our employees and other stake holders affected by the crisis.
6. Planning and executing simulation events periodically for testing our plans for crisis management
7. Identification and formal notification of the members of crisis management team.
8. Identification and training for media communication for authorized spokespersons.
9. Awareness creation, Training and documentation to staff and other key stakeholders of our contingency plans
10. Formalized communication protocol.

CRISIS COMMUNICATION POLICY

The purpose of this policy is to help managers effectively manage unexpected events that may have a significant impact on our business and to provide procedures for reporting and responding to significant incidents (or “crisis” situations) as efficiently and effectively as possible.

Immediate objectives of crisis response are to:

- ✓ Act quickly and responsibly
- ✓ Keep management informed
- ✓ Keep employees’ confidence and maintain a calm atmosphere
- ✓ Keep the crisis from spreading
- ✓ Minimize disruptions to operations

- ✓ Resolve the situation quickly and fully.

is committed to being a responsible corporate citizen, with high ethical standards and concern for its employees, customers, neighbors, and other constituents.

What is a significant incident?

A **significant incident** or "crisis" is any event that seriously upsets the normal business routine. In our diversified lines of business, there are various types of potential significant incidents or crisis that the company could encounter.

In general, the Group in India considers incidents to be significant if they have caused, or are causing, or could potentially cause:

- Death of an individual (employee or non-employee) occurring, or as a result of an event, on Company / Group property, in a Company vehicle, or while on Company / Group business.
- Serious harm to employees, other individuals, or impacting public health and safety, arising as a consequence of Company's / Group's operations
- Major theft or serious harm to Company's / Group's assets
- Major disruption of the ability to manufacture, store, sell, or ship products
- Damage to the environment or community arising as a consequence of operations of the Group
- Damage to the public image/reputation of Group or its subsidiaries
- Violation of Business Conduct Guidelines resulting in a significant impact to our Company / Group.

The types of significant incidents which the Group in India could encounter fall into three categories; examples of each are provided below:

Natural calamities or Accidents

Life-threatening situations, for example:

- Accidents resulting in serious injury and/or a fatality
- Fires; explosions; fuel leaks; spills of oils, environmental contamination from hazardous wastes (as defined by CPCB - Central Pollution Control Board)
- Earthquakes, hurricanes, tornadoes, floods
- Terrorism

Damages and Threats as a result of intentional acts

- Threats of bodily harm or property damage by individuals or organizations
- Thefts of company property or funds; breaches of security
- Bomb threats, sabotage attempts, or any intentional disruption of operations
- Work stoppages caused by wildcat strikes
- Attempts to bribe, coerce, or influence company personnel or company-related interests in any illegal or unwarranted matter
- Crimes committed on company property
- Perceived or actual violations of 's Code of Ethics and Business Conduct Guidelines ➢ Industrial espionage
- Liabilities arising out of penalties or penal actions levied by competent authorities

Damages and Threats as a result of unintentional acts

- Due-diligence not done properly while conduction Business
- Insensitivity towards local incidents/practices
- Improper training / review / control procedures

Notification Procedure

It is essential to report significant incidents to Crisis Management Team as quickly as reasonably possible. It is critical to document details about the incident as soon as possible.

Here are things we should do in the event of a crisis:

- Do not panic. Act composed.
- Ensure safety of people & property. Help victims.
- Do not spread (or) act on rumors.
- Do not rely on memory; record important information including:
  - ✓ A description of what happened and action taken
  - ✓ Date and time of day
  - ✓ Precise location
  - ✓ Weather conditions, if pertinent
  - ✓ Severity
  - ✓ Names of employees or other individuals involved
  - ✓ Current status of employees and/or situation in general.

If in doubt over whether or not to report an incident, report it.

The Crisis Planning Team will make the determination as to the level of the incident's significance. ➢

When reporting an incident, provide the following information:

- ✓ Your name and phone number(s) (24 hours a day)
- ✓ Name and phone number(s) of second-in-command (24 hours a day)
- ✓ Facility location and type
- ✓ Department / Function
- ✓ Time and type of incident
- ✓ Incident details
- ✓ Injuries, if any
- ✓ Possible hazards (health, environment) ✓ Current status/contact(s) made.

- The Below emergency contacts of our sites must be notified
  - ✓ Factory/Office Manager
  - ✓ Head – Human Resources
  - ✓ Head – Business Finance
  - ✓ Head – Operations
  - ✓ Head – Environment, Health and Safety
  - ✓ Managing Director
  - ✓ Compliance Committee

The contact list of the Crisis Team members/Key Internal and external contacts are available as annexures and also online in Village.

How to handle media queries?

The increasing awareness level of activities in our Delegation leads also to an increase of the public interest in our Group. The public does not differentiate any longer between each activity and Company.

All media inquiries either made to the Company's / Delegation's listed number or directly to an employee of our Company must be dealt with in strict accordance of the procedure listed below:

- ✓ We should deal with the press in a professional manner.
- ✓ If we are asked by journalists for information, we should refer them to the Plant Manager or the person who is in charge of communication (Head – Human Resources / Manager – Communications).
- ✓ If we cannot reach them, just write down the name of the journalist, where he works, what he would like to know and how we can reach him. Tell them that a responsible person will contact them soon.
- ✓ All such persons not specifically authorized by the Company / Delegation for responding to external parties must decline any communication requests stating that they are not authorized for any response and must direct the caller to Head – Human Resources / Manager - Communications.
- ✓ No relevant information may be supplied to the competition by press releases or by giving interviews (new products, production processes, weaknesses etc.). Only together we can turn damage away from our enterprise by negative or wrong press report.

CRISIS ASSESSMENT CRITERIA

This assessment involves the analysis of two categories of criteria: **Discriminating criteria and Aggravating criteria.**

Discriminating criteria

Principle: An affirmative response to one of these criteria is sufficient to qualify the event as a potential risk.

Event Criteria	Yes	No
Accidental event with serious consequences for casualties (injuries to employees, customers, partners, etc.)		
Event having a significant impact on the health of employees and/or residents and/or customers		
Event leading to serious pollution of the environment (air, water, soil)		
Multiple incidents of the same type (manufacturing faults, complaints from customers, service providers, etc.)		
Powerful and persistent internal or external rumors calling the responsibility and/or code of ethics and/or image of the company, profession and/or its partners into question		
Industrial disputes/Labour unrest that are likely to attract media attention and/or affect several establishments		
Administrative and/or legal proceedings involving the company and/or its partners, which could quickly attract widespread media coverage		
Any event which could have a major impact on the image of the Company, its subsidiaries and its economic units, brands, products, etc.		

Aggravating criteria

Principle: An affirmative response to one of these criteria increases the severity of the crisis.

Event Criteria	Yes	No
Existence of an antecedent(previous incidents)		
Aggressive reactions (law suits, complaints, etc.)		
Media coverage (Press, TV, Radio, Internet)		

Proceedings taken against a company manager/Accusation of an executive		
Local and/or national sensitivity surrounding the subject in question		

HANDLING THE CRISIS

What key steps should be taken in order to mitigate a crisis situation? The following order of events will differ depending on circumstances, but they represent the principal logical sequence that crisis teams could follow.

STAGE 1: Assembling the crisis team Crisis Team

- Factory/Office Manager - Deemed Occupier
- Head – Human Resources
- Head – Business Finance
- Head – Operations
- Head – Environment, Health and Safety
- Managing Director
- Compliance Committee **Role of Crisis Team**

1. Brainstorm the situation and establish facts and details
2. Identify and agree exactly what is at stake.
3. Agree communication objectives and a strategy to achieve them
4. Identify and prioritize stakeholder groups.
5. Agree on messages and channels of communication
6. Assess the legal situation
7. Media watch: News gathering organizations, Radio, TV, internet, newspaper
8. If required develop a holding or media statement.

It is important to remember that with evolving crisis situations, management must be prepared to act quickly and adjust strategy if required.

Periodic briefings

- ✓ These are conducted by the Head of the Crisis Unit.
- ✓ To be held regularly – every half-hour or hour at the start of the crisis – so that all members of the crisis unit are in possession of the same information.
- ✓ They must be VERY SHORT (maximum of 10 minutes).

Priority Actions to be taken by the Head of the Crisis Unit

- ✓ In the event of an industrial crisis, ensure that the site in question has taken the **necessary protective measures**: evacuation of people, emergency calls, etc.
- ✓ Analyze all available information and evaluate the situation;

- ✓ List the information that is missing or in need of validation;
- ✓ Send a manager to the scene (especially in the event of transport accidents); ✓ Ensure communication between the crisis site and the head office.
- ✓ Make sure that the functional heads have started compiling the timing chart.
- ✓ Remind staff of the operational rules for the Crisis Unit and ensure that all members fully understand their roles and those of their colleagues
- ✓ Remind the receptionists of the sites involved about the call transfer instructions
- ✓ Activate the procedure for managing journalists' calls
- ✓ In the event of media coverage or if this is imminent, set up a system of media surveillance (local, regional, national) in real time;
- ✓ Ensure to inform all persons and organizations concerned without delay (Hierarchy, General Delegation, Sector, Branch Offices, Sales Offices, Fire Service, Police, Emergency Medical Services, hospitals, the Regional Office for Industry, the Local Social Services Department, the Public works department, and the Factory Inspectorate, etc.) ✓ Evaluate the need to summon the assistance of internal or external specialists (and or allies).
- ✓ Our schedule should be organized such that in order to make our self permanently available during the first 48 hours and arrange for a replacement if the crisis looks set to last longer.

STAGE 2: Internal Communication

In times of crisis, it is essential to make sure that **our employees** (at the site in question, at Head Office and also at the other sites) are the first to be notified. For this case we have got a special information sheet for the notice board. The employees must know in advance that if they see this **information sheet URGENT** they have to read it right away. (Refer appendix)

- ✓ Ensure that all employees and other impacted stakeholders are aware of the situation before media get to them.
- ✓ Ensure that employees know that they must direct all queries from public /media to the Head – Human resources and the Factory or Office site manager

Make sure that we have the capacity to inform our employees about a serious incident (e.g. the closure of a site following a fire) **within a maximum of two hours** of the event happening and at any time (business hours, evenings, weekends and public holidays).

Compile a list of contact information for all employees (business, home and mobile telephone numbers, fax number, e-mail address).
If our employees are alerted by the media rather than the company, the shock could be much worse and the credibility of the company could be seriously harmed.

In the event of a crisis, the information that we issue to the media must be wholly consistent with that which is announced internally.

STAGE 3: Releasing a Media Statement (if required)

Controlling the flow of information to the media is one of the keys to crisis management.

Manager – Communications to write out the key messages and make sure it is approved by the Crisis Committee.

If we are not communicating right away, we will lose the best opportunity to control the events.

- First step is always to write a short press release which includes following aspects :
  - What has happened?
  - Where?
  - When?
- Do not speculate about the causes, Concentrate on the facts.
- Show that we are willing to do everything for clarifying the situation; we have the situation under control and explain measures that have been put into operation by the emergency services.
- If there are casualties, it is essential that a message of support be issued to families, colleagues, etc.
- Avoid using confusing language: a description of the situation is better than valuations.
- **Do not underestimate the severity of the situation** and do not make uncorroborated declarations.
  - For example, avoid saying: "Fortunately, there have been no casualties", when people present at the time of the accident remain unaccounted for,
  - Likewise: saying "There will be no environmental damage" is ill advised while the impact on the environment remains unknown and in a situation which is likely to change, etc.
- Be sure that all (management, employees, involved persons) are aware about the content of the press release.
- Please have in mind that others like police, fire brigade, health authorities or other public authorities have also their spokesmen. Identify them as soon as possible; contact them in order to come to an agreement about the following action and to coordinate the inquiries together.

STAGE 4: Crisis communication and monitoring

The designated spokesman engages in communications with stakeholders and the media. The principle is simple: **no exclusive coverage**. We have to remind the media that this **situation is an exceptional case**. We have to show them how good our company works usually. **We have to repeat our key messages** as often as we can – even if we have the feeling that we recur. **The journalist's questions give us the opportunity to transmit our key messages to the general public. Prepare handouts, diagrams, pictures, etc.**

- ✓ This stage could involve crisis release up-dates.
- ✓ Press conferences or talking to each journalist personally?
  - Check if a press conference is the proper instrument for this kind of crisis.
  - Just we have to ask our self: Can and do we want to say more than the press release contents? Are we aware and well prepared to answer aggressive questions in the audience? Could this press conference give this crisis to much importance?
- ✓ Stay on message
- ✓ Monitor all information coming in and reassess the strategy :**The scenarios method**
  - This gives a view of how the crisis situation is likely to develop and enables the necessary precautions, measures and responses to be anticipated.

The following questions must be asked, depending on the situation:

- **What if?** Consider the worst-case scenarios.
- **What next?** Systematically consider the possible consequences.

Monitor the media response and evaluate spokespeople

Don't forget:

- ✓ The press coverage could last more than one or two days, e.g. three weeks.
- ✓ Think of recovery phases for team/deputy.
- ✓ The shock in the enterprise concerned could be enormous, try to diminish it together with external aids (less emotional, because not directly concerned).
- ✓ Defending attitude kills reliability.
- ✓ Show consternation, no tears.
- ✓ Avoid PR phrases during the crisis.

During crisis communication we should keep strict to the rules:

- ✓ **All what we say must be true.**
- ✓ **The communication must be appropriate.**
- ✓ **Simplify, without falsifying, because lack of understanding produces fear.**

POST CRISIS MANAGEMENT

Once the crisis has passed, we need to review its lessons. We need to inform our main contacts, while asking them to remain vigilant. Remember to thank everyone who helped and supported us during this critical time. If appropriate, we need to contact our customers to reassure them. We should bring our employees together to analyze the event and its consequences, from the first warning signs to the present. We should take this opportunity to further raise their awareness about the risk of a crisis and improve our risk management strategies.

A post incident review should look at

- ✓ Evaluating the effectiveness and efficiency of the crisis team and outcomes
- ✓ Understanding the lessons learned
- ✓ Analyzing media opinion and public perceptions and opinion
- ✓ Preparing a final report for key stakeholders: both internal and external
- ✓ Maintaining contact with stakeholders, try to cement relationships e.g. site visit etc.
- ✓ Preparing case studies and educating all employees
- ✓ Put into operation lessons learned and assimilate into contingency planning and simulations

Aftershocks

We should not let our guard down—if a similar event occurs in the weeks following the original crisis, the consequences can be catastrophic. The media crisis can make us lose sight of the real crisis. Although the media may have moved on, the crisis itself may not be finished. All this to say, we should not wrap things up too quickly.

APPENDICES

APPENDIX 1 - DESIGNATED SPOKESPERSONS

One individual should be designated as the primary spokesperson by the Crisis Management Team to

- Represent the Company
- Make official statements
- Answer media questions throughout the crisis.

A back-up to the designated spokesperson should also be identified to fill the position in the event that the primary spokesperson is unavailable.

Criteria for the spokesperson, backup spokesperson are:

- Comfortable in front of a TV camera and with reporters.
- Preferably, skilled in handling media
- Skilled in directing responses to another topic
- Skilled in identifying key points
- Able to speak without using jargon
- Respectful of the role of the reporter
- Knowledgeable about the organization and the crisis at hand
- Able to establish credibility with the media
- Able to project confidence to the audience
- Suitable in regard to
  - Diction
  - Appearance
  - Charisma
- Sincere
- Straightforward
- Believable
- Accessible to the media and to internal communications personnel who will facilitate media interviews
- Able to remain calm in stressful situations

In addition to the designated spokesperson and backup, it can be anticipated that other parties involved in the crisis. Police, Fire department, Health officials, etc., will also have a spokesperson. It is important to obtain the identity of that individual as early as possible so all statements and contacts with the media can be coordinated between the two individuals and their organizations/interests whenever possible.

APPENDIX 2 - MEDIA HANDLING GUIDELINES

A crisis situation is always difficult when dealing with the media. Therefore, tough questions and rehearsals are necessary to help the spokesperson prepare.

It is important, at the onset of the crisis, that the spokesperson, backup and advisors spend some time rehearsing prepared statements and answers to possible "tough" questions that may be asked by reporters.

If possible, similar rehearsals should be conducted prior to each media interview, briefing or news conference.

It is also important to anticipate and practice new questions as the story evolves.

It is better to over-prepare than to be surprised by the depth of questioning by the media. Be tough and be prepared.

The Communications/Public Relations staff (under Head – Human Resources) should prepare questions and answers for the practice sessions. These questions and answers should be for internal use only and not for distribution outside the organization.

Don't volunteer information unless it is a point the company wants to make and the question hasn't been asked.

Prepared statements

If we don't communicate immediately, we lose our greatest opportunity to control events.

(Following is a template for news release that can be used with little or no preparation as our first news release). Our first news release should include at a minimum The *Who, What, When and Where of the situation*.

- ✓ We must give the facts that have been gathered from reliable sources and confirmed. Don't overreach and don't speculate. There is a limit to our role. To exceed that limit is a mistake.
- ✓ If we do nothing more than show concern for the public and for our employees in our first press interaction, we are already on the right track.
- ✓ The corollary of expressing concern and generating good will at the consumer level is securing the loyalty of our customers and employees by taking the initiative to share information with them. If our employees and customers don't feel like insiders, they are going to act like outsiders.
- ✓ We must have a prepared statement on hand that can be used to make an initial general response to the media when knowledge about the crisis first becomes known on a widespread basis or by reporters.
- ✓ As the crisis progresses and new information and facts become available, it is also advisable to develop prepared statements to be made by the spokesperson at the onset of any media interview, briefing or news conference.
- ✓ These prepared statements also can be read over the telephone to reporters who call to request information but are not represented at news conferences or briefings. The statement can also be sent by FAX or e-mail upon request.

APPENDIX 3 – TEMPLATES FOR NEWS/PRESS RELEASE

A _____ at _____ involving _____ occurred today at _____. The incident is under investigation and more information is forthcoming.

A (what happened) at (location) involving (who) occurred today at (time). The incident is under investigation and more information is forthcoming.

For instance:
An explosion at 12/10 Market Street, the main plant for the Indian Toy Company occurred today at 3 p.m. The incident is under investigation and more information is forthcoming.

We can put down a definitive time for the next news conference or release of information if we know it but it is not necessary. This will not solve our problems, but we may have enough time to prepare for the next news conference or release.

We can also add information if it is available such as how many casualties there are known up to this point or any other pertinent information available. Once again, this information should be definitive and not speculative, verify everything we say. This will help our credibility in the long run.

Information brochures or fact sheets about the company or the area in which the crisis has occurred are helpful in informing the reporters or anyone else seeking information about the company.

“Any potential crisis or problem is likely to attract the interest of the media. Therefore, they will stop at nothing in order to find out everything they can about our company, colleagues, suppliers, products, customers and, of course, our problems.

Journalists will try to catch us off-guard and will show us no mercy in their questioning.

They will also interrogate other people involved in the incident (customers, competitors, specialists, associations, mayors, local residents, etc.)”

The press release must correspond to the Corporate Design of the Group.

This business is part of the Construction Products Sector. it manufactures and sells fiber cement siding, trim and accessory products for the U.S. and Canadian residential and commercial construction markets. The business employs close to 250 people and has three production sites in the United States: Roaring River, North Carolina: Teme Haute, Indiana; and White City, Oregon

With this divestiture, Siding business will focus its efforts on its vinyl and polymer shake siding cladding businesses that hold prominent positions in the North American exterior cladding market.

This transaction is expected to be finalized in the 1st quarter of 2014, subject to standard dosing conditions.

The world leader in the habitat and construction markets, designs, manufactures, and distributes high-performance building materials, providing innovative solutions to the challenges of growth, energy efficiency and environmental protection. With 2012 sales of £43.2 billion, Operates in and has nearly 193,000 employees.

About Elementia

Elementa is a Mexican Consortium of leading industrial and construction companies which provides great technology in essential solutions for fiber cement, cement, concrete, polyethylene, styrene, polypropylene and copper applications. Elementa has four divisions: Metals, Building Systems Plastics, and Cement, and had a presence in over 40 countries in the Americas and Europe with more than 5,000 distribution centers.

APPENDIX 4 - PRESS CONFERENCE

A press conference is organized according to very strict rules. There are traditionally three parts devoted to business and one to socializing.

The introductory presentation

Lasting 15 to 20 minutes, this is usually delivered by the **main speaker**, who may or may not, depending on the circumstances, be assisted by one or two speakers acting as experts on the subject in question.

The main speaker is the presenter, the "boss" of the press conference. He/she firstly introduces himself/herself and then the expert(s):

- *First name, surname* (avoiding " May I introduce X", which does not show team spirit),
- *Job title and role* (a title on its own often means nothing to the audience: they need to know what the job entails)

The speaker starts off by presenting the main information and assesses the consequences for the company, but most importantly, shows he/she is on the side of the general public (benefits/risks).

The speaker should not try to cover too many details, as it is important to give the journalists an opportunity to ask questions afterwards.

Remember that journalists, by definition, are inquisitive. Make sure they stay that way until the end.

Give concrete examples. To us, this may sometimes seem simplistic, but we will find that it is best to start out with the simplest elements in order to promote an understanding of the overall situation and not vice versa.
Humors are not forbidden, but use it sparingly and avoid irony, which might be taken literally.

Be careful about any passing references to our competitors. It is obvious that these are likely to be seized on by the journalists. Only mention them if you really want to see them in print and after you have assessed the potential fallout that might result.

The question and answer session

This lasts approximately 30 minutes**.** The time should be announced beforehand and should obviously be adhered to. The speaker either answers the questions or passes them on to one of the experts, depending on the particular nature of the question that is asked. Answers must be short and accurate. Avoid giving long presentations.

Do not try to dodge difficult questions.

Do not pass judgment or comment on any of the questions asked. When a particular journalist is congratulated for asking an excellent question, it is always somewhat irritating for the others.

One thing is essential: Make sure we have prepared our answers to as many questions as possible in advance.

The final summary

After the interactive session, the main speaker delivers the final summary.
He/she goes over the incident and the issues at stake very briefly and may mention the timetable for the actions to come.
He/she gives thanks to the participants but not to his colleagues and announces that a press kit is available on the way out.
He/she announces that cocktails or coffee will follow.

The Media archive

It is very important to be aware of any accidents and/or crises that may have affected the site, sector of industry, Group or the industry in question in the past.

Indeed, the media systematically use the question: “So, this has happened before and you did Nothing about it?” as an angle of attack.

Furthermore, and as the media know only too well, a succession of similar accidents will provoke a speedier and more intense emotional response from the public.

Thus, it is necessary to gather any type of information that might prove to be useful for answering questions posed by the media. This is the “Media archive”.

APPENDIX 5 – MEDIA INTERVIEW GUIDELINES

Guidelines for successful media interviews: Prepare, Prepare, Prepare

Keep in mind that a person being interviewed has certain rights:

- ✓ To know who is doing the interviewing and for whom
- ✓ To know the nature of the story (background of the story)
- ✓ To work out ground rules for the interview (specific topics; whether photographs will be allowed and, if so, whether they will be of people or facilities; where and when the interview will take place) ✓ To tape the interview (tell the interviewer that we are taping)

To prepare for the interview:

- ✓ Decide in advance the positive messages that we want to get across.
- ✓ Make a list of questions that will probably be asked; rehearse answers.
- ✓ Practice, with someone else taking the role of the interviewer. Listen for answers that could be misunderstood or that sound insincere or incomplete.
- ✓ Practice emphasizing our main positive message.
- ✓ Know the news of the day that might affect our business, so we should be prepared in case we are asked to comment on it.

Follow these tips during the interview (to be added in our rehearsals):

- ✓ Never make a "no comment" response. ✓ Never lie.
- ✓ Never speak "off the record". There's no such thing.
- ✓ Never repeat a negative statement made in an interviewer's question. Rephrase the remark in a positive way.
- ✓ If we don't know an answer, say so; say that we will get the answer to the reporter before his or her deadline, and do it.
- ✓ Use the transition technique; give a straight answer to a sticky question, then move the conversation in a direction that allows us to emphasize the positive message we have defined.
- ✓ Do not answer hypothetical questions, do not speculate and do not repeat rumors. Be factual and stick to our main point.
- ✓ Speak in a conversational tone, without jargon, using examples to illustrate our points.
- ✓ Use our answers to make positive points we have decided beforehand to make.
- ✓ For television and radio, **keep responses short**; a long response requires editing which might result in our comments being taken out of context or not used at all.
- ✓ Don't blame anyone, or accept blame, for an emergency before all the facts are in.
- ✓ Stay calm, courteous and cooperative, even if the interviewer seems to be hostile.
- ✓ Keep our promises. If we say that we will call the reporter back with some information, do it.

Here are some further tips for television interviews:

- ✓ Be on camera. Though it's difficult when we're not used to being in the spotlight, try to relax. Viewers will judge the story on the basis of how we look and act as well what we say.
- ✓ Look at the interviewer, not at the camera.
- ✓ Do not make nervous gestures.
- ✓ Wear solid-color clothes (no patterns), a pastel/grey shirt or blouse (not white or black), and avoid distracting or reflective jewelry or other items (e.g. logo pins).

CHECKLIST FOR AN INTERVIEW

General

1. Being well prepared
2. Phrasing our main positive messages (3 or 5 messages; 3 is best)

3. Get in advance information about the background of the story; where it will be published – what kind of media (Radio, press; magazine, TV show,) and then decide if it's worth to do it.
4. Talk to the interviewer in advance about the duration and the course of the conversation
5. Keep the agreed timing
6. Keep relaxed
7. Speak naturally
8. Don't read off
9. Keep responses short
10. Even if the questions are provoking us - keep to the facts and positive messages

Specifically for TV

1. Pay attention to our posture and gestures
2. Pay attention to the film location (e.g. background of the person who will be interviewed: Are there any logos? Is it cleared up?)
3. No dark blue, green, black or white clothes / no patterns / no loud colors (we don't look good on the screen in such colors)
4. Calm movements
5. Look into the face of the journalist during the interview – not at the camera

APPENDIX 6 - QUESTIONS LIKELY TO BE ASKED BY MEDIA

- **The facts**
  - What has happened?
  - Can you summarize the situation for us?
  - Are there any casualties?
  - Are the emergency services on the scene?
  - How long do you think it will take to get the situation under control?
  - Risk of further accidents?
  - What is the Environmental impact (air, water, soil)?
  - Are employees and residents in immediate danger?
  - Toxicity of products to blame?

- **Responsibility, cause**
  - What are the causes of the accident?
  - Who is responsible?
  - Do you consider yourself to be responsible?
  - Is this the case of a Human error/negligence/mechanical fault/ etc.?
  - Antecedents?
  - What will you do to prevent the same thing happening in the future?

- **Weaknesses**
  - Legal nonconformity.
  - Errors, mistakes committed and covered up.
  - Surprise witnesses (former employee, “specialist”, etc.)

- **Action plan**
  - What actions are you going to take?
  - Impact on the business and the viability of the site?
  - Return to normal?

- **Internal, Labor relations**
  - Sanctions, if the responsibility is internal.
  - Resulting dangers: temporary layoffs, closure, etc.
  - Links between the incident and reductions in the workforce or restructuring policy.
  - Trade union reactions, etc.

- **Financial aspects** ❖ How much will it cost?
  - Are you adequately insured?
  - What can you say to reassure the financial markets?
  - Will you pass on the cost to your customers?

- **Communication**
  - Comments on your public relations policy.
  - Request for transparency and access to information.
  - Speculation about what is left unsaid.

- **Rumors**
  - These are the driving force behind the most impertinent questions (“One of your competitors, one of your former employees has said that …”)

- **Technical**
  - Do not fall into the trap of discussing technical aspects in an emotionally sensitive situation

- **Sensationalism, exploiting the emotional angle**
  - E.g. “Do you have anything to say to the parents of casualties who are listening?”

    “Would you let your own children drink the tap water?”

    “You knew about it, yet you did/said nothing” ❖

  The profit / safety dilemma.
  - Previous, contradictory statements (made internally or by other interested parties)
  - Quotes given by other parties, which contradict your position in the hope of stirring up controversy.
  - Can this really happen in our country?
  - Haven’t we narrowly avoided a major catastrophe?

- **The future**
  - What will change with regard to the employees and/or the system?
  - It's a terrible blow for the Group, etc.
  - Does this mean the end for the business?
  - Have you considered tendering your resignation?

APPENDIX 7 - URGENT INFORMATION SHEET

This information sheet should be used only in emergency cases put on each notice board at the site. The employee must know in advance that this kind of information sheet is to be read immediately.

General information of the Management does not belong on such a paper.

APPENDIX 8 - MONITORING TABLE FOR CASUALTIES

	Casualty 1 (Example)	Casualty 2	Casualty 3
Time Of initial notification initial notification	10.15 AM		
Identity			
Surname	Durand		
First Name	Jean		
Age	35 Years		
Company employee	☐	☐	☐
Sub Contractor	☑	☐	☐
Temporary staff	☐	☐	☐
Visitor	☐	☐	☐
Civil Status			
Married	☑ Yes ☐ No	☐ Yes ☐ No	☐ Yes ☐ No
Children	☑ Yes ☐ No	☐ Yes ☐ No	☐ Yes ☐ No
Number	2		
Age	8 Years,2 Years		
Initial Information(Tick the box)			
Deceased	☐	☐	☐
Injured	☑	☐	☐
Missing	☐	☐	☐
First Aid Administered ?	☑ Yes ☐ No	☐ Yes ☐ No	☐ Yes ☐ No
If Yes ?	☑ Onsite	☐ Onsite	☐ Onsite
	☐ Transport	☐ Transport	☐ Transport
	☐ Hospitalization	☐ Hospitalization	☐ Hospitalization
Family identified ?	☑ Yes ☐ No	☐ Yes ☐ No	☐ Yes ☐ No
Notified ?	☑ Yes ☐ No	☐ Yes ☐ No	☐ Yes ☐ No
If Yes Who ?	Partner		
Telephone ?	044-47168897		
Time ?	11.55AM		
No family	☐	☐	☐
Developments	Minor injuries Sent Home		

EDUCATION LEAVE

1. PURPOSE

The intent of this policy is to grant special leave with pay to the eligible employees on the eve of and during the days of examination, for a Course of study approved under the Company's Educational Subsidy Scheme for Self Education.

2. POLICY

2.1. Eligibility: Every confirmed employee who has been sanctioned Educational Subsidy under the Educational Subsidy Scheme for Self Education is eligible for Educational Leave provided, he/she requests along with it sanction for at least equal number of days or more of Privilege Leave.

2.2. Entitlement: Eligible employees will be granted **Educational Leave up to a maximum of seven days** on the eve of or during the days of examination.

2.3. Application: Application for Educational Leave should be made at least one month in advance in 1HR Leave Management Module after discussing with your Immediate Manager and HR Business Partner.

2.4. Accumulation: Educational leave cannot be accumulated.

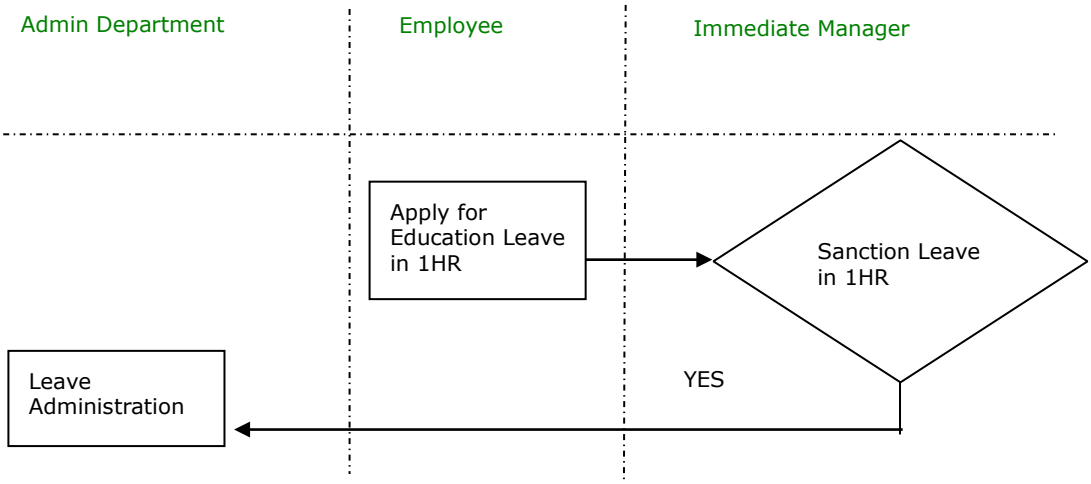
2.5. Encashment: Educational Leave cannot be encashed.

2.6. Limitations: Educational Leave will be granted at the rate of seven days per annum only for the normal period of completion of course/diploma/degree, etc. Repeaters will not be eligible for Education Leave for repeated attempt(s).

3. PROCESS

This process is developed with an objective to standardize the process for application of Education Leave in 1HR Leave Management Module as per the policy of

Reference Flow Chart



An employee applies for education leave through the HR system. The request for education leave is sent to the immediate manager. The immediate manager has to approve or reject the leave request. If the manager approves the leave, the request is forwarded to the admin department for leave administration and processing. However, if the immediate manager does not approve the leave, the education leave request is rejected.

4. COMMITMENT TO PERFORM

4.1. Process owner:

a. Primary: Company Head HR

b. Secondary: Location Administration Department, Business HR Head and HR Business Partner

4.2. Quality Norm: Location Administration Department should maintain accurate leave data.

1. PURPOSE

FAMILY PLANNING LEAVE

The intent of this policy is to grant leave with pay to the married employees for undergoing family planning operation.

2. POLICY

2.1. Eligibility: All confirmed and married male and female employees will be eligible for family planning leave when they undergo vasectomy or tubectomy operations.

2.2. Entitlement:

- A male employee who undergoes a vasectomy operation will be granted **Family Planning Leave up to a maximum of six days** from the date of the operation on the basis of a Certificate from the doctor who performed the operation.
- A woman employee who undergoes a tubectomy operation will be granted **Family Planning Leave up to a maximum of fifteen days** from the date of the operation on the basis of a certificate from the doctor who performed the operation.

2.3. Sanctioning Authority: The sanctioning authority for Family Planning Leave is the Immediate Manager. It is the responsibility of the Immediate Manager to keep the Business Head, Business HR Head & HR Business Partner updated before sanctioning Family Planning Leave.

2.4. Accumulation: Family Planning Leave cannot be accumulated.

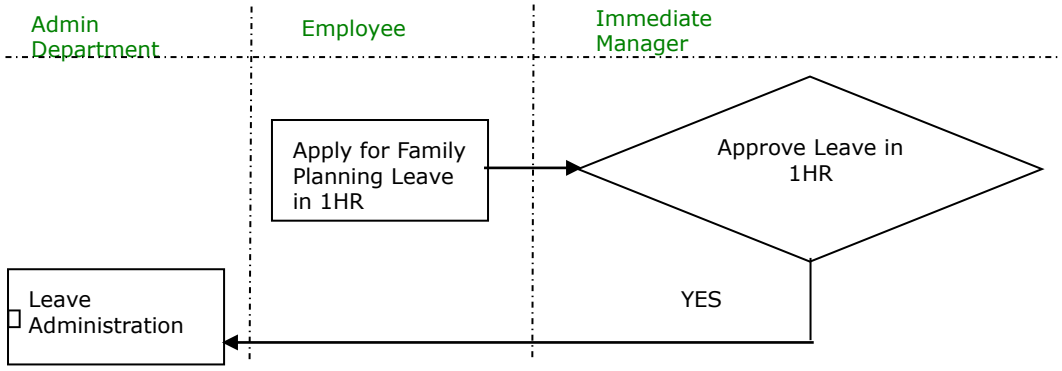
2.5. Encashment: Family Planning Leave cannot be encashed.

2.6. General: Sick Leave or Contingency leave can be suffixed or prefixed to Family Planning Leave based on the recommendation of a Registered Medical Practitioner with the prior approval of the concerned Business Head & Business HR Head.

3. PROCESS

This process is developed with an objective to standardize the process for application of Family Planning Leave in HR – Leave Management Module as per the policy of

Reference Flow Chart



An employee applies for Family Planning leave through the HR system. The request for Family Planning leave is sent to the immediate manager. The immediate manager has to approve or reject the leave request. If the manager approves the leave, the request is forwarded to the admin department for leave administration and processing. However, if the immediate manager does not approve the leave, the family planning leave request is rejected.

Application for Family Planning Leave should be made to the Immediate Manager in 1HR – Leave Management Module at least eight days in advance. The employee should also submit to the HR Business Partner all relevant documents relating to the operation as shared by the Registered Medical Practitioner.

4. COMMITMENT TO PERFORM

4.1. Process owner:

a. Primary: Company HR Head
b. Secondary: Location Administration Department, Business Head, Business HR Head and HR Business Partner

4.2. Quality Norm: Location Administration Department should maintain accurate leave data.

POLICY ON EMPLOYEES' GROUP GRATUITY LIFE ASSURANCE SCHEME

1. PURPOSE

The Company believes in creating a healthy retirement corpus for employees who have put in a good length of service with the organization. As per the statutory requirement, we as an organization comply with the Payment of Gratuity Act, 1972.

Gratuity is applicable for all employees who complete five years of continuous service with the Group. In addition, for employees who complete a long service with the Group, the Company goes an extra mile towards making contributions over and above the statutory requirement.

The purpose of the policy is to provide employees with the details on the Gratuity payment at the time of separation.

2. POLICY

2.1. ELIGIBILITY: All Permanent employees are automatically and compulsorily become members of the Gratuity Scheme on joining the services of the Company.

An employee will be eligible for payment of Gratuity after completing a minimum of 5 years of continuous service (except in case of Death). In case of death, Gratuity will be paid for anticipated years of service i.e., from date of joining till date of normal retirement. In this case, continuous anticipated years of service should be at least 5 years.

2.2. BENEFITS:

2.2.1. Gratuity payment entitlement for continuous years of service:

***Continuous Service**: An employee is said to be in continuous service if he or she has been in uninterrupted service. Continuous Service includes service which may be interrupted on account of sickness, accident or leave.

Separation due to Voluntary/Involuntary Resignation or Retirement (on or after Normal Retirement):

If an employee has less than 5 years of service, no gratuity is payable.

If an employee has completed 5 years but less than 10 years of continuous service, they are entitled to either one month's basic salary (last drawn) multiplied by the number of years of continuous service and then multiplied by 50%, or the amount prescribed by the Payment of Gratuity Act, 1972, whichever is higher.

If an employee has completed 10 years but less than 15 years of continuous service, they are entitled to either one month's basic salary (last drawn) multiplied by the number of years of continuous service and then multiplied by 75%, or the amount prescribed by the Payment of Gratuity Act, 1972, whichever is higher.

If an employee has completed 15 years of continuous service, they are entitled to either one month's basic salary (last drawn) multiplied by the number of years of continuous service and then multiplied by 100%, or the amount prescribed by the Payment of Gratuity Act, 1972, whichever is higher.

Incapacitation while in Service (Inability to continue in Service due to ill health or disability due to accident):

The employee is entitled to one month's basic salary (last drawn) for every year of continuous service they would have served until normal retirement. The percentage varies based on the number of years of continuous service the employee would have served until normal retirement. Alternatively, the amount prescribed by the Payment of Gratuity Act, 1972, whichever is higher, will be paid.

On Death while in Service (on or before Normal Retirement):

The employee's beneficiaries are entitled to one month's basic salary (last drawn) for every year of continuous service the employee would have served until normal retirement. The percentage varies based on the number of years of continuous service the employee would have served until normal retirement. Alternatively, the amount prescribed by the Payment of Gratuity Act, 1972, whichever is higher, will be paid.

Conditions	Less than 5 years from joining	On or after completion of 5 years but before completion of 10 years of continuous service with the Company	On or after completion of 10 years but before completion of 15 years of continuous service with the Company	After completion of 15 years of continuous service with the Company
1. **Separation due to Voluntary / Involuntary Resignation or Retirement** (on or after Normal Retirement)	**NIL**	One month's basic salary (Last Drawn) x No. of Years of continuous service x 50% **OR** As prescribed by Payment of Gratuity Act, 1972 **Whichever is higher**	One month's basic salary (Last Drawn) x No. of Years of continuous service x 75% **OR** As prescribed by Payment of Gratuity Act, 1972 **Whichever is higher**	One month's basic salary (Last Drawn) x No. of Years of continuous service x 100% **OR** As prescribed by Payment of Gratuity Act, 1972 **Whichever is higher**
2. **Incapacitation while in service*** (Inability to continue in Service due to illhealth or disability due to accident)	One month's basic salary (Last drawn) for every year of continuous services the employee would have served till normal retirement (Percentage varies based on the number of years of continuous service, the employee would have served till normal retirement) **OR** As prescribed by the Payment of Gratuity Act, 1972, **which is higher**			
3. **On death while in service*** (on or before Normal Retirement)	One month's basic salary (Last drawn) for every year of continuous services the employee would have served till normal retirement (Percentage varies based on the number of years of continuous service, the employee would have served till normal retirement) **OR** As prescribed by the Payment of Gratuity Act, 1972, **which is higher** Calculation of Gratuity in case of Death……on next page			

2.2.2. Gratuity Benefits for Second Innings for Women:

This Clause of Gratuity Policy should be read with **"Policy on Second Innings for Women".**
Following are the relevant features of **"Policy on Second Innings for Women"** with respect to Gratuity.

a) Break period indicated above should not be more than 3 years.

b) Break should have been taken for reasons specified in **"Policy on Second Innings for Women"** and the woman employee should not have joined any other organization during the break period.

c) The woman employee should have been in the service of the Company for at least three years after rejoining. The Company will consider her original date of joining in the Company/Group for the purpose of Gratuity i.e., Gratuity based on Continuity of Service.

d) While calculating & paying Gratuity, the following points to be noted:

- The non-working period (i.e., break or intervening period between the two work stints at the compay) will not be taken into account for Gratuity.
- In case the employee has already been paid Gratuity at the time of the first separation, then the Company will not repay for the same period under this Policy. Gratuity payment will be only for the years of service in the second innings (Provided the employee completes continuous service of 5 years in Second Innings).

2.3. TAXATION:

Gratuity amount paid to the employee will be subject to taxation as per the Income Tax Act, 1961.

2.4. TRANSFER OF GRATUITY

Gratuity payable to employee is non-transferable. (Except in cases of transfer to Group Companies)

2.5. NOMINATION:

- The employee has to select nominee(s) as beneficiary of the Gratuity Scheme in the event of his or her death in 1HR – My Profile under Nominees section.
- The employee may distribute the amount that may stand to his/her credit in the Scheme amongst the nominees at his/her own discretion.
- If an employee has a family at the time of making a nomination, the nomination shall be made in favour of one or more members of his/her family and any nomination made by such employee in favour of a person who is not a member of his/her family, shall be void.
- If at the time of making a nomination the employee has no family, the nomination may be made in favour of any person or persons but if the employee subsequently acquires a family, such nomination shall forthwith become invalid and the employee shall make a fresh nomination in favour of one or more members of his/her family.
- Where the nomination is wholly or partly in favour of a minor, the employee may, for the purposes of this Scheme appoint a major person of his/her family, to be the guardian of the minor nominee. Where there is no major person in the family, the employee may, at his/her discretion, appoint any other person to be a guardian of the minor nominee.

- The employee may change the nominee if the nominee predeceases the employee. The revised nomination takes effect immediately after the duly signed hard copy of the Nomination form is submitted in the prescribed format.
- A nomination made by an employee may, at any time, be modified by him/her in 1HR – My Profile under Nominees section. The form then has to be downloaded by the employee from the 'Document' section under 'Statutory' documents and provided to HR Coordinator after signing the document.
- A nomination or a fresh nomination or a notice of modification of nomination shall be signed by the employee in the presence of two witnesses, who shall also sign declaration to that effect in the nomination, fresh nomination or notice of modification of the nomination, as the case may be.
- Enrolment is done by default from the date of joining the Company. Employees during joining shall fill the Gratuity nomination form in 1HR – My Profile under Nominees section. The form then has to be downloaded by the employee from the 'Document' section under 'Statutory' documents and provided to HR Coordinator after signing the document.

Family: In relation to an employee's gratuity, family shall be deemed to consist of the employee, employee's spouse, children (whether married or unmarried), dependent parents and the dependent parents of spouse and the widow and children of predeceased son, if any.

2.6. NOMINATION PROCESS:

- An employee shall fill the Gratuity Nomination in prescribed format at the time of joining by accessing
  '1HR – My Profile' under the section "Nominees". Where Employee Portal is not accessible, the employee shall collect hardcopy of the Gratuity Nomination Form-(F) from HR Coordinator and submit the duly filled and signed copy of the same to the HR Coordinator.
- The employee shall take printout of the duly filled Nomination Form from the 'Document' section under 'Statutory' documents and sign the document along with the signature of two witnesses & share the copy with HR Coordinator. In case an employee submits hard copy, the HR Coordinator shall ensure that the form is correctly filled and signed by the employee along with two witnesses.
- A copy of the duly filled and signed Nomination Form shall be filed in the personal file of the employee and the original shall be forwarded to the Payroll Department by the HR Coordinator for further processing.
- The Payroll Department shall take it forward.

3. GRATUITY PAYMENT

There is no contribution from the employee to the Gratuity Fund on a periodical basis.
The Gratuity amount is paid by the Company and the entitlement amount is given to the employee at the time of separation. Gratuity amount is paid along with Full and Final Settlement. No application is required to be submitted by the employee for the same.

Payment in case of death of the employee

The payment is disbursed in favour of the Nominee/s.

4. COMMITMENT TO PERFORM

4.1. PROCESS OWNER:

a. Primary: Company HR Head
b. Secondary: Payroll Department

4.2. QUALITY NORM:

a. Payroll Department to maintain accurate data about the employees, their eligibility.
b. It should also maintain data about those employees who have claimed the Gratuity amount.

Note: *The aforesaid provisions mentioned in this policy are only indicative. The provisions must be read and understood in the context of the Payment of Gratuity Act, 1972 and Rules thereof.*

EMPLOYEES' SUPERANNUATION SCHEME (SAS)

1. PURPOSE

To facilitate pensionary benefits disbursement to employees on retirement from service.

2. POLICY

2.1. GUIDELINES

- Membership to Employees' Superannuation Scheme is restricted to existing members who have already opted for this scheme.
- The Superannuation Scheme is approved by the Commissioner of Income Tax, Mumbai.
- At present, following are the Trustees:

i. Mr. Santhanam B. ii. Mr. Krishna Prasad
iii. Mr. Deepak Chindarkar
iv. Mr. K. Visweswaran
v. Mr. Prakash Sabarad

- contributes to the Employees' Superannuation Scheme (SAS) on behalf of the employees who are members, once a year at the end of Financial Year (April-March) i.e. in 31st March at a rate up to maximum of 15%.

2.2. ELIGIBILITY: Eligibility is restricted to existing members who have already opted for this scheme contributing to SAS and who have not opted out/retired from the services of the Company. This scheme is not open for any new joiner.

2.3. DETAILS:

2.3.1. As per the current policy, the normal retirement date is completion of age of 58 years unless the retirement date is extended based on necessity. No member can withdraw money from the Scheme while he/she is in the service.

2.3.2. Membership commences from the date of joining for all employees who have opted for SAS.

2.3.3. To be entitled to receive the benefits from the Scheme, an employee has to remain in the service of and/or on deputation / secondment to the Group companies for a **period of over two years.** If the employee leaves before completing two years or up to two years of service, then the balance standing to his/her account will get forfeited and the same will be transferred to the Surplus Account of the Scheme.

2.3.4. The Scheme is managed by LIC which gives yearly return on the corpus based on the interest/dividend received by LIC from the approved markets/securities.

2.3.5. Upon resignation of an employee, wherein he/she has put in more than two years of service, the benefits under the Scheme can be availed of on attainment of the age of 48 years, provided he/she makes an application to , SAS. However, commutation of balance maximum one third before attaining the retirement age will attract Tax Deduction at Source as per prevailing laws (at present average tax rate of previous three years as paid by the employee will be applicable).

2.3.6. An ex-employee who have completed more than two years with the Company, can have the accumulated balance in his/her account, transferred to an approved Superannuation Scheme of his/her new employer, irrespective of the employee's age.

2.3.7. Upon the death of a member of the Scheme the amount lying to the credit of the deceased member will be paid to his/her nominee/beneficiary. The nominee/beneficiary needs to make an application to the Trustee for claiming Superannuation balance of the deceased member.

2.3.8. Every employee who opts for SAS must;

- Notify his/her beneficiaries or change in beneficiaries to the Trustees of the Scheme in the prescribed form.

2.3.9. Members of SAS who have resigned (after having put over two years of service) or have retired (with over two years of service) need to make an application to the Trustee for;

- Transferring the amount lying to his/her credit to the recognized Superannuation Trust of his/her new employer (if they have one).
- On completion of age of 48 years for withdrawing from the Trust as per rules mentioned above (though he/she can wait till he/she completes the age of 58 years). The amount would continue earning interest as per interest earned by the Superannuation.
- On normal retirement for transferring the amount by way of commutation and/or purchase of annuities as per IT rules.

2.4. BENEFITS: The benefits available to an ex-employee upon attaining 48 years of age, or an employee who retires from the Company on Superannuation (normally at the age of 58 years) are as below;

2.4.1. Commutation of 1/3rd (one third) of the accumulated balance in the employee's account under the Scheme (subject to deduction of tax at source for employees who are between 48 and 58 years of age). That is, a lump sum payment can be made to the member, equivalent to 1/3rd of the amount lying to the credit of the member's account under the Scheme.

2.4.2. The balance of 2/3rd (two third) of the accumulated balance of the member's account in the Scheme is utilized to purchase an Annuity Policy from the LIC.

2.4.3. The commutation of 1/3rd of the member's balance is optional i.e. if a member so desires, he may choose not to have the commutation done and hence, may request to utilize his/her full accumulated balance to purchase an Annuity Policy from LIC. However, if he/she wishes to commute 1/3rd of his/her accumulated balance then he/she must give written notice to the Trustees not later than 3 months prior to the normal retirement date.

2.4.4. For the purchase of an Annuity Policy from LIC, individual members may opt for Life Pension with guaranteed payments for 20 years or 15 years or 10 years or 5 years.

3. COMMITMENT TO PERFORM

3.1. PROCESS OWNER:

a. Primary: Company HR Head
b. Secondary: Payroll Department

3.2. QUALITY NORM:

a. Payroll Department to maintain accurate data of employees who have opted for the SAS

Introduction

As a Global Organization, the company comprises of a good balance of skilled individuals who specialize in a broad range of disciplines. Our ability to implement a comprehensive HR Strategy to attract, motivate and retain talent in a competitive and global market is key to our long term success.

Remuneration forms a key component of the talent strategy that facilitates a performance culture based on merit and is in line with the Group's value. In line with this, the Remuneration Policy is designed to implement a comprehensive HR strategy to attract, motivate and retain talent in a competitive and global market. It reflects the Company's objectives for good corporate governance as well as sustained long-term value creation for shareholders. aims at ensuring that a transparent, fair and reasonable process for determining remuneration is implemented at all levels.

Scope of the Policy:

The Remuneration Policy applies to all the Non-unionized employees including the Staff, Executives, Managers and Senior Management who are on the permanent payrolls of the organization.

The Objectives of the Policy are to:

- Ensure that employees are fairly compensated with respect to work experience, nature of responsibility & scope of work, required competence, effort, market conditions, individual performance and other relevant factors.
- Align the performance of the Company / Businesses with the performance of individuals and teams within the Company.
- Encourage employees to perform to their highest levels and achieve results with integrity and fairness.
- Ensure that the Remuneration Policy is market led and takes into account competitive circumstances of each business so as to attract and retain quality talent and leverage performance.
- Ensure that the remuneration is in adherence to the applicable laws and any statutory regulations

- Safeguard the Company's interests and long term goals while adequately rewarding employees.
- Provide consistency in remuneration throughout Company

Guiding Principles

The remuneration policy reflects the overriding remuneration philosophy and principles of :

- The remuneration payable to the employee will be stipulated in the written employment contract at the time of appointment. Any modification and amendments will be always made in writing.
- The remuneration will be in line with the business strategy, objectives, values and long term interest, such as sustainable growth prospects.
- The composition of remuneration will be fair and competitively based to attract, retain and motivate individuals to ensure quality required to run the organization successfully.
- Market data on general industry available from the leading compensation benchmarking organizations will be referred to in order to: ○ understand the market dynamics, ○ ensure the levels of remuneration remain appropriate in the dynamic and competitive market context.
- will aim to maintain its individual remuneration at median of the benchmark with comparable companies in the general industry.
- The Remuneration revision budget will be fixed every year based on the business growth projections, market conditions & benchmark data. The allocation of this budget at individual level will be driven by a formal performance review process which will ensure appropriate alignment with the company performance, goals and recognition of individual contributions.
- The Remuneration package will ensure a balance between the fixed and Variable pay reflecting short and long terms performance objective appropriate to the working of the Company and its goals.
    - The variable pay / performance pay will be a significant part of the remuneration package and will be linked to the achievement of the Corporate/Business performance targets implemented in a fair and transparent manner.
    - The parameters of measurement will be available with the individual employees and aim to build an individual to business alignment
- In addition, the principles of remuneration will be guided by the set of principles and objectives as particularly envisaged under the Companies Act, 2013, pertaining to determining qualifications, positive attributes, integrity and independence etc…

Performance Measurement and Remuneration System

Performance System

- Performance will be measured annually, documented and tracked through a formal Performance Management and Development Management System (PRDMS).
- **Objectives of PRDMS:**
  - Link performance to business targets ○ Ensure fairness and transparency in performance management ○ Link performance to not only what but also how the performance has been delivered for sustainable business and individual growth
  - Measure and judge performance in an objective and consistent manner ▪ **Main features of PRDMS:**
  - **Goal Setting:**
    - Every employee will ensure that his/her goals are agreed upon at the beginning of the performance year along with their respective manager. The weightage for every Goal will help ensure an alignment with the key deliverables.
    - Any re-alignment to the goals will be incorporated with an appropriate approval mechanism through the senior managers only.
  - Review of the goals, competencies and overall performance at the end of the performance year.
  - Effective, open and transparent dialogues with individual employees including a focused discussion on Career Management and Learning gGoals.
  - Performance assessment in a fair and transparent manner through more than one level of reviewers. This is to ensure a fairness and unbiased approach to the process.
  - Ensure each employee conducts themselves or business in line with the Code of Conduct.
- Assessment and scoring: Every individual employee is assessed and measured against the set targets and goals, compared against the desired versus actual competencies for the role and the role purpose (role purpose applicable for Senior Managers and above)
  - The Performance Score: is measured for every set goal and a weighted average is calculated to arrive at the performance score
  - Assessment on Competencies: The Managerial / Behavioral competencies are measured against the expected levels.
  - Assessment of Role Purpose: For Senior Managers and above, a due weightage is given to the overall fulfillment of the role purpose.
  - Overall Composite Score: This is derived for every individual employee as follows:

- **For Senior Managers and above**: The overall performance measurement will be a composite score of the weighted average of the role purpose, goals and managerial competency assessment
- **For Middle Managers, Junior Managers, Executives and Staff**: the weighted average of rating of the goals and the Managerial/Behavioral competencies will give the overall Composite Scores.
- The measurement of the Goals and overall Composite scores are used to determine the performance based increments and incentive payout respectively.

Remuneration System:

The remuneration system will be based on the 'Total Rewards' approach with structure that maintain a balance between monetary and non-monetary rewards along with short term payouts and long term benefits. The remuneration components will comprise of:

- **Fixed Remuneration** –
  - Set at a level aimed at attracting, retaining professionals and personal competencies required to deliver the role and drive the Company performance.
  - The Fixed Remuneration will be a substantial proportion of the total annual remuneration.
  - The Fixed Remuneration will include employer's contributions towards retiral benefits as stipulated / as per the applicable laws.
- **Variable Remuneration** –
  - Performance based incentive schemes will be applicable to all the employees

- The Variable Remuneration will be based on the Company / Business performance and individual achievement based on the targets set for the business and individuals at the beginning of the year.

- The range of the variable remuneration will vary based on the level of the employees. Currently, the variable component is applicable as follows:

  - For Middle level Managers, Junior Management, Executives and Staff in Sales Role: The variable remuneration will range between 0% to 40% of the fixed pay

  - For Other Middle level Managers, Junior Management, Executives and Staff: The variable remuneration will range between 0% to 35% of the fixed pay

  - For Senior Managers the range will be between 0% - 40% of the fixed pay.

  - For the Top Management, the range will be between 0% to 50% of the fixed pay based on the direct functional / Business responsibility

➢ **Long Term Benefits –**

- The Company will comply with all legal and industrial obligations and agreements to determine the appropriate entitlement to Long Term Benefits (Provident Fund, Gratuity and Superannuation Fund Contributions).

➢ **Insurance Benefits –**

- The Employees of the Company are covered by Hospitalization and Accident Insurance Policies as per the applicable laws and agreements.

Annual remuneration review and approval of the Remuneration Policy

- The Remuneration Policy, the Remuneration System and their practical operations will be reviewed and approved by the Senior Management Committee (MCM), Board of Directors of

the Company. For Senior Management, the approval will further be taken from the Top Management based in Paris Headquarters

- The annual remuneration review exercise with the determination of changes to employeewise fixed & variable remuneration will be approved by

    - For Top Management, approvals will be taken from the Managing Director, The India Delegation and the required Sector approvals from Paris Headquarters of Compaigne de

    - For Senior Managers, approvals will be at the Management Committee level and final sign off by the Managing Director

    - For Middle level Managers, Junior Management, Executives and Staff – the respective Management Committee Member (MCM) heading the Function/Division will sign-off the approvals along with the Company Head of HR.

- Human Resources Division of the Company will monitor the day to day compliance with the policy.

✡✡✡✡

GROUP TERM LIFE INSURANCE

1. PURPOSE

To provide monetary assistance to the nominees/legal heir(s) of the employee in the event of employee's death (personal/accidental) whilst in company services.

2. POLICY

2.1. Eligibility:

This policy covers all permanent employees on the payroll of GNO, , and (part of India Pvt. Ltd)

2.2 Details:

a) Policy start and End date

The commencement date for existing employees is 13th May 2023.

The termination date for existing employees is 12th May 2024 or date of leaving the organization whichever is earlier.

The commencement date for new joinees is date of joining.

The termination date for new joinees is 12th May 2024 or date of leaving the organization whichever is earlier.

b) Policy Coverage: The policy covers all forms of death except death by suicide in the 1 year of coverage. It also includes death due to accident which was earlier covered in the Group Personal Accident Insurance Policy.

c) Premium: Presently the Premium is entirely borne by the Company. However, Company may decide to share the cost with the employees with prior intimation

d) Geographical Limits: India

e) Insurer: TATA AIA Insurance Company Ltd.

f) Termination Age: 70 years

g) Non-Medical Limit: As per the Underwriting guidelines of TATA AIA Life Insurance Company Ltd

2.3 Sum insured: The sum insured for various categories of permanent employees are as per the details given below:

The Managing Director is insured for Rs. 13,000,000 per annum.

The Executive Director, Director, and employees categorized under M19 are insured for Rs. 10,000,000 per annum.

Employees categorized under M17 and M18 are insured for Rs. 7,500,000 per annum.

Employees categorized under M15 and M16 are insured for Rs. 5,000,000 per annum.

Employees categorized under M13, M14, and MA are insured for Rs. 3,000,000 per annum.

Employees categorized under M11, M12, FT, GET, MT, MT-1, and PGET are insured for Rs. 1,500,000 per annum.

Staff categorized under M5 to M10, Trainees (including DET, DME, JTA, TA, TR, SOT, FTC, GT), and Workmen are insured for Rs. 1,000,000 per annum.

2.4 Exclusions:

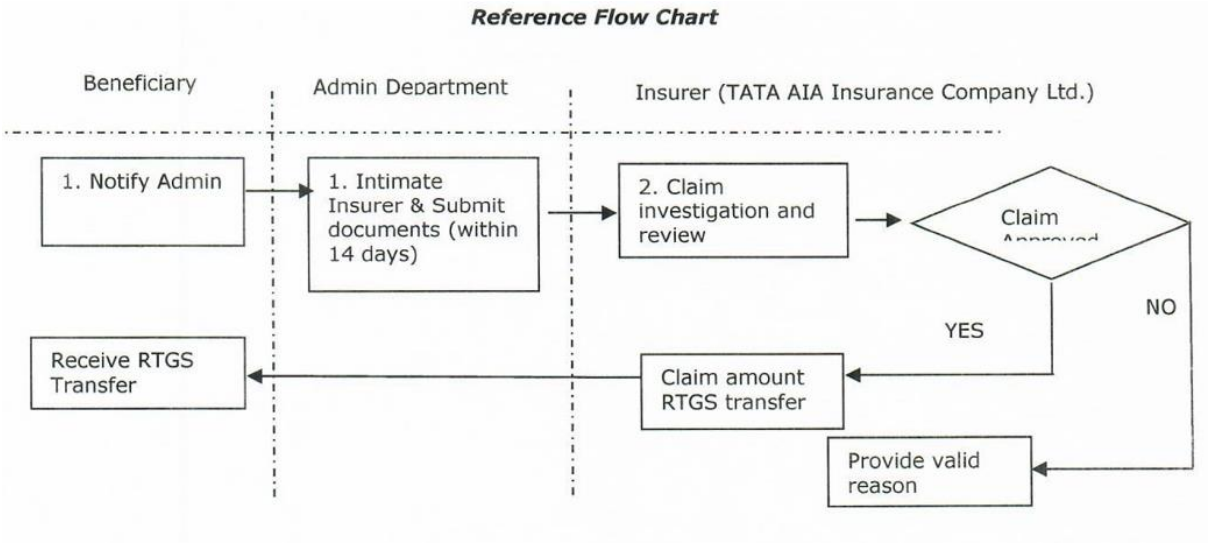
No death benefit will be payable

a) if an insured Member commits suicide while sane or insane, within one year from the effective date of coverage or date of any revival whichever is later. The Policy's liability shall be limited to refund of the premium paid less government levy in respect of such insured Member. The coverage for the Member under that Group policy shall cease to exist

b) if the Date of Death precedes the effective date of coverage or Date of revival whichever is later.

3. CLAIM PROCESS:

This process is developed with an objective to standardize the process for application of insurance as per policy.



The beneficiary notifies the admin department about their claim. The admin department intimates the insurer (TATA AIA Insurance Company Ltd.) and submits the necessary documents within 14 days. The insurer then conducts a claim investigation and review process. If the claim is approved, the claim amount is transferred to the beneficiary through RTGS. However, if the claim is not approved, the insurer requires the beneficiary to provide a valid reason. Once the beneficiary receives the RTGS transfer of the approved claim amount, the process is complete.

Claims document checklist

A. In case of Natural Death:

1. Death Claim Form and Physicians Statement in original

2. Death Certificate issued by the Municipal Authority

3. Photo Identity card or other proof of identify with Proof of Age of the deceased

4. Photo ID proof and relationship proof of claiman

5. Statement of outstanding loan as at date of death

6. Certificate of Insurance

7. Application form for Insurance (HD/HQ)

8. Indemnity Bond (on Rs. 200/-non-judicial stamp paper) confirming the details of the person entitled to receive the policy benefit if any

9. Death Certificate issued by a Doctor

10. Autopsy Report, if performed

11. Salary slip/Appointment letter (wherever applicable)

12. Attendance records maintained with the employer (wherever applicable)

(B) Death due to Illness: In addition to documents above in (A)

1. Discharge Card of the Hospital where admitted

2. Past hospital or clinical record if available

C. Death due to Accident: In addition to documents above in (A & B)

1. Police Report such as First Information Report, Final Investigation Report etc.

2. Post Mortem Report

3. Proof of accident (Panchnama & Photograph)

Contact Administration team for the Claim form to be filled.

Commitment to Perform

1. Process owner:

a. Primary: Head HR

b. Secondary: HO Administration Department Manager

2. Quality Norm:

a. Administration Department to maintain accurate data about the employees who have availed the insurance policy and their eligibility.

Internal Career opportunity systems (ICOS)

1. OBJECTIVES

1.1 To enable Businesses to have access to the pool of talent available within the Group in India

1.2 To provide visibility to employees regarding various internal career opportunities available across Businesses and provide a mechanism to apply for these positions.

1.3 To provide career opportunities for employees through mobility across businesses/functions and further enhance capability by providing new opportunities to assume responsibilities in varied functions geographical areas/businesses.

1.4 To build a leadership pipeline of employees having exposure across the Group's Businesses

2 SALIENT FEATURES

2.1 Eligibility: All employees in grades M5/A05 and above

2.2 All eligible employees will be intimated of vacant positions in the Group through an Internal Career Opportunities Advertisement in the prescribed format (Annexure ICOS job Description Format). This will be shared with employees across the Businesses through email and the India Intranet

2.3 Employees who are interested may apply directly to the HR Department of the concerned business (Annexure ICOS Application Format) For additional information, or clarifications employees may contact the relevant HR: contact.

2.4 Immediate Managers Departments Heads will facilitate the process of ICOS and will encourage employees career development through mobility.

2.5 There is no obligation for an employee to inform his immediate manager or department head before submitting an application.

2.6 If the employee is shortlisted, HR Head (Business/Location) of the current and receiving company will connect to evaluate the candidature of the applicant including eligibility to be considered for ICOS advertisement.

2.7 Selection of the internal applicant by the Business having a vacancy will be purely on merit and based on the suitability of the person for the opening.

28. If selected, the employee will be released to take up the new position The respective HR Heads (Business/Location) along with the Immediate Manager and Department Heads wit facilitate this process (both current and receiving)

3 GUIDELINES

3.1 An ICOS advertisement will be initiated prior to the launch of an external search.

3.2 The HR department of the Business having a vacancy will prepare the ICOS format for the position required and share it with the ICOS coordinator for release (Annexure ICOS Application Format) This will be sent through email and uploaded on the intranet.

3.3 The HR Business Partners are also encouraged to display the 100S on the Notice Board at respective locations

3.4 An employee who is interested, can apply directly to the HR department of the concerned Group Business (Annexure (ICOS Application Format).

3.5. In general, an employee is encouraged to have completed 2 performance cycles in the current role However if the employee feels the position is relevant and suits his her background, they are thee to apply In such a case, the decision to take the candidature forward must be mutually agreed between the Current and Receiving HR Heads (Business/Location) in such cases, an offer cannot be made to the employee, without the consent of the Current HR Head.

3.6 The Business having the vacancy will shortlist and interview internal and external candidates and decide on selection. Other things being equal, preference will be given to the internal candidate. Before interviewing the internal candidate both the Current and Receiving HR Departments will connect to evaluate the candidature

3.7 if an employee from one of the Businesses is selected, the HR Head (Business/Location of the Business that has selected the individual will inform the HR Head (Business Locabon) of the individual's present Business and Delegation HR

3.8 The two HR teams will work closely to finalize details of transfer and facilitate the process. The respective HR Heads will need to ensure effective implementation of the transfer framework for this purpose.

3.9 If selected, the employee will be released to take the new position. The HR business partner of the Current and Receiving Business shall agree on a mutual agreeable date which is not later than 60 days (counted from the day of making the written offer) for grades up to M15/ A15 and not later than 30 days (counted from the day of making the written offer) for higher grades.

3.10. If the internal candidate is not selected, the HR Head (Business/Location) of the receiving business must ensure that the feedback is given to the applicant promptly. They should also involve the current HR Head (Business/Location) to ensure a smooth handling of this process.

3.11. While the process of identifying suitable candidates from within the Group is on Businesses can in parallel, source external candidates to ensure that the lead-time for filing vacancies is kept to a minimum Vacancies should normally not be filled through external sources for a period of at least 15 days from the date of release of ICOS to the employees.

3.12 Once the vacancy is filled either through internal candidates or external recruitment, the concerned HR updates the ICOS tracker and shares with the ICOS Coordinator

3.13 Performance Management & Compensation Review

Performance Management, Increment, and Incentive Guidelines Based on Date of Joining the New Position.

For employees joining between January to March:

- **Performance Management:** The process is managed by the Receiving Business Reviewers.
- **Increment:** The guidelines applicable are those of the Receiving Business. The increment is paid by the Receiving Business.
- **Incentive:** The guidelines applicable are those of the Receiving Business. The incentive is paid by the Receiving Business.

For employees joining between April to September:

- **Performance Management:** This involves both the Current and Receiving Company Manager.
- **Increment:** The guidelines applicable are proportionately applied by both the Current and Receiving Company/Business. The increment is paid by the Receiving Business.
- **Incentive:** The guidelines applicable are proportionately applied by both the Current and Receiving Business. The incentive is paid proportionately by both the Current and Receiving Business.

For employees joining between October to December:

- **Performance Management:** The process is managed by the Current Business Reviewers.
- **Increment:** The guidelines applicable are those of the Current Business. The Receiving Business should be consulted. The increment is paid by the Receiving Business.
- **Incentive:** The guidelines applicable are those of the Current Business. The incentive is paid by the Current Business.

Annexure process:

The flowchart depicts the process of recruitment and employee selection in an organization. Here's a summary in sentences:

HR departments from business units initiate the process by identifying vacancies and releasing the ICOS (Internal Career Opportunity System) for receiving business. The Delegation ICOS Coordinator prepares documents and formats them for ICOS release. The ICOS is released, and the tracker is

maintained by the coordinator. Employees can then review the position details and apply in the given format.

The applications go through a shortlisting process. Those not shortlisted receive intimation. The shortlisted candidates proceed to the selection process. Candidates who are not selected receive intimation.

For selected candidates, the HR department of the employee's current business receives intimation and mutually agrees with the receiving company's HR. If agreed, the receiving company's HR Head ensures a smooth transition process. If not agreed, the selected candidate receives intimation.

Throughout the process, the employee applying for the vacancy, the receiving company's HR department, and the HR Head overseeing the transition receive necessary intimations and facilitate the recruitment.

The respective HR heads will be primarily responsible for ensuring that ICOS process is effectively deployed.

MATERNITY LEAVE AND BENEFIT POLICY

1. PURPOSE

Motherhood is an important milestone in the life of women. We care and ensure that this phase of a woman's life is effectively handled and in line with the statutory requirements. This policy has been developed keeping in mind the provisions of the Maternity Benefit Act, 1961 and its amendments.

2. MATERNITY LEAVE POLICY

2.1. Applicability: New maternity leaves rules will be applicable to women employees w.e.f. April 01, 2017.

2.2. Eligibility: Any Woman employee who has completed at least 80 working days of service in the 12 months immediately preceding the expected date of delivery will be eligible for Maternity Leave and other statutory benefits.

2.3. Leave Entitlement:

2.3.1. The maternity leave will be 26 weeks. Of these, maximum 8 weeks may be taken prior to the expected date of delivery and remaining period post-delivery.

2.3.2. For a woman who has two or more surviving children (irrespective of change in the Employer), she is entitled to a maternity leave for a period of 14 weeks, which can only be availed 6 weeks before the date of the expected delivery.

2.3.3. Special Case: In case of miscarriage or medical termination of pregnancy, a woman employee, on production of such proof of miscarriage or medical termination of pregnancy from a recognized medical practitioner, is entitled to leave with pay for a period of 6 weeks from the date of miscarriage or medical termination.

2.3.4. In case of tubectomy operation, a woman employee, on production of such proof from a recognized medical practitioner, is entitled to leave with pay for a period of 15 days immediately following the day of her tubectomy operation. This leave entitlement of 15 days is applicable for cases where the operation is undergone after the completion of maternity leave.

2.3.5. Medical Contingency Leave: For any illness arising out of pregnancy, delivery, premature birth of child or miscarriage; the woman employee shall, on production of medical proof, be entitled to leave with wages for a maximum period of **1 month**. This leave is in addition to the period of absence allowed to the woman employee under section 2.3.1. or as the case may be, under section 2.3.2.

2.3.6. Leave entitlement to an Adoptive or a commissioning Mother: Please refer to the Adoption Leave Policy for further details on adoption leave.

2.4. Accumulation: Maternity Leave cannot be accumulated.

2.5. Encashment: Un-availed Maternity Leave cannot be en-cashed.

2.6. Sanctioning Authority: Maternity Leave will be sanctioned by the Immediate Manager on recommendations of Registered Medical Practitioner. It is the responsibility of the Immediate Manager to keep the Business Head, Business HR Head & HR Business Partner updated before sanctioning Maternity Leave. Application for Maternity Leave must be made at least one month in advance in 1HR – Leave Management Module stating the period of absence from work and with a certificate of pregnancy.

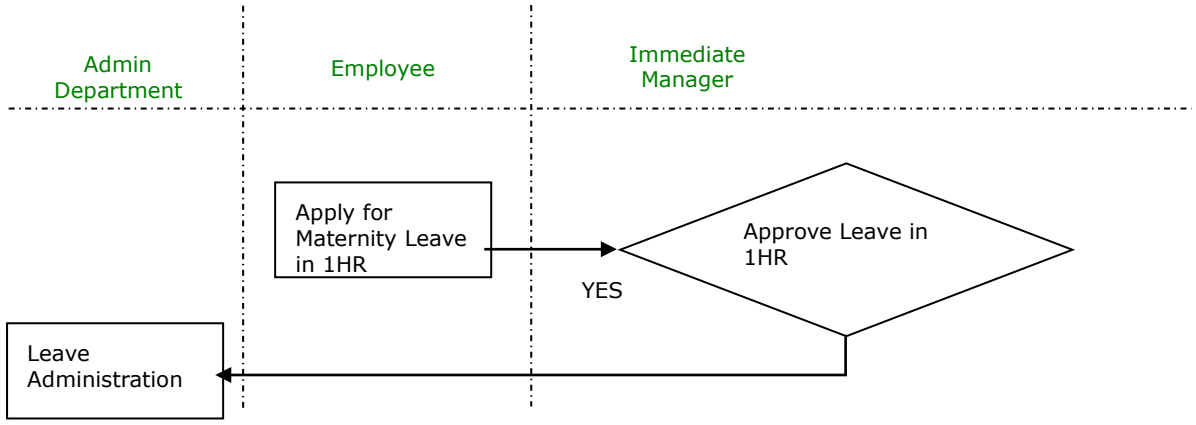
3. MATERNITY BENEFIT:

3.1. Work from home: In case where the nature of work assigned to a woman is of such nature that she may work from home, the employer may allow her to do so after availing of the maternity benefit for such period and on such conditions as the employer and the woman may mutually agree

4. PROCESS

This process is developed with an objective to standardize the process for application of Maternity Leave in 1HR – Leave Management Module as per the policy.

Reference Flow Chart



An employee applies for maternity leave through the HR system. The request for maternity leave is sent to the immediate manager. The immediate manager has to approve or reject the leave request. If the manager approves the leave, the request is forwarded to the admin department for leave administration and processing. However, if the immediate manager does not approve the leave, the maternity leave request is rejected.

5. COMMITMENT TO PERFORM

5.1. Process owner:

a. Primary: Function Head

b. Secondary: Location Administration Department

5.2. Policy owner:

a. Primary: Company HR Head

b. Secondary: Administration Department, Business Head, Business HR Head & HR Business Partner

5.3. Quality Norm:

a. Location Administration Department should maintain accurate leave data.

b. Application for Maternity Leave must be made at least one month in advance in 1HR – Leave Management Module stating the period of absence from work and with a certificate of pregnancy / recommendations of Registered Medical Practitioner.

c. In the event of any dispute/problem of interpretation, the provisions laid down under Maternity Benefit Act, 1961 & its amendments shall be final and binding.

d. Management reserves the right to withdraw or change the policies. Every effort will be made to notify employees when an official change in policy or procedure has been made; but employees are responsible for their own up-to-date knowledge about policies, procedures & benefits.

e. In case of any clarifications on the application of the policy, the final decision of Company HR Head will be considered.

PATERNITY LEAVE

1. PURPOSE

We are committed towards developing work-practices and policies that support work-life balance. The "Paternity Leave" Policy is available to employees to enable them to support their spouses and manage the crucial phase of parenthood.

2. POLICY

2.1. Eligibility: All confirmed male employees of the company will be eligible for Paternity Leave.

2.2. Entitlement: An eligible employee, whose spouse has confined, at the time of his spouse's confinement, will be entitled to **Ten Days Paternity Leave per confinement.**

2.3. Sanctioning Authority: The sanctioning authority will be the Immediate Manager.

2.4. Accumulation: Paternity Leave cannot be accumulated.

2.5. Encashment: Unavailed Paternity Leave cannot be encashed.

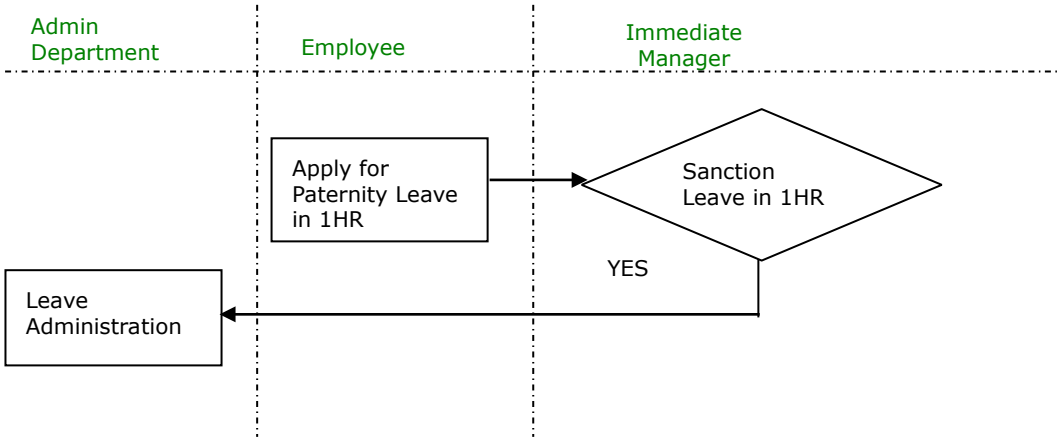
2.6. Limitations:

- Paternity leave can be availed within one year of birth of the child preferably taken in quantum of 2-3 days at least.

3. PROCESS

This process is developed with an objective to standardize the process for application of Paternity Leave in 1HR – Leave Management module as per the policy.

Reference Flow Chart



An employee applies for paternity leave through the HR system. The request for paternity leave is sent to the immediate manager. The immediate manager has to approve or reject the leave request. If the manager approves the leave, the request is forwarded to the admin department for leave administration and processing. However, if the immediate manager does not approve the leave, the paternity leave request is rejected.

- Application for Paternity Leave must be made in advance in 1HR – Leave Management module and must be supported by a certificate of pregnancy / child-birth of the spouse.

4. COMMITMENT TO PERFORM

4.1. Process owner:

a. Primary: Company HR Head
b. Secondary: Location Administration Department, Business HR Head and HR Business Partner

4.2. Quality Norm: Location Administration Department should maintain accurate leave data.

ADOPTION LEAVE

1. PURPOSE

We are committed towards developing work-practices and policies that support work-life balance. The "Adoption Leave" Policy is available to employees to support the adoption of a child and manage the crucial phase of parenthood. This policy lays down guidelines for employees adopting a child, including cases of parenthood via surrogacy.

2. POLICY

2.1. Eligibility: All confirmed employees will be eligible for '**Adoption Leave**' and benefits, provided the adopted child is the employee's first or second child.

2.2. Leave Entitlement:

2.2.1. Women Employees: Women employees can avail leave of upto 14 weeks.

2.2.2. Male Employees: Male employees can avail leave of up to 10 days.

2.2.3. Adoption Leave can be availed within one year of adoption of child, preferably in a quantum of 2-3 days at least.

2.3. Sanctioning Authority: Adoption Leave will be approved by the Immediate Manager. It is the responsibility of the Immediate Manager to keep the Business Head and the HR Business Partner updated about Adoption Leave approval. Application for Adoption Leave must be made at least one month in advance in 1HR – Leave Management Module, stating the period of absence from work. The Employee will submit a copy of the document or undertaking from adoption agency to the HR Business Partner for records.

2.4. Accumulation: Adoption Leave cannot be accumulated or transferred. It is a standalone leave for a specific purpose only.

2.5. Encashment: Un-availed Adoption Leave cannot be encashed.

2.6. Adoption Allowance: An employee will be eligible for a one-time allowance of Rs. 10,000/- for handling any administrative or other matters which might come towards the adoption process.

3. PROCESS

This process is developed with an objective to standardize the process for application of Adoption Leave in 1HR – Leave Management Module as per the policy.

The employee applies for adoption leave with the HR department. The payroll department handles the allowance administration for the adoption leave. The employee's request for adoption leave goes to their immediate manager. The immediate manager has to sanction (approve) the adoption leave. If the manager sanctions the leave, the leave is approved and processed by the admin department for leave administration.

4. COMMITMENT TO PERFORM

4.1. Process owner:

a. Primary: Company HR Head

b. Secondary: Immediate Manager, Business Head, Business HR Head, HRBP & Location Administration Department

4.2. Quality Norm:

a. Location Administration Department should maintain accurate leave data.

b. Application for Adoption Leave must be made at least one month in advance in 1HR-Leave Management Module stating the period of absence from work and with a certificate of adoption submitted to HR Business Partner for records.

c. In the event of any dispute/problem of interpretation, the decision of the Management will be final and binding.

d. Management reserves the right to withdraw or change the policies. Every effort will be made to notify employees when an official change in policy or procedure has been made; but employees are responsible for their own up-to-date knowledge about policies, procedures & benefits.

e. In case of any clarifications on the application of the policy, the decision of Company HR Head will be final.

EDUCATIONAL POLICY

1. PURPOSE

The objectives of this policy are to

a. create a culture for mid-career education, knowledge, and skills enhancement for enhanced performance in the current and possible future roles
b. foster a learning environment.
c. develop critical and specialist knowledge and skills within the Group

2. POLICY

2.1. Eligibility: Confirmed employee with at least 2 years of service in the Group.

2.2. Coverage: Courses of study for which educational subsidy can be granted are listed in Annexure **1**. However, this list is only illustrative and not exhaustive. Courses not otherwise mentioned in this list may be approved by the concerned Business Head and Company HR Head at their sole discretion.

The mode of learning for these courses can be Campus programs, Online Learning, Distance Education, Correspondence programs,

2.3. Entitlement: The employee who has been sanctioned educational subsidy under this scheme will be reimbursed 40% of the Total course fees upto a maximum of Rs. 3,00,000/- (Rupees Three Lakhs only).

2.4. Guidelines

The following guidelines will be applicable.

- The employee applying for the course should have a Performance rating of 3 & above in the previous 2 performance cycles.
- The course/qualification should be in an area directly related to the employees' current responsibilities/function and should be such that it will enhance their ability to perform their existing or higher responsibilities. Educational Subsidy may be considered for courses in line with the agreed Career Plan of the employee.
- Course(s) offered by reputed institute(s) will be given preference by the Company.
- Utility of the course to the Company - Employees will be encouraged to do courses which would help them improve their contribution to the overall efficiency of the Company.
- Subsidy will be provided only in respect of the Courses completed while in the employment of the Company.
- Where an applicant completes the course after repeated attempts, subsidy will be given only in respect of the successful attempt.

- The Company will not reimburse any amount paid for private tuition and /or coaching class/es. No other costs and /or expenses, except those permitted under the scheme will be reimbursed unless expressly stated and approved by concerned Division Head and Company HR Head

- An employee will be allowed to avail of the benefit(s) offered under the scheme in respect of only one course of study at a time. He may apply for Educational Subsidy for another course of study only after successful completion of the course, for which educational subsidy has already been granted to him.

- Employees who have availed of the benefit(s) under the scheme must complete a minimum of two years of service with the Company after successful completion of course of study. Resignation from the services of the Company prior to the fulfillment of this condition would automatically make the employee ineligible for the entire benefit offered under the scheme.

- In case employee is not able to successfully complete the program, they will be required to refund the entire amount to the organization.

- In case of transfer, the Unit where the employee is being transferred would be liable to pay the rest sponsorship amount. The sponsorship amount will have to be specified in the transfer notification.

- On completion of a degree or a professional certification program, the employee is expected to update their education in 1HR by attaching the certificates.

- Finding replacements/making alternative arrangements for the absence of employees who are sponsored for any of the program categories is the responsibility of the concerned Unit as per the M Grade of the position.

- This policy is an opportunity for employees to continue their education and upgrading qualifications and skills while working with the Group. However, career enhancement will depend upon an individual's performance, potential and vacancies. Participation in the program and obtaining a higher educational qualification / certification does not mean that it would automatically lead to a new assignment / role enhancement /promotion etc. on successful completion of the program.

2.5. Education leave:

The Management may at its sole discretion provide

- Study leave of 10 (ten) working days for a 12-month program (proportionately adjusted for shorter or longer duration programs), and can be availed at any point during the year.
- This leave cannot be encashed or carried forward from one year to another i.e. it lapses with the completion of 12 months.
- The study leave is in addition to Privilege Leave/Casual Leave /Sick Leave.

2.6. Sanctioning authority: The sanctioning Authority for Educational subsidy will be Division Head & Company HR Head

2.7. Continuing association:

An individual who has availed this benefit will have to commit to working with the Group for a period of 2 years after successfully completing the program. In the event of attrition within the stipulated period the individual will have to pay back whole of the sponsorship amount as suggested below:

If an employee resigns from the Company's services while undergoing a course of study, for which educational subsidy has already been paid, the entire amount paid towards educational subsidy will be fully recovered.

No recovery will be made in any form for the Educational Leave, already availed of by an employee.

The Management reserves the right to refuse the benefit(s) offered under the scheme without assigning any reason(s) thereof.

3. Process

This process is developed with an objective to standardize the process for application and allotment of Educational Subsidy as per the policy.

The employee sends an email to their manager and business HR head requesting a specific scheme or benefit. The immediate manager, business head, and division/company HR head review the request and recommend whether to approve the scheme. If the scheme is approved by the relevant authorities (division head & company HR head), the payroll department initiates the scheme administration process. As part of this, the employee signs an undertaking and can then claim reimbursement for eligible expenses under the approved scheme from the payroll department.

An employee desirous of availing of the benefit(s) offered under the scheme should apply by filling in the “Application for Educational Subsidy” through his immediate manager and business head as the case may be with his recommendations.

Application for Educational Subsidy should be made at least fifteen days prior to the registration/enrolment of course of study.

Application for Educational Subsidy must be accompanied with the Brochure/Bulletin/Prospectus of the course of study and detailed estimate/bills expenses an employee is likely to incur for the completion of course of study.

Application for Educational Subsidy must be accompanied with the Brochure / Bulletin/ Prospectus of the course of study and detailed estimate / bills of expenses an employee is likely to incur for the completion of course of study.

- After obtaining the recommendations of the Immediate Manager, the application should be forwarded for obtaining the sanction of concerned Division Head and Company HR Head.

- The payment of Educational Subsidy will be preferably done to the Institute directly. In case the employee has paid the fees, the amount will be reimbursed on submission of the bill and receipts.

- The payment of the Educational subsidy will be made only after the employee sign an undertaking as per the format provided by the Corporate Legal cell.

4. COMMITMENT TO PERFORM

4.1. Process owner:

a. Primary: Company HR Head
b. Secondary: Division Head

4.2. Quality Norm:

a. Educational Subsidy claims should be maintained in the HR and Finance records

ANNEXURE - 1

Course Type	Courses
Finance	Certified Management Accountant, Chartered Accountancy, Company Secretary, Chartered Financial Analyst
Management	Part-time / Distance Learning Degree and Diploma courses offered by the University in various disciplines like Marketing, Finance, Personnel & Administration, Operations Research, Materials, Systems etc.
Engineering & Allied Subjects	• AMIE • Diploma in Engineering • Diploma in Materials Management • Diploma in Operations Research • Part time / Distance Learning BTech / BE or MTech / ME
Certifications	• Certification in various related Functional Area

Annexure - 2

APPLICATION FOR EDUCATION SUBSIDY

Instructions:
1. Please attach the institute's Brochure/Bulletin/Prospectus/Programme particulars.
2. The completed application should be submitted to the manager-personnel and Administration /personnel officer at least 15 days prior to registration/enrolment for the course of study.

Part I – To be filled in by employee.
A. **Personal Data**

1. Name:
2. Ticket No:
3. Date of Joining:
4. Department:
5. Designation:
6. Educational Qualification:
7. Age: _____ years
8. Total Experience:
9. Did you ever avail of the benefits offered under this scheme: Yes/No
10. If yes, please give details:

B. **Details of the course of study you propose to apply for under the scheme**.

1. Title of the course: _____

2. Name and address of the institute offering the course:
_____
_____
_____

3. Duration of the course: From:

4. Nature of the course: Part-time/Full-Time/Correspondence/Certification

5. Teaching, Methodology:

6. If you are required to attend classes, do your class timings clash with your working hours? Yes/No

If Yes, how do you plan to compensate for working hours:

_____
_____
_____

7. What do you think are the tangible benefits you will get yourself and the company on the completion of the course of study?

_____
_____
_____

8. Please fill in the following table carefully giving the cost estimate of the course study.

Details	First Year	Second Year	Third Year
a) Admission fees			
b) Tuition Fees			
c) Examination fees			
d) Cost of textbook			
e) Any other (Please specify)			

Approval comments of:

Reporting Manager:

Business Head/Business HR head:

Division Head/Company HR head:

POLICY ON MARRIAGE GIFT

SECTION: OTHER BENEFITS

1. PURPOSE

We believe marriage is an important milestone in our employees' life. On this beautiful occasion we extend our best wishes to the employee and take the opportunity to welcome their spouse to the extended family.

This policy is aimed at celebrating this milestone through a token of our good wishes.

2. POLICY

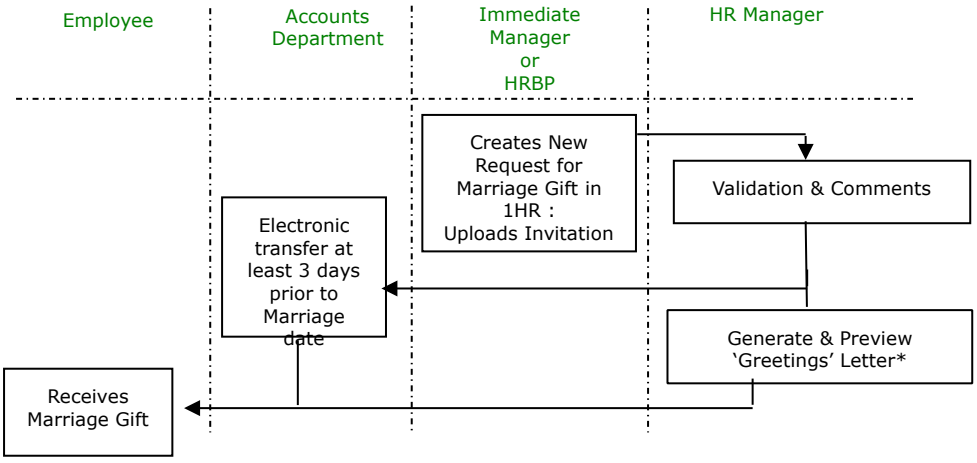
2.1. Eligibility: All permanent employees from Grade M5 to M18 and MT, GET, PGET, GT, FT, MA of and of , and who are part of India Private Ltd.

2.2. Entitlement: All eligible employees on the occasion of their marriage will receive an amount of Rs.15,000/- from the Company as Marriage Gift. This sum will be electronically transferred to the Account of the employee.

3. PROCESS

This process is developed with an objective to standardize the process for marriage gift as per this policy.

Reference Flow Chart



The employee electronically transfers a marriage gift invitation to the accounts department at least 3 days prior to their marriage date. The accounts department, using an HRBP (HR Business Partner) tool, creates a new request for a marriage gift in 1HR and uploads the invitation. The immediate manager validates the request and provides comments. The HR manager then generates and previews a "Greetings/Letter" for the employee. After this process, the employee receives the marriage gift from the company.

* The 'Greetings' Letter will be sent to the employee through 1HR.

4. COMMITMENT TO PERFORM

4.1. Process Owner:

a. Primary: Head HR (Business)

b. Secondary: Local HR Business Partner and Immediate Manager

4.2. Quality Norm:

Ensure completion of process including fund transfer before Marriage Date.

✡✡✡

Personal Loan

1 PURPOSE

Employees who require a loan on account of personal emergencies or for purposes of education of self or family members may be sanctioned a personal loan as per the following terms.

2. POLICY

2.1. Eligibility: All confirmed employees in the Grades MS 10 M17 of GNO and of , and who are part of Private Lit

2.2. Terms:

Maximum Loan Amount

M16 to M17	upto Rs 5,00,000/-
M14 to M15	upto Rs 3,00,000/-
M11 to M13	upto Rs 2,00,000/-
M5 to M10	upto Rs 1,00,000/-

Interest Rate

10% (calculated by Reducing Balance Method) (element of concession based on prevalent benchmark Interest Rate taxable as perquisite in hands of employee)

Repayment Terms

To be deducted in equally monthly installments over a maximum period of 24 months

Security
Employee must provide security upto 75% of the Principal Amount, before disbursement subject to acceptance of type of security by the management.

2.3. Sanctioning Authority:

Request of these loans (stating the reason) will be validated by HR Business Partner A Immediate Manager and sanctioning authority will be respective HR Head (Business) and Business Head. HR Head (Business) will consult Finance Head for every loan request before approving in System.

These loans will be at the discretion of the management, depending on the need and provided the same is within the overall sanctioned budget for loans.

The employee should have no loan outstanding and have a minimum of 1 year of service. (Exception for rental housing deposit, may be considered for those less than one year's service, as a special approval).

2.4. Medical Emergencies:

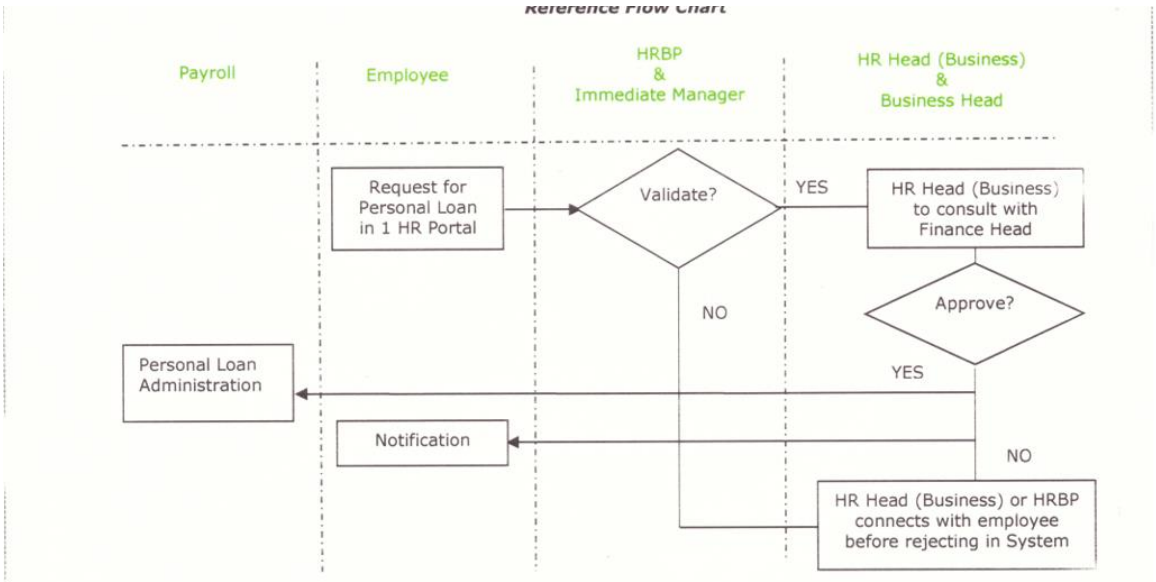
In addition, for medical emergencies involving self and family members covered under the Company's Mediclaim, employees can avail of an advance against Mediclaim settlement up to 80% of total expenses incurred. This amount, if repaid within 60 days from the date of disbursement, will not attract any interest.

3. PROCESS

All relevant documents are to be submitted while making request for a loan.

This process is developed with an objective to standardize the process for application of Personal Loan as per this policy.

Reference Flow Chart



An employee submits a request for a personal loan through the HR portal. The immediate manager and HRBP (HR Business Partner) validate the request. If the request is validated, the HR Head (Business) consults with the Finance Head for approval. If approved, the personal loan is processed by the Personal Loan Administration. If not approved, either the HR Head (Business) or the HRBP connects with the employee before rejecting the request in the system. If the request is not validated initially, a notification is sent to the employee.

4. Commitment to perform:
4.1. Process owner:
a) Primary: HR Head (Business) and business head
b) Secondary: HR business partner and immediate manager

4.2. Quality Norm:
Personal loan should be disbursed within one week of approval from HR Head(business) and business head.

POLICY ON TRAVEL ENTITLEMENTS AND LOCAL CONVEYANCE FOR WOMEN EMPLOYEES

1. PURPOSE

To enhance comfort & security to women employees on official travel.

2. GUIDELINES

2.1. Coverage: All women employees in .

2.2. Travel Entitlements: Women employees in the company will be eligible for the next higher slab of travel entitlements than the grade in which the concerned employee is in.

2.3. Stay arrangement facilitation: The Company to offer Guest House / Service Apartments facilities wherever available to women employees during their official travel. The woman employee can also choose to stay in a hotel at one slab higher than the one applicable to her if the said hotel is not recognized one. However, this provision will not be applicable if the hotel arrangement is made in recognized hotels like TAJ (Ginger group), ITC, etc. The choice of using the Guest House / Service Apartment or the Hotel facility will be with woman employee.

2.4. Local Conveyance: The woman employee will be eligible for the next higher slab of travel entitlements relating to Local Conveyance while on official tour / travel (this does not include regular travel to and fro from office).

2.5. Women Employees staying beyond Normal Working Hours: The women employees who work late beyond normal working hours (e.g. 8 PM at a factory locations or 9 PM at Mumbai offices & other branches etc.) will be given home drop facility after taking due care of their security. This specified time should be suitably reviewed by the business unit depending on its location and accessibility to the nearest city. However, efforts should be made to avoid late sitting and that the employees leave office at their normal times.

3. PROCESS

3.1. The women employees have to be informed of these travel entitlements and local conveyance on induction.

3.2. Women employees staying beyond the specified time as mentioned in 2.5 above (or the timing finalized by the business unit / plant / office) should inform the administration department in advance (two hours in

advance) to arrange for the exclusive home drop facility after taking due care of their security. The specified time beyond which the Plant / Business Unit / Office would differ based on the location and accessibility of the unit.

4. COMMITMENT TO PERFORM

4.1. Process owner:

a. Primary: Company HR Head
b. Secondary: HR Business Partner & Business HR Head

POLICY ON TRAVEL ENTITLEMENTS AND LOCAL CONVEYANCE FOR WOMEN EMPLOYEES

1. PURPOSE

To enhance comfort & security to women employees on official travel.

2. GUIDELINES

2.1. Coverage: All women employees in .

2.2. Travel Entitlements: Women employees in the company will be eligible for the next higher slab of travel entitlements than the grade in which the concerned employee is in.

2.3. Stay arrangement facilitation: The Company to offer Guest House / Service Apartments facilities wherever available to women employees during their official travel. The woman employee can also choose to stay in a hotel at one slab higher than the one applicable to her if the said hotel is not recognized one. However, this provision will not be applicable if the hotel arrangement is made in recognized hotels like TAJ (Ginger group), ITC, etc. The choice of using the Guest House / Service Apartment or the Hotel facility will be with woman employee.

2.4. Local Conveyance: The woman employee will be eligible for the next higher slab of travel entitlements relating to Local Conveyance while on official tour / travel (this does not include regular travel to and fro from office).

2.5. Women Employees staying beyond Normal Working Hours: The women employees who work late beyond normal working hours (e.g. 8 PM at a factory locations or 9 PM at Mumbai offices & other branches etc.) will be given home drop facility after taking due care of their security. This specified time should be suitably reviewed by the business unit depending on its location and accessibility to the nearest city. However, efforts should be made to avoid late sitting and that the employees leave office at their normal times.

3. PROCESS

3.1. The women employees have to be informed of these travel entitlements and local conveyance on induction.

3.2. Women employees staying beyond the specified time as mentioned in 2.5 above (or the timing finalized by the business unit / plant / office) should inform the administration department in advance (two hours in

advance) to arrange for the exclusive home drop facility after taking due care of their security. The specified time beyond which the Plant / Business Unit / Office would differ based on the location and accessibility of the unit.

4. COMMITMENT TO PERFORM

4.1. Process owner:

a. Primary: Company HR Head
b. Secondary: HR Business Partner & Business HR Head

PRIVILEGE LEAVE

1. PURPOSE

At , we are committed towards developing work-practices and policies that support work-life balance. We believe that a break from work is a necessity and this Policy intends to give periodic intervals of rest to an employee during the year.

2. POLICY

The Privilege Leave applies in two parts:

- PL for all confirmed employees in grades M5 & above.
- PL for Trainees (MA / MT / MT-1 / ST / ET / FT / GT / GET / PGET/ SOT).

2.1. PL for all confirmed employees in grades M5 & above

2.1.1. Eligibility: Every confirmed employee in grades M5 & above.

2.1.2. Entitlement: Every eligible employee will be granted Privilege Leave as indicated below:

If the total experience (including external experience) is upto two years, then the employee will be granted 21 days of leave per year.

If the total experience (including external experience) is three years or above, then the employee will be granted 30 days of leave per year.

- For crediting the Privilege Leave as per the above table, total experience will be considered as at the beginning of the calendar year (existing employees) or at the time of joining (new joiner).
- The decision of Company HR Head has the discretion to decide on the leave eligibility. Employees who have prior experience and joining in M5 & above grades will be eligible for PL as per above table.

2.1.3. Application:

- Application for Privilege Leave must be made **at least one month in advance in 1HR – Leave Management Module** after discussing with your manager.

- Privilege Leave can be applied for **a minimum period of three days** and normally **cannot be availed for more than three occasions in a calendar year**. In case of emergencies, as a very special case, PL may be sanctioned on a fourth occasion with prior approval of the concerned Business Head.

2.1.4. Sanctioning Authority: The Sanctioning Authority for Privilege Leave is Immediate Manager. It is the responsibility of the Immediate Manager to keep the next level manager updated on the leave plans of team members.

2.1.5. Accumulation & Carry forward of leaves:

For Employees below and equal to 45 years of age as on 31st December of a calendar year can have maximum of 60 days of accumulation and carry forward of leaves.
For employees above 45 years of age as on 31st December of a calendar year can have maximum of 300 days of accumulation and carry forward of leaves.
However, for all employees, not more than 20 days of Privilege Leave can be carried forward each year.

2.1.6. Encashment:

- PL is encashable only if after encashment; a minimum balance of 30 days of PL is maintained.
- PL is encashable only once in a calendar year.
- Application for the encashment of Privilege Leave in a given calendar will have to be applied in 1HR – Leave Management Module latest by 31st December of the calendar year and will be paid in the salary of the next month.
- Maximum of fifteen days Privilege Leave will be encashable provided the employee avails of an equal number of days of Privilege Leave in a calendar year for which Privilege Leave is being encashed. In case an employee avails of less than 15 days Privilege Leave in a calendar year, he will be allowed to encash an equal number of days of Privilege Leave.

- Encashment of Privilege Leave will be at the rate of Basic Salary for the month of December of the year immediately preceding the year during which the leave is being encashed. The calculation will be Basic Salary * (No of days of leave to be encashed / 30). For e.g. If leave encashment is credited to you in 2020, Basic Salary of December 2019 will be considered.
- On retirement, resignation or termination of service for whatsoever reason(s), Privilege Leave accrued till date will be encashable at the rate of latest Basic Salary.

2.1.7. Advance Privilege Leave:

- For serious illness, marriage or death in the family, an employee may be granted advance PL by the Immediate Manager in consultation with Business Head and Business HR Head.
- The number of days of advance PL will be restricted to the number of days accrued till that period.
- In case the employee leaves the employment before his/her PL entitlement begins, he/she will be required to pay back the salary received for the advance leave period.
- No LTA will be payable on advance PL.

2.1.8. Limitations:

- Privilege Leave must be for a minimum period of three days and normally cannot be availed of for more than three occasions in a calendar year. In case of emergencies, as a very special case, PL may be sanctioned on a fourth occasion with prior approval of the concerned Business Head.
- Privilege Leave must be availed of as per Annual Plan, except in special cases with the prior approval of Departmental Manager.
- Privilege Leave will be reduced pro-rata for leave / absence without pay.

2.2. PL for Trainees (MA / MT / MT-1 / ST / ET / FT / GT / GET / PGET/ SOT)

2.2.1. Guidelines: Leave on account of illness, for three days or more needs to be supported by a medical practitioner's certificate from Registered Medical Practitioner.

2.2.2. Eligibility: All Trainees (MA / MT / MT-1 / ST/ ET / FT / GT / GET / PGET/ SOT)

2.2.3. Entitlement: Every eligible trainee will be granted Privilege Leave as indicated below:

- Trainees will earn **21 days of PL** during traineeship period of 1 year. This leave will normally be not utilized during the period of traineeship. However, in case of emergencies, personal exigencies and long sickness, PL can be availed on a pro-rata basis. This 'prorated' year for calculation will be from the date of joining.
- PL must be for a minimum period of three days and normally can not be availed of more than three occasions in a year from date of joining.

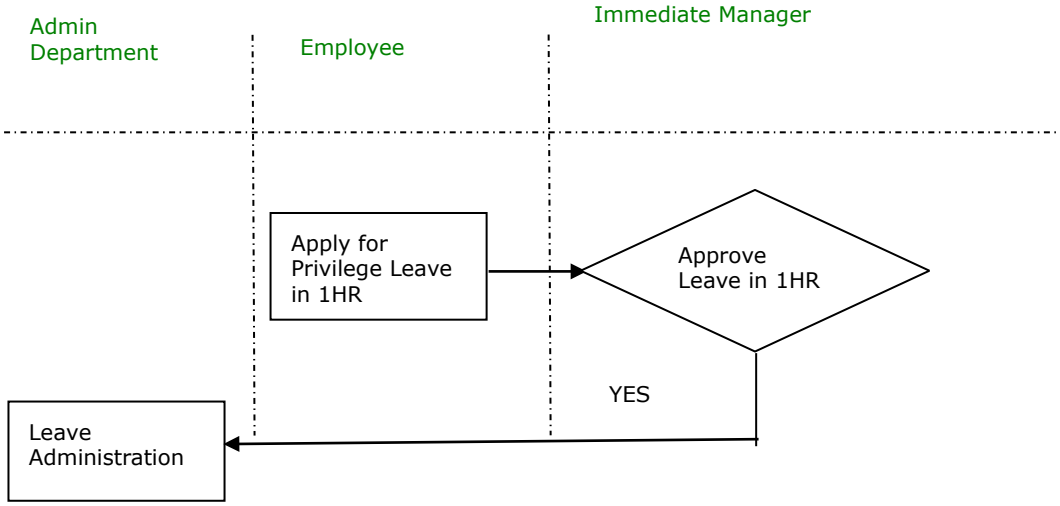
2.2.4. Accumulation:

- On confirmation of the trainee, the PL will be carried forward to the next year and will be credited to the trainees' leave balance account. However thereafter, the rules for maximum accumulation and encashment applicable will be as per the PL rules for those who have joined after June 1st 2003.

3. PROCESS

This process is developed with an objective to standardize the process for application of Privilege Leave in 1HR – Leave Management Module as per the policy of

Reference Flow Chart



An employee applies for privilege leave through the HR system. The request for privilege leave is sent to the immediate manager. The immediate manager has one hour to approve or reject the leave request. If the manager approves the leave within one hour, the request is forwarded to the admin department for leave administration and processing. However, if the immediate manager does not approve the leave within one hour, the privilege leave request is rejected.

4. COMMITMENT TO PERFORM

4.1. Process owner:

a. Primary: Company HR Head.
b. Secondary: Location Administration Department, Business HR Head and HR Business Partner.

4.2. Quality Norm: Location Administration Department should maintain accurate leave data.

REFERRAL INCENTIVE SCHEME FOR EMPLOYEES (RISE)

1. PURPOSE

The long-term success of an organization depends on its human capital. We believe that a successful way of hiring and retaining good people is by leveraging the network of our employees. The objective of the RISE policy is to encourage and reward employees who play an active role in strengthening our talent pool by referring friends or acquaintances for employment to Companies in India.

2. POLICY

2.1. Eligibility:

All employees, across Group Companies in India, in Grades M11 to M17 including Management Trainees & Management Associates are eligible to refer candidates under this scheme.

Exceptions:

- HR team members will not be eligible to participate in this program as this is an integral part of their role responsibilities.

- An employee who refers a candidate is not eligible when:

  - The referrer is a part of the reporting chain for the position.
  - The referrer is involved in the selection process at any level.
  - The referrer has an impact on the hiring decision.

- In case an employee refers a candidate who has worked for the Group in the past and is being re-hired, such employee will not be eligible for the referral award for that specific recruitment.

2.2. Administration of the Scheme

2.2.1 Referring a candidate

- Employees can refer a candidate at any time by sending an email with the CV of the referred candidate to their respective Business HR/Unit HR.

- Business HR/Unit HR will validate the CV for duplication. In case the referred CV has been already received from another source the same will be communicated to the referring employee. Business HR/Unit HR will be the final deciding authority with regards to CVs received from multiple sources.

2.2.2 Selection of Referred Candidate

- For an application to be considered for any position, it must meet the minimum qualifications for that position.

- If the CV is shortlisted, the referred candidate will be required to go through the standard interview process and the decision of the interview panel will be considered final.

- Business HR/Unit HR will inform the referring employee about the shortlisting and selection of the candidate.

If there is no vacant position matching the qualifications and skills of the referred candidate at the time of referral, the CV will be maintained in a database of the respective company. The referred CV will be valid for a period of one year.

2.2.3 Conditions for Payment of Referral Bonus

- Payment will be made three months after the selected employee joins the organization.

- In case the referred candidate leaves the organization within three months of joining, the employee who has referred the candidate will not be eligible for the reward.

The company reserves the right to amend or cancel a whole or part of this program at any time deemed fit.

2.3. Guidelines on Referral of Candidates

The following referrals will not be considered under this scheme:

- Candidates who have been interviewed by any of the Group Companies in India within the past six months and appears for interview for the same Business Unit.
- Candidates who are ex-employees of .
- Employees referring engineering/management project interns will not be eligible for a referral bonus as interns are not employees of the organization.

In line with the India Code of Conduct for employees, in case an employee is referring a family member/spouse, it is obligatory for the employee to declare the same at the time of referring the candidate's CV. Family members are not encouraged to work in the same project/department to prevent conflict of interest. However, such referrals will only be considered subject to:

- The referrer not working in the same project/department as the position.
- There does not exist any conflict of interest in work related matters.

2.4. Referral Bonus Entitlement & Payment:

In case a referred candidate is selected, the employee who has referred him/her will be eligible for the following reward, depending on the Job Role in which the referred candidate is appointed:

A referral bonus of Rs. 2,500/- is offered for the position of Trainee.

For the roles of Associate Consultant, Associate Software Engineer, Associate Software Tester, Associate Engineer, and Associate Support Executive, the referral bonus is Rs. 25,000/-.

For the positions of Consultant, Software Engineer, Software Tester, System Engineer, and Support Executive, the referral bonus is Rs. 25,000/-.

For the roles of Sr. Software Engineer, Sr. Software Tester, Sr. System Engineer, and Sr. Support Executive, the referral bonus is Rs. 25,000/-.

For the positions of Technical Lead, Team Lead, and Assistant Manager, the referral bonus is Rs. 25,000/-.

Lastly, a referral bonus of Rs. 40,000/- is provided for the role of Sr. Consultant.

To receive the referral bonus, the employee who has referred a selected candidate on the date of payment of the referral bonus, i.e. three months after the selected candidate joins the organization.

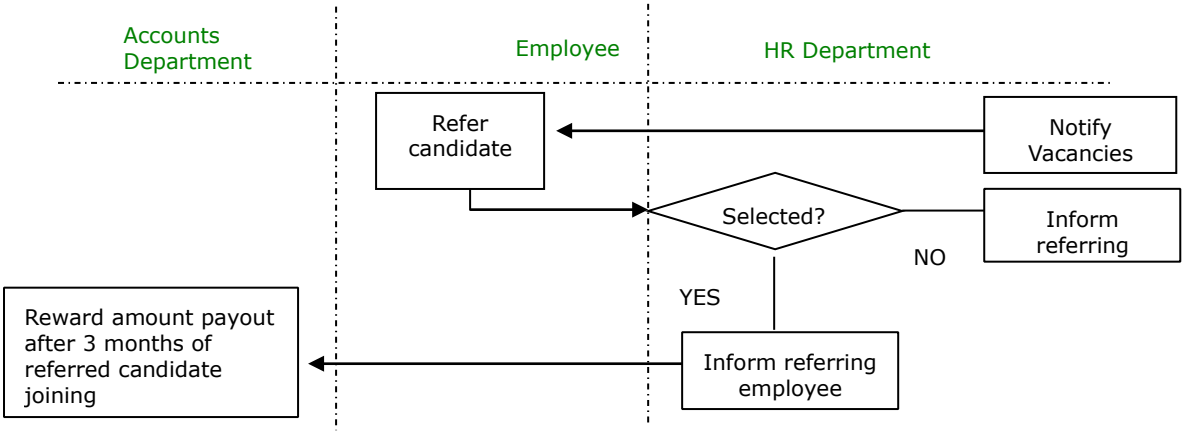
The mode of payment will be through salary. The referral bonus would be credited through payroll in the salary that is due after the completion of three months.

The payment received under this program shall be governed by the Income Tax Act and the rules and the guidelines thereof.

3. PROCESS

This process is developed with an objective to have a standard employee referral program across all establishments of in India.

Reference Flow Chart



An employee refers a candidate for a job vacancy. The HR department evaluates the referred candidate. If the candidate is selected, the HR department notifies the referring employee. After the referred candidate joins the company and completes three months of employment, the accounts department informs the referring employee about the reward amount payout. However, if the referred candidate is not selected, the referring employee is informed and is not eligible for any reward.

The HR Department is responsible for the administration of the Scheme and interpretation of its provisions.

4. COMMITMENT TO PERFORM

4.1. Process owner:

a. Primary: Head HR

b. Secondary: Location HR

4.2. Quality Norm:

a. Location HR to maintain accurate data about the employees who have referred candidates.

***

Salary Advances

A. PURPOSE

To provide assistance to employees in case of personal emergencies or any other financial exigencies

2. POLICY

2.1. Eligibility: All employees in the Grades M5 to M17 and of , and who are part of ., and with no outstanding Salary Advance

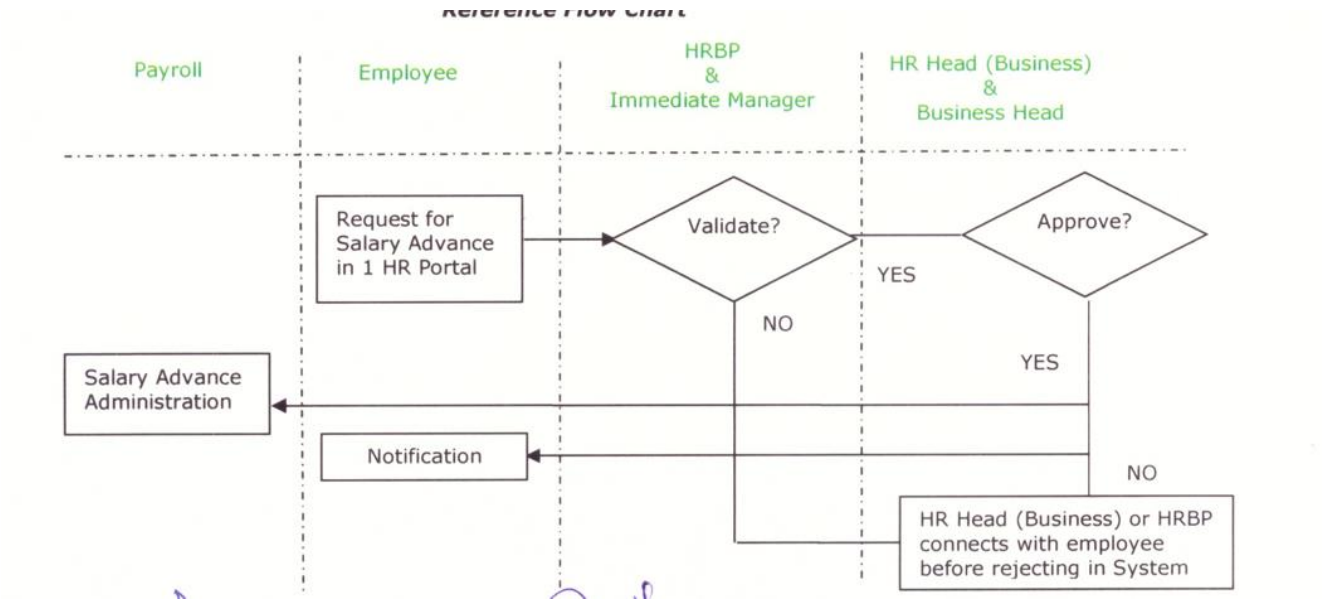
2.2. Entitlement: Salary Advances will be limited to 50% of the employee's net monthly salary (average of last three months).

2.3. Sanctioning Authority: All requests for Salary Advance will be validated by HR Business Partner & Immediate Manager and sanctioning authority will be respective HR Head (Business) & Business Head.

2.4. Recovery: Salary advance will be recovered in two equal monthly installments commencing from the month following the month in which the advance was paid. No interest will be charged on the salary advance.

3. PROCESS

This process is developed with an objective to standardize the process for application of Salary Advance as per this policy.



An employee submits a request for a salary advance through the HR portal. The immediate manager and HRBP (HR Business Partner) validate the request. If validated, the HR Head (Business) and Business Head approve or reject the request. If approved, the Salary Advance Administration processes the advance payment. If rejected, either the HR Head (Business) or HRBP connects with the employee before rejecting the request in the system. If the initial validation fails, a notification is sent to the employee regarding the same.

4. Commitment to perform:

4.1. Process owner:

a) Primary: HR Head (Business) and business head

b) Secondary: HR business partner and immediate manager

4.2. Quality Norm:

Salary advances to be disbursed within one week of approval from HR Head(business) and business head.

Policy on second innings of women

1. PURPOSE

To give an opportunity and to encourage women employees to resume work and rejoin the Company after a service break.

2. GUIDELINE

2.1. Coverage: All women employees of the Company or Group who have resigned and would like to resume work and rejoin the organization within 3 years from the date of separation. This would be subject to existing vacancies.

2.2. The employee is eligible for second innings benefits only if she has taken a career break for the reasons given below and if she has not joined any other organization in the interim period between resigning and applying for rejoining.

Ailing Dependents (Spouse, parents & children)

Childcare

Child's Education

Transfer of Spouse

Further education (self)

Relocation due to Marriage

2.3. All women employees of the Company should be informed of the Second Innings guidelines on resignation.

2.4. If a former woman employee, who wishes to rejoin the organization within 3 years from her date of separation, applies for an existing vacancy in the organization, such an application would receive preference over external candidatures.

2.5. If a former woman employee rejoins the organization under this policy and is in the service of the company for at least three years after rejoining, the company will consider her original date of joining in the company/group for the purpose of gratuity in gratuity based on continuity of service.

In case the employee has already been paid gratuity at the time of the first separation, then the company will not repay for the same period under this policy i.e., gratuity payment will be only for the years of service in the second innings. The non-working period will not be taken into account for gratuity.

2.6. In the case of a second innings, the previous service put in by the woman employee will be considered only gratuity but also for the purpose of career development (including promotion), training and long service. However, in this case too, the non-working period will not be taken into account.

3. PROCESS

3.1. The employee expresses her willingness to rejoin work within 3 years from the date of separation.

3.2. Any such employee can be considered for a position in the same function at the same grade. However, acceptance of application will be based on the availability of a position/vacancy and the performance of the woman employee during her previous stint. In case a promotion to a higher grade is to be considered, the same would need the approval of the HR Head and the Divisional head before any kind of commitment is made in this regard.

3.3. If the employee is interested in any other functional vacancies available, she has to undergo the regular interview process. However, as an ex-employee she will be given preference.

3.4. In case an opportunity is provided to a former woman employee, the compensation provided would be as per the Re-Hiring guidelines.

4. COMMITMENT TO PERFORM

4.1. Process owner:

a. Primary: HR Head

b. Secondary: Location HR

4.2. Quality Norm:

a. Business HR to submit Gender Diversity Quarterly report on all the Gender Diversity initiatives as per the set format.

b. HR Head to evaluate the effectiveness of implementation of Gender Diversity initiatives based on the Gender Diversity Quarterly report.

List of holidays for the year 2023

The following days will be observed as holidays for companies/business at Mumbai Office:

1. Republic Day

Date: 26-Jan-23

Day: Thursday

2. Holi

Date: 7-Mar-23

Day: Tuesday

3. Maharashtra Day

Date: 1-May-23

Day: Monday

4. Independence Day

Date: 15-Aug-23

Day: Tuesday

5. Ganesh Chaturthi

Date: 19-Sep-23

Day: Tuesday

6. Gandhi Jayanti

Date: 2-Oct-23

Day: Monday

7. Dassehra

Date: 24-Oct-23

Day: Tuesday

8. Diwali

Date: 13-nov-23

Day: Monday

9. Diwali

Date: 14-Nov-23

Day: Tuesday

10. Diwali (Bhaubeej)

Date: 15-Nov-23

Day: Wednesday

11. Christmas

Date: 25-Dec-23

Day; Monday

Any one of the following days will be an optional holiday.

12.

a) Gudi Padwa

Date: 22-Mar-23

Day: Wednesday

b) Good Friday

Date: 7-Apr-23

Day: Friday

c) Parsi New Year

Date: 16-Aug-23

Day: Wednesday

1. The following holidays fall on weekends; New Year-1st Jan,23(Sunday), Ramzan Id-22nd Apr,23(Saturday), Diwali-12th Nov,23(Sunday)

2. Before availing the optional holiday, you are requested to inform your department heads (Like in the case of Casual Leave/Contingency Leave). This should be planned well in advance. The unutilized optional holidays will not be encashable and not be carried forward.

Best Practices on social media

Communicate safely on social media platforms.

A FEW WORDS OF INTRODUCTION

In the following document, you will find the **main principles of social "netiquette"**, or how to share Group content on social networks in complete serenity.

Social media platforms offer a **great opportunity to open up exchanges** in order to better communicate, innovate, learn and be informed. They represent a **new, more collaborative and participative way of working**.

They make up a **communication landscape that everyone must master in order to effectively exchange** with our customers and our specifiers to promote our brands, our employer brand, and our daily professional life, while guaranteeing the **protection of the Group's reputation**.

DISCOVER GOOD PRACTICES

encourages everyone to **use their expertise to enrich discussions**, help solve problems, **relay the content published on official accounts** and share their pride in working for the Group.

For both new and experienced users, this document provides **guidelines that can be easily applied to everyday life**. Social platforms often erase the border between professional and private life.

Each employee, when interacting online via blogs, wikis, internal and external social networks, must keep in mind that he or she is **responsible for his or her publications and for the image he or she gives of the Group**.

This document is intended as a guide to ensure that communication on social networks is carried out with **complete peace of mind**!

YOU ASKED:

Do I have the right to publish photos/videos of my workplace (production site, sales location, or office)?

#OFFICELIFE #PICTURE

WE ANSWER:

You can share a picture of your daily life at work, but don't forget that even the biggest companies don't reveal their production secrets. So be careful not to reveal information that could be sensitive or confidential.

YOU ASKED:

Am I allowed to publish photos/videos of my colleagues or third parties?

#TEAMMATES #PICTURES #VIDEO

WE ANSWER:

Not everyone likes to be in the spotlight, so be careful not to reveal the faces of your colleagues or third parties without making sure they agree! Don't hesitate to ask them directly.

YOU ASKED:

Am I allowed to publish pictures of myself at work?

#SELFIE #ATWORK

WE ANSWER:

Selfies are allowed, but be careful not to show any confidential information on the picture (documents, files, videos, ..).

YOU ASKED:

Am I permitted to share content already published by the company?

#CONTENT #SHARING

WE ANSWER:

In addition to making the Social Media team happy, it also increases visibility!

YOU ASKED:

Can I share a negative review of my company?

#REVIEW #ANGRY

WE ANSWER:

Even if you've just had a horrible day at work, don't share your feelings on social media. Denigration is against the law and can lead to legal consequences!

YOU ASKED:

Can I say something good about my company?

#REVIEW #HAPPY

WE ANSWER:

You are invited to share your positive opinion, it will reflect your well-being to work at and you will reinforce the employer brand!

YOU ASKED:

Do I have the right
to settle scores on social media?

#PERSONALATTACK

WE ANSWER:

Let's make social networks a positive and fun place! So don't use them to settle your disagreements in public. On the other hand, if you are taken to task as a employee, don't hesitate to ask for help from your Communication Department.

YOU ASKED:

Can I give recommendations to my colleagues?

#RECOMMENDATIONS #COLLEAGUES

WE ANSWER:

Receiving and making recommendations is always a pleasure! Stay focused on the skills of the person you are recommending and don't say too much about the projects involved.

YOU ASKED:

I found information about on social networks, am I allowed to share it again?

#SHARINGISCARING

WE ANSWER:

Yes, because it increases the Group's visibility! But remember to check the sources, the accuracy and the external nature of the information, before publication: relaying "fake news" can happen quickly!

YOU ASKED:

I can say whatever I want on social networks, because they are spaces of free expression, right?

#FREESPEECH #RESPECT

WE ANSWER:

And no, it is not possible to write whatever you want, including on these online platforms! And even less so if you express yourself as an employee!

You must respect the Principles of Conduct and Action and those of the Legal Charter for users of IT resources and communication networks in your exchanges and in all your publications related to the Group.

YOU ASKED:

I saw a beautiful photo of an architectural project where the company is mentioned, can I share it again?

#INTELLECTUALPROPERTY

WE ANSWER:

Do it... But make sure you respect the legislation on intellectual property (image rights, trademark rights, copyright, ...). To share with peace of mind, share the projects posted by the company and the brands!

YOU ASKED:

I read a negative article about the company, can I share it on my social networks?

#NEGATIVECONTENT #SHARING

WE ANSWER:

Everyone is free to share what they want, but you must check the sources, the accuracy and the external character of the information before publishing it. Content can be negative, but it must be based on concrete and verified elements.

YOU ASKED:

I manage the local pages in my country on social networks, can I use these accounts to advertise another topic?

#SPAM #SOCIALACCOUNT

WE ANSWER:

Only approved accounts are allowed to display the company logo and communicate on behalf of the company. It is forbidden to use the image and brands for personal purposes.

YOU ASKED:

My contacts are all sharing the same video/message, but it seems to be coming from a strange source. Can I still relay the content?

#FAKENEWS #BEWARE

WE ANSWER:

Do not post spam, advertisements or links to sites that seem suspicious.

YOU ARE NOW READY TO START ON SOCIAL MEDIA: HAPPY TRAILS!

PREAMBLE

In the document that follows, you will find the main principles of social "netiquette", or how to share Group content in complete serenity on social networks.

Social networks offer a great opportunity to break down barriers between interactions to better communicate, innovate, learn and be informed.

They represent a new way of working, more collaborative and participatory.

It is a new communication territory that we must conquer to interact with our customers and decision-makers, promote our brands and protect our reputation.

The Group therefore encourages you to use your expertise to enrich discussions, help solve problems, relay the content published on its official accounts and share your pride in working with it.

For both new and experienced users, offers a few simple guidelines.

Social platforms often blur the line between the professional and private spheres. When interacting online via blogs, wikis, internal and external social networks, each employee must keep in mind that he or she is responsible for his or her publications and for the image he or she gives to the Group.

MAIN PRINCIPLES

LES BONNES PRATIQUES

Comply with the Group's Principles of Conduct & Action in your discussions and posts when referring to .

Be polite.
If you are being attacked as a 's employee, **do not hesitate to ask for assistance** to the Communication team.

Do no (re) post spam, advertising or links to to sites unrelated to the page topic.

Learn more about social networks you use: read the general terms of use specific to each platform, **check the privacy settings of the information you publish** and **only provide information that is really useful for creation.**
Comply with the legislation relating to intellectual property (in particular image rights, rights of access to information,

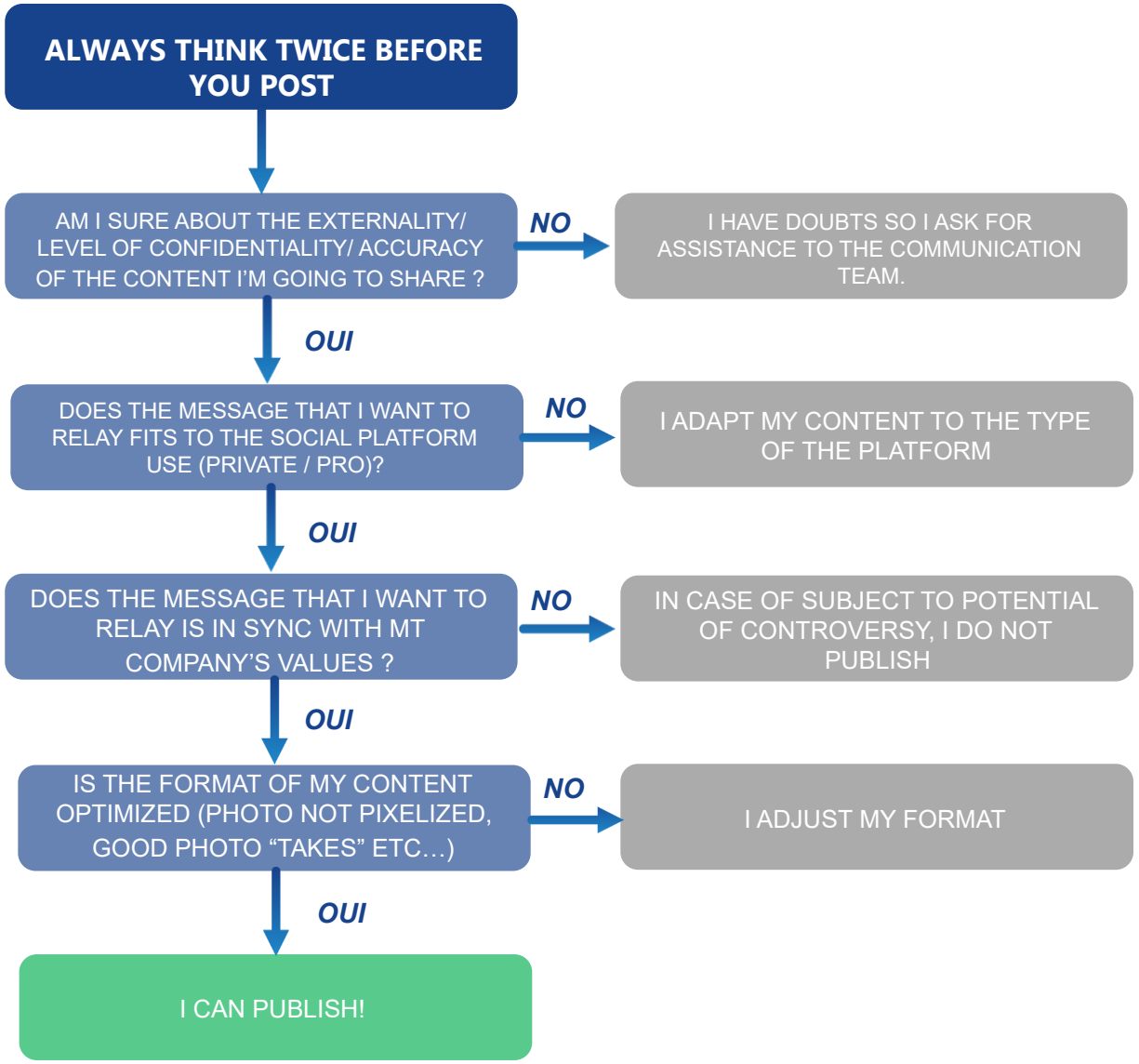
Comply with the Legal Charter users of computer resources and communication networks.

copyright, trademark rights): you are responsible for your publications. **Only the approved accounts are authorized to display the company logo.**

Base yourself as much as possible on content published on official platforms and, if necessary, talk to your entity's Communications Department.

Check the sources, accuracy and externality of the information before publishing it.
Respect confidentiality, proprietary data and information relating to the Group, to our customers and suppliers.

REMINDER FOR "RISK-FREE" SHARING OF THE GROUP'S SOCIAL MEDIA CONTENT


ALWAYS THINK TWICE BEFORE YOU POST
AM I SURE ABOUT THE EXTERNALITY/ LEVEL OF CONFIDENTIALITY/ ACCURACY OF THE CONTENT I'M GOING TO SHARE ?
NO
I HAVE DOUBTS SO I ASK FOR ASSISTANCE TO THE COMMUNICATION TEAM.
OUI
DOES THE MESSAGE THAT I WANT TO RELAY FITS TO THE SOCIAL PLATFORM USE (PRIVATE / PRO)?
NO
I ADAPT MY CONTENT TO THE TYPE OF THE PLATFORM
OUI
DOES THE MESSAGE THAT I WANT TO RELAY IS IN SYNC WITH MT COMPANY'S VALUES ?
NO
IN CASE OF SUBJECT TO POTENTIAL OF CONTROVERSY, I DO NOT PUBLISH
OUI
IS THE FORMAT OF MY CONTENT OPTIMIZED (PHOTO NOT PIXELIZED, GOOD PHOTO "TAKES" ETC…)
NO
I ADJUST MY FORMAT
OUI
I CAN PUBLISH!

SICK LEAVE

1. PURPOSE

At , we are committed towards developing work-practices and policies that support work-life balance. The intent of this policy is to grant leave with pay to the eligible employees during their own sickness.

2. POLICY

2.1. Eligibility: All confirmed employees who have **joined before June 1st 2003** will be eligible for Sick Leave.

2.2. Entitlement: Every eligible employee will be granted **fifteen days Sick Leave per year** on completion of one year of service with the Company.

2.3. Application: Except in case of sudden illness, sanction of Sick Leave should be obtained in advance. Where prior sanction for Sick Leave is not obtained in advance, absence from work should be informed to the Immediate Manager. Such absence must be regularized by applying for Sick Leave immediately after resuming of duties by the concerned employee.

2.4. Sanctioning Authority: Sanctioning authority for Sick Leave up to and including three days is Immediate Manager. Sick Leave over three days will need to be supported by a medical certificate from Registered Medical Practitioner.

2.5. Accumulation: Sick Leave can be accumulated up to a maximum of One Hundred and Eighty days as on 31st December of a calendar year. This maximum limit excludes the leaves credited in the next year.

2.6. Encashment:

2.6.1. Employee has an option to encash Sick leave as per the terms below **:**

For employees who are 45 years old and below, they can encash their sick leave if they have more than 60 days of sick leave accumulated at one time during the year.

For employees who are above 45 years old, they can encash their sick leave if they have more than 90 days of sick leave accumulated at one time during the year.

2.6.2. Application for the encashment to be done in 1HR – Leave Management Module by filling in "Application for Leave Encashment".

2.6.3. Encashment of Sick Leave will be at the rate of Basic Salary for the month of December of the year immediately preceding the year during which the leave is being encashed. The calculation will be Basic Salary * (No of days of leaves to be encashed / 30). For e.g. If leave encashment is processed and credited to you in 2020, Basic Salary of December 2019 will be considered.

2.6.4. On retirement, resignation or termination of service, Sick Leave accrued till date will be encashable. The restrictions cited in clause 2.6 will not be applicable.

2.7. Limitations:

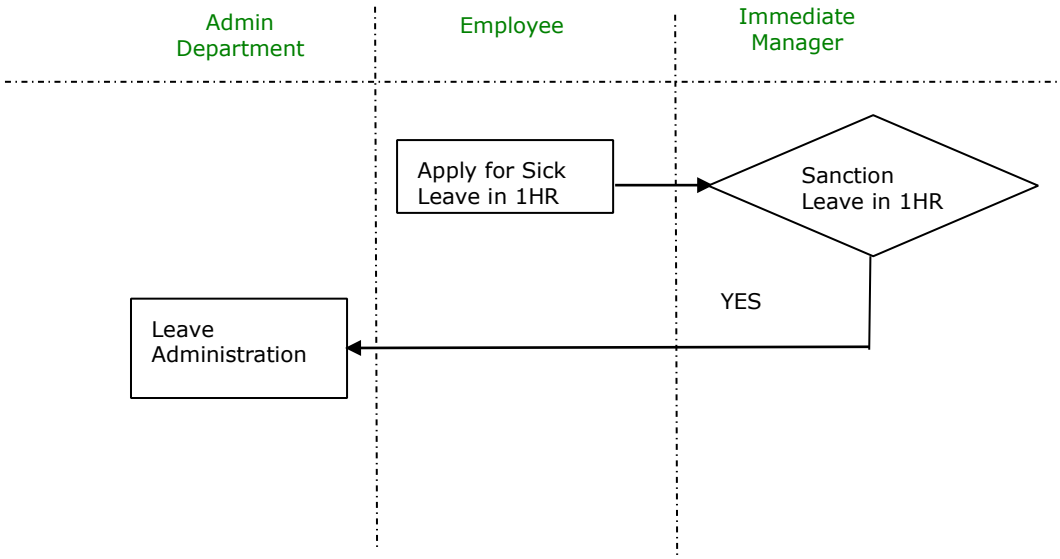
2.7.1. Sick Leave cannot be granted for less than one day.

2.7.2. Sick Leave will be reduced pro-rata for leave / absence without pay.

3. PROCESS

This process is developed with an objective to standardize the process for application of Sick Leave in 1HR - Leave Management Module as per the policy.

Reference Flow Chart



An employee applies for sick leave through the HR system. The request for sick leave is sent to the immediate manager. The immediate manager has to approve or reject the leave request. If the manager approves the leave, the request is forwarded to the admin department for leave administration and processing. However, if the immediate manager does not approve the leave, the sick leave request is rejected.

4. COMMITMENT TO PERFORM

4.1. Process owner:

a. Primary: Company HR Head.
b. Secondary: Location Administration Department, Business HR Head & HR Business Partner

4.2. Quality Norm: Location Administration Department should maintain accurate leave data.

Training Abroad

1. PURPOSE

To enable the employee to acquire knowledge and skills which he/she can deploy on returning to India for implementing projects/initiatives in the company.

2. POLICY

2.1. Guidelines:

In order to ensure that the objectives of the training are fulfilled, employees sent on such training will be required to execute a **Training Agreement with the Company.** The employee needs to sign the undertaking (i.e. Training agreement) as per the format provided by the Corporate Legal cell.

2.2. Key Features of Training Agreement:

The Training Agreement will specify that:

- The employee will complete the Training overseas and serve the Company for a minimum specified period as specified in clause 2.3 after completion of the training.
- The employee will devote his full time and attention to the training and diligently strive to successfully complete the training as well as post-training deploy learning derived from the training
- In the event of breach of the conditions of the Training Agreement the employee and his/her surety will pay the Company the cost of the training abroad. This cost will include cost of transportation to and fro, cost of accommodation, training fees, if any, and cost of salary and allowances for the period of training overseas +Kit allowance if availed.
- The Training Agreement will be as per a standard draft.

2.3. Minimum period of Service post – training:

- The minimum period of service, post – completion of the training will depend on the length of the training abroad.

- For training duration (including travel time) of less than five days there will be no minimum period of compulsory service.
- For training duration of five days and above but less than twelve days, the minimum period of compulsory service will be one year.
- For training duration of twelve days but less than twenty-five days, the minimum period of compulsory service will be 18 months.
- For training duration of twenty-five days or more, the minimum period of compulsory service will be two years.

2.4. Recovery of costs

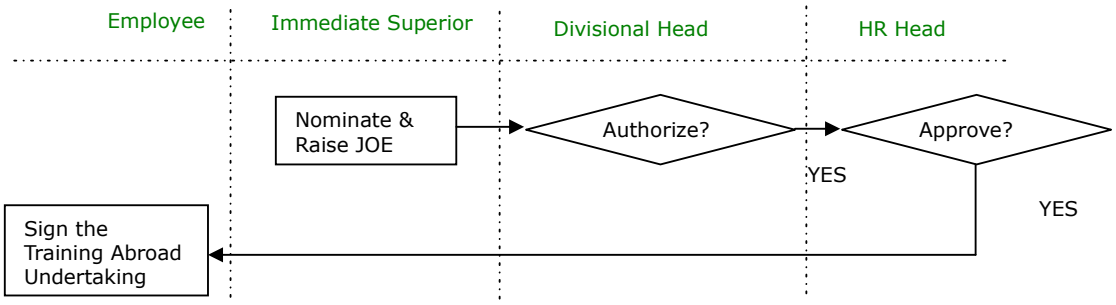
- If the employee separates during the period of the training, full cost of the training incurred up to the point of separation will be payable by the employee.

- In the event of the employee not serving the minimum period of service post training, recovery of costs will be based on the period of service of the employee after return from the training.
- If the employee separates after serving less than 50% of the period of compulsory service, then the entire cost of training will be recovered.
- If the employee separates after serving less than the full period of compulsory service but more than 50% of this period, then 50% of the cost of training will be recovered.

3. PROCESS

This process is developed with an objective to standardize the process for application of Training Abroad as per the policy of

Reference Flow Chart



The Immediate Manager raises JOE and recommends an eligible employee to the Divisional Head. Divisional Head authorizes the nomination and HR Head gives approval on the same.

4. COMMITMENT TO PERFORM

4.1. Process owner:

a. Primary: Head HR
b. Secondary: Immediate Superior

4.2. Quality Norm:

a. The reimbursements should be claimed within 2 months of incurring expense. In cases, when an employee claims an expense after more than 2 months, approvals from the accounts department and the higher authority are needed.

We Care Leave

1. PURPOSE

'We Care Leave' is being introduced as a part of the Wellbeing and Diversity initiatives and to provide a conducive working environment for women employees at .

This initiative will:

a. Enable the women employees to take a day's leave per month to rest during their menstrual cycle.
b. Make the women employees feel comfortable about their physical well-being and adequately self-cared during their menstrual cycle, while not having to lose any of their other leaves.
c. Foster a Culture of care, acceptance, support, trust and empathy for our female workforce, so they are more engaged at the workplace, and we live by our example of 'Grow & Impact', showcasing affirmative actions.

2. POLICY

2.1 Eligibility:

This Policy covers All women employees in Grade M5 and above, Trainees (MA/MT/FT/GT/GET/PGET) of and of , and , who are part of India Private Limited.

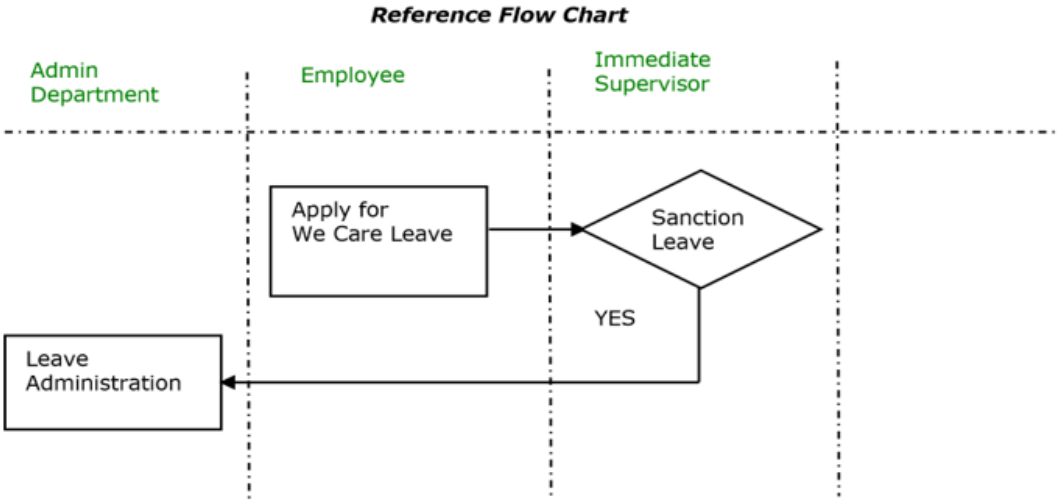
2.2 Terms:

a. Paid Leave for Women for One day per month (a maximum of 12 days per year) will be allotted to the women employee, each Calendar year. This will be over & above the existing leaves applicable to their grades.
b. Leave will be allocated to Women on a pro-rata basis on joining.
c. Women in Menopause / undergoing Fertility treatment are eligible to avail this leave.
d. Women, who are pregnant or on Maternity Leave are not eligible to avail of this leave.
e. Work From Home (as required, post formal approval from the Manager).
f. Any unused leaves will lapse at the end of the month.
g. This leave will neither be carried forward to the subsequent month nor encashed.
h. This leave cannot be clubbed with any other applicable Contingency or Privilege Leave.

3. Process:

The process is developed with an objective to standardize the process of application of We Care leave in 1HR- Leave management module as per the policy.

Reference flowchart



An employee applies for We Care leave through the HR system. The request for We care leave is sent to the immediate manager. The immediate manager has to approve or reject the leave request. If the manager approves the leave, the request is forwarded to the admin department for leave administration and processing. However, if the immediate manager does not approve the leave, the We care leave request is rejected.

4. COMMITMENT TO PERFORM

4.1 Process owner:

B Secondary: Location Administration Department

Primary: HR Head

4.1 Quality Norm:

Location Administration Department should maintain accurate leave data.

POLICY ON SEXUAL HARASSMENT

Respect for others is one of the fundamental Principles of Conduct for all the employees of the Group of Companies in India. It is also one of the pre-requisites for a productive work environment in which all our employees can contribute at their highest level.

Sexual Harassment is considered the meanest form of disrespect to people. It can take a heavy toll on people, companies and industry. It can undermine morale, erode productivity and foster a hostile work environment for everyone in the workplace. Incidents of sexual harassment result in painful experiences for the victims and the Group/Company.

Policy is to prohibit sexual harassment of any kind and from any person, be it a supervisor, co-worker, manager, supplier, customer or business associate. Any employee found to have engaged in sexual harassment, after an impartial investigation, will receive prompt disciplinary action, up to and including dismissal. If the harasser is a supplier or customer, appropriate action will be taken to end the harassment and prevent future occurrences.

Sexual harassment may be defined as unwelcome advances, requests for sexual favours, and other verbal or physical conduct of a sexual nature when:

1. Submission to such conduct is made either explicitly or implicitly a term or condition of an individual's employment, pay revision, promotions or retention.
2. Submission to or rejection of such conduct by an individual is used as the basis for employment or business decisions affecting such individual, or
3. Such conduct has the effect of unreasonably interfering with an individual's work performance or creating an intimidating, hostile or offensive working environment.

Sexual harassment includes the display in the workplace of sexually suggestive objects, signs, posters or pictures, lewd comments and sexual jokes or references.

If you are experiencing sexual harassment, it is important to keep in mind that you can take action to eliminate it.

- At the first instance tell the harasser to stop. Although confronting the harasser may be difficult, you are encouraged to do so in a firm manner, irrespective of the rank and position of the harasser.
- If there is a physical harassment, firmly separate yourself and let it be known in clear words that you are offended by such actions.
- If you do not feel comfortable confronting the harasser, or if the harassment continues even after your resistance, take it up with Human Resources, the person you report to, or a higher level manager whom you trust.

All complaints of sexual harassment will be investigated promptly and impartially.

Each of us has a right to work in an environment of dignity and respect. It is our collective responsibility to preserve this environment.