



Appointment Letter

Dear Alisha,

We are pleased to inform you that you have been appointed to a regular **Full-time** position at **Club Malwa Private Limited** as **Dispatch Executive with** effect from **31st March 2025**.

This letter outlines the obligations between Club Malwa Private Limited and yourself with respect to your employment conditions. It details the terms and conditions of your employment with Club Malwa Private Limited, and will form our agreed upon employment agreement with you once signed.

Alisha, we look forward to welcoming you to the **Club Malwa Private Limited team** and wish you a successful and rewarding career with us.

We welcome you to our company and wish you a long and fruitful career with us.

Sincerely,

Khushi
HR Manager
Club Malwa Private Limited





Terms and Conditions of Employment

The following outlines the terms and conditions of employment with **Club Malwa Private Limited**. The Company reserves the right to change these terms and conditions as necessary, with due notice.

1. Your designation shall be **Dispatch Executive** in the Dispatch Dept. The company reserves the right to modify your designation at any time in the future, if it finds that the needs of the company are best served by your new designation.
2. Your duties and responsibilities shall be as may be assigned to you by the Company from time to time.
3. Your appointment will commence from the date of your joining our organisation.
4. You will also be entitled to payments, as per Annexure attached, either by way of allowance or by way of reimbursement as per the rules of the Company, the detailed breakup of your salary is provided in the Annexure attached.
Please note that all the payments whether as salary, benefits, facilities and other sums shall be payable under this appointment will be strictly as per the rules and regulations governed by the Income Tax Act, 1961 and any subsequent modifications or taxes, as applicable from time to time.
5. You will be based at our office at **E-272, Phase 8-A, Industrial Area, Sector 75, Sahibzada Ajit Singh Nagar, Punjab 160071**.
The Company may, in its business interests, transfer you to any of its other offices.
6. Your salary will be **Total CTC 15,000/m**. Depending upon the Performance rating; your Annual CTC compensation will be revised as per company policy. (T&C Applicable).

Your salary/ stipend will be paid to you on a monthly basis, less required deductions, (through direct deposit) OR (by cheque) by **10th of every month**.

You will find the detailed Annexure of your Annual Compensation below.





Annexure to Letter of Appointment Pay Package Components

Name: Alisha

Package Component	Cost to Company (per month)	Cost to Company (per year)
Total CTC	15,000/- (Fifteen Thousand only)	1,80,000/- (One Lakh Eighty Thousand)

Company: Club Malwa Pvt. Ltd.

7. To assess if you are fit within Club Malwa Private Limited, the three (3) months of your probation period.

At any time during this period, the Company may terminate your employment without cause and without advance notice or pay in lieu of notice. If this occurs, we would have no further obligation to you, financial or otherwise.

8. Any non-adherence to company policy, discipline and not maintaining a process would lead to immediate termination. In this case the settlements, whatsoever will be done after 45 days of the termination/resignation. Salary of the notice period which is 1 month will be put on hold and will be issued after 45 days. (In case you didn't survive the notice period no monetary full and final settlement/salary or any letter will not be issued.)

9. In case of a future general settlement, agreement or award and/or legislation that provides for any adjustment/improvement or introduces any allowance, perquisite, facility or benefit whether available or not under the Company's pay packet, you shall be entitled to opt and receive either the total pay packet together with other benefits available under such general settlement, agreement of award and/or legislation or the total pay packet together with other benefits as per the Company's pay packet, whichever you may select but you will not be allowed to choose some items from one and some from the other. It is also understood that in the event of any increase in any statutory allowance/perks/benefits, the Company shall have a right to make suitable reduction in any other allowance/perks/benefits in the Company's pay packet.





10. The Company shall have the right to vary, amend and modify any items of the pay packet without adversely affecting the total pay packet.

11. In case of resignation at least 30 days of notice period is compulsory. Non-adherence to this clause will be considered a case of indiscipline and action will be taken according to clause 8.

12. All rules, regulations and orders promulgated by the Company and applicable to employees in your cadre, will be applicable to you as though these rules, regulations and orders were a part of this contract of employment.

12 (a) This appointment is subject to the express condition that no claim is made for compensation for overtime attendance time and Accidents or hazards of occupation except according to statute. In all other matters not specifically provided herein, but provided in any law and which is applicable to you, or in any rules, order or regulation of the management, as in vogue shall be binding on you.

13. You will be expected to serve the Company to the best of your ability and with integrity and diligence. You will appreciate that in the interest of the Company any technical business or other trade information including knowledge about its business, trade secrets, manufacturing process, business process, which may come into your possession during your association with us, should not be disclosed, divulged or made public to any person, firm or body corporate while you are in our services or there after without appropriate written authority of the Company while you are in our services or thereafter.

14. We do not permit employees to engage in any other business or work, either directly on their own account or indirectly, and you will be expected not to do so, without our previous consent in writing. You must be flexible to work in any Shift i.e., Morning, Evening, or Night during your association with Club Malwa Pvt Ltd. You will be entitled to leave & holidays as per the leave policy of the company as well as the location of posting.

15. This appointment is subject to your not being related to any Director of the Company within the meaning of Section 314 of the Companies Act, 1956.

16. Any change in your residential address must be communicated to us in writing Immediately.

17. This appointment is based on the information supplied by you in your application for





employment and will otherwise be treated as null and void if a material error, in the management's opinion covered at any time. This appointment, in such case, will cease immediately if and when any of the statements made or particulars are given in your applications are found to be non-factual or incorrect.

18. Your absence from the office for three consecutive days without prior approval has led to your termination from employment effective immediately.

19. For any legal queries or matters, our company is available exclusively through the **Mohali Court**. No employees are required to appear in court for any reason.

Your appointment will commence from the date of your joining the Company. You will take up your duties on **31st March 2025 at 09:00AM (IST)**.

Training Period

You will undergo a training period with our organisation. This training period will span a duration of one month from the date of joining, during which you will be compensated for your efforts.

Your performance will be evaluated after 1 month to determine your suitability for further engagement with our organisation. Your commitment, dedication, and overall performance during this training period will play a vital role in this assessment.

New Hire Trial Period

During the first seven days of employment, salary is contingent on performance. Upon completion of the trial period, salary will be paid accordingly. However, if a new hire resigns during the training period, no salary will be paid. However, if termination occurs due to performance reasons, full salary will be paid.

Policy brief & purpose

Our Employee Code of Conduct company policy outlines our expectations regarding employee's behaviour towards their colleagues, supervisors and overall organisation. We promote freedom of expression and open communication. But we expect all employees to follow our code of conduct. They should avoid offending, participating in serious disputes and disrupting our workplace. We also expect them to foster a well-organised, respectful and collaborative environment.





Compliance with law

All employees must protect our company's legality. They should comply with all environmental, safety and fair dealing laws. We expect employees to be ethical and responsible when dealing with our company's products, partnerships and public image.

Respect in the workplace

All employees should respect their colleagues. We won't allow any kind of discriminatory behaviour, harassment or victimisation. Employees should conform with our equal opportunity policy in all aspects of their work, from recruitment and performance evaluation to interpersonal relations.

Protection of Company Property

All employees should treat our company's property, whether material or intangible, with respect and care.

Employees:

I. Shouldn't share your contact number with any client. If we found that you shared your contact with a client or contacted the client in any other way rather than ring central then we shall take strict action even if it can lead to termination.

II. Shouldn't delete any call logs, text or recordings. it is prohibited and a disciplinary action will be taken.

III. Shouldn't misuse company equipment or use it frivolously.

All employees must show integrity and professionalism in the workplace:

a) Job duties and authority:

All employees should fulfil their job duties with integrity and respect toward customers, stakeholders and the community. We expect them to delegate duties to their team members taking into account their competences and workload. Likewise, we expect team members to follow team leaders' instructions and complete their duties with skill and in a timely Manner.



**b) Conflict of interest**

We expect employees to avoid any personal, financial or other interests that might hinder their capability or willingness to perform their job duties.

c) Collaboration

Employees should be friendly and collaborative. They should try not to disrupt the workplace or present obstacles to their colleagues' work.

d) Communication

All employees must be open for communication with their colleagues, supervisors or team members.

e) Instructions

Please follow these instructions so we can maintain the overall productivity and discipline.

I. Employees are required to report to office on time; breach of which would result in Loss of pay for SL in the same pay cycle.

II. You can login max 5 mins late.

III. Follow all rules when you are working on Cases.

IV. Create a case for each call even if it's an informative call.

V. Pick the calls asap so there should be no missed calls.

VI. Somehow if there is any missed call then call back asap.

VII. Add a proper comment when putting it ON HOLD and inform the next executive who is going to login.

VIII. Add proper comments whenever you assign the case to the next executive.

IX. Don't leave any case without any comment.

X. Everyone should check On Hold cases and discuss with the team so it can be resolved asap.

XI. We do not promote Work from Home so please don't ask anyone, it's totally taboo.

XII. We will be making sales calls in our free time.

XIII. We will assign drivers on a daily basis for sales calls.

XIV. We shall check everyone's CRM inquiry so take your seniors help.

XV. Let your manager know if you need any training on APP, PORTAL, HOS RULES, and understanding diver concerns. We will arrange a training session for you to improve your skills.

XVI. Your performance will be considered with the help of case rating and all Disciplinary instructions.

**f) Leave Policy**

- One paid leave is allowed per month. But its Mandatory to inform before 2 days then PL will be approved.
 - **During the training period, you will not be eligible to take any leave,** except for your week off. However, after the completion of one month, you will be entitled to **one paid leave,**
 - It is compulsory to have your leave application sanctioned from your HR Manager (hr@clubmalwa.com), and your Senior in case of both paid and unpaid leaves. Prior intimation is a must, otherwise Absent can be marked.
 - Leaves without application can attract action.
 - Being absent from work will lead to deduction in pay for two days.
 - Inform the company at least one week prior for your leave.
 - You cannot switch your week off to adjust your leave.
 - Apply and inform the company at least **one week prior** for your leave, in case of emergency case apply and inform **one day prior.**
 - In case of an emergency situation, reason in writing has to be presented to the HR Department at the earliest.
- If a holiday falls, employees are supposed to attend the office and will be granted double salary for the hours worked, compensation serves as a recognition of the dedication and commitment of those who choose to contribute their time during the holiday period.
- If an employee is availing for a leave sandwiched with Weekly Off or with declared holidays, then the following non-working day(s) will also be counted as a leave.





Disciplinary actions:

Our company may have to take disciplinary action against employees who repeatedly or intentionally fail to follow our code of conduct. Disciplinary actions will vary depending on the violation.

Possible consequences include:

- I. Demotion.
- II. Reprimand.
- III. Suspension or termination for more serious offences.
- IV. Detraction of benefits for a definite or indefinite time.
- V. Salary can be deducted for HD/FD on mistakes or not following the work process.

All employees should read and follow our company policies. If they have any questions, they should ask their managers or Human Resources (HR).

In case of a progressive discipline policy to address repeated mistakes, the below mentioned are implemented:

After careful consideration and evaluation of your performance, the following disciplinary actions will be implemented (This is applicable after 1 month of your joining):

1. First Mistake:

Upon making your first mistake, a written warning letter will be issued to you. This letter serves as a formal notification that your actions did not meet the expected standards. It is intended to bring the matter to your attention and encourage self-improvement.

2. Second Mistake:

In the event of a third mistake, salary deduction will be implemented, which will be based on the nature and impact of the mistake. The deduction may be in the form of a SL - Short Leave, a half-day HD - Half Day Leave, or a full day (FL - Full Day Leave) corresponding to the severity of the error and the decisions depends upon the management also.

3. Third Mistake:

If, despite the allocated time and support, your performance does not meet the required standards and the mistakes continue, the management will be left with no option but to terminate your employment with Club Malwa Pvt Ltd. Termination is a last resort, and we sincerely hope it does not come to that. Our aim is to assist you in achieving personal growth And success within our organisation.





CONVERTING THOUGHTS INTO REALITY

I, Alisha, acknowledge that I have read, understood and accepted this offer and the terms and conditions contained in the attached Schedule(s), and agree to be bound by the terms and conditions of employment as outlined therein.

(Signatures)

Name: Alisha

Date:

