

Employee Handbook

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Shivdayal and Dinesh	HR	28/05/2019	Ankita G	Management	Minor Changes

About this template

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Use of passwords / PIN numbers:

Members are required to have system and file passwords as deemed necessary to protect the business data and information.

Members must treat passwords (self-created or and given to them by the customer) as private and highly confidential. Non- compliance of this policy may result in disciplinary action. Passwords will be required to be disclosed within the organization only to the authorized representatives for the following reasons:

- Prevent misuse of the facility,
- In case of termination of employment,
- Movement from one project to another,
- In case of maintenance of the system the password can be shared with the authorized personnel post getting permission from Reporting manager in writing.

Sharing Organization Information with other parties:

Confidential information should be shared only with authorized persons within the organization. All confidential information and other private company matters are a valuable, special and unique asset of THBS, and disclosure of that information would be detrimental to THBS. Any confidential information about THBS must not be shared with friends, family or others who are not authorized to receive it either within or outside the company.

As a condition of employment, all employees are required to sign the THBS standard Employee Agreement, Intellectual Property Rights and Non competent agreement which covers in detail the employee/company relationship regarding disclosing confidential information and non-compete covenants. Information that includes, but is not limited to, our research activities, new products and design, new product launches, customer lists, company policies, finances, marketing programs and plans are all confidential and proprietary.

Every member is responsible for ensuring the confidentiality of any information in his or her possession. THBS stores and processes vast amounts of highly confidential information received from its clients. The release of any such information to unauthorized individuals or parties can be highly detrimental to the interests of all those affected by it. Consequently, it is vital that you make every effort to preserve the confidentiality of all such information.

Members should not leave confidential information in places where it is readily accessible to others. All documents at your desk should be locked prior to leaving the workstation. All desktops, laptops, servers, etc. are to be password protected to avoid misuse or leakage of information and data.

Members who misuse or disclose trade secrets or confidential business information will be subject to disciplinary action which may include suspension of your employment with or without pay, and in certain circumstances, termination of your employment with THBS as well as any legal action that may arise out of such misuse and unauthorized disclosure, even if they do not actually benefit from the misused and/or disclosed information.

It is also improper for members to solicit or receive confidential information belonging to other companies.



Disclosure of Non-Competition & Solicitation Agreements:

Prior to beginning work with THBS, employees must disclose to the Human Resources department at THBS the existence of any Non- Competition, Non-Disclosure or Non Solicitation or any other similar agreement(s) which employee has entered into in the past so that THBS may determine whether such agreements may affect the members' assignment at THBS. This is disclosed in writing in the Terms and Conditions of employment documents along with the acceptance of the THBS appointment letter issued on the day of the start of the employment.

Using e-mails and postal mail facilities for Personal Reasons:

The use of email or postal mail/ courier services for personal use is discouraged and should be kept to the minimum. Postal mail may be used for business purposes only. In case you would like to use the mailing facility, the same needs to be declared to the mail department. No company confidential material, information and data shall be sent out through any e-mails or the mail system. Also, in case of using the email system member should keep in view the bandwidth and data protection requirements and confidentiality obligations so as not to impact or cause damage to the company business.

The employee will have to pay directly to the postal / courier carrier the charges incurred in using the company postal mail/courier services. THBS will also have the right to deduct the amount through the employee's payroll, in case of misuse of this facility or non-disclosure of sending personal mails. In such cases THBS will subject the member to disciplinary action which may include suspension of your employment with or without pay, and in certain circumstances, termination of employment as well as any legal action arising out of such misuse.

Using Telephone Systems and Cards for Personal Reasons:

Personal calls on the THBS telephone systems are to be minimized and limited to urgent or emergency use only. THBS telephone lines must be kept open to conduct business with our clients. Calls may be monitored, and you are expected to reimburse the company for the cost incurred.

FAX:

Company's fax machine is intended for business and work-related communication only. You may send and receive faxes as necessary for any work-related activity. Employees should not use the fax machine for sending or receiving personal faxes except in an emergency.

Use of Organisation's Mobile Phones for Personal Use:

The use of the organization's mobile phones will be monitored for inappropriate call patterns, unexpected costs and excessive personal use. Personal use of the organization-supplied mobile phones should be discouraged. Any personal calls made with the aid of the organization's mobile phone, should be reviewed and itemized. The cost incurred in making personal calls should be submitted to finance for payroll deductions.

The member should be cautious and aware of the discussions over the mobile phone in the open areas or in appropriate locations such as public places. This may be overheard by interested parties, and thus lead to inadvertent disclosures of confidential information.

In case of misuse of the mobile phone, the organization reserves the right to confiscate the mobile phone and revoke the mobile phone facilities. The mobile phone assigned to the employee is an organization asset the employee agrees that the mobile phone will be returned to THBS upon termination of employment.

In case of loss or theft of the company provided mobile phone, such loss or theft will have to be reported and brought to the notice of the appropriate authorities.

**SMS:**

The SMS services should also be used solely for business purposes. Sending and receiving of personal messages, data or information is strictly prohibited.

Credit Cards:

Corporate Credit cards issued to authorized staff remain the responsibility of the member until the card is returned or cancelled.

The corporate credit card should be used only for official purposes. The card will be used only for the purchase of items authorized by THBS. For example, employee is not authorized to make purchase for corporate assets if the job responsibilities do not allow for such purchases. Use of the card for any purpose other than the authorized use, will have to be reimbursed by the employee to THBS.

PIN numbers and the account number is strictly confidential and should only be disclosed to the party who intends to know the details for the purpose of purchase, or any other transaction being made on the corporate credit card. Passing credit card details to third parties on the internet should be dealt with caution and without compromising on the security controls.

In case of loss or theft of the corporate credit card, the same must be reported and brought to the notice of the appropriate authorities along with the details on the last few instances of usage of the card.

Approving and Authorization of Expenditure

Only authorized employees will approve expenditure or make commitments on behalf of THBS for expenditure.

THBS will decide the continuity and appoint the authorized employees for approving and authorization of expenditure. Only those expenses which are linked to business needs will be authorized expenses. The authorized member will ensure the correctness of the invoice or bills that THBS must pay. Any additional deviation in cost will have to be approved by the reporting manager of the authorized employee.

Responding to Telephone Enquiries:

Telephone enquiries for sensitive or confidential information are to be referred to the authorized employees only. Authorized employees may disclose information to persons or groups or organization whose identity and validity is verified prior to sharing of such information.

Information revealed by unauthorized employees about THBS employees and or business will be dealt with strict disciplinary action which may include suspension of such employee's employment with or without pay, and in certain circumstances, termination of employment as well as any legal action arising out of such unauthorized disclosure.

Sharing Confidential Information with Family Members:

All data and information that is not in the public domain, including information related to the organizations' business and its employees, must always be treated as confidential.

An employee must keep business related confidential information to himself or herself irrespective of the level of trust the member would have with the family member. Member should also be cautious of organization information on laptops or documents or mobile phone messages and should ensure that it is not revealed and or destroyed in error.

Using Office Computers for Personal Use:

Using the organization's computers for personal / private business is strongly discouraged. The use of office computers for personal use must be specifically authorized by the management. Playing of games on office PC's or laptops is prohibited.



Employees should not waste time playing games at work. In addition to this, the employee is prohibited from using unauthorized software / games which can be a potential virus risk to the organization's physical assets and can further lead to loss of critical data.

The system administrator must monitor and bring to the notice of the management any misuse of information processing facilities.

Use of company stationary:

THBS strongly discourages its members from using the company stationery and accessories for personal use. This includes papers, writing instruments, printer, printer cartridge, photocopier etc.

Public Disclosures and interaction with the News Media:

All public disclosure or material non-public information about THBS and all communications with the news media and other publications and information services will be exclusively authorized in writing by the senior management at THBS.

Except as otherwise expressly determined by the CEO or his designees, those, who may speak to the news media on behalf of THBS and any subsidiaries worldwide, are strictly limited. Inquiries from the press should be referred to the appropriate public relations department.

Vendors:

No employee is to make any purchase on behalf of THBS without prior authorization. If your position requires any dealings with vendors, such vendors should be advised that no purchase commitment as to delivery, pricing or any other term of purchase will be considered binding on the company unless and until written confirmation of a proposed order is received, which is then authorized in writing by an authorized representative or signatory of THBS.

Solicitation and Distribution:

In order to prevent disruption in company operations, interference with work and inconvenience to customer and other employees, solicitation for any cause or distribution of literature of any kind during working time on company premises is not permitted.

Neither may an employer who is not on working time, such as an employee who is on break, solicit another employee who is on working time for any cause or distribute literature of a kind to that person.

Whether on working time or not, no employee may distribute literature of any kind in any working area of THBS.

Equal Employer:

THBS is an equal opportunities employer. We do not discriminate on grounds of age, gender, colour, race, ethnicity, language, caste, creed, economic, gender orientation, gender identity, religion, or social status or disability. Being a global player, we value the diversity of the markets in which we operate. We recognize that having a workforce that broadly reflects the composition of the local communities in which we operate places us in a unique position to understand and respond to the needs of our customers. We thus use diversity as a competitive differentiator, both in employment and in customer markets.

Health and Safety at Workplace:

Safety is a priority at THBS. Every precaution has been taken to provide a safe workplace. The Facilities and Administration Team makes regular inspections and holds regular safety meeting and meets with management to plan and implement further improvements in our safety program. We take safety seriously and any willful or habitual violation of safety rules will be investigated thoroughly and be a cause for initiating disciplinary action against the offender.

The cooperation of every employee is necessary to make THBS a safe place in which to work. Help yourself and others by reporting unsafe conditions or hazards immediately to your supervisor or to a



member of the Admin Team or HR. Give earnest consideration to the rules of safety presented to you by poster signs, discussions with your supervisor, posted department rules, and regulations published.

Smoke Free Environment:

THBS intends to provide a safe and healthy work environment and expects its employees to comply with local law and the rules of the premises the employee is working out of. The use of tobacco products including cigarettes, cigars and chewing tobacco in the workplace is prohibited for all employees, customers and visitors, except in those locations that have been specifically designated as smoking areas.

Alcohol & Drug Abuse:

THBS does not tolerate the use, possession, sale or distribution of illegal drugs, alcohol or drug paraphernalia or being under the influence of illegal drugs or alcohol while on the job or in company supplied vehicles or at any time during the working day while performing company business. The working day consists of all breaks, lunches and work-sponsored activities. Improper use of prescription medication also is a violation of this policy.

THBS also reserves the right to inspect company property at any time including desks, or any other suspected areas of concealment. This may consist of purses, lunchboxes/bags, packages and other personal effects. Failure to co-operate in an inspection conducted in accordance with this policy may lead to further investigation and could also result in immediate discharge.

Off the job illegal drug use may also result in disciplinary action which may include suspension of your employment with or without pay, and in certain circumstances, termination of employment as well as any legal action arising out of such actions.

Personnel Data changes:

It is the responsibility of the employee to immediately notify THBS of any changes in personal data. Personal data includes details such as personal mailing address, telephone numbers, names of dependents wherever applicable, tax exemptions, emergency contact information, educational accomplishments.

Employment Verifications:

All requests for employment verification should be referred to Human Resource Department. HR will respond in writing only to those reference check inquiries that are submitted in writing. Response to such inquiries will confirm only dates of employments, salary details and the position. No employment data will be released without a written authorization and release signed by the individual who is the subject of the inquiry.

Work Hours:

THBS is open for business between 09:00 am to 06:00 p.m. Monday to Friday. For members who are at customer locations, the timings applicable there shall apply. Variations in days and/or assignments may occur in order to ensure continued and uninterrupted operations of business. Notwithstanding the, employees may be required to work varied hours, overtime, holidays and or weekend as the project or work may warrant.

Notice of Absence/ Delay in reaching office:

THBS realizes that on certain occasion absence / delays is unavoidable. If you must be absent from work, going to be late or need to leave early for any reason, you must notify your supervisor or leave a message if the supervisor is not available no later than 45 min after your scheduled start work time if you are going to be late for or absent from work. In case you must leave early from work the same should be notified to your supervisor. In case the leave of absence is for more than 4 hours the employee must apply a half-day leave through the Leave Management System on the MIS.

**Employee Standards of Conduct:**

Employees should be aware that the violation of any of the following employee standards of conduct might result in disciplinary action, which may include suspension of your employment with or without pay, and in certain circumstances, termination of employment as well as any legal action arising out of such misconduct (the list mentioned below is not an all-inclusive list):

- Insubordination or disregarding working directions and instructions received from the manager or refusal to comply with the same.
- Willful violation of corporate or government rules and regulations including safety rules.
- Dishonesty of any kind, such as theft of company property, the property of other employees or property of others entrusted to the company, as well as any action constituting a criminal offence, whether committed on duty or off duty.
- Unsatisfactory work performance or otherwise failing to perform work up to the standards expected of company employees.
- Excessive or unexcused absenteeism or tardiness or any violation of any rule pertaining to attendance.
- Misrepresentation of acts or falsification of records including, but not limited to, personal records, reasons for requesting a leave of absence or time off and information in connection with the obtaining of employee benefits or misuse of such benefits
- Failure or refusal to perform work as required or directed.
- Disclosure of confidential information to unauthorized persons.
- Gambling of any kind on company time/premises at any time.
- The use of company time, materials, facilities or equipment for purposes not related to the company operation.
- Permitting unauthorized persons in the company facilities or on company property or allowing them to use the infrastructure of the company.

Employee Problem Solving:

THBS will strive to provide a pleasant and harmonious work environment. THBS will also treat its employees with dignity and respect. If you find that there are work related problems or concerns, the same should go to the notice of his/her manager.

Training and Certifications:

THBS encourages the growth of its employees and encourages them to undergo the required training and upgrade skills in order to perform their job well. Employees should approach the training department for any training requirement that will enable them to perform the job better. The training request must be in line with the business needs of THBS. THBS will also evaluate the benefit of the training program if there is a need felt for the same.

Immigration:

THBS business operations may warrant members to travel across the globe. Adherence to the several laws and regulations governing overseas travel and immigration is imperative, and employees are expected to abide by the laws of the respective country during their deployment in that country.

Visa:

THBS will process the visa for the employees for all business-related travel. The duration required to secure a visa is based on the guidelines by the respective authorities or the country to be visited by the employee. THBS will determine the type of visa to be sponsored for the employee keeping in view the applicable rules and regulations. THBS will ensure and adhere to the necessary compliance from time to time of the respective country.

ISMS (Information Security Management System):

All employees and contractors (Direct and Third party) will fall under ISMS framework, any employee or contract employee deviating Information Security framework if found appropriate action will be taken as per the Disciplinary Policy.

**Policy against Discrimination and Harassment:**

THBS is firmly committed to maintaining a work environment that is free from discrimination or any form of harassment at the workplace based on race, caste, religion, nation origin, sex, sexual orientation, gender identity, age, and mental or physical disability.

One aspect of our policy requiring some clarification is our prohibition of any form of sexual harassment in the workplace. Sexual harassment included unwelcome and unsolicited sexual advances, request for sexual favors and other verbal, visual or physical conduct of a sexual nature.

No supervisor or other employee shall threaten or insinuate, either explicitly or implicitly that another employee or applicant's refusal to submit to sexual advances will adversely affect that person's employment or any other condition of employment or career development.

THBS policy in this regard is one of zero tolerance. If you believe you or another employee is being subjected to discrimination or harassment at the place of work, you should bring the matter to the notice of your manager and/or Human Resource department. THBS will promptly investigate any allegations of discrimination or harassment in as confidential a manner as possible and take appropriate corrective action as per THBS' Prevention of Sexual Harassment (POSH) policy. It is also understood that any employee electing to utilize the complaint procedure referenced above will be treated courteously and will not have any adverse impact on the individual's employment status.

Any employee who is determined, after an investigation to have engaged in harassment in violation of this policy will be subject to appropriate disciplinary action which may include suspension of employment with or without pay, and in certain circumstances, termination of employment as well as any legal action arising out of such misconduct.

Employees, who are aware of any such conduct and fail to report it, will be subject to disciplinary action. In addition, any person who knowingly makes a false claim of harassment or discrimination shall also be subject to appropriate disciplinary action.

Separation from Employment:

Separation /Termination from employment can happen voluntarily or involuntarily. Resignation is a voluntary act initiated by the employee to terminate employment with THBS. The resignation should be submitted as per the required notice period mentioned in the employment terms and conditions issued while joining or any subsequent changes made to the same, that is made known to the employee.

Exit Interviews:

Prior to the employee's last day of work, an exit interview will be conducted by the Human Resource department or the designated manager. The exit interview will cover the aspects of returning company property such as key, laptops, credit cards, employee handbook, equipment etc. and will also involve discussions in general about your employment experiences at THBS. Additionally, you will be reminded of your obligation to maintain the confidentiality of information learned while working at THBS and at client location.

EMAIL POLICY

The email policy is the first policy you need to be familiar with before you can start using the THBS official email ID. Please take a few minutes to read the policy below. It is understood, that you agree to the rules and norms outlined in this policy, once you start using the official e-mail ID.

Purpose

The purpose of this policy is to ensure the proper use of THBS's email system and make users aware of what THBS deems as acceptable and unacceptable use of its email system. THBS reserves the right



to amend this policy at its discretion. In case of amendments, the modified policy will be published in internal THBS Employee Portal, and the employees will be informed appropriately.

Legal Risks

Email is a business communication tool and users are obliged to use this tool in a responsible, effective and lawful manner. Although by its nature email seems to be less formal than other written communication, they are governed under similar laws. Therefore, it is important that users are aware of certain dos and don'ts when using an e-mail. It is to be understood that the list herein below is only indicative of wrongful actions and is not exhaustive in nature.

- Do not send emails with any libelous, defamatory, offensive, racist or obscene remarks.
- Do not forward emails with any libelous, defamatory, offensive, racist or obscene remarks.
- Do not unlawfully forward confidential information.
- Do not unlawfully forward or copy messages without permission.
- Do not send an attachment that contains a virus.

By following the guidelines in this policy, the email user can minimize the legal risks involved in the use of e-mail. If any e-mail user disregards the rules set out in this Email Policy, the e-mail user will be solely liable for such unauthorized use.

Legal Requirements

The following rules are required by law and are to be strictly adhered to:

- It is strictly prohibited to send or forward emails containing libelous, defamatory, offensive, racist or obscene remarks. If you receive an e-mail of this nature, you must promptly notify your supervisor.
- It is strictly prohibited to send Email to external domains, unless there is a business requirement.
- It is strictly prohibited to forward official emails to your personal email IDs and don't use your personal email ID for official communications.
- Do not forward a message without acquiring permission from the sender first. Do not send unsolicited email messages.
- Do not forge or attempt to forge email messages.
- Do not send email messages using another person's email account.
- Do not copy a message or attachment belonging to another user without permission of the originator. Do not disguise or attempt to disguise your identity when sending mail.

Best Practices

THBS considers email as an important means of communication and recognizes the importance of proper email content and speedy replies in conveying a professional image and delivering good customer service.

Writing emails:

- Display name of your emails should and must be as same as your email ID. It should always be your First Name Second/Last name.
- Write well-structured emails and use short, descriptive subjects.
- THBS's email style is informal. This means that sentences can be short and to the point. You can start your e-mail with 'Hi', or 'Dear', and the name of the person. Messages can be signed off with 'Best Regards'. The use of Internet abbreviations and characters such as smileys, however, is not encouraged.
- Email signatures must include your name, job title, contact details and company name as a minimum. Email Signature must and should be in the below format and color.



Regards,

Your Full Name
Your Designation
Torry Harris Business Solutions Pvt. Ltd. (www.thbs.com)

Tel: +91-(0)80-41827200
Mobile: +91-9999999999
Fax: +91-(0)80-41235695

- A disclaimer will be added underneath your signature (see Disclaimer).
- Use the spell checker before you send out an email.
- Large attachments (over 5MB) should generally not be sent via email.
- Do not send unnecessary attachments.
- Compress attachments larger than 1 Mb before sending them.
- Do not write emails in capitals.
- Do not use cc: or bcc: fields unless the cc: or bcc: recipient is aware that you will be copying a mail to him/her and knows what action, if any, to take.
- If you forward e-mails, state clearly what action you expect the recipient to take.
- Only send emails of which the content could be displayed on a public notice board. If they cannot be displayed publicly in their current state, consider rephrasing the email, using other means of communication, or protecting information by using a password (see confidential).
- Only mark emails as important if they really are important.

Replying to emails:

Emails should be answered within at least 8 working hours, but users must endeavor to answer priority emails within 4 hours. Priority emails are emails from existing customers and business partners.

Newsgroups:

Users need to request permission from their supervisor before subscribing to a newsletter or news group.

Maintenance:

Delete any email messages that you do not need to have a copy of and set your email client to automatically empty your 'deleted items' on closing.

Personal Use

Although THBS's email system is meant for business use, THBS allows the reasonable use of email for personal use if certain guidelines are adhered to:

- Personal use of email should not interfere with work.
- Personal emails must also adhere to the guidelines in this policy.
- Personal emails are kept in a separate folder, named 'Private'. The emails in this folder must be deleted weekly so as not to clog up the system.
- The forwarding of chain letters, junk mail, jokes and executables is strictly forbidden.
- On average, users are not allowed to send more than 2 personal emails a day.
- Do not send mass mailings.
- All messages distributed via the company's email system, even personal emails, are THBS's property.

Confidential Information

Avoid sending confidential information by e-mail. If you do, you must secure the information by including it in a Microsoft Word or Excel file and protecting it with a password. Then provide the recipient with the password by means of other communication, for instance by telephone.



DISCLAIMER

The following disclaimer will be added to each outgoing email:

'This email and any files transmitted with it are privileged and confidential information and intended solely for the use of the individual or entity to which they are addressed. If you are not the intended recipient, please notify the sender by e-mail and delete the original message. Further, you are not to copy, disclose, or distribute this e-mail or its contents to any other person and any such actions are unlawful. This e-mail may contain viruses. Torry Harris Business Solutions has taken every reasonable precaution to minimize this risk but is not liable for any damage you may sustain as a result of any virus in this e-mail. The recipient should check this email and any attachments for the presence of viruses. Torry Harris Business Solutions reserves the right to monitor and review the content of all messages sent to or from this e-mail address.'

System Monitoring

You must have no expectation of privacy in anything you create, store, send or receive on the company's computer system. Your emails can be monitored without prior notification if THBS deems it necessary. If there is evidence that you are not adhering to the guidelines set out in this policy, THBS reserves the right to take disciplinary action, which may include suspension of employment with or without pay, and in certain circumstances, termination of employment as well as any legal action arising out of such misconduct.

Email Accounts

All email accounts maintained on our email systems are property of THBS. Passwords should not be given to other people and should be changed once a month.

EMPLOYEE SOFTWARE LICENSE USAGE POLICY

The Policy of THBS is to manage its software assets in an efficient and effective manner and derive maximum benefits and ensure that its employees:

Acquire, reproduce, distribute, transmit, use, maintain only legal computer software on THBS computers and computer networks in compliance with international treaty obligations and Indian laws, including the

- Intellectual Property Rights and Intellectual Data Rights of THBS.
- Documented Policies and Procedures of THBS.
- ISO27001 Standards and Statutory compliance.
- Software Copyright Act of 1998 – NASSCOM.
- IPR Law (Intellectual Property Rights) - Business Software Alliance
- ICA - Indian Copyright Act
- IIPA, DMCA, Software Piracy and Protection Act – BSA.
- Anti-Piracy Laws enforced by the Government and International regulations.

All software is protected under Indian copyright laws from the time of its creation. THBS has licensed copies of computer software from a variety of publishers to help fulfill its mission. Unless otherwise provided in the software license, duplication of copyrighted software, except for backup and archival purposes, is a violation of the Software Copyright Law of NASSCOM, BSA and THBS Policy.

You may not knowingly use software for which THBS lacks the appropriate license. If you become aware of the use or distribution of unauthorized software in THBS, please notify your Reporting Manager and System Administrator immediately.

You may not loan or give to anyone any software licensed to THBS.

The licenses for some of THBS's software are installed on portable computers or Laptops which permit employees to use at home or at any other location away from office. The Project Manager may approve



such use by employees that can demonstrate a need to conduct THBS's business outside the corporate network or for the purpose of 'Work from Home' under prior approvals from BU head. Under no circumstance, however, may employees use company software for purposes other than the business of THBS.

No employee may use or distribute personally owned software on THBS's computers or networks. Such software threatens the integrity and security of THBS's computers and networks.

A variety of software is available on the Internet. Some of this software, called "freeware" is available free of charge and for limited use. THBS policy restricts users to download software directly from the internet or VPN. For use of such freeware software, users need to raise a ticket through Ticketing system (Genie), with prior written approval of reporting manager and System Admin. Other software available on the Internet and from other electronic sources, however, requires the user to obtain a license for its use, sometimes for a fee. No employee shall download such software to his or her computer without the prior written approval of System Administrator.

The Software Asset Management Process

THBS is committed to managing its software assets for maximum benefit to the company and its employees. The process consists of three focus areas: (1) Create an environment in which the process will succeed, (2) Review Software assets that reside on THBS computers, (3) Act to correct breaches in policy and the law, adhere to the Policy and its procedures, and prevent breaches or violations.

- THBS will strive to create an environment for success by periodical publications of this policy through the regular channels of communication.
- Educate employees about their responsibilities.
- Create awareness and train employees in the use of software supported by THBS.
- Identify and modify as necessary the software that employees use to fulfill their role and responsibilities.
- Establish a secure repository for original storage media, software licenses, and software documentation.
- Ensure requirement of all software be procured through official and clearly defined procedures.

As part of this THBS's software management process, System Admin shall conduct periodic, random audits on all computers and networks to determine the software resident on such systems and whether the organization has the appropriate licenses for all such software. System Admin shall conduct periodic, planned reviews, in which the IT department will endeavor to conduct the work with the least possible disruption of your workday or business hours.

Policy-Requirements

Every hardware or software is an important THBS asset or tool that carries intellectual property rights with patented information or design. Users are obliged to use this tool in a responsible, effective and lawful manner. Although the asset (Hardware and Software) may seem like any other device or application to work, it is an invaluable and inevitable source of business delivery and work function, with the same legalities that may apply to any other resource.

It is important that users are aware of the legal risks involved on any of the following categories:

- It is strictly prohibited to download or install any software without a valid license, approvals and authorization.
- If you possess any illegal software that is unintentional or under condition of ignorance, you must promptly notify your manager and system administrator immediately, but not later than five (5) business days.
- No attempt should be made by the employee to un-install or remove the software, this work may only be undertaken by System Admin.



Software Procurement and Installation Procedures

All requests for software and software upgrades shall be submitted to Systems Administration through Ticketing system (Genie). Any software and software upgrades not acquired by THBS shall be documented and identified. This information will be notified and escalated to BU Head and IT Manager, who will verify whether THBS has an appropriate license for the use of such software. All acquisitions of hardware that include bundled software shall be documented and identified and shared with System Admin, who will verify that THBS has an appropriate license for the use of such bundled software.

IT department shall store in a secure, central location all original software licenses, disks, CDROM's, and documentation upon receipt of all new software, including copies of completed registration cards.

IT department shall designate employees who are authorized to install software on THBS' computers.

No employee shall install any software upgrade on a computer that does not already have resident on it the original version of the software. Users shall destroy the original version's backup copy of the upgraded software in its place and all copies of software that is obsolete or for which THBS lacks the appropriate license.

IT Department's responsibility is to establish and maintain a recordkeeping system for software licenses, hardware, original CD- ROMs and diskettes, user information, and review information and maintain this information in a secure, central location.

THBS licenses the use of computer software from a variety of outside companies through a Software License lease under a system of direct, enterprise or tripartite agreement. THBS does not own this License or its related documentation, and unless authorized by the software developer or OEM, does not have the right to reproduce it. By following the guidelines in this usage policy, the user can minimize the legal risks involved. If any user disregards the rules set out in this Policy, the user will be fully liable for any or all penalty including financial damages arising out of this expense. This clause is purely consequential, and, therefore will be the sole responsibility of the user. THBS will disassociate itself from the user as far as legally possible.

THBS is committed to communicating this Policy with its employees and will:

- Distribute include the Policy Statement in MIS and publish the updated copy to all employees as necessary.
- Train new employees during their initial orientation on how to comply with the Policy.
- Hold seminars on the Software Policy for existing employees to inform them of the types of software licenses, how to detect and prevent piracy, how to implement the Software Policy, and consequences of violating the Policy and relevant law.
- Require new and existing employees whose responsibilities include the Installation, maintenance or oversight of information technology systems to acknowledge and sign the Software Policy Statement.
- Circulate reminders of the Policy on a regular basis (at least annually) or remind employees of the Policy in other ways (at least annually), for example, through notices in agency newsletters.
- Inform employees where they can get additional information on the Policy and software theft prevention.

DO NOT

- Do not download software on the premise/assumption of evaluation, demo, trial, freeware.
- Do not use shareware (software downloaded from the Internet or on PC magazine covers).
- Do not duplicate or copy software.
- Do not install downloaded software on your machine or alter its configuration, this work will only be undertaken by the Systems Administration Department.
- Do not store any .exe in your computer.



INTERNET ACCESS POLICY

Policy Statement

Torry Harris Business Solutions (THBS) is committed to provide Internet Access in a professional work environment. This policy is intended to inform all the staff of THBS what the expectations and acceptable behaviors are when they are using the Internet. Anyone who uses the Internet are expected and required to follow this policy. THBS will not tolerate unacceptable Internet behavior. This policy is not intended to impede the normal behavior among employees and between employees and THBS.

Scope

It applies to everyone using the Internet in THBS. It includes all employees, contractors and supervisors.

Definitions

Internet Usage includes, but not limited to, the following:

- Email
- Accessing Web Sites
- Accessing News Group
- Chat
- Files sharing/upload/download
- Telnet/VOIP/VPN

Monitor Internet Usage

THBS can and will monitor all Internet usages. All Internet activities can and will be logged for further review. This is to ensure all Internet users adhere to our policy.

Activities can be blocked

THBS can and will block certain Internet activities that are deemed unsuitable and/or unacceptable.

For Business Purposes Only

All Internet usages are meant for business purposes only. Internet usage is a privilege reserved for those with a business need.

Activities not permitted

The following activities are deemed unproductive by THBS and therefore are NOT permitted:

- Use of foul/obscene/offensive language/material
- Harassing, insulting others
- Violation of laws (copyright and others)
- Access of sex/pornography/offensive/torrents and other improper materials
- Hacking, damaging computers
- Misrepresentation of self/facts or others
- Objectionable Materials

Users should not access/upload/download materials that can be deemed objectionable to other employees. These include, but not limited to material that are jokes, abuse, harassment or discrimination of a certain group of people based on:

- Sex
- Race
- National origin
- Ethnic
- Age
- Physical Ability/Appearance
- Sexual Orientation
- Religion



- Political Affiliation
- Marital/Family/Social Status
- Language
- Disability
- Medical Status/Conditions

Or any other action that is prohibited by law.

Confidential/Sensitive Materials

Users should not upload/save/send THBS's confidential, classified and/or sensitive material to the public or any locations that are not considered appropriate or secure.

Download of Software

Downloads are restricted on THBS LAN. Any or all software (exceptions included) is under strict prohibition and THBS reserves the right to have a controlled environment with respect to Software License and compliance. Users must take full responsibility to protect the interests of THBS and ensure there is no violation or infringement of THBS Licensing codes that are in force - Ref. ISO27001, ISMS policies

Abbreviation and Definition

Abbreviation	Description
THBS	Torry Harris Business Solutions
VPN	Virtual Private Network
LAN	Local Area Network
VoIP	Voice over Internet Protocol

We are an ISO 27001 certified organization, and we strongly urge you to be familiar with the other policies pertaining to IT security outlined in the MIS

TERMINATIONS:

All Employees are advised and expected to adhere to these policies. If an employee is found to be non-compliant with these policies, THBS reserves the right to take disciplinary action against such employee, which may include suspension of employment with or without pay, and in certain circumstances, termination of employment as well as any legal action arising out of such noncompliance or misconduct.

Clarifications:

For further clarifications please get in touch with the HRD team (hr@thbs.com).

Note: This Handbook is subject to change.

Disclaimer: The Company reserves the right to change the Policy or Process without prior notice; changes will be notified to the organization.



We are an ISO 27001 certified organization, and we strongly urge you to be familiar with the other policies pertaining to IT security outlined in the MIS

TERMINATIONS :

All Employees are advised and expected to adhere to these policies. Misuse can result in termination of employment or other disciplinary action.

QUESTIONS :

If you have any questions or comments about these policies, please contact System Administrator [sys_admin@thbs.com]. If you do not have any questions THBS presumes that you understand and are aware of the rules and guidelines in these Policies and will adhere to them.

Accepted By : Anudeep

Accepted Date : 06-09-2021