



EMPLOYEE MANUAL

**ARPATECH CODE OF ETHICS
2024**



WELCOME NOTE

Dear Colleague,

Welcome to ARPATech. As a member of our employee community, you are a valuable asset to our organization. We take pride in our company's culture, where every Employee contributes towards the common goal of building the world's leading technology incubator.

We want you to excel in your new role and encourage you to gain a deep understanding of the organization and learn as much as you can about our businesses, values and culture. We will support you throughout your time with us, by helping you; grow and realize your potential; perform to an exceptional standard; and enable you to make a difference.

This Employee Handbook contains detailed information about our policies, procedures and service rules. It is a reference tool for Employee benefits and corporate policies. For any additional inquiries, please contact the Human Resource Department (HUMAN RESOURCE DEPARTMENT) at 021-35250746(ext.114 & 115) or email us at **hr@arpatech.com**.

As a member of our extended family, we wish you the best of success at ARPATech, and we sincerely hope that your experience here will be rewarding and fulfilling.

Sincerely,

**Human Resource Department
ARPATECH**



OUR VISION

To be a world-class "Technology Incubator" and a cutting-edge technology innovation center where complex problems are solved and revolutionary solutions are born.

OUR MISSION

Application and innovation of new technologies efficiently, flexibly, creatively and cost-effectively. We strive to be a customer-centric company and the technology partner of choice, globally. We apply new and leading technologies to create efficient and innovative solutions, adding value to your business.

CORE VALUES OF ARPATECH





Contents

EMPLOYEE ACKNOWLEDGEMENT	12
SECTION 1.....	13
INTRODUCTION	13
1.1 CHANGES IN POLICY	13
1.2 EMPLOYMENT APPLICATIONS	13
1.3 EMPLOYMENT RELATIONSHIP	14
SECTION 2.....	15
DEFINITION OF EMPLOYEES' STATUS	15
2.1 EMPLOYEE DEFINATION	15
2.2 REGULAR FULL-TIME	15
2.3 REGULAR PART-TIME	15
2.4 TEMPORARY (FULL-TIME OR PART-TIME)	15
SECTION 3.....	16
EMPLOYMENT POLICIES.....	16
3.1 NON-DISCRIMINATION.....	16
3.2 NON-DISCLOSURE/CONFIDENTIALITY	16
3.3 LETTER OF APPOINTMENT	17
3.4 NEW EMPLOYEE ORIENTATION.....	17
3.5 PROBATIONARY PERIOD FOR NEW EMPLOYEES	13
3.6 CONFIRMATION	13
3.7 OFFICE HOURS.....	14
3.8 COMPANY ID CARD	15
3.9 BREAK PERIODS AND RAMAZAN TIMINGS	16
3.10 BREAK PERIODS.....	16
3.11 TIME KEEPING	16



3.12 PERSONNEL FILES	17
3.13 PERSONNEL DATA CHANGES	17
3.14 INCLEMENT WEATHER/EMERGENCY CLOSING.....	18
3.15 CONFLICT OF INTEREST	18
3.16 DISCIPLINARY PROCEDURE.....	21
3.17 EMPLOYEE EXIT POLICY	23
3.18 EMPLOYEE SECURITY AND WELL BEING	25
3.19 HEALTH RELATED ISSUES.....	26
3.20 EMPLOYEE REQUIRING MEDICAL ATTENTION.....	26
3.21 BUILDING SECURITY	27
3.22 PERSONAL EFFECTS	27
3.23 SUPPLIES; EXPENDITURES; OBLIGATING THE COMPANY.....	27
3.24 ENERGY CONSERVATION.....	27
3.25 PARKING	28
3.26 VISITORS IN THE WORKPLACE	28
SECTION 4.....	29
CODE OF CONDUCT.....	29
4.1 CODE OF ETHICS.....	29
4.2 ATTENDANCE PUNCTUALITY	32
4.3 ABSENCE WITHOUT NOTICE	33
4.4 NON-DISCRIMINATION AND HARASSMENT INCLUDING SEXUAL HARASSMENT	33
4.5 PUBLIC IMAGE	35
4.6 SUBSTANCE ABUSE.....	36
4.7 TOBACCO PRODUCTS	37
4.8 INTERNET USE AND COMPUTER SECURITY.....	37
4.9 COMPANY INTEREST	38
4.10 STAFF RELATION.....	39
SECTION 5.....	40
EMPLOYEE DEVELOPMENT	40
5.1 PERFORMANCE MANAGEMENT	40
5.2 PERFORMANCE IMPROVEMENT PLAN	41
5.3 TRAINING AND DEVELOPMENT	41



SECTION 6.....	43
SALARY POLICIES	43
6.1 SALARY DISBURSEMENT.....	43
6.2 OVERTIME	43
SECTION 7.....	44
BENEFITS AND SERVICES	44
7.1 HEALTH INSURANCE POLICY.....	44
7.2 OPD REIMBURSEMENT POLICY	44
7.3 MEAL ALLOWANCE POLICY	45
7.4 PROVIDENT FUND POLICY	46
7.5 VACATION AND LEAVE	48
7.6 MATERNITY LEAVE	49
7.7 PATERNITY LEAVE.....	50
7.8 UNPAID LEAVES OT LEAVES WITHOUT PAY (LWOP).....	51
7.9 RECORD KEEPING	52
7.10 HOLIDAYS	52
7.11 TRAVEL, OFFICIAL VISITS, BUSINESS MEETINGS	53
7.12 BABY BIRTH POLICY	53
7.13 WEDDING GIFT POLICY.....	53
7.14 TEAM LUNCH POLICY	54
7.15 TRAINING AND CERTIFICATION FEES REIMBURSEMENT POLICY	55
7.16 FAMILY MEMBER’S INTERNSHIP.....	56
SECTION 8.....	57
EMPLOYEE COMMUNICATIONS	57
8.1 STAFF MEETINGS.....	57
8.2 INTERNAL COMMUNICATION.....	57
8.3 GRIEVANCE MANAGEMENT	58
8.4 EMPLOYEE REFERRAL PROGRAM	59
8.5 WHISTLEBLOWING POLICY	60



EMPLOYEE ACKNOWLEDGEMENT

Employee(s) are required to acknowledge that he/she has read and assimilated the ARPATech Employee Manual with an understanding that the working conditions, policies, procedures, service rules and benefits described in this employee manual are confidential and may not be distributed in any way nor discussed with anyone who is not an employee of ARPATech.

Employee acknowledges that he/she has read, understood and accepted, the contents/policies of this handbook and will act in accord with these policies and procedures. The contents of this employee manual may change at any time with proper communication to employees which includes email roll outs for policy changes.



SECTION 1 INTRODUCTION

This Employee Manual (the “Manual”) is designed to acquaint you with ARPATech and provide you with a comprehensive information about working conditions, benefits, and policies affecting your employment.

The information contained in this Manual applies to all Employees of ARPATech. The policies and procedures in this Manual govern the employment of permanent employees (Except where stated specifically otherwise) employed by ARPATech.

Any Letter of Appointment, Contract of Service or other document constituting an agreement for work between the Company and an employee is to be read in conjunction with the contents of this Manual.

You are responsible for reading, understanding, and complying with the provisions of this Manual. If you would like to seek clarity about certain points or policies, please refer these queries to the Human Resource Department or your Manager. Our objective is to provide you with a work environment that is constructive to both personal and professional growth.

1.1 CHANGES IN POLICY

It is specifically agreed by the Employees that the Company reserves its right to interpret, change, suspend, cancel, or dispute, with or without notice, all or any part of our policies, procedures, and benefits at any time. We will notify all Employees of these changes. Changes will be effective on the dates determined by the Company, and after those dates, all superseded policies will be null.

1.2 EMPLOYMENT APPLICATIONS

We rely upon the accuracy of information contained in the employment application and the accuracy of other data presented throughout the hiring process and employment. Any misrepresentations, falsifications, or material omissions in any of this information or data may result in exclusion of the Employee from further consideration for employment or, if the person has been hired, termination of employment.



1.3 EMPLOYMENT RELATIONSHIP

ARPATech is a performance and target-oriented company where we engage and perform in productive competitions, constant evaluations, on the job training and essential feedback. As a result of which our workforce is determined, focused and outperforms to meet common goals and objectives laid down for their particular job roles.



SECTION 2

DEFINITION OF EMPLOYEES' STATUS

2.1 EMPLOYEE DEFINATION

An employee of ARPATECH is a person who regularly works for ARPATech on a wage or salary basis (the "Employee" or "Employees"). Employees may include regular full- time, regular part- time, and temporary persons, and others employed with the Company who are subject to the control and direction of ARPATech in the performance of their duties.

2.2 REGULAR FULL-TIME

Regular Full-Time Employees are those who have completed the required three calendar months (or other time period as further defined in Section 3.5) probationary period (the "Probationary Period") and who are regularly scheduled to work 40 or more hours per week. Generally, they are eligible for the Company's benefits package, subject to the terms, conditions, and limitations of each benefit program.

2.3 REGULAR PART-TIME

Regular Part-Time Employees are those who have completed the Probationary Period and who are regularly scheduled to work less than 45 hours per week.

2.4 TEMPORARY (FULL-TIME OR PART-TIME)

Temporary Employees are those who are employed for not more than 6 months and whose performance is being evaluated in the meanwhile to determine whether further employment in a specific position or with the Company is appropriate or individuals who are hired as interim replacements to assist in the completion of a specific project or for vacation relief. Employment beyond any initially stated period does not in any way imply a change in employment status. Temporary Employees retain that status until they are notified of a change. They are not eligible for any of the Company's benefit programs.



SECTION 3

EMPLOYMENT POLICIES

3.1 NON-DISCRIMINATION

In order to provide equal employment and advancement opportunities to all individuals, employment decisions at ARPATech will be based on merit, qualifications, and abilities. ARPATech does not discriminate in employment opportunities or practices because of race, color, religion, sex, national origin, age or disability.

ARPATech will make reasonable accommodations for qualified individuals with known disabilities unless doing so would result in an undue hardship. This policy governs all aspects of employment, including selection, job assignment, compensation, discipline, termination, and access to benefits and training.

Employees with questions or concerns about discrimination in the workplace are encouraged to bring these issues to the attention of their manager and/or the Human Resource Department. Employees can raise concerns and make reports without fear of reprisal. Anyone found to be engaging in unlawful discrimination will be subject to disciplinary action, including termination of employment.

3.2 NON-DISCLOSURE/CONFIDENTIALITY

The protection of confidential business information and trade secrets is vital to the interests and success of ARPATech. Such confidential information includes, but is not limited to, the following:

- a. Any information pertaining to the operations of the Company
- b. Any current or future project being planned by the Company
- c. Any other information that may compromise the confidential information/matters of the Company or its customers or suppliers
- d. Compensation data, including remuneration and increments
- e. All other terms of employment
- f. Customer information and client lists, including potential clients
- g. Financial information, including account information
- h. Trade secrets and marketing strategies



- i. Pending projects and proposals
- j. Award of assignments/contracts
- k. Proprietary production processes
- l. Personnel/payroll records
- m. Conversations between any persons associated with the Company
- n. All Employees are required to sign a non-disclosure agreement (the “Non-Disclosure Agreement” or “NDA”) as a condition of employment.

Those Employees who have not signed the NDA are required to notify their manager and contact the Human Resource Department to complete this process. Employees who improperly use or disclose trade secrets or confidential business information will be subject to disciplinary action, including termination of employment and legal action, even if they do not actually benefit from the disclosed information.

3.3 LETTER OF APPOINTMENT

An appointment letter is issued to all new Employees (the “Appointment Letter”). This letter is signed by the Human Resource Personnel and consists of all primary details concerning basic terms and conditions of employment, grade, the appointment date and starting salary. By signing the Appointment Letter, the Employee confirms acceptance of such employment and the terms as laid out in the Appointment Letter. The terms of this Manual shall form part and parcel of the terms of employment.

3.4 NEW EMPLOYEE ORIENTATION

Orientation is a formal welcoming process that is designed to make the new Employee feel comfortable, informed about the company, and prepared for their position. Employee orientations are scheduled and conducted by the Human Resource Department, and include, among other things, an overview of the Company history, an explanation of the Company core values, vision, and mission; and Company goals and objectives. In addition, new Employees will be given an overview of benefits and general policies and complete any necessary paperwork. Employees are presented with all policies and procedures needed to navigate within the workplace. A representative from the Human Resource Department or the new Employee’s Manager then introduces the new Employee to other staff throughout the Company, reviews their job description and scope of position, explains the Company’s Evaluation procedures, and helps the new Employee get started on specific functions. At the end of the orientation program, an Employee is expected to be fully versed in the corporate structure, policies and culture of ARPATECH.



3.5 PROBATIONARY PERIOD FOR NEW EMPLOYEES

The Probationary Period for all new employees lasts up to three calendar months or more depending upon the performance from the date of hiring. During this time, Employees have the opportunity to evaluate the company as a place to work and the company has its opportunity to evaluate the Employee. During this introductory period, both the Employee and the Company have the right to dismiss employment, upon giving prior notice as mentioned in the Exit Policy (Section 3.17).

Upon satisfactory completion of the Probationary Period, a review will be given and benefits will begin as appropriate. However, under certain circumstances, the Probationary Period may be extended or waived off earlier, upon the sole discretion of the Company.

During the probationary period an employee is entitled for 3 leaves only in case of emergency, however an employee availing leaves due to an emergency must seek approval from their respective line manager or reporting authority.

In the event that a new Employee resigns for any reason during the Probationary Period, the employee has to serve the 10 working days' notice period. The Company will not issue an experience letter for the employee resigning during the probation period. For permanent employee's the experience letter will be given upon serving a minimum six (06) months with the Company.

All Employees, regardless of classification or length of service, are expected to meet and maintain Company standards for job performance and behavior (See Section 4, Code of Conduct).

3.6 CONFIRMATION

Based on a Probationary Evaluation Form, filled by the respective Managers, the Human Resource Department will issue an official letter of confirmation after the successful completion of the Probationary Period (the "Confirmation").

In connection with a promotion in pay or designation, an Employee may be put on probation for such period as may be specified in the Promotion letter. The Employee may be confirmed in the new role, on satisfactory performance during the Probationary Period, from the date of assuming charge in such grade. Any adjustment in pay, designation and confirmation of employment requires a formal approval and issuance of a Company letter.



3.7 OFFICE HOURS

ARPATech office is open for business from 09:00 am to 06:00 pm (except Support Operation Center) from Monday through Friday, except for Holidays (See Section 4) and during Ramadan (See Lunch Periods and Ramadan Timings). Employees are required to use electronic attendance machine for recording of all entries to (Time-In) and exits from (Time-Out) the office by using their Company ID cards.

The number of work days per week may change at the discretion of the Company with written notification to the employees.

Employees may work in different shifts in accordance with the hours of work and number of days per week as specified in the shift rosters. Employees who are working in shifts will follow the shift Roster maintained by their department. In the interest of business needs, the company reserves the right to change the working hours of Employees where necessary.

- i. The official office timings will be Monday through Friday, 09:00 am to 06:00pm.
- ii. Every employee needs to complete required working hours on a daily basis (Excluding lunch hour).
- iii. Employees who report to work after 30 minutes of his/her reporting time, will be considered “Late”, and deductions are applicable as per late policy.
- iv. Saturdays and Sundays are off unless an employee needs to make up a day due to a strike or if there is a business need to come into the office over the weekend, as determined by their manager.
- v. The Company does not allow flexible working hours, however change in general timing. (Based on genuine reasons) can be availed by an employee to cater a specific personal issue or matter for a specific time duration. An employee is required to obtain prior approval from their manager if they are planning to avail then the request for approval should be submitted to the Manager with Cc to attendance@arpatech.com at least 7 days in advance, so that the Manager has sufficient notice and time to make sure that it will not disrupt business operations. All such requests should be forwarded to the Human Resource department or Attendance at least one working day prior.
- vi. All employees are required to inform about their late arrivals to their respective supervisors. All Managers are required to keep a strict check on the late arrival record of his/her team and take action accordingly.
- vii. Only two late arrivals & early departures are allowed in a month and it must be only one hour. More than one hour will be considered a half day.



- viii. The Human Resource Department is required to maintain and keep a close check on the attendance information of all employees and take necessary disciplinary action after due discussion with the concerned Manager.

3.8 COMPANY ID CARD

Purpose of Employee Card

- I. The employee card will enable the positive identification of staff for use of the Company's facilities and provide a greater level of security for the Company and the individual.
- II. It is mandatory upon all the employees to wear their employee cards all the time they access ARPATech premises.
- IV. The employee card shall be used to enter and exit the Company's premises.
- V. The employee cards will be used to record employee's attendance, work and break hours.

Conditions for Using the Employee Cards

- I. The employee card must be displayed and must be worn by employees at all times during working hours.
- II. The card may not be used by anyone other than the person to whom it is issued.
- III. The card remains the property of ARPATech and must be returned to the Administration Department at the time of resignation or termination of employment.
- IV. If the employee fails to bring his/her Employee Card on a working day, he/she must inform the HR Department & his/her manager immediately then the respective manager will come to the Front Desk to verify. A proper entry will be made at the Front Desk. A Temporary Card will be issued from the front desk for that particular day only.
- V. If the employee fails to bring his/her employee card twice in a month, on the second instance the employee will be issued a warning letter.
- VI. No employee is authorized to use any other employee's card other than the one issued to him/her to enter or exit the Company premises on any given day. If an employee is found using someone else's employee card for accessing any areas of the ARPATech premises for any reason, this will be considered gross misconduct, which may lead to immediate suspension or termination.
- VII. All employees are expected to use their assigned employee cards to enter or exit any premises of the Company on each occasion they cross any access points. If an employee is found not using his/her employee card to cross the access points on any instance, he/she will be issued a warning letter immediately by the HR Department on the first instance. Such repeated offense may be considered as gross misconduct and insubordination, which may lead to termination.



Replacement of Lost or Damaged Employee Cards

- I. In case of loss or damage to the employee card, make sure to inform the HR Department immediately on attendance@arpatech.com
- II. If the issued employee card is lost or damaged by the employee, he/she will be charged a fine of Rs. 500/- which will be deducted from his/her month's salary.

3.9 BREAK PERIODS AND RAMAZAN TIMINGS

Employees are allowed a one-hour break for lunch, prayers and tea. Usual break timings for lunch are from 01:00 pm to 02:00 pm from Monday to Thursday. However, on Fridays, Employees are allowed a lunch/prayer break from 01:00 pm to 02:30 pm. Lunch should be eaten in the cafeteria only. It is prohibited for employees to have lunch on workstations, meeting rooms or conference rooms. Tea and prayer breaks must be consumed keeping the one-hour break into count only.

During Ramadan, the working week is without any breaks for meals and the office timings are Monday through Friday. Separate email intimation/notification will be sent regarding ~~Ramazan~~ timings. However, exceptions for those Employees who do not observe Ramadan will be provided.

3.10 BREAK PERIODS

ARPATech does not provide for Employees to break during work activities except for the above outlined break periods.

If Employees have unexpected personal business to take care of during working hours and do require to leave the office in addition to the specified breaks, they must notify their manager to discuss time away from work and make provisions as necessary. The HR Department must also be notified.

However, all personal business should be conducted on the Employee's own time, which may include their Personal and/or Vacation Days. Employees who do not adhere to the break policy will be subject to disciplinary action.

3.11 TIME KEEPING

The attendance of all Employees is managed through an Attendance Management System. All Employees are required to check in with the Attendance Management System every day when they sign in and sign



out when they leave the Company premises. It is an employee's responsibility to verify his/her sign in and sign out timing. Any Employee, who is going out for official reasons, business meetings etc. are required to email their respective Manager, hr@arpatech.com and attendance@arpatech.com regarding their sign-out time along with the overall duration spent for that particular work assignment. In case of failure to comply with this process, employees will be responsible for any applicable impact of time and attendance record.

The time clock is a legal instrument. Altering, falsifying, tampering with time records, or recording time on another team member's time record will result in disciplinary action, including termination of employment.

In order to help the Company, bill its customers accurately, Employees should enter their daily work log in the JIRA System (all Employees other than NOC, SOC, Administration, Accounts and Human Resource Department).

3.12 PERSONNEL FILES

Employee personnel files include the complete employment record of an employee including but not limited to job application, job description, resume, education and experience details, records of participation in training events, salary history, records of disciplinary action and documents related to employee performance reviews, coaching and mentoring. Personnel files are the property of ARPATech, and access to the information is restricted. Management personnel of ARPATech who have a legitimate reason to review the files are allowed to do so only in collaboration with the HUMAN RESOURCE DEPARTMENT.

3.13 PERSONNEL DATA CHANGES

It is the responsibility of each Employee to promptly notify their manager or the HUMAN RESOURCE DEPARTMENT of any changes in personnel data such as:

- I. Mailing address
- II. Telephone numbers
- III. Name and number of dependents
- IV. Individuals to be contacted in the event of an emergency
- V. Change in marital status educational accomplishments
- VI. Next of Kin Any other relevant data

An employee's personnel data should be accurate and current at all times.



3.14 INCLEMENT WEATHER/EMERGENCY CLOSING

At times, emergencies such as severe weather or fires etc. can disrupt company operations. The decision to close the office will be made by the Management. If the decision is made to close the office, Employees will receive official notification from their manager and/or the Human Resource Department.

Time off from scheduled work due to Company declared emergency closings will be decided to be taken as paid/unpaid based on the management's discretion for all Employees. Strikes: Due to the requirements and nature of its business, ARPATech offices will remain open on any strike (except for uncontrollable circumstances, to be determined by the management). Employees should assess the nature of the strike for themselves; should they decide not to come into the office, they will be required to make up the day by working the subsequent Saturday or apply leave, depending on the work requirement. If an Employee is unable to come into the office for more than one day due to a strike, then those working hours have to be compensated on however many Saturdays may be required to make up for the loss of productive hours.

3.15 CONFLICT OF INTEREST

ARPATech reputation and relationship with outside organizations and individuals, as well as its relationships with its employees, are of utmost importance. In addition, these relationships are often the product of long-standing relationships and/or substantial investments of ARPATech resources, energies, and efforts.

ARPATech, therefore, has a substantial interest in all of its business ventures and activities and must maintain policies that are designed to protect its financial interests, as well as the employees who depend upon the company's ongoing success as a means of providing a basis for continued employment. Employees at all levels throughout the organization are therefore required to comply with this conflict-of-interest policy. The policy recognizes that employers have the right to insist upon the undivided loyalty of their employees throughout their employment. In keeping with this right, the company requires the following commitments from all employees, subject to the provisions of all applicable government laws: Every employee of ARPATech has a legal and ethical responsibility to promote the company's best interests. No employee may engage in any conduct or activities that are inconsistent with ARPATech best interests or that in any manner disrupts, undermines, or impairs the company's relationship with any customer or prospective customer or any outside organization, person or entity with which ARPATech has or proposes to enter into an arrangement, agreement, or contractual



relationship of any kind.

Employees must also agree that, both during and subsequent to their employment with ARPATech, they will not interfere with, disrupt, or impair any relationship between ARPATech and any employee, consultant, representative, or any outside organization with which it has or proposes to enter into a contractual relationship, arrangement, or program.

The protection of confidential information and trade secrets is essential to ARPATech, its clients, and the future security of its employees. To protect such information, employees may not disclose any trade secrets or confidential information. Employees who are exposed to confidential, sensitive, or proprietary information including employee information about ARPATech, its clients, or its programs may be required to sign a Confidentiality agreement as a condition of employment. Employees who improperly disclose any sensitive information, confidential information, or trade secrets are subject to disciplinary action up to and possibly including termination, whether or not they are parties to such an agreement.

ARPATech requires the complete commitment of all full-time employees. Such employees may not engage in any outside activity or accept work in any outside position that either interferes with their ability to devote their full and best efforts to ARPATech interests or raises an actual or potential conflict of interest or the possible appearance of a conflict of interest. Employees who have any questions whatsoever regarding this policy or the potential impact of outside employment or outside activities on their position with ARPATech should contact the Human Resources Department before accepting any outside position or engaging in such an activity.

ARPATech reserves the right to determine those other relationships that are not specifically covered by this policy that represent actual or potential conflicts of interest. In any case where ARPATech determines, in its sole discretion that a relationship between an employee and a non- employee or an employee and an outside organization or individual presents an actual or potential conflict of interest, ARPATech may take whatever action it determines to be appropriate to avoid or prevent the continuation of the actual or potential conflict of interest. Such action may include, but is not necessarily limited to, transfers, reassignments, changing shifts or responsibilities, or, where it deems such action appropriate, disciplinary action up to and including the possibility of immediate termination.

The following are examples of potentially compromising situations, which must be avoided. Again, this is not an exhaustive list and sensible judgment should be used.



- I. Revealing confidential information to outsiders or misusing confidential information. Unauthorized disclosure of confidential information is a violation of this policy regardless of whether information is disclosed for personal gain and regardless of whether harm to ARPATech is intended.
- II. Accepting or offering substantial gifts, excessive entertainment, favors or payments which ARPATech, in its sole and absolute discretion, may deem to constitute undue influence or otherwise be improper or embarrassing to ARPATech.
- III. Participating in civic or professional organizations that might involve divulging confidential information of ARPATech.
- IV. Initiating or approving personnel actions affecting reward or punishment of employees or applicants where there is a family relationship or appears to be a personal or social involvement.
- V. Initiating or approving any form of personal or social harassment of employees. Investing or holding outside directorship in suppliers, customers, or competing companies, including financial speculations, where such investment or directorship might influence, in any manner, a decision or course of action of ARPATech.
- VI. Borrowing from or lending money to employees, customers or suppliers.
- VII. Using or disclosing to ARPATech any proprietary information or trade secrets of any former or concurrent employer or other person or entity with whom obligations of confidentiality exist.
- VIII. Discussing prices, costs, customers, sales or markets with competing companies or their employees. Using or authorizing the use of any inventions which are the subject of patent claims of any other person or entity.
- IX. Engaging in any conduct, which is not in the best interest of ARPATech.

Having said that ARPATech does recognize that from time-to-time, personnel (artists, developers, editors, writers) may desire to contribute to other media outlets, or to author books in their fields of expertise. In general, ARPATech supports these activities because they help personnel establish themselves as experts and as such, reflects positively on ARPATech. However, all personnel must be able at all times, to fulfill 100% of their job responsibilities in a timely and efficient manner regardless of any other permissible activity that they are undertaking.

In all cases, before undertaking such work an employee must gain approval from ARPATech Management.



The following guidelines apply:

- I. Personnel cannot contribute work or consultations to any organization that could be considered by ARPATech as a competitor. If an employee is in doubt as to what constitutes a competitor for ARPATech, the onus is on the employee to ask the appropriate authority in ARPATech.
- II. Personnel may contribute work to a non-competing organization, upon approval by the Management.
- III. Personnel cannot in any situation use a company's resources, assets or name to attain any kind of personal gain.
- IV. Personnel must fulfill all responsibilities, duties, tasks and projects assigned by the Company.
- V. Personnel is not authorized to create conflict by utilizing duty hours, assets, resources or any other subject associated with ARPATech or any of its' ventures to assist or fulfill the jobs and tasks that are not related with the Company.

Once Management approval is granted, employees must continue to fulfill 100% of their job responsibilities in a timely and efficient manner. Failing to do so will result in the immediate revocation of the approval.

Each officer, employee and independent contractor must take every necessary action to ensure compliance with these guidelines and to bring problem areas to the attention of their supervisors, managers or the HR Department for review. Violations of this conflict-of-interest policy may result in termination, with or without warning.

3.16 DISCIPLINARY PROCEDURE

ARPATech may discipline employees where it deems that such action is warranted. Although all employment relationships are terminable at-will, at any time, either at the employee's option or at the option of the company, ARPATech may exercise its discretion to administer a system of progressive discipline in cases where it deems it appropriate. That system may include various forms of discipline, such as verbal counseling, one or more written notices, and termination. However, progressive discipline is not mandatory or binding. The company reserves the right to deviate from any formal system of discipline as necessary in any given circumstance.



It is important that rules and regulations are observed and respected by all employees. Should any rules or regulations be either abused or broken, corrective action will be taken to help the employee and to protect the interests of other employees and the Company. The disciplinary procedure is to ensure that every employee will be treated fairly following a certain standard procedure.

Though committed to a progressive approach to corrective action, ARPATech considers certain infractions and violations of standards as grounds for immediate termination of employment. These include but are not limited to: theft in any form, insubordinate behavior, vandalism or destruction of company property, verbal or physical assault, being on Company property during non-business hours and without the approval of management, the use of company equipment and/or company vehicles without prior authorization by management and/or the Human Resource Department, untruthfulness about personal work history, skills, or training, divulging Company business practices, and misrepresentations of ARPATech to a customer, a prospective customer, the general public, or an Employee.

Oral discussion or warning

Oral discussion or warning is simply a matter of calling the employee's attention to the unacceptable situation. The purpose is to correct the unacceptable behavior and not to penalize or threaten the employee. If the employee manages to correct his or her shortcomings, no further action needs to be taken and the matter will be considered at an end.

Written Warning

A written warning may be issued when the oral warning fails to correct the employee's shortcomings. In a written warning, full details of the employee's deficiency will be recorded and a copy of the warning kept in his or her personal file.

A specific time period may be provided for the employee to show improvement. During this stipulated period, the employee's performance is closely monitored and specific objectives are indicated for the employee to meet. At the end of the stipulated period, the situation is reviewed to decide whether any further disciplinary action is required.

Dismissal

An employee may be dismissed from service if he continues to violate the Company's rules and regulations. The above disciplinary procedure may be followed before dismissal is recommended but if the offence is considered serious enough, immediate dismissal may be implemented after or even without a formal inquiry having been held.



3.17 EMPLOYEE EXIT POLICY

Termination of employment is an inevitable part of personnel activity within any organization, and many of the reasons for termination are routine. Below are a few examples of some of the most common circumstances under which employment is terminated:

- Resignation – voluntary employment termination initiated by an Employee.
- Termination – involuntary employment termination initiated by ARPATech.
- Layoff/Discharge – involuntary employment termination initiated by ARPATECH for non-disciplinary reasons.

Resignation:

A permanent Employee who wishes to resign is required to submit the resignation to the Human Resource Department and his/her manager, giving 60 days' notice. The Employee is not allowed to avail any leaves during the Notice Period. All leaves availed during the Notice Period will be marked as Leave without Pay and same policy will be followed for pro rata leaves in case of resignation. Failure to complete the 60 days' notice period will result in the Experience Letter not being released and/or any such penalty under the Company's sole discretion.

Any Employee who terminates employment with ARPATech shall return all files, records, keys, and any other materials that are property of ARPATech. No final settlement of an employee's pay will be made until all items are returned in good condition. The cost of replacing non-returned items will be deducted from the Employee's final clearance dues.

Notice Period

The notice period is a set time period where an employee is required to do the following:

- Complete all tasks and projects assigned by the respective reporting authority.
- Handover all tasks and responsibilities to the assigned resource, line manager and team within the said time period.
- Assist in the recruitment of replacement if directed by the line manager or immediate reporting authority.
- In case the tasks and job responsibilities are not completed or transferred completely as per the optimum satisfaction of the reporting authority and the management, the line manager will have



the authority to request to extend the notice period.

- A request for extension in the notice period will be forwarded to HRD by the line manager. The same will be approved by the management on the basis of job responsibilities and tasks assigned.
- Permanent and confirmed employees are required to serve 60 days' notice period.
- Employees resigning during their probation are required to serve ten (10) working days' of notice period.

Notice period duration, if other than the stipulated two months', must be communicated to the subjected employee during or after resignation acceptance sessions. Any non-compliance by the employee to the laid down directives from the management and HRD will correspond to strict actions.

Final Settlement:

- First notice month's salary will be released in the next payroll after resignation. And the second notice month's salary will be released in next month's payroll cycle as a final settlement amount along with other allowances and funds if there is any. If there is not any other amount except salary then only remaining salary will be released.
- Non-compliance with the notice period policy will put a stop on salary and experience letters.

Dismissal or Termination:

An Employee may be subjected to immediate termination and discharge due to gross and habitual neglect of duties, performance related issues, uninformed and excessive absences (Section 4.2), insubordinate behavior or gross misconduct or breach of confidentiality as stated in Section 4 and Section 3 respectively.

Such behavior may also result, at the sole discretion of the Company, in warnings and fines so that the Employee may correct/improve his/her behavior. However, The Company reserves the right to dismiss any Employee without notice or (one month) salary in lieu of the notice, who in the opinion of Company Management, is guilty of "Gross Misconduct" and breach of Non- Disclosure Agreement, as per Section 4 and Section 3 of the Employee Manual.

Any Employee not abiding by the policies and rules as mentioned in the Employee Manual or at the sole discretion of the Company, may be dismissed of his/her duties without any notice. Failure of completion of the specified notice period will result in the Experience Letter not being released and/or any such penalty under the Company's sole discretion.

**Discharge or Lay Off Notice:**

Employees may be discharged from service without notice at the sole discretion of Company management in consultation with the Human Resource Department. Management may, at its discretion, lay off an employee by giving the specified notice or one-month severance pay due including but not limited to any of the following reasons, to which Company has the sole discretion: a. Employee's services are no longer required by the certain project or venture due to redundancy of the role, project completion or closure due to any reason including if the project or venture was shelved, put on hold or its operations were closed by the company. b. Low performance rankings for more than three (03) or six (06) months consecutively despite corrective measures being taken as stated in the performance management section.

Clearance Process:

Clearance Process will be initiated after the last working day of employees from relevant departments, including concerned department, Finance, I.T, Administration, Information Security and Human Resources. This clearance will include the details of any outstanding item, files and records, keys, login access, company asset and other financial obligations resulting due to extra leaves, notice period deduction, advance salary, loan amount, contractual binding or any other relevant details. Full and final settlement along with the experience letter will be processed after complete employee clearance within four to six weeks. In case of certain requirements or held clearance due to any reason, the company has the right to extend the clearance processing period. An employee is entitled to experience letter if he/she has served a minimum of six (06) months with the organization. Furthermore, any outstanding financial obligations owed to ARPATech will also be deducted from the Employee's final clearance dues. ARPATech reserves the right to hold an experience letter or final payment due to failure in clearance.

3.18 EMPLOYEE SECURITY AND WELL BEING

ARPATech has attempted to provide you with a comfortable and efficient office work area. If you believe you need additional supplies or equipment to assist you in your work, or any changes for safety or ergonomic reasons, please inform the related departments (e.g.: IT, Administration, HR, and Finance Etc.). The Company will try to accommodate your requests.

Additionally, while your privacy is respected, there may be instances when there will be a need to search work areas, desk drawers or computer directories -- for example, to search for a missing file or to investigate a possible problem. Business property and equipment, provided to you to do your work, is not private and ARPATech will exercise the right of access when necessary.



Each Employee is expected to obey safety rules, exercise caution and common sense in all work activities. Employees must immediately report any unsafe conditions to their Manager and Administration. Employees who violate safety standards, cause hazardous or dangerous situations, or fail to report, or where appropriate, remedy such situations, may be subject to disciplinary action including termination of employment. For safety reasons, Employees should know where the fire alarms and fire extinguishers are located within their work area and learn how to use them. Fire and safety drills may be run from time to time. In the case of an accident that results in injury, regardless of how insignificant the injury may appear, Employees should notify their manager.

Weapons: Weapons are NOT ALLOWED at ARPATech premises. Only Security Guards at ARPATECH are equipped with weapons in order to ensure the security of ARPATECH employees. Any Employee (except Security Guards) found with weapons will be terminated immediately and will be referred to concerned authorities.

3.19 HEALTH RELATED ISSUES

Employees who become aware of any health-related issue should notify their Manager and Human Resource Representative. This policy has been instituted strictly to protect the Employee.

A written “permission to work” from the Employee’s doctor may be required at the time or shortly after notice has been given. The doctor’s note should specify whether the Employee is able to perform regular duties as outlined in his/her job description.

A prolonged absence for medical reasons may be granted on a case-to-case basis. If the need arises for a leave of absence, Employees should notify their supervisor and the Human Resource Department and the case will be reviewed based on the nature of the illness.

3.20 EMPLOYEE REQUIRING MEDICAL ATTENTION

In the event an Employee requires medical attention, whether injured or becoming ill while at work, the Employee’s personal physician and emergency contact person should be notified immediately. If it is necessary for the Employee to be seen by the doctor or go to the hospital, a family member will be called to transport the Employee to the appropriate facility. A physician’s “return to work” notice may be required.



3.21 BUILDING SECURITY

Any Employees who are issued keys to the office are responsible for their safekeeping. Employees are not allowed to stay on Company property after their shift hours without prior authorization from their manager. Employees are requested to be vigilant and question or report suspicious people or circumstances immediately.

3.22 PERSONAL EFFECTS

Employees should not leave money or other valuables unattended. They are advised to lock away their personal belongings.

ARPATech assumes no risk for any loss or damage to personal property, including but not limited to, loss or damage to Employees' personal belongings or damage to private vehicles occurring in Company car parks.

All security matters are to be reported immediately to the Human Resource Manager / Administration by way of an Incident Report through email or in writing.

3.23 SUPPLIES; EXPENDITURES; OBLIGATING THE COMPANY

Only authorized persons may purchase supplies in the name of ARPATech. No Employee whose regular duties do not include purchasing shall incur any expense on behalf of ARPATech or bind ARPATech by any promise or representation without prior written approval.

3.24 ENERGY CONSERVATION

Water Usage: Water should be consumed as needed and should not be wasted. In addition, if an Employee sees any dripping tap or malfunctioning water dispenser, the Employee is required to take prompt action and stop the water wastage if it can be corrected by the Employee. If the matter requires Support Staff to intervene, the Employee is required to inform a Support Staff member and ensure that the problem is corrected. **Lights:** Lights that are turned on, unnecessarily, on any floor or stairs should be turned off immediately, or the Support Staff should be informed about the same. The last person leaving the room/floor should ensure turning off all the lights.



Machines: All machines should be turned off when Employees leave the building. No machine should be left on in the absence of the Employee(s). If an Employee needs to access the machine from home through the VPN, they should let the members of the Support Staff know so that they can turn on the machine as per the machine owner's request. Every Employee is requested to cooperate and lend full support for the successful implementation of the above.

3.25 PARKING

Employees must park their vehicles at their own risk, however it should be close by the company's premises in order to avoid any unforeseen situation.

3.26 VISITORS IN THE OWRKPLACE

All visitors, including candidates, suppliers and customers must enter through the main security area on ground floor and receive a 'Visitor' badge to wear while on premises. Authorized visitors will be escorted to their destination and must be accompanied by an Employee at all times. The Employee should ensure that the visitor returns their visitor badge when leaving the premises. Employee personal visitors are not allowed and in case of any urgent personal meeting proper approval should be taken from the Human Resources Department. Employees are required to challenge any person on ARPATech premises who is not displaying some form of identification and to escort them to reception.



SECTION 4

CODE OF CONDUCT

4.1 CODE OF ETHICS

The work rules and standards of conduct for ARPATech are important, and the Company regards them seriously. All Employees are urged to become familiar with these rules and standards. In addition, Employees are expected to follow the rules and standards in letter and spirit while doing their job and conducting the Company's business. Please note that any Employee who deviates from these rules and standards will be subject to corrective action, up to and including termination of employment.

While not intended to list all the forms of behavior that are considered unacceptable in the workplace, the following are the instances which would be considered as gross misconduct and which may result in disciplinary action, including termination of employment at the sole discretion of the company:

- i. Fraud, theft or inappropriate removal or possession of property without authorization,
- ii. Breach of trust and dishonesty,
- iii. Working under the influence of alcohol or illegal drugs,
- iv. Possession, distribution, sale, transfer, or use of alcohol or illegal drugs in the workplace,
- v. Fighting or threatening violence in the workplace,
- vi. Providing misleading information, spreading rumors and misrepresentation of facts regarding any stakeholder of the company,
- vii. Boisterous or disruptive activity in the workplace,
- viii. Insubordination and disrespectful behavior in the workplace, including disrespect towards support staff, peers, customers and management,
- ix. Sexual harassment (As per Clause 4.4 of this Manual),
- x. Negligence or improper conduct leading to damage of Company-owned or customer owned property,
- xi. Violation of safety or health rules,
- xii. Bringing any kind of arms or ammunition onto the premises of the Company,
- xiii. Smoking in the workplace,
- xiv. Engaging in racial, religious or sexual harassment and slander,



- xv. Excessive absenteeism, late attendance or any absence without prior notice,
- xvi. Unauthorized use of telephones, computers or other Company-owned equipment,
- xvii. Falsification of time keeping records,
- xviii. Use of Company equipment for purposes other than business (i.e. playing games on computers or personal Internet usage) sending chain emails.
- xix. Unauthorized disclosure of any information in respect of the Company to any third party/entity,
- xx. Unauthorized duplication/copying/removal or regeneration of any and all kinds of documents, whether in writing or stored on any computer/server belonging to the Company, or using the same for personal use,
- xxi. Unauthorized disclosure of business “secrets” or confidential information; Information relevant to the Company, its customers and suppliers shall be kept strictly confidential and shall not be divulged to any unauthorized persons.

This includes any and all information related to the following areas:

- i. Any information pertaining to the operations of the Company,
- ii. Any current or future project being planned by the Company,
- iii. Any other information that may compromise the confidential information/matters of the Company or its customers or suppliers,
- iv. Compensation data, including remuneration and increments,
- v. All other terms of employment,
- vi. Customer information and client lists, including potential clients,
- vii. Financial information, including account information,
- viii. Trade secrets and marketing strategies,
- ix. Pending projects and proposals,
- x. Award of assignments/contracts,
- xi. Proprietary production processes,
- xii. Personnel/payroll records,
- xiii. Conversations between any persons associated with the Company.
- xiv. Violation of personnel policies,
- xv. Unsatisfactory performance or conduct, including inefficiency and carelessness,
- xvi. Disregard for building security, including failure to wear the Company Identification Card.



- xvii. Taking or giving bribes or any other illegal conduct,
- xviii. Going on strike or inciting others to go on strike in contravention of provisions of the law or rules of the Company,
- xix. Attempting to interfere, prevent, obstruct or dissuade any Employee of ARPATECH in his/her efforts to report suspected information or physical security violations or vulnerabilities to ARPATECH Management, attempting to compromise policies, controls and procedures, including unauthorized sharing of Company's passwords and exploit vulnerabilities related to Company's information and physical security systems unless part of an approved penetration testing exercise,
- xx. Attempting to generate, compile, copy, propagate, execute or introduce any malicious computer code such as a virus, worm, logic bomb or Trojan into the Company's Network or Computer Resources
- xxi. Wastage of energy and resources,
- xxii. Unauthorized Absence (As per Clause 4.2 of this Manual),
- xxiii. False information provided to the Company at the time of hiring or any subsequent event that may bring any adverse effect to the Company.

ARPATech relies on its Employees to communicate any suspected acts of misconduct. Employees are encouraged to contact their manager or the Human Resource Department to report any concerns, which will be kept strictly confidential. Any employee who comes forward with information will always be provided with anti-retaliatory protection.

Even when there is doubt and uncertainty whether a certain act violates the Company's Code of Conduct, Employees are encouraged to raise any concerns and let the Company's Management decide whether further investigation and/or action is warranted.

The basic premise of this policy is to prevent illegal acts from being conducted during the process of carrying business activities based on the Company's spirit and corporate principles, as well as to implement stronger compliance systems.

Examples of matters which should be reported:

- a) Acts of embezzlement and theft of Company's properties.
- b) False claims of expenditure and dishonest receipt of allowances.



- c) Acts of infliction or bodily injury, assault and intimidation with other coworkers or visitors of the Company.
- d) Acts of sexual harassment (As per Clause 4.3 of this Manual).
- e) Acts of gambling and wagers.
- f) Profit making while using the Company's assets/properties and/or on the Company's
- g) premises
- h) The above without the knowledge and authorization of the Company.
- i) Discriminatory treatment based on race, creed, sex and/or social status.
- j) Any act which tends to injure the reputation and credibility of the Company.

Examples of matters which should not be reported:

- a) Demands concerning the company management and improvements
- b) relating to worker's /employees' benefits.
- c) Opinions concerning matters which are not related to the Company's business.
- d) Reports concerning false facts or gossip.

4.2 ATTENDANCE PUNCTUALITY

The Company expects that every Employee will be regular and punctual in attendance. This means being in the office, ready to work, at their starting time each day. Absenteeism and tardiness place a burden on other Employees and on the Company.

If an Employee is unable to report for work for any reason, they are required to notify their manager before the regular starting time. Should undue tardiness become apparent, disciplinary action may be required.

An Employee who is absent from work without prior approval of their Manager shall have their Gross Salary deducted for the total days absent. AWOL (Absence without Official Leave) is an infringement of ARPATech rules and policies and is subject to disciplinary action, including termination of employment. Late Arrivals and Deductions Office Timings are 09:00 AM to 06:00 PM. All deductions will be applicable from 09:31 AM.

Same rule will apply for anyone who has shifts. If reporting time is 10:00 AM then 10:31 AM will be considered late and deductions will apply.



- 03 days late reporting in a month 50% of One Day's pay deduction
- 04 days late reporting in a month 75% of One Day's pay deduction
- 05 days late reporting in a month Full One Day's pay deduction

A half day will be marked if an employee arrives two (02) hours after their shift starts. There is no half day provision in the policy. However, half days can be taken for unforeseen situations only whereby employees will need approval of their line manager. Unapproved half days will be marked as unpaid, i.e., 50% of their one-day salary will be deducted.

Employees are required to report to work on time, a grace period of 30 minutes shall be used in emergency and unforeseen situations only. Employees found habitual of availing the grace period shall be subjected to disciplinary action.

It is mandated for employees to follow their work shift with punctuality. Any late comings due to an unforeseen situation must be intimated to their line manager.

Attendance Punctuality Award: An employee exhibiting 100% punctuality in a month will be acknowledged and rewarded with a bonus of 2.5% of their gross salary.

This reward is only applicable if an employee attends office and marks attendance through the attendance machine only.

4.3 ABSENCE WITHOUT NOTICE

When an Employee is unable to work owing to an emergency, illness or accident, they are required to notify their supervisor and the Human Resource Department. This will allow the Company to arrange for temporary coverage of the Employee's duties, and helps other Employees to continue work in their absence.

An employee upon being absent for five (05) working days (consecutive) without any intimation or information regarding the reason of absence will be subjected to immediate termination. The company will not be liable to pay severance of an employee who is absent from work without notice.

4.4 NON-DISCRIMINATIONP AND HARASSMENT INCLUDING SEXUAL HARASSMENT

ARPATech is committed to providing a work environment that is free from all forms of discrimination and conduct that can be considered harassment, coercion or disruption, including sexual harassment. Actions, words, jokes, or comments based on an individual's sex, race, color, national origin, age, religion, disability, or any other legally protected characteristic will not be tolerated. ARPATech is committed to



providing an environment that is free from discrimination and harassment. In keeping with this commitment, ARPATech maintains a strict policy prohibiting all forms of harassment, including sexual harassment and harassment based on race, national or ethnic origin, gender, religious beliefs, age, marital status, sexual orientation or disability. This policy, unlike the other policies listed in this handbook, extends to all employer agents and employees. This includes all employees, temporary employees, leased employees and other professional service providers. Furthermore, it prohibits harassment in any form including verbal, non-verbal and physical harassment **Definition of Sexual Harassment:** Sexual Harassment can include but is not limited to verbal harassment or abuse, subtle pressure for sexual acts, sexual advances in the pretext of narrating sexual incidents, touching, patting or pinching, leering at a person's body, demanding sexual favors accompanied by subtle or overt threats concerning employment or advancement, and physical assault including rape.

There are three significant manifestations of sexual harassment in the work environment.

Abuse of Authority: A demand by a person in authority, such as a supervisor, for sexual favors in order for the complainant to keep or obtain certain job benefits, be it a wage increase, a promotion, training opportunity, a transfer or the job itself.

Creating a Hostile Environment: Any unwelcome sexual advance, request for sexual favors or other verbal or physical conduct of a sexual nature, which interferes with an individual's work performance or creates an intimidating, hostile abusive or offensive work environment.

The typical "hostile environment" claim, in general, requires finding of a pattern of offensive conduct, however, in cases where the harassment is particularly severe, such as in cases involving physical contact, a single offensive incident will constitute a violation.

Retaliation: The refusal to grant a sexual favor can result in retaliation, which may include limiting the employee's options for future promotions or training, distorting the evaluation reports, generating gossip against the employee or other ways of limiting access to his/her rights such behavior is also a part of harassment.

Passing on pornographic material in print or electronic form, or passing on written offensive messages of a sexual nature would also be considered sexual harassment.

Any expression that suggests superiority of one gender over the other should be avoided such expression



may include jokes that demand one gender, and unwelcome references to a person's appearance or body, where they cause psychological harassment and service to deny their dignity and respect and contribute to an atmosphere in which inequality is emphasized. Such expressions, if persistent, may constitute sexual harassment.

If an Employee believes that they have been the victim of harassment, or knows of another Employee who has, they are required to report it immediately. An employee can report the incident in full confidence to the line manager or HRD. All incidents are dealt with seriously and in strict confidentiality.

In cases the employee is not confident to report directly, he/she can email at hrconnect@arpatech.com. This email address is a confidential email address and is only accessed by the higher management.

Employees may raise concerns and make reports without fear of reprisal. Upon receipt of any such complaint the Company will form the inquiry committee consisting of 3 members to address any sexual harassment. These members would be from within the employees and the management out of which one member will be a woman.

Any Manager who becomes aware of possible harassment should immediately report it to the next authority/ Human Resource Department, who will handle the matter in a timely and confidential manner.

The aforementioned code of conduct and work ethics are to be strictly followed by and implemented by the management. Failure to comply with the same will lead to severe disciplinary actions which may lead to dismissal and termination.

4.5 PUBLIC IMAGE

Professional appearance is important on Company premises. Professional appearance leads to professional behavior in the workplace. In addition, professional appearance is required anytime. Employees come in contact with customers or potential customers since they are a reflection of the Company. Employees should be well groomed and dressed appropriately for the business and for their position in particular. The following items are considered appropriate working attire for ARPATECH:

Dress Code Guidelines

While employees are expected to use their own judgment to project a neat, well-groomed image, following are some guidelines regarding generally accepted Business Casual attire:



- Business Casual: includes trousers, chinos, formal long/ half sleeve dress shirts, sweaters with a shirt, knit pullovers, suit jackets or sports jackets, blazers, solid colored dress socks, tipped belt, loafers, boots, flats, dress heeled shoes, leather/ suede shoes and shalwar kameez only with waist coat or coat.

Following items will not be appreciated in the office environment:

- Flip-flops or Hawaii slippers, flashy athletic shoes, men's open-toe shoes and light walks, ragged, faded and/or torn jeans, shorts, Bermuda's, men's sleeveless shirts, sweatpants, exercise pants, overalls, leggings, lady's spaghetti-strap shirts/tops, tank tops, sweatshirts, muscle tops, shirts with potentially offensive words, terms, logos, pictures or slogans, tops with totally bare shoulders, any spandex or other form-fitting pants and the likes which would be deemed sloppy or inappropriate.
- The attire worn should be clean, mended and properly ironed and should not give an untidy look.
- All employees are expected to wear decent colors
- Outrageous, provocative, or inappropriate attire is strictly not allowed
 - For senior executives and teams involved in operations requiring client meetings or other forms of formal meetings, it is expected to wear business –formal business attire which can include a tie, Blazer, buttoned down shirt and trousers.
- All seams must be finished (no torn seams)
- Torn, dirty, or frayed clothing is strictly not allowed.
- Any clothing that has words, terms, or pictures that may be offensive to other employees is unacceptable. Clothing that has the company logo is encouraged. Sports team, university and fashion brand names on clothing are generally acceptable
- Shalwar Kameez is not encouraged, however allowed in exception only when worn with a waistcoat and usually on Fridays.
- Jewelry, makeup, perfume and cologne should be in good taste.

This policy should be adhered to and enforced by all managers and supervisors. This policy serves as a guideline and sensible individual judgment should be exercised at all times.

4.6 SUBSTANCE ABUSE

The Company is committed to providing a safe and productive workplace for its Employees. In keeping with this commitment, alcohol and drugs of abuse are strictly prohibited on Company property. Being under the influence of illegal drugs, alcohol, or substances of abuse on Company property is strictly prohibited. Random drug tests may be conducted at any time; if an Employee is found under the influence of drugs, he /she will be terminated immediately.



4.7 TOBACO PRODUCTS

The use of tobacco products is not permitted anywhere on the Company's premises. ARPATech is a non-smoking environment. Should you wish to smoke, please use the area outside the main entrance of the building or the rooftop. Smoking, including electronic cigarettes, is not permitted in the stairwells, the elevator, any of the office floors, the galleys/balconies, and the basement. This policy will be strictly enforced.

4.8 INTERNET USE AND COMPUTER SECURITY

ARPATech Employees are allowed use of the Internet and e-mail when necessary to serve its customers and conduct the Company's business. Employees may use the Internet when appropriate to access information needed to conduct business of the Company. Internet messages are public and not private. ARPATech reserves the right to access and monitor all files and messages on its systems.

- a) ARPATech information systems are mostly computer based and therefore all Employees are required to adhere to the following:
- b) Sign out of systems when leaving the PC, or use a password protected screen saver
- c) Always shut down at the end of the day
- d) Do not disclose passwords, logins, or dial-in numbers to anyone except your managers/reporting supervisors.
- e) Copying of software is illegal
- f) Be aware that any files from outside ARPATech may contain viruses – virus scan all disks before accessing information on them
- g) Look after your PC based equipment
- h) Installation of unauthorized software on Company's computers – network, standalone and notebooks – is prohibited. However, installation of evaluation copies of licensed software and freeware is permitted with approval from the Network Operations Center
- i) Report any problems or suspicious activities to the IT Help desk
- j) Employees are not authorized to download software. If there is a business requirement to download software, the Employee must contact their Manager and their Line Manager will inform the IT Manager. In no event will the Employee be authorized to download any software. If the request is approved, the IT department will download the software onto the Employee's computer.



- k) Internet messages are public and not private. ARPATech reserves the right to access and monitor all files and messages on its systems, including but not limited to, email and Slack messages.
- l) Usage of a personal USB is strictly restricted. However, a USB may be used by the IT department for business purposes only.

Some Employees will be provided with laptops to facilitate their daily work requirements. These Employees are responsible for Company property if that property leaves ARPATech premises. Prior to removal of any Company property from ARPATech premises, Employees must receive written approval from the concerned authorities. In an event where an employee's laptop is required to remain operating due to work related tasks, after the working hours and during his/her absence, an approval and intimation must be made to the line manager by the employee.

This approval should then be shared with the facility's security personnel who will only then allow a physical device or Company property to leave ARPATech premises. Failure to follow these procedures may result in disciplinary action, including termination proceedings. Security of personal, customer and company property is an essential part of ARPATech business and is each Employee's responsibility. Employees are expected to be vigilant and question or report any suspected security breaches.

Employees are required to make themselves familiar with the ARPATech Information Security Policy and related standards and procedures. Employees are required to keep all passwords and codes to themselves. Failure to comply may lead to termination.

4.9 COMPANY INTEREST

All Employees shall act in the interest of the Company at all times and shall observe, adhere to, and comply with the Company's established policies, rules and regulations and shall safeguard the Company's property and confidential information.

All communications with the media must be made through the Marketing Department;

Employees may not speak directly to the press/media about the Company or on behalf of the Company, unless specifically authorized to do so by the Company.

All Employees are expected to observe a high level of business ethics and enhance the good image of ARPATECH. The image of the Company includes the physical premises. Employees are requested to keep their work areas clean and clutter free and help maintain the cleanliness of the common areas, including



stairways, bathrooms, conference rooms, reception area, cafeteria and kitchen. Furthermore, Employees are requested to help maintain the plants in the office and refrain from littering and/or pouring any liquids other than water in the plants.

4.10 STAFF RELATION

All Employees are expected to maintain cordial relations with colleagues and exhibit polite and courteous behavior at all times.

The company encourages employees to mix in a cordial atmosphere within teams as well as across teams, in the designated open areas of the office premises as well as plan such occasions with colleagues at outside venues. The idea being getting to know ones' colleagues better and improving the overall work environment.

The expectation will always be that such activities should be in good faith and with mutual consent.



SECTION 5

EMPLOYEE DEVELOPMENT

5.1 PERFORMANCE MANAGEMENT

ARPATech is a performance oriented and target- based organization where the employees are expected to give utmost priority to being productive and showcasing optimum level performances meeting and exceeding their set goals and objectives. In order to evaluate employees and create employee development road maps ARPATech and the management extensively engage in setting department and employee goals and objectives and subsequently evaluating them on a day-to-day basis, task basis, project basis and through formal bi-annual performance reviews. On the job training, two-way feedback mechanisms and performance improvement plans are laid out for employees who lag behind their set goals and objectives. We walk hand by hand with our employees to ensure we mutually reach and exceed our potential. ARPATech also ensures to reward, compensate and provide better work and learning opportunities to its employees. All permanent employees at ARPATech having a tenure of minimum one year will be included in the yearly appraisal cycle and evaluation subsequently. Appraisals at ARPATech are performance based. Other factors that affect an employee's performance are punctuality, regularity, code of conduct, work ethics, value addition to the job role and assigned projects, professionalism and overall performance.

The yearly appraisal cycle is one calendar year i.e., from January to December. The ARPATech Performance Management is designed to:

- a) Ensure mutual confidence and understanding of the requirements of an employee's job
- b) Encourage Employees to meet ARPATech standards and their own personal standards and to recognize their achievements
- c) Identify development needs and put together a plan to address those needs
- d) Identify and develop the Employee's career plan
- e) Encourage two-way communication between the Employee and their Manager.
- f) Performance Management creates a standard for management development that ensures consistency by measuring performance against the same standardized criteria through the Company.



ARPATech directly links wage and salary increases with performance. Performance reviews and planning sessions have a direct effect on any changes in compensation. For this reason, among others, it is important for the Employee to prepare for these reviews carefully, and participate in them fully.

5.2 PERFORMANCE IMPROVEMENT PLAN

ARPATech believes in providing not only career paths to its employees but also creates individual employee development plans. Performance improvement process in turn encourages a healthy competitive and target-oriented culture within the organization. PIP ensures all employees perform to their optimum level to reach the desired goals and objectives.

We encourage a two-way communication policy with employees, whereby employees are given feedback about their performance, attitude towards work, general code of conduct and areas of improvement are highlighted. Employees falling below their desired targets, objectives and goals will be put on PIP for a particular time period. This process holds equally, both, for managers as well as the team members.

Before a manager engages into the PIP process, evaluation and coaching should be taking place. Employees perform better when they understand what is expected of them. Evaluating the performance of your team members keeps them on track and institutes leadership credibility.

Performance Improvement Plan includes the following; areas of improvement, training and coaching to improve the quality of work, code of conduct, attitude, behavioral issues etc., counseling sessions, best practices and desired outcome, goals and objectives.

If an employee is unable to fulfill the desired objectives, targets and goals, the line manager, head of department and HR will finalize future course of action for the employee which may include but is not limited to; Job Rotation, Department Change, Demotion, Performance probation extension and Dismissal/Layoff.

5.3 TRAINING AND DEVELOPMENT

ARPATECH recognizes the importance of developing its people to help them in their present role, and future contribution to the Company. The Company will do everything possible to support and guide its Employees in their development and growth. A well trained and highly motivated workforce is essential at ARPATECH. In order to ensure that all Employees of the Company have the skills and abilities to



perform their duties efficiently, it is the policy of the Company to provide the best training available based on performance needs and job requirements. An Employee who would like to attend a particular training course should contact their manager. The Manager will then assess whether or not the training is necessary for the Employee's development and/or relevant to the Employee's job, and if so, the Manager will then forward the request to the Human Resource Department.

Employees who have been selected and sponsored by the Company for training with company's associates or other institutions abroad need to diligently and beneficially take part in such training. In such event, employees will be required to serve the company after such training, for a defined period as may be stipulated.



SECTION 6

SALARY POLICIES

6.1 SALARY DISBURSEMENT

All Employees are paid monthly with an issuance of pay slip. Salaries are given to Employees within the first week of each month. In case of any holiday on the said date, salary transfer will be done on the next working day.

Employees entitled to commission receive the commission in the following month along with the salary.

6.2 OVERTIME

ARPATech strongly believes in providing work life balance to its employees, hence it is the prime responsibility of every employee to manage and complete their work within the official working hours.

Only Employees who is working on a 24/7 shift roster will be given overtime for working on gazetted holidays.

There is no other provision for the overtime to be granted.



SECTION 7

BENEFITS AND SERVICES

ARPATECH offers a benefits program for its full-time Employees. However, the existence of these programs does not signify that an Employee will necessarily be employed for the required time necessary to qualify for the benefits included in and administered through these programs.

7.1 HEALTH INSURANCE POLICY

Permanent Employees of Advanced Research Projects and Technologies Private Limited are entitled to medical insurance. This policy is available to the Employee, their spouse and children. This benefit is not applicable to employees working on the appointment of any of the ventures associated with ARPATech. A detailed explanation of the Policy will be communicated by the Human Resource Department at the time when the Employee receives their medical card after becoming a permanent Employee.

7.2 OPD REIMBURSEMENT POLICY

OPD means an Out-Patient Department of a hospital. It is the section of the hospital where patients are provided medical consultants and other allied services.

Objective:

Arpatech firmly believes in taking care of its employees in all their matters of life, including the health of our employees and their family including their spouse, children. Therefore, an amount is allocated for OPD reimbursement for all permanent and confirmed employees which can be utilized as per requirement.

Eligibility Criteria for OPD Allowance	Amount
Manager – Sr. Management & Support Staff	66,000
Mid-Level to Lead	54,000
Junior	42,000

* For married (Self + Spouse + kids) and for unmarried (self + parents) are covered under this policy.

This policy is applicable only for all the permanent employees who are working in Arpatech. This policy is effective from Jan 1, 2024.

**Process:**

- i. Scan copy of the original prescription and bills must be sent to HRD via email during the month.
- ii. The prescription must include the patient's name for validation.
- iii. There is no monthly limit of OPD claim. Claim can be availed of any amount but within the annual assigned limit, on any date in the calendar year.
- iv. In case of resignation excess claim amount will be adjusted in final settlement.
- v. If the claim amount is less than the allocated allowance then the remaining amount will not be carried forward.
- vi. The medicine(s) prescribed by the doctor for a regular use then that prescription will be valid only till 6 months after expiry of that six months an updated prescription will be required for the reimbursement of those medicines.
- vii. The OPD allowance is not en-cashable and will be lapsed if not claimed.

Terms and Conditions:

- I. Charges/Fee paid to a registered medical practitioner (G.P), Homeopath, Hakeem and specific consultation.
- II. Prescribed medicine and treatment including surgical dressing, physiotherapy and acupuncture.
- III. Laboratory and X-Ray examination, ECG, EEG, EMG, Ultrasound, Dental Treatment and other diagnostic tests.
- IV. All treatments for purely cosmetic purposes (e.g., hair, skin etc.) are not included.

7.3 MEAL ALLOWANCE POLICY

If an employee is required to work extra/overtime as per the business requirement, the employee may receive an overtime meal allowance for actual expenses supported by a detailed/itemized receipt, but not to exceed the assigned limit. It includes Managers, Leads, Seniors, Developers and other blue-collar staff. To qualify, the employee must be required to remain at least two hours past their regularly scheduled work day.

If an employee is compensating hours by sitting late then he/she will not be eligible to avail meal allowance.



Call Back/Call Out Meal Allowance

If the employee is called back to work in off time and not continuous with their regular work schedule, they can be entitled to overtime meal allowance/reimbursement. The employee will get reimbursement

for actual meal expenses, substantiated by detailed/itemized receipt not to exceed the assigned limit. And the one who attends office on weekends or gazette holidays (as extra hours) will be eligible for meal allowance.

If an employee adjusts his/her shifts or asked to come on different time and later on lead adjusts his/her off accordingly then employee will not be eligible to avail this allowance.

Note: The employee who is obtaining overtime allowance is not eligible to avail meal allowance.

Allowance Limit:

Break Fast (Managers, Leads, Seniors, Developers and other blue-collar staff) Rs. 300/ Lunch or Dinner (Managers, Leads, Seniors, Developers and other blue-collar staff) Rs. 500/-

Procedure:

- Employee must obtain prior approval from their HOD, Line Manager/Lead before incurring an expense.
- HOD/Line Manager will inform the Finance Department keeping HR in CC about meal allowance or reimbursement" OR" will submit a detailed/itemized receipt.

7.4 PROVIDENT FUND POLICY

To provide staff members with a monetary benefit during the course of their employment with the company which can be availed at the time of separation from the company.

The company offers the opportunity for membership to all its permanent employees and membership is mandatory for all the eligible employees. An employee shall be eligible to become members of the Provident Fund subject to clause 3(d) below.

Salient Features:



- a. Provident fund contribution shall be deducted at source by the company at the time of payroll processing for the current month after confirmation of service of a probationer / trainee;
- b. 5% of gross salary excluding any benefits shall be deducted from the employees' monthly salary and the same shall be contributed by the company in the same account for employees;
- c. Pro rata contributions during the course of month in respect of confirmations or resignations shall not be considered;
- d. Only 2 windows are available to join the provident fund membership on a yearly basis (i.e.) January & July every year. Any one joining in between these windows will have to wait for next available window (i.e.) anyone joining in February, his probationary period will complete in April, he has to wait till June to join the membership from July;
- e. All the funds including employers & employees' contribution will be kept separate in designated bank account opened for this purpose;
- f. The fund shall be run & managed by the Finance department of the company in consultation with Board of Directors
- g. Records/administration of the fund shall be maintained/done by the Human Resources Department.

Nomination In Provident Fund:

In case of the demise of an employee while still in service, the total amount saved so far will be handed over to the employee's nominee as nominated in Annexure A, including both his own contribution as well as the company's contribution subject to this policy.

In case of the first nominee's demise, the amount will automatically be handed over to the second nominee. Nominees may be any two people; employee nominates which shall be clearly stated in the beginning in Annexure A. It is mandatory to nominate spouse / children / parents/ siblings usually in this order of priority.

Provident Fund Membership:

All the employees after confirmation of service of a probationer / trainee are required to apply for provident fund membership by completing Annexure A and handed over to the Human Resource Department. They will be enrolled as per the policy defined in clause 3(d) above.

Final Settlement Process:

Withdrawal of the provident fund will be made as per the following pattern. All these withdrawals will be made through the final settlement process. Employees are required to fill up the Annexure B at the time of separation.



S. no	Description	Employee Portion	Employer Portion
1	< 1 Year	100%	N/A
2	> 1 Year but < 2 Years	100%	40%
3	> 2 Years but < 3 Years	100%	80%
4	> 3 Years	100%	100%

* % of total employer portion of employee's provident fund.

** Probation and notice period is excluded from the above-mentioned years in the chart.

** In case of termination of employment, only employees' portion will be released whatsoever year of services will be;

Loan / Advance Policy:

No loan/advance will be sanctioned out of the provident fund except for the following conditions only out of the employee's portion.

- Emergency medical treatment required for his own/spouse/parents.
- Wedding expense of children only siblings are not included in it. (This facility is only for the support staff).
- This will not fall under loan process. In this situation employee will not pay back the amount.
- This will be a maximum of 80% of the accrued amount.

Right To Change in The Policy:

The Company reserves the right to change, suspend, or discontinue temporarily or permanently, some or all of the clauses of this policy. Company will not be liable for any modification, suspension, or discontinuance made.

7.5 VACATION AND LEAVE

- Leave calendar period runs from January 1st to December 31st each year.
- All heads of departments are required to maintain the leave planner of their teams. All employees are required to plan and schedule their leaves well in advance to ensure appropriate work operations are being maintained in each department.
- During the Probation only 3 leaves are allowed and the concerned manager's approval is mandatory.
- During Notice Period, an employee will not be entitled to any leave.
- Employees will be entitled to 20 working days leaves on a prorated basis at the rate of 1.6 days per month from the time of joining till December of the particular year.
- Leave without pay (LWOP) will be given only in emergency and urgency situations after the due approval process. Concerned manager should forward all such requests with his/her recommendation to the HR department. In case of emergency scenario and approval process should be followed on



immediate basis depending on the reason.

- If an employee avail leaves on a pro rata basis and decides to resign then those leaves will be adjusted in the final settlement.

- Leaves are not en-cashable and only 10 leave days will be carried forward to the next year and those need to be availed within the next year only.

*Note: Line Managers/HODs are advised to maintain attendance in the department not less than 75% and ensure smooth continuation of work.

- Sandwich rule does not apply to leaves which are approved by the line manager and HRD (i.e., weekends will not be included in the leave for approved leaves).

- Sandwich rule will be applied to all employees if he/she is absent from work without any approval (i.e., weekends will be included in the leave for unapproved leaves).

- The respective Manager will ensure that the due approval process for all leave types should be strictly followed within a defined time period for the proper documentation.

- Methodology for Vacation: Leaves Application Every employee is required to process the leave application through the HRMS portal.

Early Departures:

Early leave of up to one (01) hour before close of office timings may be allowed if work is not pending and if requested in advance also must be compensated next day. An early hour request must be made in the HRMS portal post to the day when the early leave was availed if approved by the line manager.

7.6 MATERNITY LEAVE

Eligibility:

This benefit is available to all the female employees who have worked/served for a continuous period of one year preceding the date of her expected delivery.

Maternity Leave:

- Permanent female employees may avail maternity leave as per following order:
- Four-weeks before the expected date of delivery.
- Eight-weeks after the delivery.
- Entire 12 weeks can be availed either per-natal or post-natal as per peculiarity of the case, only on advice of doctor.

Other Maternity Situations:

Miscarriage: In case of miscarriage, there shall be a 1-week of paid leave. Still Born: In case of still born, there shall be 4-weeks of paid leave.

Premature Delivery: There shall be paid leave of 12-weeks in case of premature delivery, leave shall



commence since the day of birth of premature neonate.

4-weeks of pre-natal and 8-weeks of post-natal leave shall be combined and a mother shall be granted a combined 12-weeks of paid leave after the occurrence of a premature delivery or in cases where pre-birth rest is advised by the doctor.

Notice of maternal benefits:

An employee shall inform the HR Department and line Manager through an email 10-weeks before the expected date of delivery and after approval she can apply on attendance HRMS. Maternity leaves are neither en-cashable, nor can be clubbed with other leave types.

There is provision of additional 4-weeks leave but this will be available for extreme cases only on advice of doctor and on the discretion of SVP.

This policy will be reviewed from time to time and the company reserves the right to modify/amend or withdraw the policy at its discretion.

7.7 PATERNITY LEAVE

Eligibility:

This benefit is available to all the male employees who have worked/served for a continuous period of one year preceding the date of expected delivery.

Employees may avail 10 days (including weekends and other holidays) paid leave, either before or after baby birth (during delivery date or just before & after baby birth). Leave requests after a few days of delivery will not be considered. This leave cannot be carried forward.

Notice of paternal benefits:

An employee shall inform the HR Department and line Manager through an email 2-weeks before the expected date of delivery and after approval he can apply on attendance HRMS. Paternity leaves are neither en-cashable, nor can be clubbed with other leave types.

This policy will be reviewed from time to time and the company reserves the right to modify/amend or withdraw the policy at its discretion.



7.8 UNPAID LEAVES OT LEAVES WITHOUT PAY (LWOP)

(A) For Emergency or Unforeseen Situation:

Under certain circumstances and only with prior written approval from the Manager and the Human Resource Department, an Employee may take unpaid leaves to cater any unforeseen and unavoidable circumstances (for example a serious medical illness); however, a minimum of 15 days' prior notification is required and approval from both the Manager and Human Resource Department is required.

(B) For Religious Obligations:

Excused long duration absences for observance of religious obligations are permitted to employees after the due approval process. All such leaves will be catered as leave without pay. Requests to be away from work to participate in such observances should be submitted to the HR Department at least one-month (30 days) prior after due approval of the concerned Manager. The HR Department will review the case and will reply for the final approval of such a request. Respective Line Manager is required to make reasonable accommodations for an employee's time away from work for this purpose to the extent practical in the consideration of business needs.

Leave Application Process

ARPATech Employees are required to submit their leave requests through the HRMS portal assigned to each employee for approval. An employee can avail leaves or be absent from duty only if the leave is approved by the line manager and HRD on the system.

The following guidelines must be noted while applying for leaves due to any reason (i.e., casual, sick and leaves for an extended period of time to avail complete leave balance) please also note that all the following leave types fall under one single category of leaves as mentioned in the HRMS (Timetrax) portal.

Casual Leaves	An employee must intimate and seek approval for a leave of one (01) day or up to one (01) day at least one day in advance
	An employee must intimate and seek approval for leaves of five (05) days at least one week in advance
	An employee must intimate and seek approval for leaves of ten (10) days or up to ten (10) days at least two weeks in advance.



Annual Leaves	An employee must seek approval for annual leaves of twenty (20) days at least one month in advance.
Sick Leaves	Based on the severity of sickness the employee must inform their immediate reporting authority/line manager before the commencement of his/her respective work shift through a verbal and written intimation via Call, SMS, or Email.
	An employee availing more than three sick day leaves is required to submit a medical certificate stating the sickness, treatment and the dates the employee was on treatment or rest for the same from an acceptable health care institution.
	Failure to provide a medical certificate will result in deduction of absences from the payroll and relevant action may be taken.
	If the Leave Application is not submitted within a day's time of taking leave, it will be considered an unpaid leave.

Approval and Disapproval of Leave(s):

Any absence from work in excess of allotted time is subject to approval by the respective reporting authority. All leaves that are not approved by the Manager due to work requirements, disciplinary issues or no prior approval shall be considered as not approved and will be treated as unpaid. The leave request must consist of the reason for leave and must be done through the assigned portal. The leave approval is subjected to the following:

- Available Leave Balance
- Work or project requirement
- Prior intimation and due procedure for leave application and approval is followed d. Annual Leaves are approved solely on the discretion of the management and HR.

Any non-compliance with the leave management policy will lead to strict disciplinary actions.

7.9 RECORD KEEPING

The Human Resource Department, in association with each Employee's manager, maintains vacation days accrued and used. Each Employee is responsible for making sure that the correct number of vacation days is reflected in Company records.

7.10 HOLIDAYS

Public Holidays: Most of ARPATech offices shall remain closed on public (gazette) holidays and separate email intimation will be sent for all such holidays. In case an Employee is required to work on a holiday, he/she is allowed to take any other day off with prior management approval. ARPATech will not be closed on any other holiday announced during the year.



7.11 TRAVEL, OFFICIAL VISITS, BUSINESS MEETINGS

ARPATech sends its employees for meetings with clients within the city, country and foreign countries for work purposes including but not limited to project meetings, deployments, testing etc. In such events the employees will diligently apply himself/herself during the travel and complete the travel within the

prescribed time. In such an event, an employee will be required to sign a bond with the company which will have certain terms and conditions to ensure the employee serves the company after travel for a defined period as may be stipulated. And attains the goals and objectives laid down by the company.

7.12 BABY BIRTH POLICY

This policy aims at welcoming the newborn to our ARPATech family with a small token of love for the little one.

Eligibility:

All permanent full-time employees who have served at-least 1 year of employment are eligible to receive this baby birth gift as per policy on the occasion of wedding. The employees who are on notice period or independent contractors or temporary employees, whether contracted by the company or through an agency, are not eligible to receive this gift.

Procedure:

- Eligible employees need to declare their first newborn (after having joined Arpatech) information HR department within 45 days from the date of the event to get the gift amount by sending an email with the birth certificate keeping Line manager/HOD in CC.
- This gift amount is Rs. 10,000/- and this amount is payable only on the birth of first baby born when the individual is an employee of Arpatech.
- Payment can be made through cheque, cash or IBFT and either can be Voucher, Prize-bond, gift etc.
- This policy will be reviewed from time to time and the company reserves the right to modify/amend/alter or withdraw the policy at its discretion.
- This policy is applicable from 1st January, 2021.

7.13 WEDDING GIFT POLICY

ARPATech recognizes the important milestone and extends best wishes to the employee on the occasion of his/her wedding.

**Eligibility:**

All permanent full-time employees who have served at-least 1 year of employment are eligible to receive this wedding gift as per policy on the occasion of wedding. The employees who are on notice period or independent contractors or temporary employees, whether contracted by the company or through an agency, are not eligible to receive this gift.

Procedure:

- The wedding gift amount is Rs. 25,000/- and this amount is payable only once.
- The Line Manager/Head of the respective department will send a request/email for the wedding gift to the HR with the wedding invitation card attached one week before marriage.
- The one who sends the email after marriage then requests will not be catered.
- After receiving the request/email HR will seek approval from SVP then forward it to the Finance Department for the payment.
- Payment can be made through cheque, cash or IBFT and either can be Voucher, Prize-bond, gift etc.
- This policy will be reviewed from time to time and the company reserves the right to modify/amend/alter or withdraw the policy at its discretion.
- No exceptions can be made without written consent of SVP.
- This policy is applicable from 1st January, 2021.

7.14 TEAM LUNCH POLICY

Team Lunch is meant to provide an opportunity for the team, the TL and the HOD, to interact and discuss issues in a more relaxed and informal setting. Some important team integration issues, behavior patterns, performance management, dealing with intra-communication, improvement areas and focus; all can be the agenda of this meeting. It is a great way to facilitate teams to build and strengthen bonds and to get to know one another in a more relaxed environment. Some serious team issues can be best tackled in informal interactions outside of the office, giving everyone the chance to express themselves and devise working solutions for the better of the team.

Eligibility:

Team lunch allowance is allowed once in a quarter to the team nominated by the respective line manager/HODs. Team can invite an outside member, after approval from HR*.

Procedure:



- Line Manager/HOD will go on lunch with the team once in a quarter.
 - Quarter 1 (Jan-Apr), Quarter2 (May-Aug), Quarter3 (Sep-Dec)
 - Line Manager/HOD will send an email to HR one week before going on lunch with the team members details.
 - After receiving the email HR will confirm the attendance and will send the request to Finance for the payment.
 - Team lunch allowance is Rs.1,000/- per person per quarter.
 - After lunch, the respective team lead will submit an itemized bill to the Finance Department keeping HR in CC with confirmation of participants' attendance.
 - If any team member is working in different projects or different teams and if TL/HOD wants to include them then their expense will be borne by them not by the company.
 - *Teams can invite a person from outside the company who may be professionals, experienced and senior executives, business leaders, sportsmen e.g., with a view to providing inspiration to the team members and widening their horizon. HR shall give approval of this and the cost of that individual will be borne by the team.
-
- A brief account of the discussion, observation and / or useful information will be appreciated by HR from the TL post lunch. It may cover any aspect which the TL feels needs to be conveyed to HR,
 - This policy will be reviewed from time to time and the company reserves the right to modify/amend/alter or withdraw the policy at its discretion.
 - No exceptions can be made without written consent of SVP.
 - This policy is applicable from 1st January, 2021.

7.15 TRAINING AND CERTIFICATION FEES REIMBURSEMENT POLICY

Purpose:

The purpose of this policy is to define and establish guidelines under which employees may receive Training and certification fees reimbursement. Employees are encouraged to work to their full potential by increasing their skill and knowledge.

Eligibility Criteria:

Full-time, permanent employees who have successfully completed one year with Arpatech are eligible to avail training/certification reimbursement policy. Participants must be on Arpatech payroll. Employees must be satisfactorily meeting the requirements of their job function and performance percentage shall remain above 60%. Permission of the line Manager is necessary for the case to be processed. Ongoing participation in the training/certification reimbursement program is contingent on continued satisfactory job performance/and may be canceled if job performance is unsatisfactory.

The employee who wants to avail this benefit would be liable to sign a bond with the company.

This policy is not applicable for the MSP & CSP Department. For further details please contact the HR



7.16 FAMILY MEMBER'S INTERNSHIP

Purpose:

The purpose of this policy is to help out employees in term of promoting or settling their blood relative by giving them adequate professional training.

"Family member" is defined as one of the following: spouse or significant other, parent/step parent, child/step child, grandparent, grandchild, brother/brother-in-law, sister/sister-in-law, uncle, aunt, nephew, niece, first cousin, in-laws (father, mother, son daughter).

Eligibility Criteria to Make a Referral:

All permanent full-time employees who have served at-least 1 year of employment are eligible to make a referral. The employees who are independent contractors or temporary employees, whether contracted by the company or through an agency, are not eligible for this policy.

Eligibility and Selection Criteria of The Candidate:

- Employees can send their family member's CV according to the defined "Family Member" criteria to the HR for the Internship enrollment.
- The employee who wants to enroll their family member for this internship program should have a good reputation and performance record with the Arpatech.
- Selection will be based on basic test/interview and obtained scores should be at least 55%-60%. Test shall be a mix of general and subject specific.
- The Interview panel will consist of the following committee. (SVP, Team Lead Recruitment and concerned departmental head or lead).
- Candidates must have at least a graduation/relevant diploma degree.
- Employees and family member (Candidate) will not work in the same department.
- Only one member will be enrolled in a year for the traineeship from a family.
- Only 5 Interns/referrals will be catered at one time by the company.
- This internship is not available in the Finance, HR and Audit Department.
- This will only be a strict time bound Internship and no employment will be offered after that.
- *As an exception, if an Intern performs so well and Manager decides to retain that intern then only one person from the family will stay in Arpatech. This decision will be made by the management, keeping company interests as priority/mutual agreement.
- This internship will be paid and stipend will solely be decided by the management.
- Arpatech reserves all the right to revoke this policy anytime without giving any notice/reason.
- If any untoward incident happens and an employee or Intern is found guilty then onus will be applicable on both.
- In case of wrong documentation or false information a disciplinary action will be taken against both (Employee and the Intern)



SECTION 8

EMPLOYEE COMMUNICATIONS

8.1 STAFF MEETINGS

Periodic staff meetings will take place among individual teams at ARPATECH. Staff meetings are informative meetings that allow Employees to be updated on recent company activities, changes in the workplace and Employee recognition. Employees are encouraged to actively participate in staff meetings and contribute to the discussions as well as ask questions and raise any issues if appropriate.

8.2 INTERNAL COMMUNICATION

Effective internal communication is vital to employee engagement and morale that ultimately lead to motivation, productivity, loyalty, and retention. Deciding on how to best communicate a message to your internal audience can be tricky. The management practices an open-door policy for employees at all levels. Communication channels that should be used for all internal official communication are stated as follows:

Email

Written communications shall be encouraged across the board in the organization. Email communication shall be practiced for delegating any additional tasks, following up for the progress of assigned tasks, Reprimanding employees for their irregularity, low performance and misconduct, Internal coordination with employees in other departments. Employees shall make meeting requests through emails highlighting the agenda of the meeting in the same with employees in other departments. The management will make official email announcements for all general notices, important updates and policies.

Communication can be initiated from bottom to top in cases where employees would like to report their concerns, suggestions or grievances or bring focus of the management towards a specific area

The management encourages open communication. When management communicates news, announcements, or updates, the employees can provide constructive feedback to improve the particular subject under discussion.



Slack

To encourage an open-door policy, the employees are also encouraged to reach out to other employees through Slack for urgent needs of communication. Based on the severity of the communication employees can use Slack for brief official communications. All employees must be allotted a Slack ID by the IT department at the time of their joining. The Slack ID must consist of official contacts only.

Slack will strictly be used for official communication; an employee found misusing Slack for any unofficial communication within the organization or outside the organization shall be responsible for severe actions against him/her.

Internal IPs

Each department is allotted an extension; voice communication can be used for matters where the response is required on an immediate basis and needs more attention and increased understanding from both the parties. The landline is to be used for official calls only. Making personal calls for all employees through the landline number is prohibited.

Social Media

Employees can communicate or spread word of mouth through social media platforms which include but are not limited to Facebook, Instagram, Twitter. Employees must adopt a positive approach while expressing their views or opinions about the company, our products or our services at all social media platforms. Employees are not allowed to generate or promote any kind of post, comment or view which can surface as negative feedback or can trigger a negative response for the company, product or our service on all social media platforms. Employees must contribute in generating, promoting and expressing positive content about the company, products and services on all social media platforms.

8.3 GRIEVANCE MANAGEMENT

Under normal working conditions, Employees who have a job-related problem, question or complaint should first discuss it with their manager. At this level, Employees usually reach the simplest, quickest, and most satisfactory solution. However, if the Employee and Manager are unable to solve the problem, ARPATech encourages Employees to contact the Human Resource Department.

If the problem is a personal or domestic one, and the Employee is not comfortable raising it with their manager, then they may consult with the Human Resource Department directly.

Upon receipt of an Employee's complaint, the Human Resource Department will make every effort to get to the root of the Employee's dissatisfaction. The Human Resource Department will carry out its own



investigation, if required, by taking written statements and verbal interviews which may be documented. The Company assures its Employees that complaints will be handled expeditiously and confidentially and will make its best efforts to reach a satisfactory solution.

To ensure strict compliance and transparency employees can also state their complaints, grievances and suggestions by emailing at **hrconnect@arpatech.com**. A management committee will review the complaints in strict confidentiality and raise solutions and concerns towards the top management.

All information shared with the Human Resource Department will be kept strictly confidential and every care will be taken to preserve the Employee's privacy.

8.4 EMPLOYEE REFERRAL PROGRAM

Our Employee Referral Program Policy explains important aspects of our employee referral procedures. We place great importance on referrals because we trust our employees know what's best for our company. We want to make this process as smooth as possible for our employees and those who they refer to. This Employee Referral Program Policy applies to everyone who refers a candidate to our company. The referral program is encouraged so that good and known persons are hired, however as per company policy relatives cannot be hired therefore, the referred candidate should not be a relative of the referee (Employee).

Our company will give out rewards to every referrer. If you know someone who you think would be a good fit for a position at our company, feel free to refer them. If we end up hiring your referred candidate, you are eligible for PKR. 5000/- referral fee.

Generally, we encourage you to check our open positions and consider your social networks and external networks as potential resources for referred candidates.

We may change our referral bonus program over time to add more interesting incentives. We also reserve the right to abolish certain rewards if they prove ineffective or inefficient. We'd like to remind our employees that we are an equal opportunity employer and do not discriminate against protected characteristics. Our referred candidates may take precedence in the hiring process. We guarantee that all candidates will be given the same consideration and will pass through our established procedures.



8.5 WHISTLEBLOWING POLICY

Purpose & Objective:

Arpatech whistleblowing policy is intended to:

- To encourage confidence in all employees and other associated individual to communicate or disclose and report suspected wrong doings, misconduct, illegal acts etc. in complete confidentiality, without fear of retaliation.
- Provide path way for confidentiality of concerns raised and allow feedback on corrective measures undertaken.
- Reassure a whistleblower for protection from possible reprisals or victimization.

Applicability of this policy:

The Policy applies to everyone who associated with Arpatech, including:

- All employees including senior executives
- Board of Directors members

Whistleblower Committee:

The Whistle Blower Committee shall comprise of the following officials:

- SVP
- VP -HR
- Head of respective division / department as co-opted member if not directly involved in the reported concern.

In case the whistle blow relates to any of the above the CEO & Vice President shall nominate an alternative person to be part of the committee.

Grievances coverage in the Whistleblowing Policy:

- Conduct by anyone, which is an offence/breach of law.
- Failure to comply with legal obligations.
- Violation / non-compliance of company's policies / procedures.
- Unauthorized use of company's assets.
- Health and safety risks, including risks to the public as well as other employees.
- Damage to the environment, assets and corporate image.
- Possible fraud /corruption / incorrect financial reporting with fraudulent intentions.
- Illegal use of sensitive company data.
- Actions which are unprofessional, inappropriate or conflict with a general understanding of what is right or wrong / unethical.



Grievances Out of Whistleblowing Policy:

Whistleblowing policy does not cater personal grievances and career related issues for example Promotions, transfers, increments, relocations, travelling, training etc. for which separate procedure is defined in employee manual. This policy will not accommodate any anonymous concerns/complaints.

Procedure:

- **Raising Concerns**

All concerns are to be reported in writing to ensure a clear understanding of the issues being raised. It must contain the background, the nature of concern; relevant dates and timings where possible, the reasons for the concern and the names of individuals against whom the concern is being reported. Whistle-blowers may report their concerns by sending email on whistleblowing@arpatech.com. In case the whistleblowing report is against any member of the Whistle-blowing committee itself, the same may be reported directly to the Vice-President & CEO.

- **Handling Concern**

Initial inquiries will be made by the VP HR in consultation with other members to determine whether an investigation is appropriate. Some trivial concerns may be resolved by agreed action without the need for investigation.

- **Investigation**

An investigation shall only be conducted by a whistle-blower committee in consultation with the respective head of department shall nominate a person either from within the department or from any other department to investigate the concern.

Person who is investigating any concern under this policy shall be empowered to seek information from the relevant persons and the concerned departments of the Company shall also cooperate with him.

The investigation will be preferably completed within thirty (30) days from the lodging of concern. The Whistle-blower committee shall acknowledge receipt to the whistle blower within 07 days of receipt of the concern, with the indication that the matter will be dealt with as per Company policy.

- **Reporting and Monitoring**

At the end of the investigation, a report that provides the findings, basis of findings and a conclusion is to be submitted to the Vice-President & CEO.

Whistle-blower committee shall mutually decide about disposal of the concern and distribute messages across the Company for avoidance of such incidents in the future.

Whistle blowing committee shall maintain a whistleblowing log to record the details of whistle blower



reports received and outcome of investigation carried out VP HR will produce a quarterly report documenting all concerns and the actions taken to resolve them for the review of Vice-President & CEO.

Records of all whistleblowing concerns, investigations, and reports are to be retained for at least 5 years.

Protection and Confidentiality:

All concerns raised will be treated in confidence and wherever required, every effort will be made to maintain confidentiality of the whistle-blower's identity but one may however, need to come forward as a witness.

False Allegations:

Deliberately making a false concern is also an allegation under this Policy and may lead to a disciplinary action against the complainant.

Disclosure to external bodies:

Whistle-blowing committees are not allowed to disclose internal concerns to any of the external bodies unless the concern raised involves legal provisions or disclosure is required by law.



Thank You