EMPLOYEE HANDBOOK

About Trigent.

Trigent Software Private Limited is an IT Services & Professional Services Company started in the year 1995 Trigent operates in Boston, US & Bangalore, India. Trigent Professional Services Div. has an employee strength of over 1200. It is a SEI CMM Level 4 and an ISO 9001: 2015 certified company. Trigent works with over 80+ client companies across India for Staff Augmentation Services. To name a few like, Wipro, LinkedIn, Microsoft, Accenture, Honeywell, Oracle etc.

New Employee Information

1. **Client Company Reporting:**

   Before reporting to the client company, please ensure you have the following details.

   a. Date & Exact time of reporting.
   b. Deployment letter
   c. Venue details
   d. Contact person name & Contact details
   e. Relieving letter/resignation acceptance letter from your previous employer.

   On reporting to the client company send a mail to inform your Trigent recruitment focal & HR POC and cc to hrsupport@trigent.com.

2. **Test Mail & Email for Communication:**
   After reporting to Client Company, please send out a test mail from your client email ID to your respective HR POC and hrsupport@trigent.com. It is mandatory for employees deployed at client location to communicate using their client email ID only, especially while submitting their client approved timesheets. Time sheet received from any other mail id will not be accepted.

   NOTE: *Employees are requested to contact your Trigent HR POC first and do not contact the POC at client place until confirmed by Trigent HR POC.*

3. **Salary Account:**

   - Salary will be processed through IDFC/HDFC Bank only. Primary responsibility to open HDFC Bank account is that of the Employees. Salary disbursement will be contingent on the account opening with IDFC/HDFC Bank.
   - Employees having existing IDFC/HDFC bank account should furnish the details with a copy of the cancelled cheque leaf for enabling the processing of their salaries.
   - Employees having existing IDFC/HDFC bank account should furnish the details with a copy of the cancelled cheque leaf for enabling the processing of their salaries.
   - On activation of the IDFC/HDFC Bank account, following details needs to updated on HRMS.
     a) Full name as per bank records.
     b) Bank account number
     c) Scanned copy of the cheque leaf or Screen shot of your net banking website, with your account number and name clearly visible.
   - In case of delay in opening IDFC/HDFC bank account, salary will be on hold and disbursed once the account is activated with IDFC/HDFC Bank.

Note: Information provided in this document may change and the same will be updated in the HRMS Portal and will apply to all employees deployed to clients.

4. Salary Disbursement:

- Salary will be credited to your IDFC/HDFC Bank account on or before 7th of every month.
- Employees joining after 15th of the month will receive their salary along with the following months' salary cycle.
- Pay slip will be sent to the employee's Client company email ID after salaries are released.
- If salary is not processed in the regular cycle for any reason such as delay in submission of client approved timesheet/HRMS timesheet etc. An advance in lieu of salary (approximately 80%) will be disbursed. Salary slip will not be generated for the advance amount, but the same will be reflect in the next month pay slip as consolidated data.
- Take Home Salary = Monthly Total as per offer letter <minus> employee PF/ESI contribution<Minus>Professional Tax <minus> Applicable Income tax.

5. Client Paid Allowance:

In cases where the client is paying any allowance/reimbursement to the deployed employees over and above the offered salary, the allowance/reimbursement amount has to be received by Trigent and on realization of funds; the amount will be disbursed to the deployed employees.

6. Annual Furlough

Annual Furlough is when a client places an employee into temporary non-duty, non-pay status because of business reasons. In this scenario, Trigent will pay the salaries by adjusting against the accumulated leave of the deployed employee. If the employee has no leave credit, the same will be treated as leave without pay.

7. Employee State Insurance Scheme (ESI):

Employees drawing INR 21,000 or less monthly salary will be covered under ESIC. ESI would cover self, spouse, two minor children, father and mother. Please refer to http://www.esic.nic.in/information-benefits for more details about the scheme.

Process flow to get ESIC Card:

Step 1: Declare the family details in the format sent by the HRPOC and share the same.
Step 2: Temporary ESI card will be sent to employee within 15 days on sharing the details.
Step 3: Visit the nearest ESIC dispensaries with family members for applying Pehchan Card. Dispensary's details are available at http://www.esic.nic.in/

Employees can visit nearest hospitals with ESI card for availing treatment or any emergencies.

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8. **Medical Insurance:**

- Employees drawing above INR 21,000 monthly salary will be covered under the Company's Medical Insurance Policy.
- Medical Insurance is administered by Reliance General Insurance.
- The Medical Insurance coverage is for INR 1,00,000
- Insurance covers self, spouse and two minor children

<u>Process flow to download Medical E Card:</u>

Step 1: Employee to visit URL: https://www.reliancegeneral.co.in/Insurance/Self- Help/Online-R-Card.aspx

Step 2: Enter the policy number (Default): 141532128120000177 (Trigent Policy Number)

Step 3: Enter your employee ID number

Step 4: Download/Email your E-Wellness Card

For any queries/reimbursement/claims, contact our Insurance Broker mentioned below:

Client Manger: Avinash Anto avinash.a@edifybrokers.com (9110608256)
Escalation Level 1: Bhanupriya Bhanupriya.r@edifybrokers.com (9019525658)
Escalation Level 2: Leena Muthappa Leena@edifybrokers.com (9663977110)

For addition of spouse/children to the medical insurance policy, please drop a mail to sonia_t@trigent.com

9. **Employee Provident Fund:**

• Employer and Employee will contribute 12% of Basic and DA (restricted to a maximum of Rs 15000 only).

• Employees can transfer PF at https://unifiedportal-em.epfindia.gov.in/memberinterface/

• Employees availing PF benefit need to update their existing UAN and other details in Trigent HRMS tool for linking the PF account with UAN.

10. **Aadhaar Seeding and KYC update in EPFO portal: Mandatory**

All the employees covered under EPFO scheme must link their UAN number with Aadhaar; failing which Trigent will advise employees to link within 1st month of employee DOJ.

Process flow to Aadhaar Seeding and KYC update in EPFO portal:

• UAN Member Portal login Link: https://unifiedportal-mem.epfindia.gov.in/memberinterface
• Please check your Payslip to know your UAN no. If your UAN is not registered in the above portal, please click on "Activate UAN" link under IMPORTANT LINKS in the login page and Register your UAN by providing necessary details and then login.
• Step 1: Visit the EPFO's member portal and login through username and password.
• Step 2: Go to 'Manage' option in the top menu bar.
• Step 3: Select the 'KYC' option from drop-down.
• Step 4: A new page opens which contains a list of different document type. Enter the document number, name as per document and other details such as IFSC in case of bank details and expiry date in case of passport and driving license.

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• Step 5: Now, click on 'save'.

• Step 6: The status of the KYC document will be shown under the 'KYC Pending for Approval' column.

• Step 7: Once KYC are verified by employer, the status will be shown under the 'Digitally Approved KYC'. Also, an SMS will be received on the registered mobile number.

11. Income Tax:

- It is mandatory to submit IT Declaration form and the same is available in Trigent HRMS.
- Employees Joining in the middle of the financial year need to fill form 12B and declare previous employment income supported by tax computation sheet from previous employer.
- Employees need to submit IT declaration within 20th of the month.
- Proofs of declared investment for IT exemption need to be submitted in the month of December.
- Employees exiting the organization during the financial year are required to submit their IT proofs before the LWD.

12. Leave Policy:

- 1 day of Earned leaves for every twenty days' work performed by the employee. The unutilized leaves can be carried forward or encashed (to a maximum of 30 days) on separation.
- Any leaves utilized more than your available leave balance will result in Loss of Pay.

or purposes of leave utilization, intervening Saturdays, Sundays and Company holidays prefixed, suffixed or in between leave are not calculated.

- For purposes of leave without pay calculation, Saturdays, Sundays and Company holidays in between leave period will be counted as leave without pay.

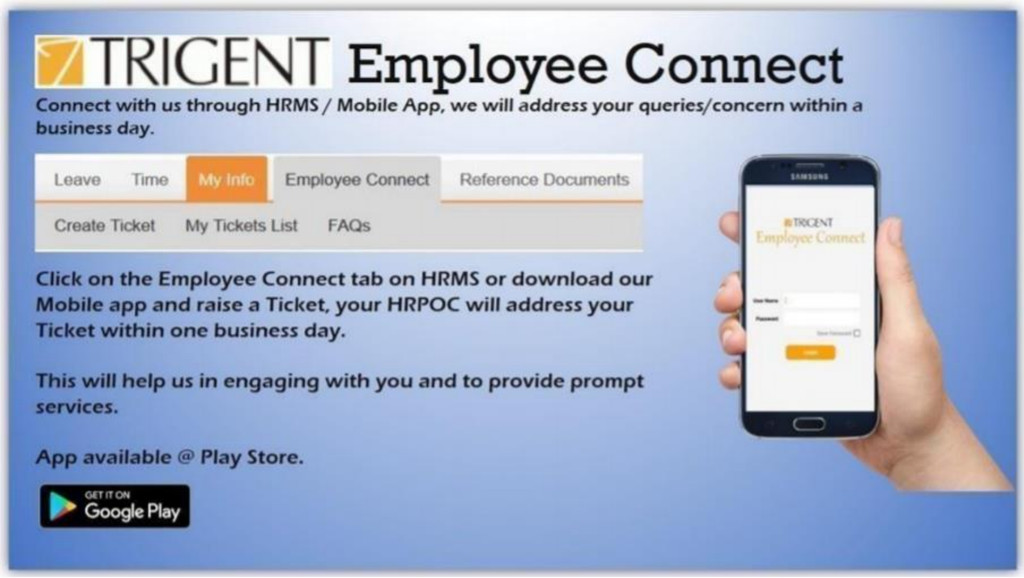
Note: Monthly Leave credits and the Annual Leave cycle is based on Date of Joining. All leaves have to be taken after written approval from client reporting manager.
All long leaves have to be intimated well in advance to the client reporting manager and Trigent HR POC. The same needs to be updated in the Trigent HRMS Time sheet.

13. Trigent Timesheet Tracker (HRM):

- All employees are required to fill the time tracker on weekly basis in Trigent HRM portal.
- If employee fails to fill and submit the time tracker Salary will go on Hold.
- The URL /Link for the Time Tracker in Portal is as follows.

https://u2hrm.trigent.com/symfony/web/index.php/auth/login

14. Employee Connect:



15. Timesheet Process:

Timesheet is the essence of this engagement. It is on the basis of the client approved time sheet that Trigent can substantiate its services to the client. Absence of client-approved timesheet means that services have not been delivered by the employee.

- Timesheet has to be filled as per the instructions/template provided.
- Timesheet must be approved by the reporting manager via email/physical signature on the hard copy of the timesheet.
- Employees filling the client timesheet on the portal need to send the screen shot of the same using the Client email id. Time Sheets sent from personal mail ids will not be accepted.
- Employees should submit the client approved timesheet to the Trigent HR POC minimum 3 days prior to salary disbursement. In case of delay an advance in lieu of salary (approximately 80%) will be disbursed.
- When advance is given in lieu of salary, Salary slip will not get generated. The same will be reflected in the following months' salary slip.
- Employees should update the client timesheet /time tracker on a weekly/daily basis.
- Incomplete timesheet could lead to salary hold.
- Employees filling Timesheet on client Portal can ignore above steps.
- Both HRMS and Client approved time sheet is a pre-requisite for salary processing.

16. Separation:

• Employee must discuss with the Trigent HR POC first about their intention of separation and then inform the client manager.

• After discussion with the HR POC, send an official mail for resignation.

• Employees on critical assignment will be released based on the client project manager's approval and completion of the tasks assigned even if they have served the notice period.

• All employees will be exited after finishing the formalities both at Client company and Trigent.

• Relieving/Experience letter will be issued only after all exit formalities are completed.

• Employees getting converted to client rolls also need to follow the same exit process.

• Employees exiting should share the client approved timesheets till their LWD, failing which exit process will be on hold.

• Resignation acceptance will be communicated on the last working day & Final relieving letter will be issued 30 days from the date of exit and completion of all the exit formalities.

• F&F Settlement will be done 60 working days from the date of exit and is contingent on payment realization from the client company with respect to the individual's engagement.

• Unauthorised absence of 3 or more days will result in forfeiture of employment with the company.

17. Gender Sensitivity/Prevention of Sexual Harassment Policy:

17.1 Purpose

Trigent (hereafter referred to as the ''The Company'') is committed to the highest standards of openness, and accountability by providing a safe work environment free from any kind harassment or intimidation of either a verbal or a physical nature. This policy documents procedure for redressal of complaints relating to sexual harassment at the work place in compliance with the sexual harassment of women at the workplace act, 2013.

17.2 Applicability of the policy

This policy applies to all employees of the Company.

17.3 Policy Statement

- Sexual harassment as defined by the Act includes any unwelcome acts or behavior (whether directly or by implication) namely:-
- Physical contact and advances; or
- A demand or request for sexual favors; or
- Making sexually colored remarks; or
- Showing pornography; or
- Any other unwelcome physical, verbal or non-verbal conduct of sexual nature
- The type of behavior described above and any such events which causes emotional trauma is unacceptable not only in the workplace, but also in other work related settings, and not limited to, such as business trips or business related social events.
- Click on the below link to access more information on the Act.
  http://www.nitc.ac.in/app/webroot/img/upload/77331401.pdf

17.4 Procedure for Redressal

- You are requested to follow the procedure laid down by the client company at which you are deployed and inform the respective client POC.
- You may parallelly report the matter through Employee Connect tab in Trigent HRMS or through the Employee Connect App.
- You may also reach out to HR Support (hrsupport@trigent.com)

<u>Address for Communication/Courier:</u>
Trigent Professional Services Division. HR Department
Khanija Bhavan, 2nd Floor, East Wing, No. 49, Race Course Road,
Bangalore - 560001.
Telephone: 080 22157000 Email: hrsupport@trigent.com

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