

CDN Software Solutions Pvt. Ltd ®

EMPLOYEE HANDBOOK

With effect from 1st April 2010, till further amendments

"Consistently delivering quality solutions"

From Director's desk

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Dear CDN Team,

CDN Software Solutions Pvt. Ltd. has always believed in the highest standards of corporate conduct.

We have set new benchmarks for the methodology, quality, integrity and effectiveness in the domain of

Providing Solutions & Consulting. Today, our challenge is to continue doing this.

Today, every action of the organization and its employees comes in the focus of public attention and we need

to reinforce our tradition of values. Our challenge is to continue maintaining this high standard, even as we

become a bigger organization and work in multi-location environs. The organization also actively ensures that

the employees work in a hygienic and comfortable environment. The work space acquired by every employee,

the hygiene factors are the additional unseen cost borne by the company, adhering to the modern concept of

CTC.

The Essence of this Handbook is based on the core values of CDN of CLIQUE - Capability, Loyalty,

Innovative, Quality, Uniqueness and Enthusiasm. We ask you to read, understand, enforce and adhere to

these rules, and also ensure that others, who work for and with you, do the same. Our reputation and ability to

comply with all applicable laws depends on the integrity and upright behaviour of each one of us and your

pledge to continue to adhere to this hand-book will help us to live up to our motto "Consistently delivering

quality solutions".

Surajit Mitra

Chetan Naik

(Director)

(Director)

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Organization's Brand and Logo:

The Organization ensures CDN Software Solutions Pvt. Ltd. &"Consistently delivering quality solutions" are registered service-marks and brand statement of the Organization. They should be conspicuously marked with the designation or with a notation that they are registered service-marks of the Organization whenever they are first used in any medium, presentation or other promotional context. The use is only authorized to CDN's designated authorities. Unauthorized use would lead to legal actions.

1. General Policies

1.1 Staffing

1.1.1 Probation period, confirmation and notice period

- The employment with the company is on an employment agreement (Bond) basis, for predefined period & terms, inclusive of probation period.
- The probation period is of 6 months for experienced and fresher employees, which can be extended further from date of joining.
- After successful completion of the probation period the employee will enjoy all the benefits of confirmed employee.
- The support documents submission is an important part of staffing process. Inability to produce any required documents can affect the confirmation. See the list in offer letter.
- The notice period against employment is of 60 working days (2months). Salary for the served/unserved notice period would be payable at the time of full and final settlement.

1.1.2 Bring your Buddy (BYB)

- The company promotes BYB (Bring your buddy) concept for the references from employees.
- As an incentive the company rewards employees with 10% of the monthly package of the
 reference, if selected. Incentive shall only be applicable if selected referral completes his/her
 probation period.
- The incentives are only applicable to references over 1 year of relevant experience.

1.2 General Standards of Conduct and Office Decorum:

The Organization expects all employees and contractors to exercise good judgment to ensure the safety and welfare of employees and contractors and to maintain a cooperative, efficient, positive, harmonious and productive work environment and business organization. These standards apply while working on our premises, at offsite locations where our business is being conducted, at Organization-sponsored business and social events, or at any other place where you are a representative of the Organization. In addition, on client locations, you may be required to adhere to the Clients' code of conduct as well. Employees or contractors who engage in misconduct or whose performance is unsatisfactory may be subject to corrective action, up to and including termination.

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1.2.1 Work place behavior

• All employees have to be regular and punctual.

• All employees must carry the official ID/access card every day at work.

 The internet & intranet is only allowed on the company provided tools for any internal and external communication. External messengers like yahoo, msn and gtalk are prohibited,

unless authorized.

• It is expected from all employees to maintain professional environment in office, employee should keep their mobile on silent/ vibration mode and they should refrain to pick their

incoming call at the desk (as they can move out for it).

• No employee should attend mobile call during working hours, if its urgent then its expected

that call would be finished in short duration of about 5 minutes.

1.2.2 Team level conduct

A team level conduct is desired from all the employees.

• Employee is expected to respect the hierarchy of the team and people according to the

designation.

A professional approach in addressing is expected.

1.2.3 Conduct with colleagues

• Employees should take care that their relationships with colleague reflect the age, gender and

maturity of the colleagues. It will be particularly important to ensure that all aspects of demeanor, language and attitudes - however conveyed - do not give rise to misunderstandings, especially when

dealing with female. Ambiguous or ambivalent comment and conduct, in particular, shall be

punishable.

• Physical contact may be misconstrued by a client, employee or observer. Touching colleagues,

including well-intentioned informal and formal gestures such as putting a hand on the shoulder or arm, can, if repeated regularly, lead to questions being raised. Employees must not make gratuitous

physical contact with colleagues and should avoid attributing 'touching' to their style as a way of

relating to others. There will be occasions when physical contact will be acceptable. In general these

will fall into one of three categories:

(1) Action to prevent harm or injury to the colleague or to others. If it is necessary to prevent a

colleague causing injury to him/her or to others the use of minimum force and contact necessary to

prevent harm or injury is acceptable and defensible. Such incidents must always be reported.

(2) Comforting colleague in distress. There is no easy definition of what is acceptable since much

will depend on the circumstances, the age of the colleague, the extent and cause of the distress and

the alternative means of providing comfort. Employees will need to use their professional judgment

and discretion in relation to these factors. Employees should consider how others might perceive the

action, even if no one else is present, and ensure that it does not develop into unnecessary contact.

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Particular care must be taken in instances, which involve the colleague of opposite gender and the same colleague over a period of time.

(3) **Unavoidable contact**. Every employee must be alert to the possibilities of misinterpreting any contact. In cases of doubt or uncertainty staff should seek advice from the HR department or directors. There are other occasions when physical contact may be questioned even if innocent in intention. Employees should therefore ensure that their actions recognize the possibility of misinterpretation and are open to the scrutiny of colleagues. Individual professional judgments will be

required about the level of physical contact with individual colleague, which will take account of their

age, circumstances and background.

1.2.4 Adherence to and respect for Company Policies.

• All employees are expected to adhere to the company policies. Non adherence would attract

penalty/punishment and if required possible legal actions.

Employees violating/disobeying company policies in whatsoever manner/nature will be given

yellow slips (Notices/warning letters).

• Employees receiving more than 2 yellow slips in a month or continuously receiving yellow slips

for consecutive 2-3 months would lead management to take stern actions like decrement in salary / postponement of increment for a certain period which management would decide/

termination, whichever will be deemed fit.

1.2.5 Maintaining the infrastructure.

• The company provides comfortable and standard infrastructure to make the work place

efficient.

The infrastructure needs to be taken care by all the employees and if found creating

intentional damage, could be penalized.

1.2.6 Usage of technical resources

• Internet access will be available round the clock to all employees, but it is expected

from all employees to use the Internet to browse for value addition of the

Organization only.

The employees are provided with required technical resources. The resources must

be used with utter care and diligence.

1.2.7 General Appearance

• The image of the company depends, to a large extent, on its people and the way

they carry themselves both within and outside the company.

It is very essential that employees dress formally and neatly and in a manner

appropriate to the professional atmosphere of the Organization.

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1.2.8 Communication

 All official communication needs to be done using the company e-mail ID and messenger ID's.

Internet access will be available round the clock to all employees, but it is expected
from all employees to use the Internet to browse for value addition of the
Organization as well as for the self only.

1.2.9 Hygiene and house keeping

- It is expected from all employees to maintain the office decor. Employees should clear out all files, papers, stationary and personal articles from their desk area before leaving the office premises.
- The work place & Lunch place should be kept clean after tea/food
- It is also expected to switch off system, lights, fans, AC before leaving.

1.2.10 Normal civic sense

- Employees are expected to exhibit civic sense in the organization. The hygiene, security and cleanliness shall be maintained all time.
- Communication with each other in the organization shall be at a comfortable and respectable manner.

1.3 General Rules And Regulations

1.3.1 Attendance, Punctuality and Working Hours

- All employees have to be regular and punctual.
- All employees are required to put in time & sign in the Attendance sheet/register
 daily at the time of entering the office. The attendance sheet/register will be kept at
 the reception and incase the entry is not made in the sheet/register the employee
 will be treated as absent for that day.
- Employees coming post 11:00 am for any reason will be considered as half-day attendance unless it is approved by management.
- Employees should punch in at the time of logging in and when leaving for the day (logging out) should punch their cards properly on their respective lab gates. If employees fail to log out properly for 4 times in a month, resulting to less than 8 hours in company premise will result into a half-day deduction.
- All movement, in and out of the labs should be done using individual access control
 cards, employees are requested not to go in a group through the doors without
 swapping their own cards.
- Employees going out of office for any reason, during the office hours for more than one hour, should inform the HRD. Employee moving out of the premise should sign the register for the same at the front desk.

- Employees should inform their immediate superiors and the HR-Department in case they are unable to report for work or are late to work.
- Absence without notification for three consecutive days can become ground for dismissal.
- Employee should fill in the RMS (Review Management System) and PMS (Project Management System) as per the rules. [Refer HRD for details].
- CDN has a 6 day work schedule in a week
- CDN members can follow flexi Working hours. CDN expects all its employees to devote a minimum 8 effective work hours at CDN premises.
- General reporting is flexi between 9:30 AM to maximum 11:00 AM
- A flexi 1 hour lunch break can be availed between 1:00 PM to 3:00 PM.
- Employees, who walk out of premises at any point during the day, need to enter the In-Out time in the register. In and Out entry register is kept at the front office
- Any work related stay beyond 09:00 PM should be reported to HRD and immediate superiors through a late stay mail. Employee should mail before leaving for the day.
- As per the requisites of work and deadlines, employee has to devote extra time apart from the normal duty hours.
- The female employees must not stay later than 08:30 PM.
- It is advised that employee should not go out of the company premises, except during lunchtime and during pre-assigned outdoor duty.(if any employee have any urgent work if unavoidable, can take a break for 30 minutes on the written/verbal permission of superior and HR department).
- Any employee walking in after 11.00 a.m. or leaving before 04.00 p.m. would be marked as half day.
- As a rule, CDN does not encourage employees to work extra. It is expected that they will finish the activities/targets/tasks for the day in the given time.

1.3.2 Discipline

- All employees have to know the rules and regulations of the Organization, and have to abide by them.
- Strict professionalism should be maintained within the Organization.
- The employees should not be involved in any other assignment/ work apart from the companies work after company work hours.
- No personal visitor of the employee or ex-employee is permitted to enter the Development/ lab premises beyond the reception/security area.
- Employees should inform the HR department about any change in their personal details.
- The technical handover process should be followed as per norms. The release of document may not happen immediately.
- The full and final settlement of salary, after official relieving happens through cheque. Employee should not expect electronic transaction. The organization follows

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regulatory compliance of TDS, the relieving papers shall be handed over on 20th day of the month following full and final settlement.

- The TL are expected to take weekly reviews every Friday and consolidate such weekly reports.
- The technical handover is a mandatory procedure that happens every 15 days across organization.
- CDNMS is an internal portal that should be used by all employees for relevant reporting.

1.3.3 Rules to be followed

- It is necessary to maintain secrecy about the company's business projects.
 Therefore all employees will maintain total secrecy about the Organization. At no
 point of time they should disclose any details regarding any project, or undertaking
 by the company to friends, associates or acquaintances. Each employee will be
 signing an NDA for the same.
- The employees selected for onsite project/s sign a work continuation agreement with the company based upon the duration of project and abide to its terms and conditions.

1.3.4 Physical Access Control:

The Organization has and will continue to develop procedures covering physical access control to ensure privacy of communications, maintenance of the security of the Organizational communication equipment, and safeguard Organizational assets from theft, misuse and destruction. You are personally responsible for complying with the level of access control that has been implemented in the facility where you work on a permanent or temporary basis. You must not defeat or cause to be defeated the purpose for which the access control was implemented.

2. Entitlements

2.1 Leaves and entitlements

- CDN provides its employees 12 casual earned leaves and 5 paid 'medical/sick' leaves.
- The leaves cannot be carried forward to the next year and the unused leaves can be en-cashed for the 50% pro – rata salary amount as on 1st April of the financial year start, only on 31st March year ending.
- More than 5 leaves at a stretch will not be entertained.
- Cumulative 3 paid leaves (maximum) will be sanctioned after the completion of 3 month of services with the company (For employees with employment contract).
- In case of marriage of an employee, company provides maximum 7 days leave. For employees with CDN for 3 years, these leaves would be over and above 12 paid leaves, for any said period.
- The employee can take only one leave during the probation period (6 months).

- Sick leaves beyond 2 days and up to 5 days can be sanctioned and paid. All medical evidences (Doctor's certificate, Medical reports, Pathology reports, x-ray, MRI, Sonography etc.) are to be submitted to the HRD for the same.
- Medical leaves shall not be reimbursed.
- Unauthorized leaves will reflect on the growth of the employee and statistics shall be available in the RMS.
- Leaves on either side of predetermined holidays will not be entertained.
- Absence/leaves on either side of predetermined holidays will result into unpaid holidays.
- 3 paid emergency leaves are approved in certain cases on management's discretion during the financial year. These leaves are apart from 12 paid leaves and only applicable in case of emergency. Such leaves cannot be reimbursed.
- The maternity benefit as per maternity benefit act 1961 can be availed by any female employee. The benefit is for 84 days (12 weeks), 42 days prior to the delivery and 42 days after the delivery. The number of leaves prior to and after the delivery can be adjusted but the total count of leaves remains 84 days. The leaves are extended to the female employees who compete 80 working (calendar) days in the twelve months preceding the date of her expected delivery.
- Paternity leaves are granted up to 5 days in which 3 are paid. These leaves shall not be reimbursed.
- Entire team shall be divided in to two groups 'A' and 'B'. Alternate Saturdays are half days and it shall be as per group order. Particular group will have half days according to pre-decided alternate Saturday half day plan. The plan shall be available with the HRD.
- Any leave/absence on the Saturday half day shall be treated as a full day leave/absence.
- Any leave taken at the 11th hour, which are not emergency or not approved by the HRD/PM will be considered as unauthorized leave.
- Any invalid extension in approved leaves can be panelized on management's discretion.
- Leave forms (See annexure) are available at reception area, should be filled prior to any leave.
- The company provides common Indian holidays as per Indian calendar, including extended Diwali and winter break. For holiday, refer the "CDN holiday list" or contact the HRD.

2.2 Employee benefits:

2.2.1 Caring & Comfort

- Company provides the medical/health OR accidental insurance to all the confirmed employees with a cover of minimum upto INR 2 lacs.
- Onsite allowances are given as per company norms. Refer HRD for details.
- The expenses for VISA endorsement and stay at onsite are borne by the company.
- Official travel expenses (Domestic and International) are borne by company.
- Company provides well furnished, spacious and air conditioned work area to its employees.
- The chairs are pushback well coushioned, revolving type.
- CDN has a well funrnished canteen facility for its employees.
- Thepremises is equipped with fire extinguishers for the safety against fire.
- Potable water is available for employees, on demand, at their work place.
- Food expenses are reimbursed as per company norms in case overnight stay is required.

- The company organizes parties or movie shows for all the employees, company bears the recreation cost for such events.
- The company celebrates employees Birth day with a cake and lots of warmth.
- The company distributes glowing Deepawali gifts to 'Team CDN'.
- To strengthen the team bond, the company organizes "Team Party"
- Business cards are provided at company cost to Team leads and the levels above. Others, interested, can order the business cards at self-bearing cost to the Admin help desk.
- The Admin help desk provides assistance in Passport, PAN card, Investment consultancy, Railway ticket booking related work.
- Note-pads are issued from the Admin/HR department at company cost.
- The employees are given consultation on tax savings and investment schemes. For this, Account scan be contacted.

2.2.2 Pay structure and growth

- CDN has a well-defined pay structure, divided in various bands as per experience level.
- CDN provides a well-deserved growth path to its employees, the increments are usually given after a period of every 6 months and one year, depending up-on the performance of individual employee as per the salary range.
- Kitty amount shall be payable after the predefined tenure only on the basis of continued services.
- Employee growth depends upon the relative feedback from internal Review Management System and Project Management System.
- Bad performancecould lead to decrement of salary.
- Salary of the month shall be payable on 10th of every month.
- Salary shall be calculated on the basis of working days.

2.2.2.1 Banking, Taxes, Loans and compliances

- The company accounting and salary is done through its authorized bank.
- At the time of separation, the account will be closed from the company's end within a period of 1
 month.
- The company deducts Professional Tax (PT), Provident Fund (PF) & Tax Deduction at Source (TDS) and Employee State Insurance Corporation (ESIC) as per legal compliances. Last Date of Submission: 31st January of the financial year
- Company provides loans to its employees as per time spent with the company; the loan is issued against Service Agreement and at a very low interest rate.

2.2.2.2 Rewards & Recognition

- The company rewards the employees on Samaagam.
- The company rewards *'Employee of the year' with a cash prize. The selection is based on predefined performance criteria & is solely decided by CDN Management.
- Any innovative idea that generates revenue or new business line for the company shall be rewarded

2.2.2.3 Training & Development

- The company selects its employees for providing technical training to trainees.
- The training program is for the benefit of the employees and the company encourages the employees to benefit from the training modules.
- For employee's development, company manages a full-fledged library. The books can be issued from approval of the HRD.
- We encourage the employees to upgrade and change technology, if they are ready to take on the responsibility of existing work delegation and resource planning for the same. They can contact the HRD for the backup resource planning.

2.3 Annual Day - " Samaagam"& Foundation Day

- CDN Software Solutions Pvt. Ltd. celebrates its annual day 'Samaagam' every year in the month
 of December.
- **'Samaagam'** cannot be treated as a holiday; it is a celebration where every CDN member's presence is required.
- The company observes and celebrates it's **'Foundation Day'** every year on 23rd February.

2.4 Word of caution

- All employees must carry the official ID/access card every day at work.
- In case of loss of ID/access card, the member should immediatley inform the HRD.
- A new card can be issued with permission of HRD at a fee of INR 350/-.
- Friends and guests are not allowed to enter the Labs and should be entertained in the canteen.
- Any employee found using the company resources for non company work, could result in being terminated.
- Show cause notice shall be served to employee not adhering to company policies, which could lead to termination.
- Any leaves beyond sanctioned leaves could result in cancellation of the approved leaves, if the management feels the employee lacks sincerity.

2.5 Important contact list

Contact Board Number: 91 731 4035928 , Ext: Front Desk 300, 301 | HRD 314, 315 | Mkt 319, 320

2.6 Other Behavioral Conduct

2.6.1 General:

Employees should take care that their relationships with colleague reflect the age, gender and maturity of the colleagues. It will be particularly important to ensure that all aspects of demeanor, language and attitudes - however conveyed - do not give rise to misunderstandings, especially when dealing with colleagues. Ambiguous or ambivalent comment and conduct, in particular, should be avoided.

2.6.2 Grievances:

- All grievances can be reported to the HRD.
- The HRD personnel counsel on 'one-on-one' basis.
- The HRD organizes 'Lets chat' sessions for discussion & ongoing improvement procedure.

2.7 Norms to be governed

2.7.1 Honesty

Honesty and integrity must be practiced during working hours.

2.7.2 Promise-Keeping

Promise keeping requires fulfilling the "promises" made at the beginning of the employment or contract. All the activities at the work place, and working and office hour schedules each involve promises that must be adhered to under normal circumstances.

2.7.3 Fairness

Recognizing the inherent subjectively involved in working, Employees ought to ensure that their working practices are as objective as possible by creating and adhering to unambiguous criteria.

CDN/HRD/LF/1 CDN Software Solutions Pvt Ltd

	LEAVE FORM	
Name of the Employee		Date
Date of Leave from	to	
Reason for taking leave		

Signature of the employee

Signature of HRD

Signature of the immediate supervisor

Document History:

Date	Revision	Change	Approved By
1st April 2010	1.0 C	Base Lined	Management
9 th June 2010	1.0 D	Entitlements/Saturday leaves and absence – Half day preview	Management/HRD
23rd July 2010	1.0 E	Flexi Working Hours	Management/HRD
3rd January 2011	1.0F	Notice Period/BYB	Management/HRD
20 th February 2012	1.0G	Document Handover/Extension in leaves	Management/HRD
29 th October 2012	1.0H	Kitty amount 2.2.2 Pay Structure and Growth	Management/HRD
13 th February 2013	1.0i	Caring Comfort	Management/HRD

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2 nd January 2014	2.0	Fully Revised	Management/HRD
11 th March 2014	2.0 A	1.2.4 Adherence to and respect for Company Policies.	Management/HRD
11 th March 2014	2.0 B	2.1 Leaves and entitlements	Management/HRD

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ACKNOWLEDGMENT OF RECEIPT OF HAND BOOK:

I have received and read the Organization's Hand Book. I understand the standards and policies contained in the Hand Book and understand that there may be additional policies or laws specific to my job. I further agree to comply with the rules. If I have questions concerning the meaning or application of the rules, any Organization policies, or the legal and regulatory requirements applicable to my job, I know I can consult my HR manager or the directors, knowing that my questions or reports to these sources will be maintained in confidence.

Employee Name	:
Signature	:
Date	:

Please sign and return this form to the Human Resource Department.