



# EMPLOYEE **HANDBOOK**



## ACHERON

Meghana's, Plot No: 25 & 26, 4th Floor, Image Gardens Road,  
Silicon Valley, Madhapur, Hyderabad -500081, Telangana, India

Phone: +91 40 4855 1939

# WELCOME TO ACHERON

Hi, In every organization, it is necessary to establish a framework within which the efforts of an employee can be directed in a manner that will advance both the objectives of the organization and the interests of the individual. Simply stated, every employee needs to know where they stand with their employment and what is expected of them.

Welcome to **Acheron**. Whether you have just joined our staff or have been at **Acheron** for a while, we are confident that you will find our company a dynamic and rewarding place in which to work, and we look forward to a productive and successful association. We consider the employees of **Acheron** to be one of its most valuable resources. We sincerely hope that your position with us is both rewarding and enjoyable. You can make a difference! This Employee Handbook is not a contract of employment. It was written to help you get acquainted with our Company, to give you a brief explanation of our philosophy, and to outline some of our policies and procedures. The Handbook will not answer all of your questions, but it will serve as a guideline to your relationship with **Acheron**. Always feel

free to approach any member of our management team with your questions. Our success is based on the personal attention and contributions of our employees. As a new member of the team, you will make a difference. We are proud you joined our Company and extend to you a warm WELCOME!

This manual is the only written documentation defining company policies and procedures and is a guide and reference expressing the policies of the company in the area of "employer-employee" relations and therefore every employee should familiarize themselves with this handbook, in order that all personnel policies are administered fairly and effectively.

The policies and procedures contained in this manual supersede all other written or verbal policies & will always be strictly enforced. **Acheron** Software Consultancy Pvt. Ltd. reserves full discretion to add, modify or delete provisions of this manual at any time without notice.



# INDEX

<a href="#">1 About Acheron .....</a>	6	<a href="#">11 Business Ethics Policy .....</a>	22
<a href="#">2 Message From MD .....</a>	7	<a href="#">11.1 Our Principle Of Business Ethics .....</a>	22
<a href="#">3 Vision .....</a>	8	<a href="#">11.1.1 Bribery And Corruption .....</a>	23
<a href="#">4 Mission .....</a>	8	<a href="#">What Is A Kickback? .....</a>	23
<a href="#">5 Values .....</a>	8	<a href="#">11.1.2 Treatment Of Customers .....</a>	24
<a href="#">6 Products And Services .....</a>	8	<a href="#">11.1.3 Competition .....</a>	24
<a href="#">7 Team Intro- Front End- Backend .....</a>	9	<a href="#">11.1.4 Compliance With The Law .....</a>	24
<a href="#">8 Team Intro Video .....</a>	11	<a href="#">11.1.5 Policies And Procedures .....</a>	24
<a href="#">9 Your Employee Number &amp; Id Card .....</a>	12	<a href="#">11.1.6 Our Commitments To Our Employees .....</a>	24
<a href="#">10 Office Etiquette Policy .....</a>	12	<a href="#">11.1.7 Health &amp; Safety .....</a>	25
<a href="#">10.1 Do's And Don'ts .....</a>	12	<a href="#">11.1.8 Helping Communities .....</a>	25
<a href="#">10.1.1 Environment .....</a>	13	<a href="#">11.1.9 Employee Commitments To Acheron .....</a>	25
<a href="#">10.1.2 Attire .....</a>	14	<a href="#">11.1.10 Conflicts Of Interest .....</a>	25
<a href="#">10.1.3 Meetings And Mobiles .....</a>	15	<a href="#">11.1.11 Working With Family And Friends .....</a>	26
<a href="#">10.1.4 Emails .....</a>	16	<a href="#">11.1.12 Social Networking .....</a>	26
<a href="#">10.1.5 Attitude .....</a>	16	<a href="#">11.1.13 An Equal Opportunity Workplace Free Of Discrimination Or Harassment .....</a>	27
<a href="#">10.1.6 Leaves And Permissions .....</a>	16	<a href="#">11.1.14 A Safe Place To Work .....</a>	27
<a href="#">10.1.7 Be Responsible .....</a>	16	<a href="#">11.1.15 Protecting Company Confidential Information .....</a>	28
<a href="#">Your Career With Us! .....</a>	17	<a href="#">11.1.16 Company Intellectual Property .....</a>	28
<a href="#">10.2 Performance Management. ....</a>	18	<a href="#">11.1.17 Use Of Company Assets .....</a>	29
<a href="#">10.3 Work Week .....</a>	19	<a href="#">11.1.18 Implementation .....</a>	30
<a href="#">10.4 Creating Your Flexible Work Schedule ....</a>	19	<a href="#">11.1.19 Employees Complaints Concerns And Suggestions .....</a>	30
<a href="#">10.5 Work From Home .....</a>	20	<a href="#">11.1.20 Adherence To Policy .....</a>	30
<a href="#">10.6 Attendance .....</a>	21	<a href="#">11.1.21 Disciplinary Actions .....</a>	30
<a href="#">10.7 Pay &amp; Progress .....</a>	21		



<a href="#"><u>12 Gift Policy .....</u></a>	31	<a href="#"><u>14 Laptop/System And Software Policy .....</u></a>	39
<a href="#"><u>    12.1 Purpose .....</u></a>	32	<a href="#"><u>    14.1 Purpose .....</u></a>	40
<a href="#"><u>    12.2 Scope .....</u></a>	32	<a href="#"><u>    14.2 Scope .....</u></a>	40
<a href="#"><u>    12.3 Guidelines .....</u></a>	32	<a href="#"><u>    14.3 Procedure .....</u></a>	40
<a href="#"><u>        12.3.1 Giving And Accepting Of Gifts &amp; Hospitality .....</u></a>	32	<a href="#"><u>    14.4 Policy Violations .....</u></a>	42
<a href="#"><u>        12.3.2 Solicitation Of Gifts &amp; Hospitality .....</u></a>	32	<a href="#"><u>    14.5 Annexure A .....</u></a>	42
<a href="#"><u>        12.3.3 Acceptance Of Gifts &amp; Hospitality .....</u></a>	32	<a href="#"><u>        Acheron Software Usage List .....</u></a>	42
<a href="#"><u>        12.3.4 Gifts, Hospitality And Favours Must Also Be Refused In Any Of The Following Circumstances .....</u></a>	33	<a href="#"><u>15 Anti-virus Policy .....</u></a>	45
<a href="#"><u>        12.3.5 Non-compliance With Policy .....</u></a>	33	<a href="#"><u>    15.1 Purpose .....</u></a>	45
<a href="#"><u>13 Leave Policy .....</u></a>	34	<a href="#"><u>    15.2 Scope .....</u></a>	45
<a href="#"><u>    13.1 Purpose .....</u></a>	35	<a href="#"><u>    15.3 Guidelines .....</u></a>	45
<a href="#"><u>    13.2 Scope .....</u></a>	35	<a href="#"><u>    15.4 Procedure .....</u></a>	45
<a href="#"><u>    13.3 Definitions .....</u></a>	35	<a href="#"><u>    15.5 Virus Protection Procedures .....</u></a>	46
<a href="#"><u>    13.4 Guidelines .....</u></a>	35	<a href="#"><u>        15.5.1 Network .....</u></a>	46
<a href="#"><u>    13.5 Policy / Procedure .....</u></a>	36	<a href="#"><u>        15.5.2 Recommended Actions To Prevent Virus Problems .....</u></a>	47
<a href="#"><u>    13.6 Maternity Leave (MI) .....</u></a>	37	<a href="#"><u>16 Business Card Policy .....</u></a>	48
<a href="#"><u>        13.6.1 Eligibility .....</u></a>	37	<a href="#"><u>    16.1 Purpose .....</u></a>	49
<a href="#"><u>        13.6.2 Entitlement .....</u></a>	37	<a href="#"><u>    16.2 Eligibility .....</u></a>	49
<a href="#"><u>    13.7 Paternity Leave (PI) .....</u></a>	38	<a href="#"><u>    16.3 Operative Guidelines .....</u></a>	49
<a href="#"><u>    13.8 Compensatory Off .....</u></a>	38	<a href="#"><u>17 Certification/Subscription/Study Material/ Sponsoring For A Course Reimbursement Policy .....</u></a>	50
<a href="#"><u>    13.9 Holidays .....</u></a>	38	<a href="#"><u>    17.1 Purpose .....</u></a>	50
		<a href="#"><u>    17.2 Scope .....</u></a>	50
		<a href="#"><u>    17.3 General Guidelines .....</u></a>	50

<u>18 Corporate Email Signature Policy .....</u>	52	<u>20 Acheron Privileges .....</u>	60
<u>18.1 What To Include .....</u>	52	<u>20.1 Marriage Gift .....</u>	60
<u>18.2 What Not To Include .....</u>	52	<u>20.2 Loans/Advances .....</u>	60
<u>18.2.1 Images .....</u>	52	<u>20.3 Employee Referral Bonus .....</u>	60
<u>18.3 Confidentiality Disclaimer .....</u>	53	<u>21 Recognition .....</u>	61
<u>18.4 Breach Of Confidentiality .....</u>	53	<u>22 Discharge .....</u>	61
<u>19 Travel &amp; Claim Policy .....</u>	54	<u>23 Exit Interviews .....</u>	61
<u>19.1 Purpose .....</u>	55	<u>24 Final Paycheck .....</u>	61
<u>19.2 Scope .....</u>	55	<u>25 Employment Terms Of Agreement .....</u>	61
<u>19.2.1 Employees Are Expected To Be .....</u>	55	<u>25.1 Employment Agreement .....</u>	61
<u>19.2.2 General Guidelines For Travel Claims &amp; Reimbursement Of Expenses .....</u>	56	<u>25.1.1 Code Of Conduct .....</u>	61
<u>19.2.3 Cabs .....</u>	57	<u>25.1.2 Secrecy/Non-disclosure .....</u>	62
<u>19.2.4 Hotels .....</u>	57	<u>25.2 Assignments/Transfer/Deputation .....</u>	63
<u>19.2.5 Meals .....</u>	57	<u>25.3 Termination Of Employment .....</u>	63
<u>19.3 Air Travel (Domestic &amp; International) .....</u>	57	<u>25.4 Non-solicitation .....</u>	63
<u>19.3.1 Eligibility .....</u>	57	<u>25.5 Non-diversion Of Employees .....</u>	63
<u>19.3.2 Procedure .....</u>	57	<u>25.6 Statement Of Facts .....</u>	64
<u>19.3.3 Cancellation .....</u>	57	<u>25.7 Restraints .....</u>	64
<u>19.3.4 Travel Authorization .....</u>	58	<u>25.7.1 Access To Information .....</u>	64
<u>19.3.5 Travel Arrangements .....</u>	58	<u>25.7.2 Authorization .....</u>	64
<u>19.3.6 Employee Role .....</u>	58	<u>25.7.3 Password .....</u>	64
<u>19.3.7 Advances .....</u>	59	<u>25.7.4 Security Guidelines For Employees .....</u>	64
<u>19.3.8 Reimbursement .....</u>	59	<u>25.8 Jurisdiction .....</u>	64
		<u>25.8.1 General .....</u>	64

# 1. ABOUT ACHERON

We are a young and dynamic team, fully committed, and expertise in building and selling Enterprise Class Applications, which solves global business problems across various verticals of workflows and processes. Delivering more than just application, we focus on bringing efficiency to business through productive and innovative solutions. From customer engagement to back office and recruiting to engineering, our team of skilled talent stands ready to accomplish tasks with quality and tenacity, allowing our customers to focus on goals and reach the strategic priorities.

We are a Product based company specialized in the OpenText Products and stays abreast of digital transformation trends in the technology space. We optimize your current operations to set up futuristic ways of managing your business with our customized IT solutions. Working quickly to deliver at the dynamic pace makes us unique from many other digitizing organizations. By observing that there are always better ways to perform, we believe in

continuous improvement and development. We anticipate and gratify our customer needs through quality products and services, At **Acheron**, we aim to provide solutions that are designed to help our Customers. We connect information across the enterprise with the people and systems with our Products, services and User experiences. Our solutions which are on top of PSA, manage the entire content lifecycle with workflows and features for distribution and publishing the assets. Our PSA, further helps in automating the business process thereby fixing, the business challenges from a single platform.

**Acheron** consistently demonstrates high-caliber technical competencies, commitment to quality, and thrive to complete aggressive assignments. Our service offerings are geared to achieve a guaranteed smooth drive towards the business success of our clients.



## 2. Message from MD

Hi, Welcome to **Acheron**, where we LIVE, LOVE and LOOK. We live by our word, Love for what people are and Look for challenging Opportunities. Whether you have just joined our team or have been with us for a while, we are confident that you will find our organization a dynamic and rewarding place to work with, and we look forward for a productive and successful association. We consider the employees here as our most valuable resources. We sincerely hope that your position with us will be both rewarding and enjoyable.

This Employee Handbook is not a contract of employment. It was written to help you get acquainted with our Company, to give you a brief explanation of our philosophy, and to outline some of our policies and procedures. The Handbook will not answer all your questions, but it will serve as a guideline to your relationship with us and always feel free to approach any member of our management team with your questions.

As an organization, we believe in the below said points, for our Success.

### **Continuous Improvement**

For our professional development and for the services we provide to our customers, we, becoming an even better version of ourselves is important to the very core at **Acheron**. You should be willing to learn, improve, develop and innovate constantly.

### **Rolling Up our Sleeves**

No matter your level in the organization, one should be willing to dive in headfirst to get work done and support the team. Lending a hand and ensuring what needs to be get done to achieve success is more important.

### **Transparency**

We believe in being honest with our customers and with ourselves. We expect everyone here to be open, trustworthy and truthful in all company dealings.

### **Creativity**

Our clients undoubtedly rely on our ability to be creative and to think "outside the box for delivering winning solutions. While you are here, you will be striving to provide creative ideas and solutions to satisfy customers and help your business grow.

### **Excellence**

Our work is our art and you may have to demonstrate attention to the highest quality behind every customer account and each company project that we work on.

### **Experiences**

Learning by experience is the way we grow. If we're trying, learning, and moving forward, we shouldn't be afraid of failure. You should push yourself to try new things both personally and professionally, and share the lessons learned, with your peers.



### 3. Vision

Be the leading Service Partner for Open Text and provide innovative services across various customer segments. Translate Client's vision into reality by building an Enterprise solution to provide a solution to the Client's Business challenges.



### 4. Mission

Enhancing Business growth of our customers by offering optimal solutions with new and innovative ideas. We aim to deliver quality services focused on customer delight. Our ambition is to provide best-in-class solutions that can leverage the overall growth of our clients and thereby benefit them in achieving their Strategic goals easily.

### 5. Values

Our policy is to work with potential partners to ensure a mutually successful business Endeavour

### 6.1. Products

EHS | MLR | MPM | **ACHERON** DIGITIZE DOC | **ACHERON** PAM | USER REGISTRATION |

### 6.2. Services

**ACHERON** MIGRATION TOOL | MANAGED SERVICES | PROJECT MANAGEMENT AND SERVICES | PUBLISHING SOLUTION FOR DC COMICS |

# 7. TEAM INTRODUCTION



**Vivek Venkataraman**  
*Managing Director*



**Amit K Goda**  
*Technical Architect*



**Antony Alex**  
*Solution Architect*



**Aliya Begum**  
*Associate Software Developer*



**Nandhakumar S**  
*Technical Architect*



**RajKumaran**  
*Presales consultant and Technical Lead*



**Arunkumar Ambat**  
*Manager - Quality Assurance*



**Sourabh Gupta**  
*Senior Software Engineer*



**Yogeshwar D**  
*Senior Software Engineer*



**Vignesh Nivas A**  
*Technical Lead*



**Jayaprakash Kayarohanan**  
*VP - Professional Services*



**Febina Nashrin**  
*Sr. Manager – People & Culture*



**Digvijay Sai Vepuri**  
*Senior Software Engineer*



**Ishwari Upadhyaya**  
*Software Engineer - QA*



**J Gangadharan**  
*Software Engineer - QA*





**Jai Athish Jeyaraman**  
*Associate Software Engineer*



**Jithender Rao H K**  
*Business Unit Manager*



**Avunoori Naresh**  
*System Administrator*



**Kamalla Vinitha**  
*Support Engineer*



**Gunalan Selvam**  
*Senior Product Manager*



**Mohammed Javed N**  
*Software Engineer - QA*



**Mohammad Raheem Akber**  
*Ass. Admin Executive*



**Raavi Nagadurga**  
*Software Engineer - QA*



**Richa Rai**  
*Software Engineer*



**Sanjay Devadoss**  
*Software Engineer*



**Shaik Vaseem**  
*Associate Software Developer*



**Kondaju Shravani**  
*Software Engineer*



**Srinivasa Rao Minna**  
*Business Unit Manager*



**Suresh Nayak**  
*Associate Software Developer*



**Thalla Sushma Goud**  
*Software Engineer - QA*





**Vyshali**  
*Software Engineer - QA*



**Swetha Manasa**  
*Assistant Project Manager*



**Selvakumar N**  
*Software Engineer*



**Yamini Jagarapu**  
*Software Engineer - QA*



**Yerra Praneeth Kumar**  
*Senior Software Developer*



**Keerthana Maruthachalam**  
*Associate Software Engineer*



**Menaka Ramamurthy**  
*Associate Software Engineer*



**Nandini Selvam**  
*Senior Software Engineer*





## 9. Your Employee Number & ID Card

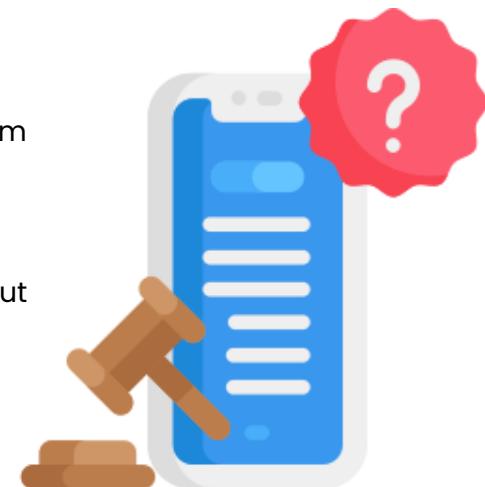
You will be provided with an ID card carrying your photograph, employee. In case you lose or misplace the ID card, you are required to intimate HR of the same to get a replacement. The card would be replaced and you will be charged Rs 100/- for the replacement.

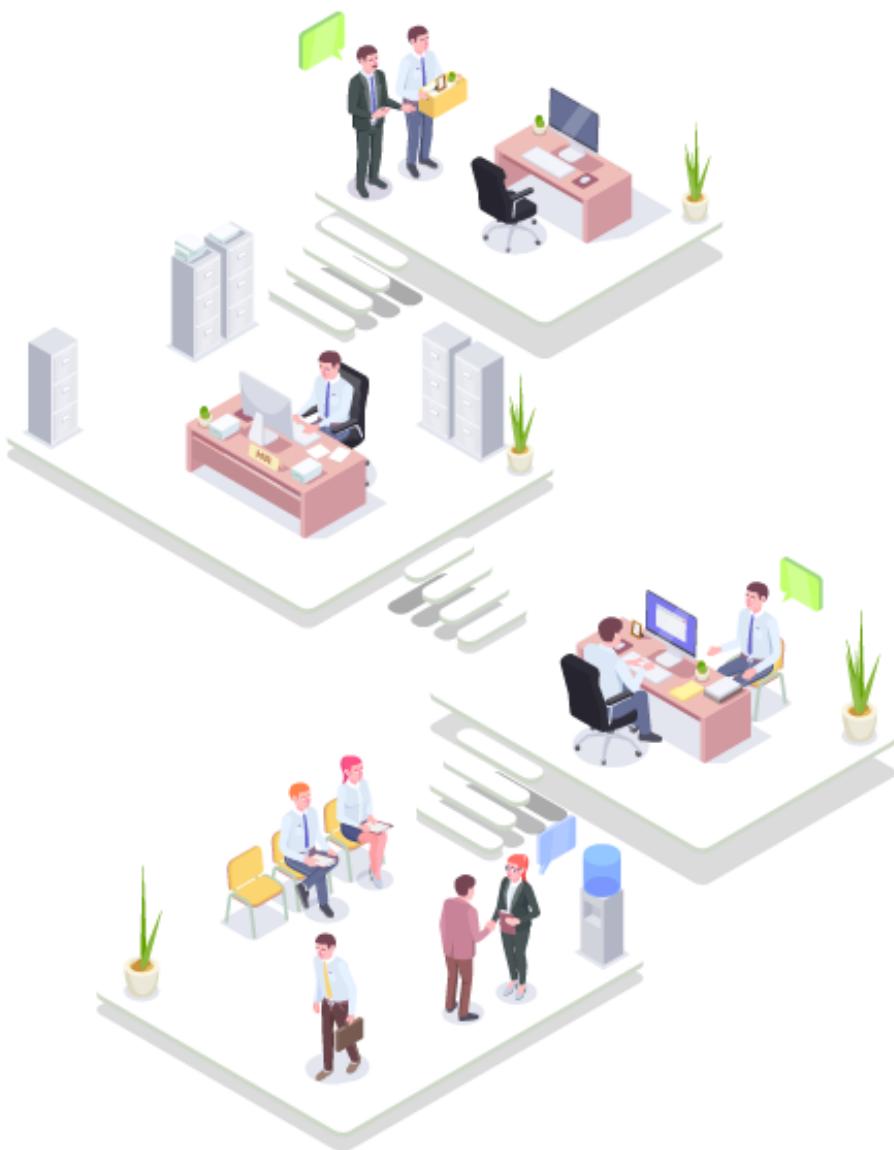
## 10. Office Etiquette Policy

Office Etiquette refers to behaving in the way as required by the workplace, not only ensures support from the co-workers, but also helps in maintaining the decorum and friendliness in the workspace.

In simple terms, office etiquette is all about following a piece of advice that is never given by others, but you are expected to follow, for getting along with other people in an organizational context.

So, to be professional, organized and quick to manage people's office etiquette are vital.





## 10.1.1 Environment

Greet your fellow workers with a smile, respect and help them whenever required. Treat all your fellow workers as one irrespective of their education and designation in the organization.

Never criticize or make fun of any of your colleagues. Remember fighting leads to no solution. There are several other ways to express displeasure. Sit with your colleagues, discuss issues face to face and decide on something which is mutually acceptable.

Keep loud conversation to a minimum, there should be a distraction to others on the floor.

Criticizing others for their ideas and work or making fun of them are considered bad manners. When you do not like somebody's idea you may express your opinion without adding any negative emotions and reconcile on a point which is acceptable to all.

Do not raise voice on your colleague or on your juniors on a common floor. Using voice pitch higher than normal with the reflection of anger and aggression will not be encouraged. Remember to share feedback in private.



## 10.1.2 Attire

It is in everyone's best interest for all employees of the Company to present a neat, clean, professional image and follow appropriate standards of dress code during office hours.

You are the ambassador of your company, so your attire should not convey undesirable notions about your office.

All employees are expected to be clad in formals/business casuals except Friday, where Casual wears are allowed.

Cleanliness is an essential part of providing this image. In most instances, your hair to remain well-trimmed, well-groomed and businesslike in appearance.

All employees are expected to dress in a manner consistent with good hygiene and safety. At all times, employees are required to dress within the bounds of good modest (e.g., shorts, logo/souvenir type tee-shirts, tank tops, distressed worn-outs or torn jeans or dungarees, and provocative type clothing are prohibited).

Employees whose jobs require them to come in contact with customers, clients or the public are expected to wear apparel consistent with that worn by persons dealing with the public in the community in similar capacities.

Do not wear flip flops and Sandals.

Apart from the professionally worn ear piercings and nose piercing, no visible body piercing is allowed while on duty.

Cleanliness is an essential part of providing this image. In most instances, your hair to remain well-trimmed, well-groomed and businesslike in appearance.

All employees are expected to dress in a manner consistent with good hygiene and safety. At all times, employees are required to dress within the bounds of good modest (e.g., shorts, logo/souvenir type tee-shirts, tank tops, distressed worn-outs or torn jeans or dungarees, and provocative type clothing are prohibited)

Employees whose jobs require them to come in contact with customers, clients or the public are expected to wear apparel consistent with that worn by persons dealing with the public in the community in similar capacities.

Do not wear flip flops and Sandals.

Apart from the professionally worn ear piercings and nose piercing, no visible body piercing is allowed while on duty.





### 10.1.3 Meetings And Mobiles

Keep your computer and phone muted or on silent, so that every time you get an email or message or a call, it does not alert everyone on your floor. Do not use a conference room to take long personal calls.

Punctuality does not only enclose the time of your arrival to the office, but it also includes your time in reaching the meeting or conference room in case of meetings or presentations. You may be engaged in office work only but getting late in a meeting is quite unprofessional and echoes disrespect towards the project to be discussed.

While it's impossible to always be on time, it's important to let people know you are running late. If you think you'll be 10 minutes late for the call or a meeting, email 30 minutes ahead so that your colleague or client can adjust their schedule accordingly.

If you're in a meeting, give your undivided attention to the person speaking. If you must send off a quick note or check something on your phone or computer, keep it short and precise.

Meetings usually discuss a long list and remembering all of it is difficult and asking others about those missed points is not at all professional. So, ensure to make notes.

## 10.1.4 Emails

Email tone is very hard to read, so be sure you are using language that helps the recipient understand it. Your email should be formal and avoid any kind of slang language. Mails are the written proof of your behavior with the company so be extra-cautious while drafting it.

Think before you hit reply-all. Does everyone need to take the time out of their day to read your note?

Never assume. Whenever you are required to communicate any information, you cannot assume that telling a few means all will know it. You should mark a mail to all concerned personnel regarding the information.

## 10.1.5 Attitude

Do not carry a casual attitude at work. Being off the cuff for any meeting or projects or even your daily work leaves a bad impression on others. You are here to work and be the asset of the company, not the liability for your colleagues.

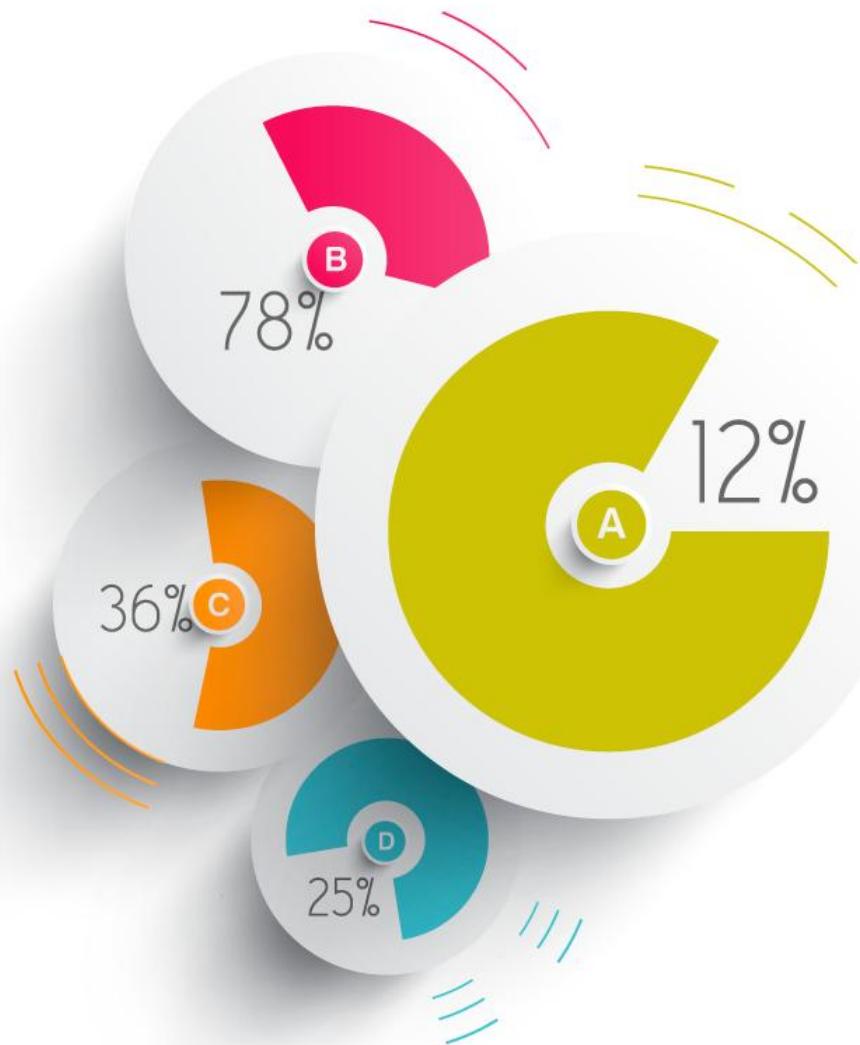
Never gawk on other employee's workstations or computer screens or cubicles. This would be a kind of interference in their personal space. Checking someone else's notepad or files or register or laptop without permissions a strict no-no. You are expected to respect other's privacy.



# YOUR CAREER WITH US!

We work on projects as teams and hence everyone here would move up and big in capacity and role. We have a strong performance culture that recognizes and values your contribution. We place emphasis on living as purpose-driven Innovative, decisive, relationship, values and urge you to demonstrate the same in your performance for growth





## 10.2 Performance Management

The fundamental goal of performance management is to promote and improve employee effectiveness. Performance management is a continuous process, where managers and employees work together to plan monitor and review an employee's work objectives and overall contribution to the organization.

More than just an annual performance review, performance management is the continuous process of setting objectives, assessing progress and providing on-going coaching and feedback to ensure that employees are meeting their objectives and career goals.

On setting your Key Performance Indicators (KPIs), updating performance feedback throughout the project phase and self-review at the time of performance appraisal would be done at least four times a year (on a quarterly basis). Performance rating would be given at the year-end, based



## 10.3 Work Week

As a rule of thumb, our offices are open Monday through Friday.

Indeed, a lot of us are expected to take work on a standard general shift patterns. But, we recognize that everyone is different, so we strive to maintain a flexible work calendar and an environment in which you (having made proper arrangements with their teams, of course) can customize your schedules to meet the demands of your jobs.

If you are interested in establishing a flexible work arrangement, discuss it with your team.



## 10.4 Creating Your Flexible Work Schedule

Ideally, you can look out ahead at the projects that need to be completed and plan your schedule accordingly. Do you need an even more flexible work schedule than that? Just discuss it with your team. We relish the opportunity to find solutions that provide maximum flexibility and peak performance you can opt for.

## 10.5 Work From Home

"Work from Home" option is available to ensure there is flexibility. Employees are allowed to work from home only if their job duties permit it. Applicable only to the permanent employees and not for the employees who are on a probation period. Work from home options can be occasional, temporary and on specific days, limiting to a maximum of three days a month.

Reasons that could demand telecommuting include but are not limited to:

**Emergencies | Parenting | Bad weather | Medical reasons**

Other reasons for working from home and extension in the number of days, depend on the employee's request and the respective approving person's validation on the reason.

**Checklist, when you opt to work from home:**

Communicating to your team, about your time of working.

Good internet connection, wherein, you can connect to customer VPN or any, as for how you work from the office.

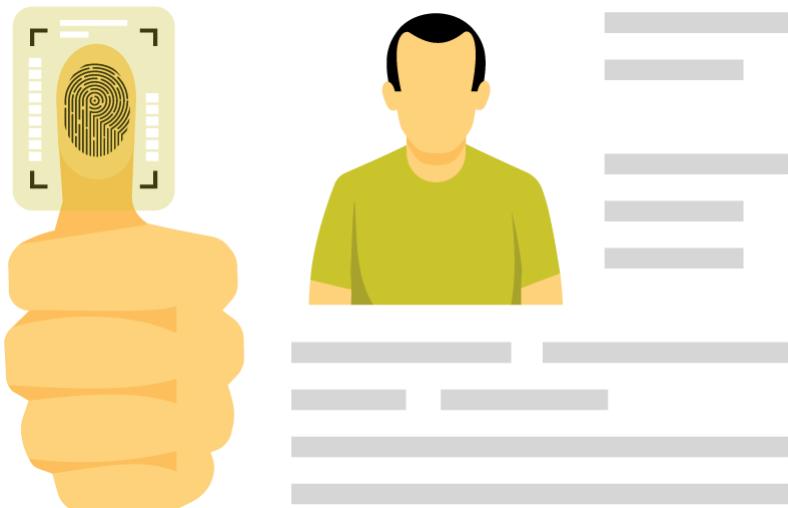
You have a good independent working space with no or lower noise.

Availability, when the team tends to reach you. It is the sole discretion of the approving manager, to approve the request or to grant leave, considering the things are manageable. We simply believe individuals will treat themselves, their company and their co-workers with fairness and respect and wouldn't abuse such a wonderful benefit.



## 10.6 Attendance

An Employee is expected to be regular to work. You will be required to record attendance, time-in & time-out (either in a register or the biometrics), while stepping in and stepping out of the office, on a daily basis.



## 10.7 Pay & Progress

Salary would be credited to your account on the last day of every month. In case the last day is a holiday, it would be credited on the previous working day.

## 11 Business Ethics Policy

**Acheron** enjoys the reputation for honesty, integrity and fair dealing which leads to our success. There are certain regulations that **Acheron** is subject to and we should ensure that we comply both in letter and in spirit with these. Ethics is important in business because it is an essential part of the foundation on which an organization is built.

We always maintain high standards of business ethics. We are committed to the values, equality, safety, health and environment.



RELATIONSHIP



BEHAVIOUR



RELIABILITY



MORALITY



RESPONSIBILITY



PRINCIPLE



CHOICE

### 11.1 Our Principle Of Business Ethics:

- No discrimination should be done based on caste, colour, and religion.
- Our policies are fair and transparent • Proper provision of safety should be provided by the company to the employees.
- There should be proper honesty, loyalty, and integrity in the employees.
- The company's resources should not be utilized by the employees for their usage
- Company will be providing better environment conditions to the employees.
- Information about employee's personal lives, health, and work evaluations should be kept confidential.
- Regular measurement of employee satisfaction should be done by the company.
- To neither give nor take any illegal payment, remuneration, gift, donation, or comparable, benefits to obtain business or favours.
- To comply with all regulations regarding the preservation of the environment.
- An Employee should report to management any actual or possible violation of code or an event that could affect the business or reputation of the employee's company.

## 11.1.1 Bribery and Corruption

**Acheron** is resolutely opposed to bribery and corruption in whatever form it may take. Any payments, gifts or inducements made by or on behalf of **ACHERON** and which induce or are intended to induce someone to act improperly and payments, gifts or inducements to anyone to influence them in the performance of their duty (other than payments, fees etc. which they are entitled to demand by written law), are matters which will be investigated and may result in disciplinary action, including summary dismissal, against employees concerned.

Employees should never offer or receive, directly or indirectly, any form of gift or entertainment or anything value to customers/clients/commercial partners or individuals or any government officials, where these might reasonably be considered likely to influence business transactions to:

**Gain, retain or offer business; | Influence the business decisions or | Obtain an unfair advantage**

**This includes Kickbacks**

### What is a kickback?

A kickback is a form of corruption that includes negotiated bribery in which a commission is paid on exchange for services rendered or a portion of their sales or profits will be kicked back (given back) in exchange for making the deal.



## 11.1.2 Treatment of customers

Mutual trust and confidence between **ACHERON** and our customers are vital. All employees should strive to consistently deliver service excellence and value for money, meeting customers' expectations and anticipating their changing requirements.

An accurate understanding of both the customer's expectations and the company's obligations are vital and depend on open and clear communication with the customer.

Our goal is to understand the customer's needs and work jointly to deliver them.

## 11.1.3 Competition

**Acheron** will always compete vigorously and in a fair and ethical way. Competitive success is built on providing good value and service excellence. When in contact with competitor's, employees will avoid discussing confidential information and no attempt will be made to improperly acquire competitors trade secrets or any other confidential information.

Employees must not publicize, discuss or share with competitor's intellectual capital, pricing information or engage in any conduct or practices which would conflict with the laws applicable to the business concerned.



## 11.1.4 Compliance with the law

**Acheron** complies fully with all relevant national and international laws and regulations.

## 11.1.5 Policies and procedures

**Acheron** recognizes that there are risks associated with carrying out any business activity. Management is responsible for ensuring that policies and procedures are in place to manage risks and for complying with those policies and procedures. Employees should ensure that they are aware of the risks associated with their activities and that they comply with policies and procedures in place to manage those risks.

## 11.1.6 Our commitments to our employees

**Acheron** is committed to optimizing individual and business performance through employing the best people at all levels and creating an environment in which they want to and can contribute fully to the company's success. To achieve a working environment in which team spirit and commitment to the goals and values of **Acheron** are maintained, we all have a duty to ensure that individual employees are treated fairly and with dignity and respect.

## 11.1.7 Health & Safety

At **Acheron** we are passionate about working safely and take great care to protect our employees.

## 11.1.8 Helping communities

**Acheron** is fully committed to supporting and assisting the communities in which it operates through a variety of means including charitable fund-raising etc.

We will also serve local interests by providing good employment opportunities, paying a fair wage which supports a reasonable standard of living for our employees and their families.

We embrace responsibility for our company to create a positive impact in the communities in which we work and live.

## 11.1.9 Employee commitments to Acheron

Employees have a duty to promote the interests of the company. This policy cannot anticipate every eventuality where actions of employees may conflict with our ethical standards. Therefore, employees are expected to exercise good ethical judgment.

Our business activities are built on trust, honesty and openness. It is important that such trust, honesty and openness are always

maintained. As a result, employees will be expected to comply with company policies.

Knowledge or reasonable suspicion that any other employee has committed or plans to commit any serious wrongdoing or serious breach of duty or other act which might materially damage the interests of **Acheron** must also be disclosed.

## 11.1.10 Conflicts of interest

When the interests or benefits of one-person conflict with the interests or benefits of the Company, a conflict of interest is said to occur.

We must avoid situations involving an actual or potential conflict of interest so that even the slightest doubt about our integrity is not raised.

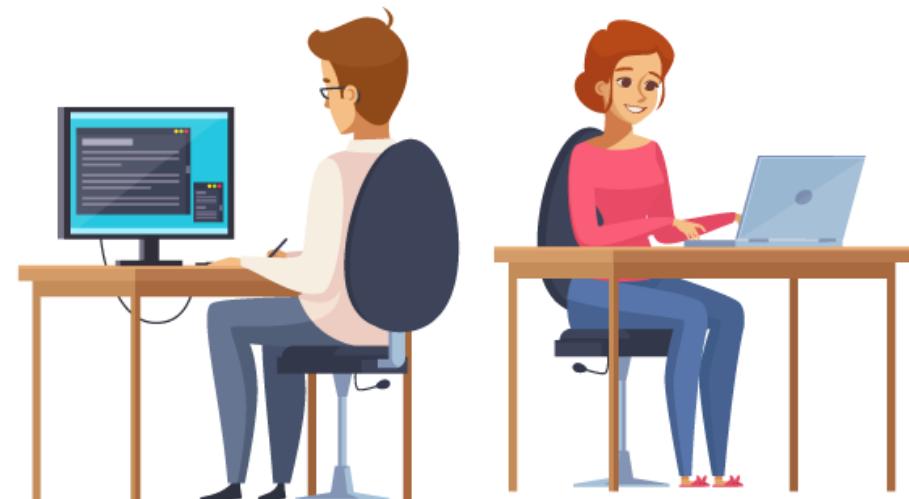
Every employee has a duty to avoid business, financial or other direct or indirect interests or relationship which conflict with the interests of the Company, or which divides his or her loyalty to the Company. Any activity which even appears to present such a conflict must be avoided or terminated unless, after disclosure to the appropriate level of management, it is confirmed in writing that the activity does not constitute a conflict of interest and is not detrimental to the reputation and standing of the Company.



## 11.1.11 Working with Family and Friends

To avoid conflicts of interest and any appearance of favoritism, ensure that you do not work directly for, supervise or make employment decisions about a family member.

This includes positions or assignments within the same department and the employment of such individuals in positions that have a financial or other dependence or influence (e.g., an auditing or control relationship, or a supervisor / subordinate relationship).



## 11.1.12 Social Networking

Employees who engage in social networking on websites or in groups which show any association with, or refer to, employees are expected to behave in ways that are consistent with **Acheron** values and policies. Employees must therefore ensure that the company is not exposed to legal or reputational risks and the safety and security of employees, customers and the public are not undermined.

## 11.1.13 An Equal Opportunity Workplace Free of Discrimination or Harassment

**Acheron** Software Consultancy Private Limited is committed to creating and maintaining a secure work environment where its Employees, Agents, Vendors and Partners can work and pursue business together in an atmosphere free of harassment, exploitation and intimidation caused by acts of Sexual Harassment within but not limited to the office premises and other locations directly related to the Company's business.

The objective of this policy is to protect against sexual harassment of women at workplace and for the prevention and redressal of complaints of sexual harassment and matters connected therewith

All concerned should take cognizance of the fact that Acheron Software strongly opposes sexual harassment, and that such behavior against women is prohibited by the law as set down in The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 and Rules framed there under being the The Sexual Harassment of Women at Workplace (hereinafter referred to as "Act") as well as the terms of employment. Commission of any act of sexual harassment as defined in the Act and this Policy shall result in strict disciplinary action.

At **Acheron** Software, we have zero-tolerance for sexual harassment. We value every each employee working with us and wish to protect their dignity and self respect. In doing so, we are determined to promote a working environment in which persons of both genders complement each other as equals in an environment that encourages maximum productivity and to keep the personal dignity.

We at **Acheron** Software are committed towards giving every employee a just and fair hearing on issues encountered by them at the workplace with special attention to sexual harassment. **Acheron** Software will take very serious disciplinary action against any victimization of the employee who is complaining or the alleged harasser that may result

from a complaint.

**Acheron's** Policy about concerning to Prevention, Prohibition and Redressal of Sexual Harassment covers every "employee" across the Company. **Acheron** Software encourages every employee who believes they are sexually harassed to use the redressal mechanism as provided in this policy.

The Policy is concerning for to Prevention, Prohibition & Redressal of Sexual Harassment which may arise in places not limited to geographical location viz. Company's offices / branches but includes all such places or locations where acts are conducted in context of working relationships or whilst fulfilling professional duties or which may be visited by an employee during employment including transportation provided by the company for undertaking such visit. **Acheron's** Prevention of sexual harassment includes sexual harassment by fellow employees, supervisors, managers as well as agents, contractors, customers, vendors, partners and, visitors including outsourced employees.

Sexual harassment is judged by the impact on the complainant and not the intent of the Respondent. Sexual harassment as addressed in this Policy need not necessarily be from a male to a female employee, it can be vice versa as well as between individuals of same gender.

This Policy comes into force with immediate effect.

## 11.1.14 A Safe Place To Work

To work effectively, all of us need a healthy and safe work environment. All forms of substance of abuse, as well as the use or distribution of drugs, smoking and alcohol while at work is prohibited.



## 1.1.15 Protecting Company Confidential Information

For the Company, its confidential information is a valuable asset and every employee of the Company must protect it. Confidential information includes all non-public information that might be of use to the Company's competitors or harmful to the Company if disclosed.

We must take care that all confidential information is used for Company business purposes only.

Upon joining **Acheron**, all employees sign a Confidentiality and Nondisclosure Agreement which details their confidentiality obligations to the Company.

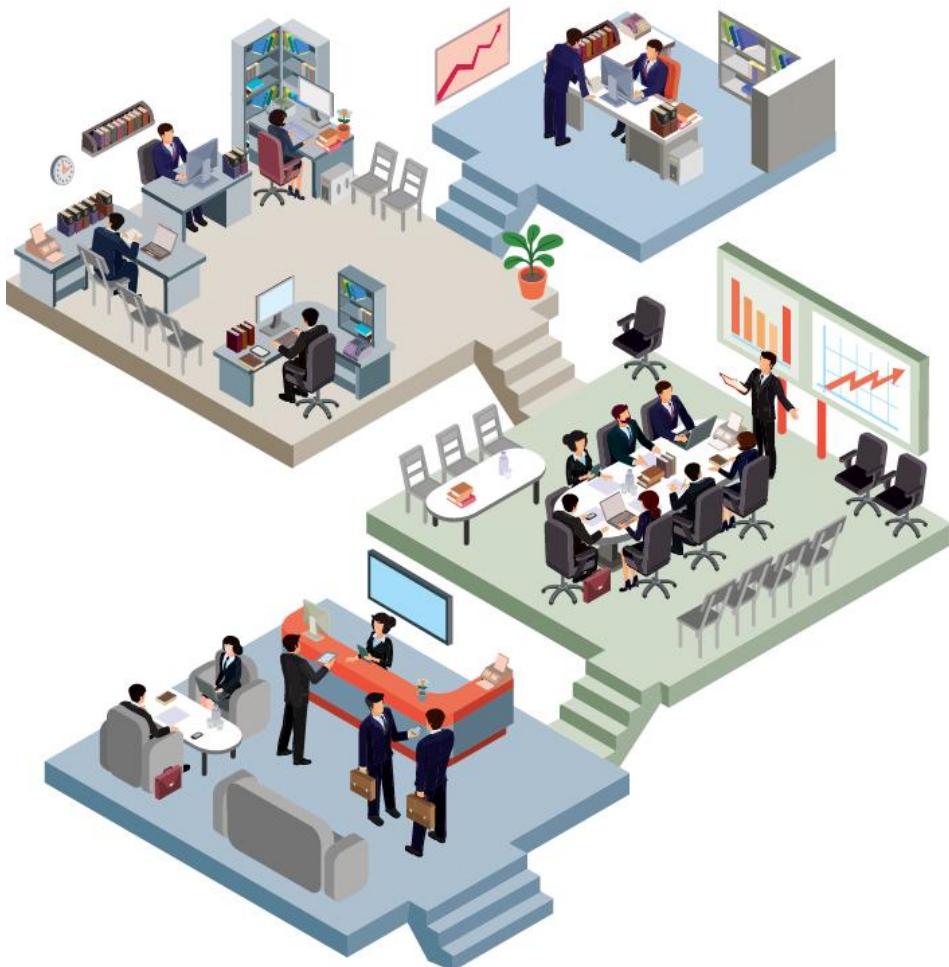
As employees, we have access to significant amounts of company information that may not be available to the public, and we should preserve the confidentiality of information obtained in the Company's service. Information of a confidential, private and sensitive nature must be used responsibly and controlled and protected to prevent its prohibited, arbitrary or careless disclosure.

We are prohibited from disclosing confidential Company information. Confidential or proprietary information about clients, our organization, or other parties, which has been gained through employment or affiliation with **Acheron**, may not be used for personal advantage or the benefit of third parties.

## 11.1.16 Company Intellectual Property

To work effectively, all of us need a healthy and safe work environment. All forms of substance of abuse, as well as the use or distribution of drugs, smoking and alcohol while at work is prohibited.





### 11.1.17 Use of Company Asset

The use of **Acheron** assets for individual profit or any unlawful, unauthorized personal or unethical purpose is prohibited. Our information technology, intellectual property (e.g., copyrights, patents, and trademarks), facilities, equipment, machines, software, and cash may be used for business purposes only, including responsible and accurate expense reimbursement, and by following per under applicable policies.

Other assets (e.g., computers, printers, and copiers) may be used for minor and incidental personal purposes provided such use is kept to a minimum, and does not create any significant incremental costs, interfere with work duties, or violate any **Acheron** policies. The use of any **Acheron** resources for personal activities is prohibited.

Computer hardware, software, data, and facilities are valuable resources that need protection from potential destruction, theft, or misuse. These resources may also include confidential client or **Acheron** information that requires safeguarding.

It is your responsibility to prevent unauthorized access through the use of ID badges, passwords, or other security codes, and physical security measures (such as using computer cable locks, not leaving computers unattended in cars, and other normal precautions).

## 11.1.18 Implementation

Implementation and adherence to the Business Ethics Policy is monitored as part of **Acheron** compliance processes. The policy will be reviewed annually.

## 11.1.19 Employees complaints concerns and suggestions

Employees can expect that the Company will give due consideration to their constructive suggestions and will provide a considered and objective review of genuine concerns and complaints. Such concerns include fraud, misrepresentation, theft, harassment, discrimination and non-compliance with regulations, policies and procedures.

Concerns relating to grievances, such as a complaint regarding work schedules, complaints against co-workers, queries regarding pay slips and others should be referred in the first instance to the HR Department.

## 11.1.20 Adherence to policy

Since **Acheron** aims to maintain high ethical standards in carrying out its business activities, practices of any sort that are incompatible with its principles and policies are not tolerated. Strict adherence to these principles and supporting policies is a condition of employment in the company. Any action by an employee, which

deliberately or recklessly breaches this ethics policy, may result in necessary disciplinary action.

## 11.1.21 Disciplinary Actions

If you violate our policy, the Company will take appropriate disciplinary action. Any disciplinary action depends on the nature, severity, and frequency of the violation.

The matters covered in this policy are the utmost importance to the Company, its business partners and customers are essential to the Company's ability to conduct its business by following per under its stated values. We expect all of our employees to adhere to these rules in carrying out their duties for the Company.

If anyone violates this policy, company takes prompt corrective action, up to and including termination of employment. We strive for consistency and fairness in discipline for policy violations. Discipline may include a verbal or written warning.





## GIFT POLICY

Employees are expected to demonstrate the highest level of professional conduct when conducting business on behalf of **Acheron** Software Consultancy Pvt Ltd. They must exercise prudence and integrity in their relationship with the Company's vendors, business partners, customers and their representatives. Employees must always guard against putting themselves in actual or perceived positions of compromise or conflict. Employees are reminded to act in the best interests of the Company in all dealings with the Company's vendor, business partner, customers and their representatives.

## **12.1 Purpose**

This policy intents is to provide clear limitations and guidelines to employees for the declaration or retention of gifts and hospitality under non-obligatory circumstances.

## **12.2 Scope**

This Policy applies to all employees in the Company.

## **12.3 GUIDELINES**

### **12.3.1 Giving and Accepting of Gifts & Hospitality**

Employees shall comply with all applicable rules and regulations relating to the giving and accepting of gifts, hospitality and favours.

It is an offence for a person to corruptly solicit, receive or agree to receive, give, promise or offer any gratification as an inducement or reward to a person to do or not do any act.

Gifts, hospitality or favors can come in the form of money, gift, loan, fee, reward, commission, property, employment or contract, service, favour or any advantage of any description whatsoever.

### **12.3.2 Solicitation of Gifts & Hospitality**

An employee is strictly prohibited from soliciting gifts, hospitality or seeking favours or preferential terms for personal benefit from vendors, business partners, customers or their representatives whom he may have Corporate Gift & Hospitality.

Employees are reminded to avoid any circumstances which may create or might create an appearance that such gift, hospitality or favour is used to influence a competitive selection process, and unfairly affect a contract negotiation, procure preferential treatment or retain business.

### **12.3.3 Acceptance of Gifts & Hospitality**

The only type of gifts which may be accepted and retained by the employee without declarations are mementos/souvenirs/ perishable items which have no or minimal commercial value such as diaries, calendar, memo pads, year planner, etc.

An employee must report to his immediate supervisor if he has been offered any inducement or gratification.





#### **12.3.4 Gifts, hospitality and favours must also be refused in any of the following circumstances:**

It is likely to result in unnecessary or undesirable indirect or direct publicity for the Company.

It is intended to exert influence on the Company's ongoing or pending business transaction with the giver or may adversely affect the reputation of the Company.

The receipt of such gifts, hospitality or favours would place the recipient under an expectation to reciprocate or grant any preferential treatment.

The gift or favour is in the form of cash or cash equivalent, concession/preferential offers including but not limited to shares or shares options.

An employee must not accept free gifts, favours and/or sponsored trips from the Company's vendors, business partners, contractors or their respective representatives and employees.

#### **12.3.5 Non-compliance with Policy**

Any employee who does not comply with any part of this Policy shall be subject to disciplinary action.

## 13. LEAVE POLICY





### 13.1 Purpose

The company has set down a leave policy which provides all important break and breather to the employee, thus creating a good work life balance.

### 13.2 Scope

The Leave Policy applies to all Permanent employees.

To simplify procedures all categories of leaves have been clubbed under a single "Annual Leave" umbrella.

### 13.3 Definitions

Year for leave calculation is based on Financial Year (April to March)

### 13.4 Guidelines

Leave cannot be claimed as a matter of right, and decision to sanction or refuse the leaves rests solely with the management.



## 13.5 Policy / Procedure

1. Leave is created on annual basis - April to March.
2. Employee joining mid-year is credited with leave on pro-rata basis after confirmation of services
3. Any Leave more than three days should be informed at least 20 days in advance.
4. Leave request shall be forwarded by the employee to the appropriate Team/Project Manager with a copy to the admin personnel, for approval, who again has the discretion to grant or disapprove the leave on valid grounds. Prior approval from appropriate Manager is must.
5. On critical circumstances, if the management requires the presence of the employee for work, even after the leave is approved by the appropriate manager, the same shall be communicated to the employee at least a week before and can cancel the sanctioned leave. The organization expects the employee to understand the situation; the value that he/she would add towards it and oblige to the requirements. In such circumstances, the Manager should provide suitable explanation to the Management as to why the leave was cancelled, before cancellation of the leave. In such cases, the management will reimburse the cancellation charges of the travel tickets, incurred by the employee.
6. The Approving manager should respond to the request within a week; if due to any circumstances he is unable to do that, the
7. employee can reach HR/admin personnel to escalate the same and ensure that he / she receives the reply.
8. If the Employee takes a leave for emergency reasons, it is his/her responsibility to convey the same within a day to his reporting Manager or the HR/Admin; else, this will be considered as Loss of pay.
9. Annual leave, unutilized can be accumulated for a maximum of 15 days/year, over and above which, shall get lapsed as on 31st March.
10. If at any situation, the organization requires the presence of an employee and could not sanction his / her leave request to utilize the balance leave, then, the approving manager, in agreement with the employee, is liable to compensate those many number of days either by suggesting alternate days or by getting it encashed.
11. At the time of resignation / retirement / termination, post calculation of balance leave, encashment for unused leave or deduction for additional leave applies at the basic pay rate as on the day of relieving.
12. Intervening National / declared / festival / weekly off days will not be counted as part of the leave.

Refer Annexure A for the follow up actions regarding the previous leave policy

-Leave Policy Amendment.





## 13.6 MATERNITY LEAVE (ML)

### 13.6.1 Eligibility

All married female employees in the company are eligible for availing Maternity Leave as per the below terms, up to 2 children.

### 3.6.2 Entitlement

1. 120 days of paid Maternity Leave is allowed to females who have to deliver a child.
2. A female employee can adjust this leave before and after the delivery of the child totaling to 120 days.
3. Before availing this leave, a certificate from the gynecologist has to be submitted mentioning the expected date of delivery.
4. In the case of miscarriage, the employee will be entitled to 4 weeks of Leave.
5. Intervening National / declared / festival/ weekly off days will be counted as part of leave.
6. If, because of any complication, leave has to be extended, it can be done but will fall under LOP.



## 13.7 Paternity Leave (PL)

For all Male employees after completion of one year of service, for a maximum of up to 2 children, on submitting a copy of hospital-issued document, the below applies:

- 1. In the case of childbirth- 8 working days**
- 2. In case of miscarriage - 3 working days**

## 13.8 Compensatory Off

1. If an employee is required to work on any important assignment on a National/Festival/ Declared / weekly off day, he or she is eligible for Compensatory off on any other working day.
2. Official approval is required from the appropriate Manager to work on such National/ Festival / Declared / weekly off days. No compensatory off will be entertained when worked on these days without prior approval.
3. Compensatory off must be utilized within that year, which is also bound to lapse, if unused.
4. Any Extra Days worked in the month of March can be carried forward to the next financial year, which can be compensated within the first quarter of next year.

## 13.9 Holidays

We want to ensure that you get time off to celebrate festivals with your family and so provision for religious holidays and national holidays too. The holidays would be at least 10 working days

The following shall be the common holidays.

- 1. 26th January – Republic day.**
- 2. 15th August – Independence day.**
- 3. 2nd October – Gandhi Jayanti.**

There shall be 7 Regional / National festival holidays which shall be notified during the start of every calendar year. The holidays may vary with the regions which will be notified by the way of internal circular.



# LAPTOP SYSTEM SOFTWARE POLICY



## 14.1 Purpose

This policy addresses the actions that must be taken by all **ACHERON** employees who have a company-issued laptop/System.

## 14.2 Scope

With the change in business requirements, a Laptop has become an essential and efficient way of conducting one's day to day transactions.

This policy established to provide guidelines to employees who, through the nature of their work, are required to be accessible through a Laptop, regardless of the time of day, day of the week or geographical location.

## 14.3 Procedure

### **Procedure on Software policy:**

Acheron always keeps updated the required IT tools which helps the organization, the list of tools available in this link.

From IT we recommend visiting the Acheron Software usage list whenever you're installing a new tool, if that is not available in the list user can bring that IT Team.

New tools can be added to the Acheron Software usage list on the user suggestions, after Verifying the legal and EULA Final decision with the IT and Architects.

### **Procedure on Asset Policy:**

User must verify the gadgets once assigned with the IT Team, need to notice to the IT Team if any concerns or found any physical damages.

Go through the IT Software policy and check for the installed applications with the IT Team, notify the IT Team if found unknown applications installed

Make sure to get the necessary applications (Anti-Virus, MS Office) from the IT Team, If not available.

Users must have the antivirus and should scan the machine every week at least once.

User must set the hostname Properly after issuing the laptop to him/her.

Users should not install any application except the software which is prescribed by the Acheron.

User should not raise the Ticket directly to the Dell for any technical issues, must contact the IT Team.

User must do basic troubleshooting if they face any issues on Desktop level. (like...BIOS up to date, TCP/IP communication Test)

User should not change any hardware in any outside service centres in any circumstances.

User should maintain laptop cleanly.

User should Lock the machine if he/she is not available to near the machine.



User should only use the specific Voltage power adaptors for your Laptop.

User should make sure to disconnect the power adapter at least once in every 4 hrs for 1 hr duration.

User should not leave the Laptop in office unless its informed to HR/IT Team, IT Team will not respond to any data lose or physical damage. It is user responsible.

User should not stick any sticker on the machines.

User should not save any important data on Desktop and in C: drive.

User should not have personal data in the machines. (Like. movies and Videos)

Projectors and Monitors should be turn off once the meeting/sync up/ work done from your end.

**NOTE:** All your assigned assets related information you can check here, <http://snipe-it.acheron-tech.com/> (internal access), any issues with the list bring the same to IT Team.

### **Procedure on Access policy:**

Access will be provided to the user for the Development servers once the user assigned to the projects, raise a Ticket to IT and get that approved with your PM.

To remove or add the users from the respective projects will be decided by the Project Managers / Leads.

To get connected to the servers and VPN user must use Active Directory User credentials.

AD password controlled by IT Team; user does not have access to reset / change the same; password never expires.

User should not share the passwords to any other users and Teams.

If any Team is organizing any meeting or an event, which needs an IT support help, same must be notified at least 1 week before.

If any Team need an additional Laptop for interviews and other events, the same should be notified to the IT Team at least 3 days before.

### **Procedure on Server Policy:**

Environment/servers will be created based the requests, request must come with the Environment request form, with all the necessary information.

Environment requests must get approved with the PM's and Server designs must get approved with the Architects.

Dev servers and services restarts must be informed to the Team at least 30 mins before.

Users should not open any ports even it is a dev server.



Users should not install any application in the Dev servers without informing the IT Team.

User should not download any applications and Files in the server if any user copies files into the server that should be removed once the task gets completed

Users should not change any permissions in the servers who have the admin rights.

Any sever backups and snapshots will maintain only for 45 days after that it will be removed without any notification to the users/Teams.

New Tools/Applications can be installed on the servers by the IT Team once it got approved with the Architects only.

Once the Environment is handover to the Development Team if any issues after that have to be debugged by Development Team only if it is too critical IT Team will check the same.

DB Related issues in Dev servers, need to debug from Dev Team.

termination of employment. If an employee's laptop is lost, when under his/her authority, then the employee will be responsible for the cost of replacing the laptop.

## **14.5 Acheron Software Usage Policy**

In order to maintain a consistent, predictable, and supportable computing environment it is essential to establish a pre-defined set of software applications for use on workstations, laptops, mobile devices and servers. When employees install random or questionable software on their workstations or devices it can lead to clutter, malware infestations and lengthy support remediation.

Company-approved and administered software must allow employees to perform the work they need as part of their job duties yet adhere to licensing, copyright, security and other business needs or industry regulations so as to protect the business and its staff.

The details provided within this policy, in the sections that follow, will outline the applications that are allowed for installation and use on computer systems and mobile devices systems owned by the organization. It will also cover the appropriate usage of these applications by company employees and support staff.

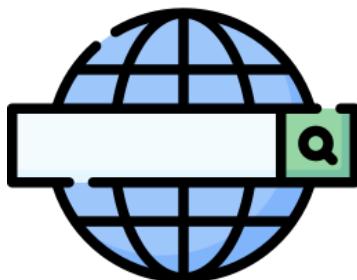
## **14.4 Policy Violations**

Violation of this policy may ground for disciplinary action including



## 14.5 Annexure A

### Acheron Software Usage List



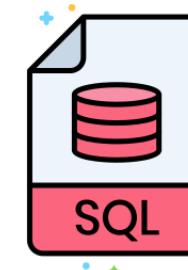
#### Browsers

Chrome x64  
Firefox  
Waterfox  
SRWare Iron x64  
Safari



#### Audio Player

Nightingale  
iTunes



#### SQL

SQL Developer  
MYSQL Workbench  
SQL Management Studio

#### Development

Tortoise SVN  
Visual SVN  
Fiddler  
WinSCP



#### Video Player

VLC



#### IDE & Editors

Notepad ++ Brackets  
Eclipse  
NetBeans  
Android SDK  
IntelliJ IDEA



## 14.5 Annexure A

### Acheron Software Usage List



#### Others

WinCDEmu	Goto Meeting
VirtualBox	Cisco WebEx
Skype	Tight VNC
Peazip	Real VNC
7Zip	GIT
Bleachbit	WebEx Recorder
OpenOffice	SOAPUI
Adobe Reader	JD-GUI
LDAP Admin	HTTP Watch
JXplorer	MobaXterm
Bitnami WAMP	PUTTY
Stack	Oracle Java
FileZilla	Nodejs
Cisco VPN Client	



#### Chrome Extensions

- Ad Block Plus
- X new Tab
- Postman
- JSON Editor
- ColorZilla
- AngularJS Batarang
- Allow Control Allow
- Origin
- Wappalyzer
- Fire



#### Web Server

- Tomcat
- TomEE
- JBoss
- Apache HTTP

## 15 Anti-virus Policy

### 15.1 Purpose:

The purpose of the Anti-Virus Policy is to ensure the effective and efficient prevention, containment or minimization of damage to the organization from computer viruses.

### 15.2 Scope:

Applicable to all employees

### 15.3 Guidelines:

Most viruses are spread through an external source. Some common examples include email messages with attachments and Internet downloads.

#### **There are three main protection mechanisms in place:**

- Antivirus mail gateway.
- Antivirus workstation protection.
- Antivirus server-based protection.

The antivirus mail gateway prevents inbound and outbound virus infected emails from spreading

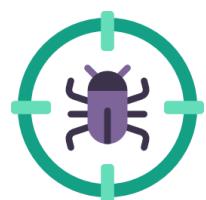
### 15.4 Procedure:

IT Support Team is responsible for ensuring anti-virus protection for PCs/Laptops that are directly under its control.

IT Support Team will share the Antivirus software install link to the employees. All the employees are responsible to download and run on their PC/Laptop to protect their data and minimize the risk of spreading viruses to the organization network.

Employees are responsible for using antivirus software to maintain a safe and predictable working environment • Any employees wishing to connect a PC or laptop to the organization network, does so on the understanding that the device must be equipped at all times with the latest antivirus software in accordance with the IT security policy

Anti-virus protection is the responsibility of the owner of the PC or laptop and this responsibility is then delegated to whoever is performing the desktop support function i.e. ITS Team.



## 15.5 Virus Protection Procedures

### 15.5.1 Network:

IT Support Team will respond to any threat detected, likely or imminent attack to the company network as it sees appropriate in accordance with the IT security policy.

If an attack is likely or imminent, the IT Support Team may isolate the company network from the rest of the Internet, if no other protection is available. If the network has been infected, ITS may isolate the contaminated portion of the company network from the rest of the users.

A PC, laptop or other devices that has been infected will be disconnected from the company network. The infected device will need to be cleaned and cleared of any threat to the company network.

Employees are required to abide by the Desktop/Laptop Virus Protection Guidelines to reduce the risk of virus problems.

#### If an infection to a file occurs, the following steps apply:

If a file can be cleaned, it is cleaned.

If it can't be cleaned, and the file is recoverable from backup, it is deleted.

If it can't be cleaned, and the file is not recoverable from backup, it is quarantined off the network.



In exceptional circumstances, where the file holds great importance, it can be sent to an antivirus company at the file owner's expense for possible (but not guaranteed) decontamination and recovery.

## **15.5.2 Recommended actions to prevent virus problems:**

Never open any files or macros attached to an email from an unknown, suspicious or untrustworthy source. Delete these attachments immediately, then "double delete them by emptying your Trash.

Delete spam, chain, and other junk emails without forwarding

Never download files from unknown or suspicious sources.

Never provide your personal information to anyone by email, e.g. date of birth, password (Requests for this type of information is known as Phishing) • Avoid clicking on unknown internet sites (URLs) that are received from unknown sources via emails as by connecting to these sites you may be infected by a Trojan.

Avoid direct disk sharing with read/write access unless there is absolutely a business requirement to do so.

a CD, DVD, USB stick or external hard drive from an unknown source for viruses

Always scan before using it.

Back-up critical data and system configurations on a regular basis to a network drive or, if using portable media, store the data in a safe place.

New viruses are discovered almost every day, so periodically check that your anti-virus software and definition files are up-to-date.



# BUSINESS CARD POLICY



## 16. Business Card Policy

### 16.1 Purpose:

To facilitate the Employees to avail Business Cards for introduction and interactions with business prospects and clients of the company.

### 16.2 Eligibility:

Confirmed employees are eligible for the business cards.

If any employee has consumed 100 business cards in a year, he/she can request for another 100 cards.

### 16.3 Operative Guidelines

All eligible employees will be provided with only standard / approved business cards.

The HR department will facilitate the issuance of Business Cards for eligible employees.

Requests must be sent by the respective employee to the HR department, soon after joining or whenever business cards are required for business purposes only.

The processing time for business cards will be normally 15 working days from the time of handling over the requisition.

A business card will usually contain the name of the employee and organization, designation, address, telephone number, mobile number and email id.

In the event of an employee being re-designated / promoted, a fresh set of cards may be issued.



## 17. Certification/Subscription/Study

### Material/Sponsoring For A Course

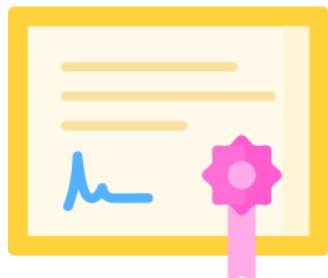
#### Reimbursement Policy:

This policy is to encourage our employees to upgrade themselves to technologies that would help them perform better.

In the modern competitive environment, employees need to replenish their knowledge and acquire new skills to do their jobs better. This will benefit both employee and the company.

We want employees to feel confident about improving efficiency and productivity, as well as finding new ways towards personal development and success.

This policy is subject to change as and when required by the management and company rules and regulations.



#### 7.1 Purpose:

The purpose of this policy is to promulgate company policy relating to reimbursement of certification course which might arise as a result of performing duties and discharging responsibilities on official business for the company.

It is the Company's policy to reimburse employees certification expenses when directly related to the transaction of its business.

#### 17.2 scope:

This policy applies to all permanent, full-time employees of the company.

### 17.3 General Guidelines:

Whenever an employee wants to take up some certification, he/she must intimate the same to the department Leads who verifies and forwards the request to HR.

The HR department would validate the same and acknowledge it. The organization reserves the right to allow or deny any such certification which it may deem relevant/irrelevant.

On successful completion or utilization of certificate/course/ subscription, the reimbursement will be based on actual & reasonable costs incurred.

A condition of minimum service tenure of 1 year is required to protect the organization from misuse of this, so employees should serve a minimum 1 year after utilizing the certificate amount otherwise, the utilized amount may be adjusted at the time of full and final settlement.

If employees want subscriptions or educational material, they should inform their department leads to the cost and any other details in writing, leads verifies and forwards the requests to HR. If the Management/HR department feels that, this subscription/material can help them to become better at their job, will approve the same. For reimbursement of certification cost-The employee shall share the details of the attended course, fee receipt, approval mail etc. and submit to the HR department for reimbursement.

**Sponsorship option** - Employees must share the details of the desired course to their lead and on approval from the respective leads HR department will assess the individual's professional advancement & mutual benefits and sponsor the employee for the course. In this case, the amount can be directly paid to the study center or the employee (as decided).

The Company will only reimburse expenses incurred in connection with Company business that is appropriately documented by the employee.

All claims for certification reimbursement of expenses are to be supported by evidentiary documentation such as original receipts and approval from the respective supervisor/HR.

Bills/scorecard and other relevant documents pertaining to the certification should be produced to the HR department by the resource.

**Acheron** Software Consultancy Pvt Ltd would reimburse a maximum of 3 certifications in a period of 1 year. This amount will be disbursed within 15 days of making the claim.

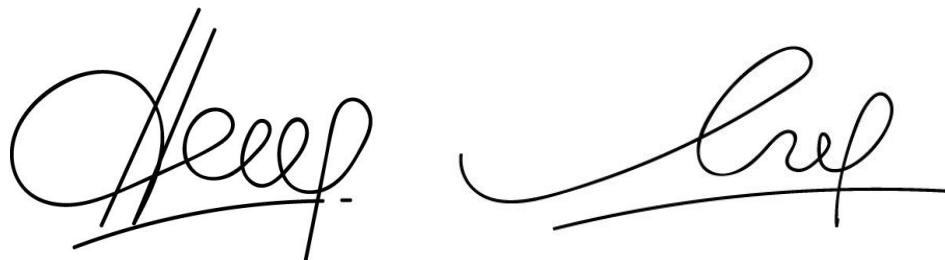
Subscription/Material should be job-related. Employees should try to make the most out of their training courses/certification/material/subscription by studying and finding ways to apply knowledge to their work.



## 18 Corporate Email Signature Policy

You can set up an email signature to accompany every email you send, including responses to emails that you receive. Your email signature is a chance to market your company to existing clients and to people you may have never met before. When your email gets forwarded or sent along as a copy to someone else, that is an entirely new audience that sees your company information. Following corporate email signature standards will add professionalism to your correspondence, as well as marketing potential.

Be sure to include designation next to your contact information such as "Office" for your office phone number and "Mobile" for your cell phone number. You can end your email signature with a one-sentence marketing message that can be your company motto or an announcement, such as the release of a new product. Put your marketing message in quotes to make it stand out.



### 18.2 What Not To Include

An email signature is a professional representation of you and your company. When you are creating your email signature, keep any personal social networking information out. Do not include your personal website address, or the address of your personal blog unless it relates to your business. Avoid listing your social networking contact information such as usernames and screen names. Do not list items such as a sample of your client list, a list of awards you or your company has won, your personal background information or any extended historical information on your company. Keep your email signature concise and focus only on your business contact information.

#### 18.2.1 Images

Including your company logo with your email signature can make the signature look professional and catch the reader's eye. But do not overuse graphics and images in your email signature. Do not create an email signature with one large image containing all your contact information, because some email programs may block the image and the recipient will never see that information. Include only one small graphic in your signature to accompany separate text information and avoid using animated images as they are large attachments that may cause your email to get stopped by spam and virus filters.



## 18.3 Confidentiality Disclaimer

A confidentiality Disclaimer is an additional text added after the email signature that warns the recipient that the contents of the email are to be kept confidential. It can be a risk to send confidential information via email as it can be routed to the wrong person, or a third party can extract the email and get the information.

Adding a disclaimer to email, sent both externally and internally, helps to minimize legal exposure.

Issues like defamation, misdirected emails and unintended contract formations make disclaimers important to have.

## 18.4 Breach Of Confidentiality

This email and any files transmitted with it are confidential and intended solely for the use of the individual or entity to whom they are addressed. If you have received this email in error, please notify the system manager. This message contains confidential information and is intended only for the individual named. If you are not the named addressee you should not disseminate, distribute or copy this e-mail. Please notify the sender immediately by e-mail if you have received this e-mail by mistake and delete this e-mail from your system. If you are not the intended recipient you are notified that disclosing, copying, distributing or taking any action in reliance on the contents of this information is strictly prohibited.





# TRAVEL POLICY

## 19 Travel & Claim Policy

All expenses incurred by an individual on behalf of **Acheron** Software Consultancy Pvt Ltd. shall be reimbursed, subject to the conditions set out in this policy.

This policy outlines the spirit behind the Company's approach to giving fair and consistent treatment to all employees. Therefore, employees are expected to respect the rules and the standard operating procedures governing this policy. Where circumstances are unusual, or situations not anticipated or defined in this policy

### 19.1 Purpose

To facilitate the travel of employees for business purposes and to provide guidelines and establish procedures for the approval, reimbursement, and control of travel expenses.

### 19.2 Scope

The procedure outlined in this document covers all the activities involved in the domestic and international travel arrangements on approved company business purposes. (e.g. conferences, visiting other companies, professional development, Training etc.)

#### 19.2.1 Employees are expected to be

Complying with the Travel Policy.

Exercise good judgment with respect to expenses. • Spend the company's money as carefully and judiciously as they would their own.

Report all expenses and advances promptly and accurately with original receipts.

Good judgment and ethical practices on the part of each Employee remain the most important factors in controlling travel expenses.



## **19.2.2 General Guidelines For Travel Claims & Reimbursement Of Expenses**

HR is responsible for reviewing and approving expenses.

HR approval indicates that the expenses incurred are agreed upon and confirms that such expenses are by following per under the policy.

All original Air/Train/Bus tickets should be submitted to the HR Department for reimbursement.

No reimbursement would be made in absence of original bills/receipts etc.

The Company's policy is to reimburse its employee for all reasonable and necessary expenses incurred while transacting the affairs of the Company.

Employees can claim food and conveyance reimbursement for commuting between residence and place of work, if he/she is working beyond the prescribed working hours.

Travel costs may be claimed if a person is required to use his or her own vehicle to carry out the business of **Acheron** Software Consultancy Pvt Ltd.

If the claimant makes any detours for personal reasons, these may not be claimed.

Travel costs for employees travelling between home and office shall not be reimbursed.

Travel costs shall be reimbursed only for trips which have been pre-approved by the immediate manager/HR.

Taxis should be used as transport for business purposes only.

All employees bear responsibility for cost-effective business travel. Each Manager/HR should carefully review and approve all expenses.



## 19.2.3 Cabs

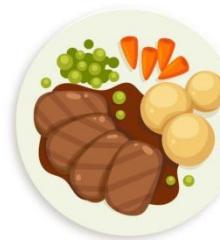
Cabs should be used when other reasonable and less expensive forms of transportation are not readily available. In traveling away from home, overnight living accommodations should to the extent practicable, be selected to eliminate or minimize the need to use cabs or other local transportation. When cabs are used, they should be shared to the maximum extent possible by employees traveling together on Company business. A receipt for the fare charged must be obtained by the cab company.

## 19.2.4 Hotels

Wherever required the hotel reservations are made through the Company, the best available rate with reasonable quality accommodations, at the most convenient location, will be obtained.

## 19.2.5 Meals

The employee should normally select restaurants which are reasonably priced for the locality and which are consistent with normal living standards. Receipts must be attached for all meals purchase while on business.



## 19.3 Air Travel

### (Domestic & International)

#### 19.3.1 Eligibility

Only on approval from HR/Management in specific instances.

#### 19.3.2 Procedure:

Employees need to request for flight according to the approximate departure & arrival time. The selection of the airline will be done based on the lowest fare available.

Employee should give at least one week in advance to avail the best offers.

Travel requisition will be approved by the HR/Management, based on the purpose and importance of travel.

Business and First-Class travel is not allowed unless it is at the employee's expense.

#### 19.3.3 Cancellation:

As a policy no cancellations would be allowed. All employees will have to plan their trip accordingly to avoid cancellation. Emergency cancellation would be attended on approval of HR/Management with proper justification.



### **19.3.4 Travel Authorization:**

Any international travel requisition must be approved by the Management. After final approval, authorized requisition to be forwarded to the HR Department for further formalities. The HR Dept. will process the bookings, travel and visa formalities.

Employees are advised to submit the requisitions at least one month in advance specially in respect of the travel to countries which has very complex VISA formalities.

International travel will be purely for business & official purpose

### **19.3.5 Travel Arrangements**

The HR Dept. will designate a travel agency by following per under its service and pricing. The Agency providing the best quote will be preferred. The travel agency must be IATA approved.

### **19.3.6 Employee Role**

Timely submission of all documents

Utmost care to be taken of passport and tickets during the travel, as duplicate tickets cannot be provided.

Loss of ticket would be the responsibility of an employee.

Obtaining Immigration stamp wherever necessary.

Employees are advised to check on the net about their hotels, weather details, security and safety before proceeding to the destination.

Clothing arrangement to be done as per destination weather condition.

Ensure physical fitness before undertaking travel.

Loss of any belongings during travel would be responsibility of an employee.



### 19.3.7 Advances

Travel advances/ Travel Card will be issued to employees who conduct business-related travel to cover international travel expenses.

The advance will be established at a reasonable amount.

Statement of Travel Expenses is to be forwarded to HR dept. with all receipts attached. Any unused travel advance money must accompany with this statement.

### 19.3.8 Reimbursement

All the costs towards obtaining VISA would be borne by the company including the cost of travel for appearing before VISA issuing authorities.

Onsite visit expenses should claim within a week time. It is each employee's responsibility to adhere to policy when involved with expenditures on behalf of the company. Further, it is the responsibility of the manager/HR to be familiar with the reason for the expenditures and to be satisfied that they have been reported in a manner consistent with the recognized policy.



## 20 Acheron Privileges

### 20.1 Marriage Gift:

Confirmed Employees are eligible for Marriage gift worth INR 10,000/- from the company.

### 20.2 Loans/Advances:

**Acheron** recognizes the need by its employees to be empowered for financial independence and will Endeavour to provide opportunities in which such independence could be achieved. Against this goal, **Acheron** will consider granting its employees loan on a limited scale.

Loan/Advance will be granted only on submission of the request. The Management reserves the right to approve or refuse any loan application either in full or part. Thereof, if it is deemed that the Loan amount falls outside of the employee's reasonable affordability, it may get rejected.

Employee is eligible for interest free loan on completion of his service for 1 year with **Acheron**. However, they are likely to be responsible for the Tax, against the sanctioned loan amount. The loan value would be up to 3 months of his/her net salary or maximum of INR.2,00,000 whichever is the lesser value; where the Management will approve the loan on case basis.

A loan agreement will be drawn up and repayment terms will be stipulated therein. Repayments are to be deducted in accordance

with the loan agreement from the employees' monthly salary and must be repayable within a maximum of 12 months from the start of the agreement.

All approved Loans will be paid out to the employee within maximum of 15 days. All applications must reach the HR Department timely to ensure that this process is not delayed unnecessarily.

Employees who are on a probationary period, are not eligible for loan, any exception to this constraint would be solely at the discretion of the HR department and Management.

No Loan will be granted if there is a balance outstanding on a previous availed loan or advance

After closure of a loan, an employee is eligible to apply for the next loan, on completion of 12 months from the closure date of previous loan.

All advances/loan must be settled in full, on resignation or termination of employment.

### 20.3 Employee Referral Bonus:

**Acheron** employees are eligible for Employee Referral Bonus of min 10,000 INR for Fresher/Junior resource reference to maximum INR 20,000 for Senior Resource reference. This shall be credited, post confirmation of the person who was referred.



## 21 Recognition

At **ACHERON** we understand that outstanding performance and achievements. Awards are given away in recognition of outstanding individuals and team performance through various forms. At **ACHERON**, commitment to work is also rewarded.

## 22 Discharge

Unsatisfactory performance or misconduct may result in the termination of the employee. If the Employee willfully breaches or habitually neglects the duties he/she is required to perform, the company may terminate the employment without notice. If the company decides to terminate an employee for any reason other than what is stated above, the EMPLOYEE will be given two weeks' notice by the company.

On termination, the employee must return all company/client property including equipment, keys, books, laptops or any other items in their possession, to their immediate supervisor.

## 23 Exit Interviews

When an Employee leaves the company, we may ask them to speak with human resources to participate in an exit interview. The interview may be verbal or in writing. During the interview, we want to hear their comments and suggestions concerning their work experience with us. We will utilize this valuable information in making

your company a better place in which to work.

## 24 Final Paycheck

Final paycheck for terminated employees will be available on the next regularly scheduled payday. If you require us to send your final paycheck to a new address, please contact human resources in writing.

## 25 Employment Terms Of Agreement

### 25.1 Employment Agreement

THIS AGREEMENT ("Agreement") is set on the specified date in your appointment order, by you and between **Acheron** Software Consultancy Pvt Ltd ("**ACHERON**"), with a principal place of business located at Meghana's, Plot No: 25 & 26, 4th Floor, Image Gardens Road, Silicon Valley, Madhapur, Hyderabad - 500081, Telangana, India, +91 40 4855 1939

### 25.1.1 Code of Conduct

During the period of your employment, you will work honestly, faithfully, diligently and efficiently for the growth of the Company.



## 25.1.2 Secrecy/Non-Disclosure

**ACHERON** has invested and continues to invest considerable effort and expense in the provision of products and professional services, and has taken steps and continues to take steps necessary to protect and maintain the secrecy of the Confidential Information and Trade Secrets of **ACHERON** Clients and Client's Customers, as applicable

(i) EMPLOYEE acknowledges and agrees that EMPLOYEE'S position with **ACHERON** will afford EMPLOYEE an opportunity to access and acquire Confidential Information and Trade Secrets of **ACHERON** and its Clients and Client's Customers which are not generally available to the public and that the misappropriation, unauthorized use or disclosure of such Confidential Information and Trade Secrets would cause irreparable harm to **ACHERON** or its Clients, as the case may be.

EMPLOYEE recognizes and agrees with the confidentiality of such information.

(ii) The term "Trade Secrets" means information of **ACHERON** or its Clients, including, but not limited to, technical or non-technical data, formulas, patterns, compilations, programs, devices, methods, techniques, drawings, processes, discoveries, developments, designs, financial data, financial plans, product plans, technical documentation and specifications, or lists of actual or potential

Clients or suppliers which:

- a) derives economic value, actual or potential, from not being generally known to, and not being readily ascertainable by proper means by, other persons who can obtain economic value from its disclosure or use; and
- b) is the subject of efforts that are reasonable under the circumstances to maintain its secrecy.
- c) You are expected to maintain utmost secrecy in regard to the affairs of the Company and shall keep confidential any information, whether written or oral, which relates to internal controls, the computer or data processing programs, electronic data processing applications, routines, subroutines, techniques or systems, or information concerning the business or financial affairs and methods of operation or proposed methods of operation, accounts, transactions, proposed transactions, security procedures, trade secrets, know-how, or inventions of **ACHERON** or its Affiliate, or any client, agent, contractor or vendor. You shall not disclose the identities and other related information of any of its clients. Breach of this provision shall be treated as a gross violation of the terms herein and your services are liable to be terminated without notice.

\* \* \* PA\*\*WORD \* \* \*



## **25.2 Assignments/Transfer/Deputation**

Though you have been engaged for a specific position, the Company reserves the right to send you on training/deputation/secondment/transfer/assignments to associate companies, client's locations or third parties whether in India or abroad. In such case, the terms and conditions of the service applicable to the new assignment will govern you.

## **25.3 Termination of Employment**

a) Employees are expected to serve a minimum of 2 years from the date of joining. Any resignation request thereafter would demand the employee to serve a notice period of 3 months as a mandate.

During the period of 2 years from the date of joining, if the employee plans to leave/resign/abandon the service or violate the terms of the agreement, the employee will have to pay liquidated damages in addition to 3 months notice period, as compensation for Training/Certification/ relocation assistance/ onboarding expenses and any other relevant expenses incurred by the company, which will get adjusted as part of the compensation during the notice period.

b) Unauthorized absence or absence without permission from the duty for a continuous period of 7 days would make you lose your lien on employment. In such case your employment shall automatically come to an end without any notice of termination and you are subjected to pay liquidated damages as stated by the company.

## **25.4 Non-Solicitation**

EMPLOYEE agrees that EMPLOYEE shall not, either during employment with the **ACHERON** or during the period of one (1) year immediately following cessation of EMPLOYEE'S employment with the **ACHERON**, on EMPLOYEE'S own behalf or on behalf of any person, firm partnership, association, corporation or business organization, entity or enterprise directly or indirectly solicit, contact, call upon, communicate with or attempt to communicate with, any Client of **ACHERON**, or any representative of any Client of **ACHERON**, for a business purpose provided that the restrictions set forth in this Section shall apply only to Clients of the **ACHERON**, and their subsidiaries and affiliates, and Customers of **ACHERON's** Clients, with which EMPLOYEE actually performed services for or had a business relationship with within a one (1) year period immediately preceding EMPLOYEE'S cessation of employment with **ACHERON**.

## **25.5 Non-Diversion of Employees**

During EMPLOYEE'S employment with **ACHERON** and for a period of one (1) year subsequent to the termination of the Agreement, EMPLOYEE shall not, without the prior written consent of **ACHERON**, directly, indirectly, or through any other party solicit, or offer to accept the employment of, or assist others to solicit, or offer to accept the employment of persons who are then, or were during the previous six (6) months, EMPLOYEES of **ACHERON** or any **ACHERON** subsidiary.



## **25.6 Statement of Facts**

It must be specifically understood that this offer is made based on your proficiency on Technical/Professional skills you have declared to possess as per the application, and on the ability to handle any assignment/job independently anywhere in India or overseas. In the case at a later date, any of your statements/particulars furnished are found to be false or misleading. Or your performance is not up to the mark or falls short of the minimum standards set by the Company, the Company shall have the right to terminate your services forthwith without giving any notice, notwithstanding any other terms and conditions stipulated herein.

## **25.7 Restraints**

### **25.7.1 Access to Information**

Information is available on a need to know basis for specified groups. The network file server is segregated to allow individual sectors for projects and units. Access to these is authorized through access privileges approved by unit Mentors or Project Mentors.

### **25.7.2 Authorization:**

Only those authorized by a specific power of attorney may sign legal documents, representing the Company.

### **25.7.3 Password**

Access to your network, development environment, and Ms Exchange is through individuals' passwords. For security reasons it is essential to maintain the confidentiality of the same. If the password is forgotten, the Networking & Communication Group is to be contacted to reset and allow you to use a new password.

### **25.7.4 Security Guidelines for employees**

#### **Clear Desk and Clear Screen Policy**

To reduce the risk of unauthorized access, loss of and damage to

information and company property, employees at **ACHERON** need to practice clear desk policy, which includes:

Based on confidentiality and integrity classification, business information should be locked away when not required. Please avoid sheets of papers lying on your desk. Do not leave your systems open when not in use Always lock your workstation when moving out of your de

Use of Company Resources You shall use the company's resources only for official purpose

## **25.8 Jurisdiction**

Even though the Company may depute you overseas for on-site work or to any other location in India the jurisdiction concerning any dispute arising out of your employment will be the courts in Hyderabad only.

### **25.8.1 General**

The above terms and conditions are based on Company policies, procedures and other rules currently applicable in India as well as Overseas and are subject to amendments and adjustments from time to time. In all services matters, including those not governed by the rules of the Company as shall be in force from time to time.

**Perform to your best. Have Fun. Do well.**

**We are happy to have you here.**



# **Disclaimer:**

The information contained in this Employee Handbook is intended to outline company policies and benefits. The material in the Employee Handbook may change and may be revised at any time without direct or immediate notice to you. Contact human resources for access to such information's.



# ANNEXURE 1

## DISCIPLINARY POLICY

### **Policy brief & purpose**

A disciplinary action policy identifies and standardizes procedures for responding to incidents that go against company policy. This policy clearly states our company's rules and the consequences that happen if those rules are broken.

This policy will help our employees provide a chance to correct their behaviour wherever possible and assist them in the process. Also, this is to ensure that serious offenses are thoroughly investigated and dealt with.

### **Scope**

This policy applies to all our employees.

### **Policy Elements**

Our disciplinary process has seven steps of increasing strictness.

These steps are:

1. Verbal warning
2. Informal meeting with supervisor
3. Formal reprimand
4. Formal disciplinary meeting
5. Penalties
6. Termination
7. Legal Action

All these phases are official and managers should document them. HR must also keep records of the process from step 3 onwards.

Managers should let employees know when they launch a progressive discipline procedure. If managers judge that a progressive disciplinary process is appropriate, they must clarify this to their team member and

document the step.

Each step may be repeated instead of moving forward to the next step at HR or a manager's discretion. For example, a supervisor may choose to have more than one informal meeting with their employees (step 2) before they ask HR to issue a formal reprimand (step 3.) Managers can make the decision to repeat a step if they:

1. Feel that the step was not properly executed the first time.
2. See signs of improvement in their employee and want to help them further.
3. Believe conditions or parameters change enough to make repeating the step necessary.

### **Explaining the steps**

**Step 1:** When a manager or HR issues a verbal warning to an employee, they should do so privately. When appropriate, they should provide that employee with a copy of the company policy they violated and explain our progressive discipline steps. Supervisors should provide employees with any coaching or advice they need.

Employees have [two weeks] to correct their behaviour before step 2 takes effect.

**\*Restricted Information (Medium) - Internal Use only**



**Step 2:** A manager (or HR if appropriate) discusses corrective actions with an employee. Employees should receive actionable feedback on how to deal with an unintentional violation. They can review coaching or mentoring methods.

Employees have [a month] to correct their behaviour before step 3 takes effect.

**Step 3:** Employees receive a formal written reprimand. HR should inform them that if they do not correct their behaviour within [one week], step 4 will take effect.

**Step 4:** Employees will be called in for a formal disciplinary meeting with HR, their Department Head and/or their supervisor. They will have the chance to explain their side and HR is obliged to investigate. HR must clarify that this is the final step before an employee is penalized.

Employees must correct their behaviour immediately, or step 5 takes effect.

**Step 5:** This step encompasses any penalties that employees will receive. This usually includes detraction of certain perks and benefits (as long as they are not mandatory by law.) It may also include suspension without pay or demotion for serious offenses. We will still provide counselling in this stage if appropriate (e.g. minor cases of substance abuse.) We will apply this step uniformly and fairly. It will not result in adverse impact for protected groups.

Employees must correct their behaviour within [one month] before step 6 takes effect.

**Step 6:** Employees who continue to violate our policies, either voluntarily or

involuntarily, by this stage will be terminated. This step will follow an official investigation by HR (or legal authorities when appropriate) to ensure that terminating an employee is fair. A termination for cause will refer to employees who were guilty of severe violations or felonies.

**Step 7:** Employees if violates the Non-Compete, Non-solicitation or Confidentiality sections, or by failing to perform his obligations as per all other organizational policies, acknowledges that such breach will cause irreparable damage to the company and that remedies at law for any such breach will be inadequate. This shall be governed for all purposes by the laws of India and the venue for any action arising out of this agreement shall be at the courts of India.

#### **How to invoke progressive discipline**

The progressive discipline process may begin from a different step, according to the severity of an employee's misconduct:

**Performance issues.** Procedure starts at stage 1 or 2. Examples are:

1. Absenteeism.
2. Disregarding deadlines.
3. Lack of knowledge of Health & Safety standards.

**Minor offenses (one-time).** Procedure starts at stage 2 or 3. Examples are:

On-the-job minor mistakes.  
Breach of dress code or smoking policy.

**Serious misconduct/ Repeating an offense for which a progressive discipline procedure already took place.** Procedure starts at stage 3, 4 or 5.

Examples are:

1. On-the-job major mistakes.
2. Rudeness to team members, customers, or partners.
3. Unwillingness to follow Health & Safety standards

**\*Restricted Information (Medium) – Internal Use only**



**Severe violations.** Procedure starts at stage 4, 5 or 6. Examples are:

1. Substance abuse.
2. Offensive behaviour.
3. Retaliation against an employee.

**Illegal behaviour.** Procedure starts at step 5, 6 or 7. Examples are:

1. Corruption/ Bribery.
2. Sexual Harassment.
3. Workplace Violence.
4. Embezzlement/Fraud.

**Unacceptable activities:** Procedure starts at step 6 or 7. Examples are:

Causing damage to the good will of Company.

Bringing Irreparable loss

HR/Department Heads can skip any of the steps if they believe they are

obsolete. For example, if an employee has received several formal reprimands for the same offense, HR may choose to terminate them directly. Or an employee may be directly suspended for a short period as a punishment.

This policy is meant to provide general guidelines. Our company reserves the right to treat circumstances in a different way from that described in this policy and the scenarios are not limited with the examples provided here. But we are always obliged to act fairly and lawfully and document every stage of the progressive discipline process.

#### **Right to appeal**

Employees who were not terminated for cause or were not found guilty of illegal behaviour may file an appeal. For example, if an employee thinks they were demoted unfairly, they can bring this issue to the attention of HR. HR will evaluate the situation and may organize a hearing.

**\*Restricted Information (Medium) – Internal Use only**



# **Employee Acknowledgment**

I hereby acknowledge that I have read & understood the above policies, terms & procedures in its entirety & agree to abide by them.

**Signature:**

**Date:**

