

Mantra Culture Book

Awareness for Empowerment

2022



VISION



Building the entrepreneurial organization through creation of values and fulfilment of social and moral responsibilities

Appreciate intellectual modesty & detest false pride



Opportunity is everywhere, identify & convert

- ◆ Encouraging boundaryless behaviour
- ◆ Value a deep sense of responsibility and self-discipline



Explore, experiment, and improve our potentials

- ◆ Identifying and meeting the need to society
- ◆ Relationship with dignity, sensitivity, and honour

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■ Non Disclosure Clause

The employees will preserve the confidentiality of information obtained during their employment at the Company ("Mantra Softech India Pvt Limited"). During the course of employment, the employees will have access to information concerning the Company which is not accessible to the public.

Such non-public information constitutes confidential information and certain trade secrets of the Company; said trade secrets consisting but are not necessarily limited to:

(a) Technical information: Methods, processes, formulae, compositions, systems, techniques, inventions, machines, computer programs and research projects.

(b) Business information: Customer lists, pricing data, sources of supply, financial data and marketing, production, or merchandising systems or plans. It also includes financial information about our business, customers and employees remuneration structure. In addition, Company meetings are also considered confidential. Employee may not use audio or video equipment to record these meetings without prior authorization.

Information of this nature must be treated responsibly, and any arbitrary or careless disclosure is prohibited even after the employee ceases to work for the Company. Confidential information can be used for Company purposes only.

Unless the Company has provided its consent in writing, or there is a legal duty to disclose, the employee is prohibited to disclose confidential Company information. Information about our company, our clients and our staff, which has been gained through employment or affiliation with us, can not be used for personal or third party benefit.

■ Copyright / Intellectual Property

Intellectual property of whatever nature that is created by the employees during the course of employment with the Company, belongs to and vests with the Company even after the employee ceases to work with the Company. The employee will treat this as confidential information of the Company.





■ 1. Welcome Aboard

"Alone we can do so little, together we can do so much." --Helen Keller

Congratulations on joining our team...!!

You were hired because we believe you can contribute to the success of our business and share our commitment to achieving our goals as stated in our mission statement.

■ 2. Getting Started with Mantra

You have been through our interview process, and you are finally here at Mantra Softech. Congratulations and Welcome to our Mantra Softech Family! Don't be nervous, our friendly HR team will introduce you to the team and layout all the guidelines in your orientation session.

Here at Mantra Softech, we are a team of super exciting and passionate individuals, having incredibly creative ways of doing daily tasks. Your first few weeks will be all about getting settled and absorbing everything at Mantra Softech. Getting to know your company's culture, the working and the communication styles of your teammates, the products & projects, and department or company-wide goals means that you will be able to start your real work sooner (and be more effective when you do).

We've been where you are now, and we know how to make your few months as smooth as possible. So, here we all gird up to make you feel welcomed and valued at Mantra Softech.

■ 3. About Mantra

Founded in 2006, Mantra Softech India Private Limited is the undisputed leader and manufacturer, solution provider in sector of identity management using various biometrics technology. Our technology, solutions and products support to implement various citizen centric project such as National identity, public distribution, direct benefit transfer and also security automation projects at highly secured zones as like defence and large industries.

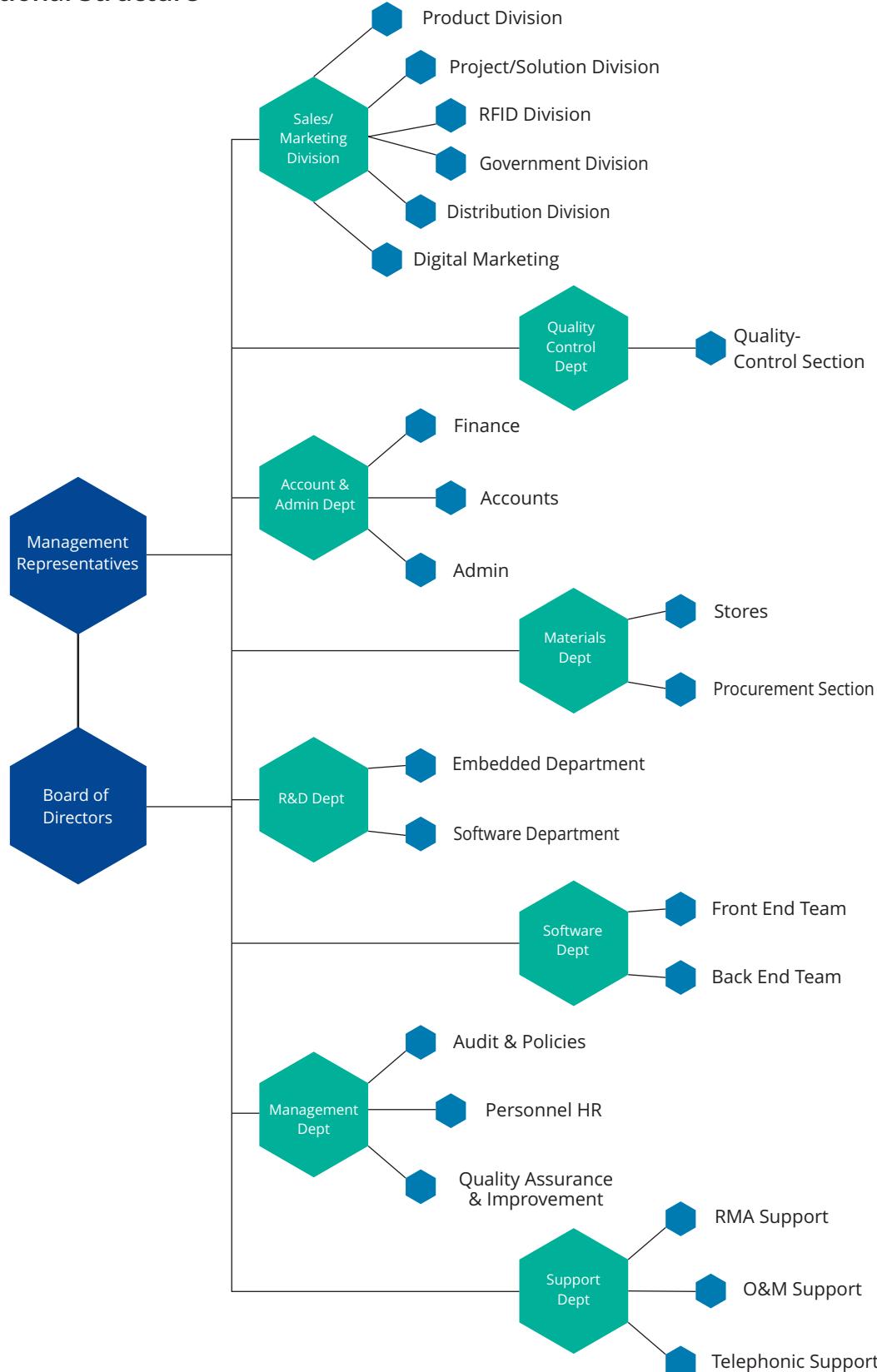
Respond... Perform... Grow...

These are the pillars on which Mantra Softech has built its foundations to become one of the largest businesses in India. Today the company has worldwide presence and partnerships with government and many transnational corporations.

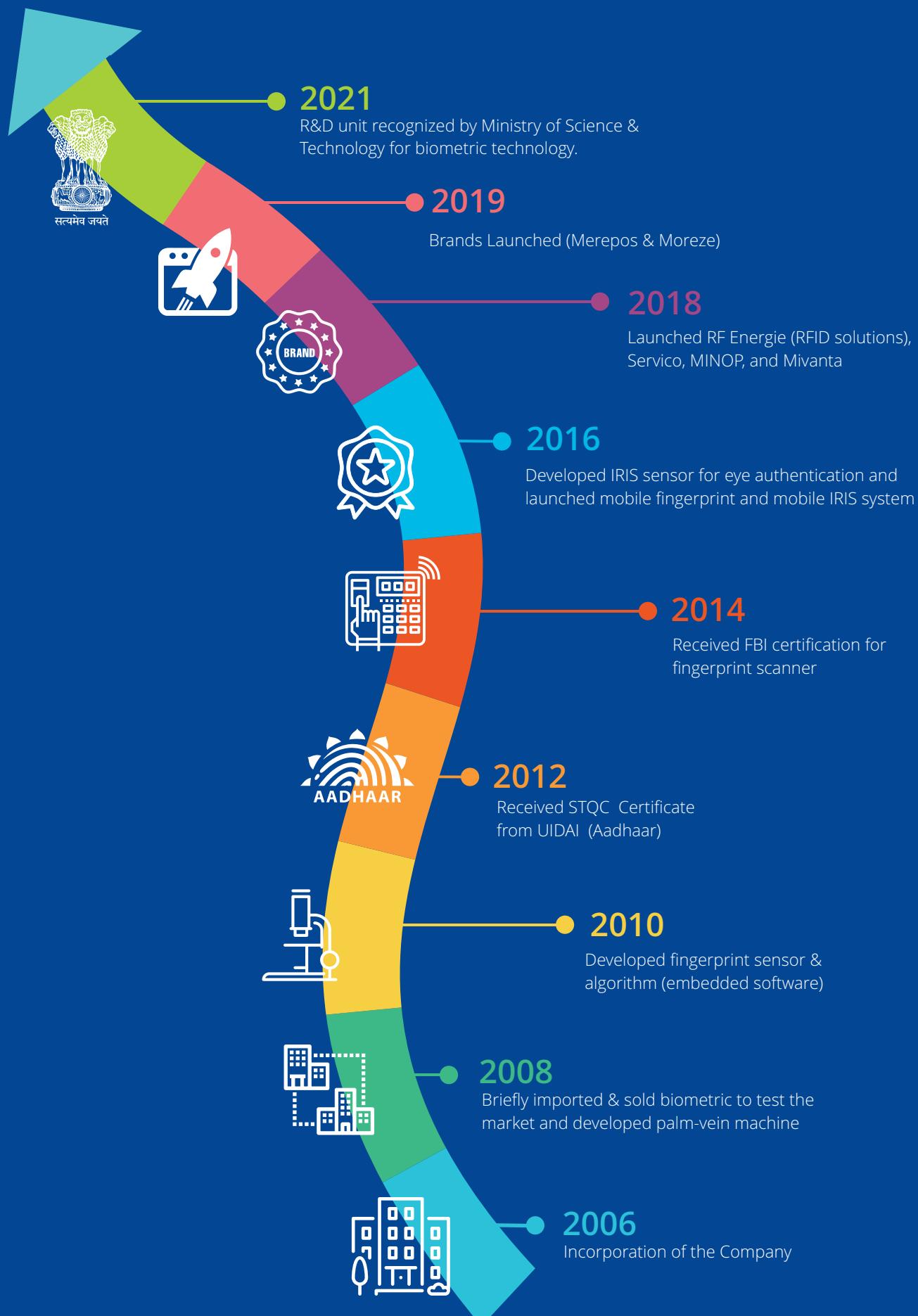
Wide-ranging businesses, growing returns, and a reputation to reckon makes working with Mantra Softech an enriching experience. At Mantra Softech creative skills are valued, excellence is the by-word, and performance is a pre-requisite.

Mantra Softech touches us in every sphere of our lives with innovation.

3.1. Functional Structure



■ 4. Company History



■ 5. Mantra Values

5.1. Be Excellent to each other

We show respect to our customers, team members, and partners by valuing their time, addressing their challenges, and discussing their ideas in order to deliver world-class service.

- ◆ Act with others in mind
- ◆ Always speak well of others
- ◆ Give trust and be trustworthy
- ◆ Be approachable and coachable
- ◆ Be professional, cordial, and personal

5.2. Be the real characteristics

We are what we say we are, and we do what we say we'll do.

- ◆ Act with courage, honesty, and integrity
- ◆ Establish realistic expectations, take responsibility, and deliver on commitments
- ◆ Work hard, achieve results, and maintain work/life balance

5.3. Business at front & celebration at back

Celebrate with right people, right approaches and right directives

- ◆ Celebrate excellence
- ◆ Build lifelong relationships
- ◆ Take our jobs seriously but not ourselves
- ◆ Find humor and relish quirkiness

5.4. Improvise communication practice

Empower each other while communication

- ◆ Communicate timely, accurately, concisely, and appropriately with customers, team members, and partners
- ◆ Break communication barriers
- ◆ Define success in employment, products, processes, and service

5.5. Work for quality & success

Be passionate about success and quality

- ◆ Strive for continuous improvement in our work, culture, and team members
- ◆ Be entrepreneurial
- ◆ Innovate with purpose balanced by quality
- ◆ Only build products that will be best in the world and provide benefit to institutions

■ 6. Why Handbook

The employees are key assets to the organization and provide major contribution in growth and success and even face of company for the market presence. It is required that all employees should know about what company is expecting from them and what they are expecting from company.

This HR Handbook is designed to acquaint you with the company and to provide information about the working conditions, employees benefits, goals, expectations of "Mantra Softech", and some of the policies affecting your employment. You should read, understand, and comply with all the provisions of the employees handbook. Our objective is to provide you with a positive and safe work environment that is free from Discrimination and Harassment.

6.1. Employee Expectations

To fulfilment of our vision statement to make "Happy Employee & Happy Families", we believe to provide better workplace, better culture, and involvement of everyone to build & delivery of quality product, quality services to our customers. Through this commitment, we are ensuring growth and success to all employees.

6.2. Company Expectations

We all are responsible to make "Happy Customers" by delivering right services. Customers should rely upon your services and that help us to make "Happy Customers" and enable to grow more and create new opportunities for company. You should always respect our customers and your fellow employees and expect to perform all assigned tasks timely and act in a ways reflecting favourably to the company and other employees.

■ 7. Rights Reserved

This document contains employment policies, practises, rules and regulations guidelines and are in effect from the day of publication. All previous issued policies or any policy statements or memorandums are suspended with immediate effects.

Mantra reserves all rights to modify, delete or add any policies, processes, work rules or benefit in this document or release addendum to this document that relate to employment subject.

This document or any new version release under this document or any addendum will be circulated via HR portal or publish at common interface that is accessible to all employees working for Mantra and document doesn't provide or intend to create promise or representation to continued employment for any employees. You can discuss with human resource team for any clarifications required with.

This document is not providing any commitments related to employees service requirements nor limit the rights to terminate any employees at-will without any cause or notices. No manager, supervisor or employees of the company has authority to enter into an agreement for employment for any specified period or to make an agreement for employment. Company Managing Director / CEO / Director has such authority to make any such agreement that too only in writing.

■ 8. Human Resource Mandate

We at Mantra Softech believe that one of the most important competitive advantages of an organization is its employees. Thus, we must use the right practices to acquire, develop, engage, and retain our people. Moreover, our human resource strategy needs to be aligned with our business requirements. The HR mandate for Mantra Softech is as below-

- ◆ Build a High-Performance Organization
- ◆ Align HR Interventions with Business Objectives
- ◆ Drive People Development & Growth Opportunities
- ◆ Champion Mantra Softech Values
- ◆ Creating an Exciting Workplace

■ 9. Employee Engagement Service (EES)

The following definitions of service classification are provided to understand overall engagement type and offered benefits. This classification is based on nature of work, duty requirement as per business sense, OT requirements and determines pay structure.

9.1. EES Classifications

Business Group (BNG): The employees whosoever are into revenue generation, sales, marketing, providing supporting system to business and responsible of providing profit centre to the company

Operations Group (OPG): The employees whosoever are managing operations such as employees management, accounting and finance management, supply chain management and responsible to smoothened company operational activities

Service Group (SRG): The employees whosoever are providing services to customer, ensuring delivery to customer and day-to-day activities perform for services activities include larger or smaller projects or individual customers

Technology Group (TNG): The employees whosoever are engaging into development of software & hardware, design of technology and responsible of providing new hardware or software product or solutions to business

Production Group under Exempt Services (PGE): The employees whosoever are engaging into productions, manufacturing and responsible to manufacturing of hardware material as per design requirements, not eligible for overtime

Production Group under Non-Exempt Services (PGX): The employees whosoever are engaging into productions, manufacturing and responsible to manufacturing of hardware material as per design requirements, eligible for overtime

Consultants, Trainee & Apprentice Group (CTA): The employees whosoever are engaging for specific project, work and scope limited to specific and define tenure under non-salaried agreement. However, payment to be made for such categories as per standard agreement terms

9.2. Hiring & Recruitment

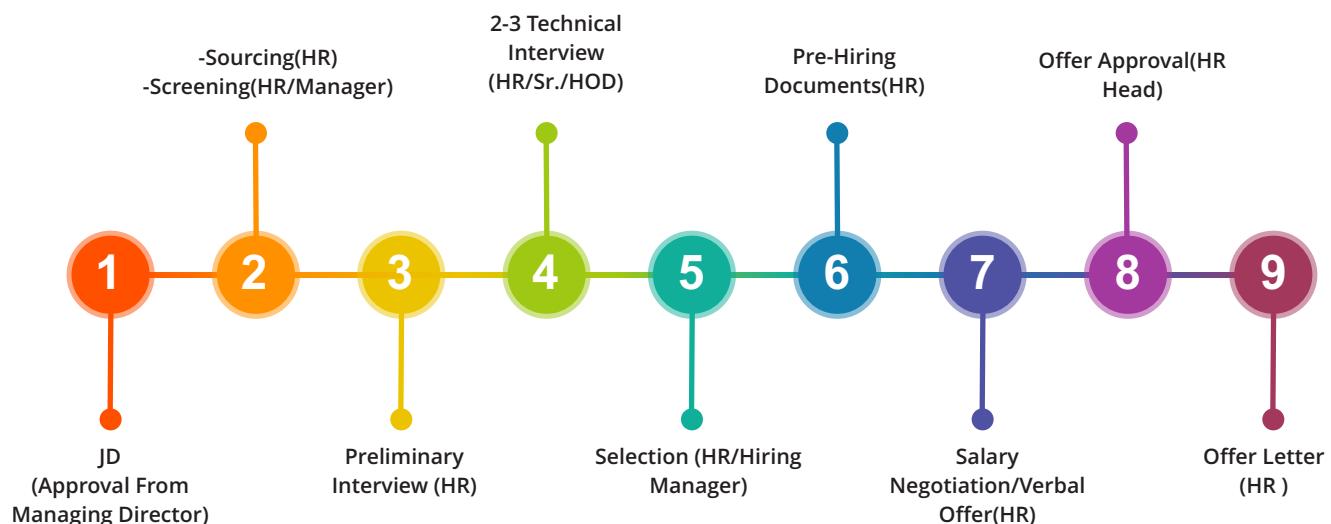
Mantra Softech believes in Innovation, a new perspective, and attitude towards learning new skills and so our company hires the most qualified candidates for the open position following the recruitment and selection process.

This recruitment policy applies to all employees who are involved in recruiting, selecting, and hiring processes.

Authorization from the Human Resource – Head is required to initiate any action for an open position, including recruitment expenditures, advertising, interviewing, and offers of employment.

Process & Procedures

Circular diagram is showcasing overall process adoption by the company however, detail process related to talent acquisition and hiring is available under "Recruitment policy V1.0" and available to limited supervisor whosoever are part of the processes.



9.3. Joining & On-boarding

One the first day, new hires may have mix emotions and they feel anxious, happy, excited, and nervous at same time. Mantra wants to provide joyful and meaningful joining experience to everyone, and to make new hires feel welcome and comfortable. Invoking a sense of belonging in new hires will make them feel more committed and focus better on their work.

The contribution of entire company is required to make new joiners familiar with organization. However, excellence required from HR and respective department wherever new joiners are joining.

Joining procedures contains pre-onboarding and joining & on-boarding check list and same to be followed by supervisors to provide smoothened and joyful on-boarding.

Policy and process framework for joining policy along with check list for HR and relevant department is available "Mantra Joining Policy V1.0" and accessible by all relevant supervisors and stakeholders.

9.4. Orientation Program

The welcoming of new employees is a collaborative effort that includes human resources (HR), the hiring department, and other teams throughout Mantra Softech. Preparing for new hires and providing appropriate guidance and information during the first several days of employment can ensure success.

Orientation program will be of 3days / 18hrs. The idea of the orientation program is to provide an overview of the company's policies, strategies, services, culture, organizational set-up, achievements, compensation, and benefits. The complete program run with pre-available schedule based on defined schedule and responsibility matrix between HR & hiring department.

9.5. Job Duties

Your Supervisor will explain your job responsibilities and your expected performance standards. Your job responsibilities may change at any time during your employment. From time to time, you may be asked to work on special projects, or to assist with other work necessary or important to the operation of your department or the Company. In some cases, the operational needs of the Company may require a change of an Employee's regular workday and/or workweek hours. Your cooperation and assistance in performing additional work or working a different schedule is appreciated and expected.

The Company reserves the right, at any time, with or without notice, to alter or change job responsibilities, reassign, or transfer job positions, or assign additional job responsibilities.

9.6. Equal Employment Opportunities

Mantra is an employer that believes in equality and makes employment decisions on the basis of merit. Our intention is to have the best available person in every job. Company policy prohibits unlawful discrimination based on race, color, creed, gender, religion, marital status, age, national origin or ancestry, disability, medical condition including genetic characteristics, sexual orientation, or any other consideration made unlawful by federal, state, or local laws. The perception that anyone has any of those characteristics, or is associated with a person who has or is perceived as having any of those characteristics is also discrimination and is against the law.

The Company will make reasonable accommodations for known physical or mental limitations of an otherwise qualified individual with a disability who is an applicant or an Employee, unless an undue hardship would result to the company . Any applicant or Employee who requires such accommodations should contact Human Resources with details of the requested accommodation. The Company will review and identify any barriers that interfere with the equal opportunity of the applicant or Employee to perform his or her job. The Company will identify any possible accommodations that address the limitation. If an accommodation is reasonable and will not impose an undue hardship, the Company will make the accommodation.

If you believe you have been subjected to any form of unlawful discrimination, or if you know of another Employee who has been the subject of discrimination, submit a written complaint to your supervisor or Human Resources. Your complaint should be specific and should include the names of the individual(s) involved and the names of any witnesses. If you need assistance with your complaint, or if you prefer to make a complaint in person, please contact a Human Resources representative. The Company will immediately undertake an effective, thorough, and objective investigation and attempt to resolve the situation.

9.7. Personal Data

The Company is required by law to keep current Employee's names and addresses. Employees are responsible for notifying the Company of any changes in personal data. Personal mailing addresses, telephone numbers, names and number of dependents, individuals to be contacted in the event of emergency, educational accomplishments, and other such status reports should be accurate and current at all times. If any personnel data has changed, please contact Human Resources.

■ 10. Time Management

All employees are responsible to record accurate work timing. Company requires to calculate accurate time to provide pay and other benefits.

All Employees are required to record the time that they begin and end their work period, as well as the beginning and ending time of each meal period. Non-exempt Employees also must record their time whenever they leave the worksite for any reason other than on Company business. Any exceptions to this must be approved by Management.

Submission of any false time record for self or any other employees is strictly not permissible and is subject to disciplinary actions and up to termination of employment.

10.1. Paydays & Work Hours

Company intends to provide effective work hours with management of high-quality discipline to all their employees and tardiness to promote the efficient operation of the company and minimize unscheduled absences.

Working days & Week off

Employee Classifications	Working-Days	Week-off
Business Group (BNG)	5.5 Days / Week	2nd & 4th Saturday & All Sunday
Operation Group (OPG)	5.5 Days / Week	2nd & 4th Saturday & All Sunday
Service Group (SRG)	5.5 Days / Week	2nd & 4th Saturday & All Sunday
Technology Group (TNG)	5.0 Days / Week	All Saturday & Sunday
Production Group Exempt (PGE)	6.0 Days / Week	All Sunday
Production Group Non-Exempt (PGN)	6.0 Days / Week	All Sunday
Consultants, Trainee & Apprentice (CTA)	5.5 Days / Week	2nd & 4th Saturday & All Sunday

Working days & Week off

The company expects that every employees should 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 the company.

Office working hours starts at 9:00 AM and employees has been given flexible punch-in time of between 9:00 AM to 10:00 AM. An employees should complete 9:00 hour's duty per day on a normal working day including 30 minutes (maximum) break (15 minutes for lunch break & 15 minutes additional break). If any employees fails to complete 9:00 hours per day, it will be marked as a half day. In such a half-day case, the employees must apply for leave. In any case, if the employees doesn't have leave balance in the account, it will be marked as "Leave without Pay (LWP)".

In case, an employees is going out of office for non-official requirement, then it will be compulsory to apply for leave or LWP. All security personals and HR team will monitor and maintain time records related to In / Out without notifying employees. Same would treat as final record and marked as LWP if employees are out of office for more than specified time.

The employees must complete a minimum of 4:30 hours for a half-day application. For work from home employees, he/she must complete a minimum of 4:45 hours for a half-day application. The employee needs to take approval from the immediate head for less working hours, maximum up to 5 min grace time.

Employees who fail to do Punch In or Out, need approval via HRESS portal for the same from the respective head on the very next working day. Maximum 3 approvals will be granted in a month. Half-day deduction from the salary will be done, if maximum limit for approval is crossed.

Compensatory Off

An Employee shall be eligible for Comp off in case of travelling at the site location/ client location of more than continuous 4 days. Comp off will be approved by the HOD for that employees. Employee can use Comp off as a leave. Policy of Comp off encashment is not applicable.

Late Coming

An Employee shall be exempted from late punch for a maximum of 15 minutes- three times in a month. For such late coming, the employees should report to their respective reporting manager. The fourth late coming will be considered as a half day. Regular late coming will not be entertained and the company is liable to take disciplinary action.

Late Coming and Early Going – 1 hour for two days in a month

An employees shall be exempted for early going for 1 working hours for two days in a month, but it is very essential to inform on or before one day in advance to complete urgent work.

Management Rights

Management reserves the right to amend or repeal any sections or provisions of this policy at any time as it deems fit.

10.2. Work from Home Policy

Work from home policy ensures that working from home is beneficial to the employees and the company. This policy allows employees to maintain a healthy work-life balance and improve employees productivity. The work from home policy applies to all our employees who prefer working from home in times of need. However, an employees's working from home request will be considered on a case-by-case basis. Approval of work from home request is based on job duties, prior performance, and productivity.

The supervisor is responsible for ensuring that the terms and conditions under the work from home policy have been satisfied prior to approving the request. It is the responsibility of the employees to adhere to all the company's policies and procedures even when working from an alternative location. Additionally, employees must maintain accurate and up to date records of hours worked at home within a normal span of hours. The employees is expected to be contactable and available for communication with the HR/reporting manager and team members during the periods in which home-based work is carried out.

Work from home arrangement to be temporary or permanent and the decision of which is taken at the time of request raised by employees or at the time of interview. If the work from home arrangement spans for more than a week, managers and team members should meet to discuss details and set specific goals, schedules, and deadlines.

All WFH employees need to provide undertaking of data special security and privacy commitment under WFH provisions.

Rules & Regulations to be followed:

- ◆ The employees has to login to Work from home software which is provided by Company.
- ◆ Selected departments/employees are allowed to do work from home based on the approval of the management.
- ◆ The employees should take a 30minutes break during the work hour. Mandatory work hours would be 9:30 hours / day including the break.
- ◆ The company would calculate the working hours from the work from home software.
- ◆ The employees has to come to the office with prior information to the respective HOD once in 15 to 30 days depending on requirements and arrangements if the employees is in Ahmedabad. If the employees is at the outstation, Employee has to arrange travel to the office once in 30 days.
- ◆ The employees must submit a signed hourly report with approval from the respective department HOD before the 4th of every month. The employees can download the report from JIRA software. Work reports should match the work hours logged into work from home software. We will calculate the work hours based on work from home software.
- ◆ The employees has to arrange all the work-related resources. i.e – Internet connection.
- ◆ The employees should collect all the Hardware requirements (If any) from the office for better performance from the own/cross-function department.

10.3. Overtime

Applicability: Production Group under Non-Exempt Services (PGE)

Whenever manufacturing cannot be done during regular working and production schedule, related employees may ask for overtime efforts. Advance notification is going to be provided to and work must be authorized in advance by supervisor. The Company will attempt to distribute overtime evenly and to accommodate individual schedules.

The company provides compensation for all overtime efforts worked by Non Exempt employees in accordance with state and central laws. In case of contractual engagement then same to be followed by contractor supervisor.

Non-exempt employees will be expected to work the hours documented in their offer letter at time of hire, with no more than a six (6) hour difference per week. Any hours worked in excess of 8 hours over the hours assigned per week without their managers approval may result in disciplinary action, up to and including termination.

Exempt Employees may have to work for hours beyond their normal schedules as necessary to perform their work effectively. No overtime compensation will be paid to exempt Employees.

10.4. Compensation

Payroll Procedure

The salary we've agreed with you is outlined in your employment agreement and should be regarded as confidential. You should not disclose your salary to anyone within the company other than your immediate manager.

Payroll and Tax Forms

The human resource department is responsible for processing the salary. Questions concerning salary, tax forms, and procedures should be directed to the HR department.

Pay Period & attendance clearance

You need to clear your attendance/leave approval through HRESS OR Bitrix/ OD approvals/Miss punch & Late coming request before the 2nd of every month.

The salary will be credited to your bank account between 7th to 11th of every month. Full details of the breakdown of your salary will be shown on your payslip which you can check into HRESS software. If you see an error, kindly bring it to the attention immediately to the HR department.

■ 11. Benefits

As a part of commitment for "Happy Employee" & "Happy Family" with, Mantra provides various company sponsored benefits that provides

- Social security to wellbeing
- Special day bash with family
- To be with family when they required a most

such as Mediclaim or health insurance, Group personal accident, Workmen compensation, long and short-term disability along-with special holidays / leave during when your family needs your support.

Social Security to wellbeing: This facility provides financial security to family member or provide financial support during medical emergency. Company covers employees, their spouse and child below age 25 years under medical emergency requirements.

High level details related to various policy are as under. However, employees can ask details of insurance plan to HR supervisor for more clarities.

Special day bash and family tour with family: Everyone wants to celebrate birthday with their loved once and company respect social engagements and relationship and may want to plan for family trip to any tourist destination to capture joyous moment of their life. We provide half day paid leave on occasion of birthday to celebrate and enjoy your special day with your family and friends. Details and other terms and conditions are written in leave policy.

To be with family when they required a most: Company knows about social priorities and your availability with your family during most critical requirement and emergency. Details and other terms and conditions are written in leave policy.

Enjoyment, team building and celebration of working experience : Over the past few years, companies are undertaking regular team building activities for collaboration and co-operation between staff. These activities can range from a short, problem-solving activity to a retreat lasting a couple of days.

The success of Mantra Softech is because of employees's ability to work as a team, understand each other's strengths as well as weaknesses and deliver the quality of work that is desired. This all happens due to team building activities/games and create some great memories at the workplace.

Few Glimpse of our fun- activities are below:



11.1. Insurance Coverage

Mantra is contributing multiple insurance coverage for all their permanent employees considering their nature of work, gross salary and providing maximum benefit if in case of any emergency situation arise.

Group Personal Accident Policy: This policy includes temporary and permanent disablement, partial disablement and life insurance.

Mediclaim: Policy is providing 1.50lakhs coverage to each employees and including their family members such as Employee, Spouse and 2 Dependent Children up to age 25 years covered under policy.

Workmen Compensation: The employees who are at site and working for company projects and providing insured of 120 times of total annual wages.

Employee can contact HR supervisor to get more clarity and details about policy and execution and process requirements.

11.2. Advances & Loans

The Mantra recognizes the need by its employees to be empowered for financial independence and will endeavour to provide opportunities in which such independence could be achieved. Against this goal, Mantra will consider granting its employees loan and advances limited to medical emergency, asset purchase like home etc. and to celebrate family occasion. For this purpose, a policy is required to ensure uniformity and consistency in assisting deserving employees.

Here, advance to be provided up to next month salary advance and same would be deducted in next salary cycle whereas loans to be provided considering equal instalment deduction in next 12 months.

All permanent employees working with Mantra are eligible to request for advance payment whereas loans to be provided whosoever had completed 4 years in company.

Detail conditions and re-payment terms are as under:

All employees who have completed 4 years of service in the organization are eligible for an interest free loan subject to availability of funds. Any kind of tax liability applicable on the loan amount will be borne by the employees.

The basic criterion for eligibility is a genuine verifiable purpose for which the employees has applied for a loan.

The budget and cash flow position of Mantra will be an important consideration before loans are granted;

No loans will be granted if an employee's take-home pay consequently reduces to lower than 25%;

Loans shall not be revolving, i.e. an employee will not be granted a loan of the portion of what he or she has already paid towards the debt owing;

A Contract must be entered between the employees and Mantra

The maximum amount to be sanctioned as loan will be (current drawn) three months gross salary of the employees. Application for a loan will be subject to approval from the Director of the company. The sanction will depend on the sole discretion of the directors and company management.

Loans must be redeemed in full before another one could be considered.

The loan will be repayable within 12 months in equal monthly deductions from salary every month. The deduction of instalments from salary will start from the month after which the loan has been sanctioned. If an employee wants to repay the balance amount in a single instalment within 12 months employees can inform HR about his intent and HR shall facilitate the repayment. The mode of payment will be only by cheque.

Loan requests must be recommended by the Reporting Head and have to be approved by the Head of Accounts, Head of HR and Director.

Once loan is sanctioned, Employee is default entered into 1.5 Years of Continued service agreement with the company and a Loan agreement.

■ 12. Leave Policy

Mantra recognizes and respects employees' needs to leave time away from work. The company strives to create and maintain a balanced work schedule for its employees and promotes quality of life through its leave policy. The Company encourages all employees to spend time with family for leisure, taking care of personal work, or rest due to medical reasons.

The policy outlines the applicability, rules, and procedures about consumption and approval of leave.

Applicable for all the employees other than contractors, consultants, trainee, and apprentice.

Leave Year

Leave year is from 1st April to 31st March.

Employees who are appointed during the year shall be entitled to leaves on pro-rata basis*. *Proportionate allocation or distribution of leaves based on joining.

Entitlement

Employee Classification & Type	Total Number of Leave	Details of Company Paid Leave & Holiday						UnPaid Leave (LWP)
		Casual Leave	Sick Leave	Bereavement Leave	Wedding Holiday	Birthday Holiday	Travel Leave	
All Permanent Employee	42.5	12	6	5	5	0.5	4	10
Employee on Probation	32.5	6	6	5	5	0.5	NA	10
Consultants, Trainee & Apprentice	24	3	6	5	NA	NA	NA	10

All employees subject to above classification / employees type are eligible to avail leaves in one calendar year (April to March)

Employee whosoever are joining us shall be entitled to earn leave in that respective year on a prorate basis (**1 CL per month**) and sick leave, bereavement leave, wedding holiday, birthday holiday, travel leave is applicable straight as above.

Leave Administration:

- ◆ Leave will be credited based on actual attendance at the workplace and credit will be on a pro-rata basis.
- ◆ 2 half days will be considered as one full day leave.
- ◆ In the event of an employees leaving the service of the organization by the way of resignation, he/she shall not be entitled to any leaves during the notice period. In case of employees has to take leave, the notice period will be extended accordingly.
- ◆ The above clause will not be applicable if an employees is undergoing disciplinary proceedings.
- ◆ All leaves should be approved by the Department head.
- ◆ SL and CL cannot be combined.

Leave Application Process

Casual Leave

Employees should apply for casual leave at least 1 week in advance for less than or equal to 2 days of casual leave in total. If leave duration is more than 2 days in total, then 12 days of advance notice is required.

Casual leaves cannot be granted during the notice period. All pre-granted casual leaves will be automatically cancelled during the notice period.

In case of leave without notice except medical reasons, the company may deduct from 1.5 to 2 times the daily salary. And for such repeated occurrences, a company may terminate the employment.

In case of an emergency leave plan, the employees must consult with HR on priority and keep the Manager informed.

Sick Leaves

Employees are entitled to 6 days paid sick leave a year, Credited from the date of joining.

Employees must notify their Manager of such absence immediately.

Employees are not entitled to encash or carry forward the unused sick leaves.

Sick leaves are not payable during the notice period.

A medical certificate is mandatory for 2 or more Sick leaves in a row.

Public Holidays

The company will also notify 12 holidays per year. These will be decided yearly by HR in consultation with Management based and will exclude holidays that occur on weekly day-offs.

SL cannot be used or applied on the first and last working days of the workweek and then combined with a holiday or a weekend. In such medical cases, employees will have to use casual leave or LWP.

Holidays are defined with consideration of regions and geography and geographical importance to be included.

Birthday Leave

The employees will eligible for half off on their **Birthday** only if the birthday does not fall on an official holiday or a day off declared by a company or any government force.

Wedding Leaves

Employees will be eligible for 5 days off for their wedding.

This shall be acquired for the wedding dates itself and during the 8 days window starting from 4 days before the wedding date to 4 days after the wedding.

Bereavement Leaves

Employees will be eligible for 5 days off and taken under 3 schedules.

This leave is time away from work granted by company to employees who has suffered loss of a loved one or supporting to family when they required you the most. While bereavement leave can cover immediate family members, extended family, and close friends. Company may require relevant evidence such as newspaper cutting etc for approvals and acceptance.

Travel Leaves

Employees will be eligible for 4 days off and taken under one schedule.

This leave is applicable while you had planned family trips to celebrate joyous moment with your family and loved one for site seeing, vacation travel and stay at tourist destination etc.

Combine Air tickets, railway tickets, bus tickets including your family to be submitted and in case of local travel for site seeing then hotel vouchers and booking details, payment receipt to be submitted.

Maternity Leaves

Our company maternity leave policy outlines the company's provisions for women employees who are expecting a child and/or require time to care and bond with their newborn. We are, therefore, prepared to support pregnant employees and allow new mothers enough time to recover from childbirth and care for their child.

This policy is applicable to all the permanent female employees of the organization.

Women employees who give birth will be eligible to get benefit of 6 months of paid leave. Employees will be entitled to receive benefit of 1 month of paid leave in case of a miscarriage or medical termination of pregnancy.

Documents to be submitted pre and post pregnancy are mentioned below:

- ◆ Employees are required to provide a medical certificate and regular check-up monthly reports from a qualified Medical Practitioner and radiologists to take the leaves.
- ◆ Discharge Summary from the hospital.
- ◆ Birth Certificate of the Baby delivered and the certificate must be issued by Municipal Authorities i.e Registrar of births.
- ◆ For detailed policy and procedure, you are requested to contact the Human Resource department.

Leave Accumulation & Encashment

All permanent employees of the company who are on biometric attendance are eligible to receive leave encashment pro-rata basis at the time of retirement or separations instead of year-end per policy guidelines.

The maximum leave accumulation limit will be up to 12 days and beyond this employees can either use the leaves or the balance leave will lapse at the end of the year.

6 Casual days leave consumption is compulsory in a year.

Encasement will be performed on a basic salary.

Terminated employees will not be eligible for encashment, any balance left will lapse.

Leave without Pay

All employees are eligible to take 10 leave without pay and maximum 5 leaves can be consumed without notifying team supervisor. Any employees continuously on leave without notifying team supervisor for more than 5 days then HR is free to take disciplinary actions and can lead to termination at last.

Onsite Employee

All employees serving at customer locations are compulsory to operate as per customer holiday and leave policy. Employees can consume compensatory off against continuous travel of onsite visits related to development program and implementation practice. However, employees deputed permanently at onsite should consider customer policy.

■ 13. Performance Evaluations

Mantra wants to empower their employees and family and to stabilize practise, company will conduct periodic evaluations. Performance evaluation may vary depending on length of service, job positions, past performance, changes in job duties and recurring performance problems. The reviews can usually initiate under following milestone:

13.1. Probation Review

Applicability:

- a. Team lead / Product Manager / Department Head / Unit Head & Above: 3 months from the date of joining
- b. All others: 6 months from the date of joining

All employees whosoever are completing 6 months from the date of joining or completing their probation tenure are going to be screened under performance recognition. The need of probation is because:

- a. The probation period helps the new employees to become more proficient at their job with support from Mantra.
- b. The probation period provides an opportunity to gauge areas of strength and development of new employees and plan developmental activities accordingly.
- c. It allows the company to train and evaluate the new employees on various competencies and ensure that, at the time of confirmation, all employees are aware of the company's expectations from them.

The first six months of employment will be probationary, during which period the company will assess the performance and suitability of the employees. The supervisor and HR will jointly exercise and establish dialogue with probationer employees and assess employees work upon completing of probation period including behaviour performance, work performance, team performance and domain competency obtain during probation period. This probationary period may be extended by the company at its discretion. If the company is satisfied with employees's performance during the probationary period, the company will confirm that employees as a permanent employees at the end of such a period. If the company is still not satisfied with the performance, employment will be terminated on an immediate basis without assigning any reason.

Trainees who have successfully completed 6 months training cum probation period.

Apart for the probation period they will have to serve 18 months service agreement.

If any trainee employees leaves organization before 18 months management has rights to act against them.

Apprentice who has successfully completed 3 months of training period after that they need to complete probation period of 3 months. Apart from the probation period they will have to serve 18 months service agreement.

Step by step process and responsibility of team supervisor and HR is defined under Performance Evaluation, Review and Appraisal document released by PMS committee and circulated same to relevant stakeholder.

13.2. Performance recognition

In continuation of employees's empowerment, it is required to establish mid term review and recognize all performing candidate time to time and recognize their exceptional working. HR along with team supervisor will enter review mechanism and identify employees satisfaction, appraise of right talent, team performance, behaviour with same and cross functional team etc.

This recognition is for all the employees of the organization.

This mid term review mechanism thank to both company and employees and benefit for growth and success, the purpose of review are as under:

- ◆ Regular reviews is the opportunity to improve the overall performance in the workplace. Taking the time to analyse the work produced by your staff over the last year, and appraise right talent and resource at any time during the year.
- ◆ Companies constantly evolve, and they need new ideas all the time. Regular feedback can increase engagement and new ideas can come to front, which can pay dividends for your company.
- ◆ Reviewing the performance of employees regularly ensures that we understand the strengths and weaknesses of each member and their potential to fill specific positions within your business.
- ◆ Employees required continuous learning and it should not stop, once on-boarding is completed. To implement company new strategy and new system, we need to train our resource using such mechanism.
- ◆ Step by sept process and responsibility of team supervisor and HR is defined under Performance Evaluation, Review and Appraisal document released by PMS committee and circulated same to relevant stakeholder.

13.3. Performance Appraisal

Every employees should have opportunity to grow as they contributed with their services, efforts, and ideas. Company believes in equality and systematic evaluation of the performance of employees and to understand the abilities of a person for further growth and development.

This is yearly appraisal and review of everyone that worked for company for almost year long services. The appraisal review is based on following objectives and goals:

- ◆ To set up yearly goal of organization and employees and set expectations from both side.
- ◆ To maintain records to determine compensation packages, wage structure etc.
- ◆ To identify the strengths and weaknesses of employees to place right men on right job.
- ◆ To maintain and assess the potential present in a person for further growth and development.

- ◆ To provide feedback to employees regarding their performance and related status.
- ◆ To encourage quality and quantity work performance.
- ◆ To review and retain the promotional and other training programme.

This appraisal evaluation is going to be conducted two (2) times in a year for all employees and compulsory to completed 12 months in company. Time understanding is follows:

- ◆ Employees whosoever have completed 12 months till 31st March, from the date of joining are going to be part of review system and going to effective from 1st April onwards.
- ◆ Employees whosoever have completed 12 months till 30th September from the date of joining are going to be part of review system and going to effective from 1st October onwards.
- ◆ Step by step process and responsibility of team supervisor and HR is defined under Performance Evaluation, Review and Appraisal document released by PMS committee and circulated same to relevant stakeholder.

■ 14. Separation and Exit formalities

To ensure smooth separation of the employees from the company and intent to build up healthy relationship with separated employees, Mantra is establishing healthy and hassle-free policy when an employees voluntarily chooses to resign or is terminated or dismissal by the company.

This policy is beneficial to all the parties in interest to avoid any misunderstandings during separation. This also helps in eliminating any friction between the two parties resulting from separation.

Scope of the policy

This policy gives a detailed outlook on the termination/ separation process followed by the company. It gives an insight into the release formalities, the notice period required to be served, treatment of benefits, exit interview procedures, etc.

This policy is applicable to all the employees throughout the company unless otherwise specified. An employees will be deemed to have been terminated from the company if any of the following terms are fulfilled:

- ◆ An employees resigns from the company.
- ◆ His/Her services are no longer required by the company.
- ◆ He/she is removed or dismissed by the company.
- ◆ He/she is terminated by the company.
- ◆ On the expiry of the contract period.

Voluntary Resignation

Resignation is a voluntary decision of the employees to terminate providing services to the company.

An employees resigning voluntarily shall serve a letter of resignation to his/her immediate supervisor copied to the Human Resources Team.

Every employees resigning voluntarily by way of resignation is required to serve a notice period of XX days as specified in below matrix chart "Employee Classification wise Notice Period Requirement" (unless more days are specified in the employees's agreement) from the date of serving a written communication about the same.

During this period the employees is expected to conduct professionally as he/she would in the normal course and complete their responsibility related to any given scope within given domain. Any tampering to this rule gives the management the right to extend his/her notice period.

If the employees is unable to fulfil this clause, he/she may be subjected to a penalty of XX to a sum not greater than the last drawn salary.

Employee Classification wise Notice Period Requirement

Employee Classification	Job Position / Designation / Current Job Responsibility				
	VP / AVP / Business Head / Department Head / Functional Head	Team Lead / Senior Software Engineer / Project Manager / Sr. Analyst	All Technology Group Engineer (Any level) / Site Manager / Territory Manager / Regional Manager	All Business & Service Group Employee	All Operation & Production Group employees
Business Group	90	75	60	45	NA
Operations Group	90	75	60	NA	30
Service Group	90	75	60	45	NA
Technology Group	90	75	60	NA	NA
Production Group - Exempt	90	75	60	NA	30
Production Group - Non-Exempt	90	75	60	NA	30

Note: Above table related to notice period requirement will be deemed as final and super seed all other documents provided to employees. This document will be effective from 1st January-2022 onwards. All other documents would be considered null n void for the notice period requirement.

■ 15. Employee Conduct

The purpose of this Code of Conduct (the "Code") is to conduct the business of the Company in accordance with the applicable laws, regulations, rules and with the highest standard of ethics and values. The matters covered in this Code are of utmost importance to the Company, shareholders and other stakeholders.

This Code shall come into force with immediate effect. Each Director/Officer (as defined herein below) shall be duty-bound to follow the provisions of this Code in letter and spirit. Any instance of non-compliance of any of the provisions shall be a breach of ethical conduct and shall be viewed seriously by the Company.

This code of conduct is applicable to all employees categories mentioned under classifications. The purpose of these rules is not to restrict your rights, but rather to be certain that you understand what conduct is expected and necessary. While it is not possible to list all the forms of behaviour that are considered unacceptable in the workplace, the following are examples of infractions of rules of conduct that may result in disciplinary action, up to and including termination of employment.

- ◆ Violation of any policy, practice and/or procedure.
- ◆ Neglect of job responsibilities or unsatisfactory performance.
- ◆ Falsification, misrepresentation or alteration of employment records, employment information, or other company records, including lying about sick or personal leave; falsifying reason for a leave of absence or other data requested by the Company.
- ◆ Recording the work time of another employees or allowing any other employees to record your work time, or falsifying any timecard, either your own or another employees's.

- ◆ Theft and deliberate or careless damage or destruction of any Company property, or the property of any employees, customer, supplier, or visitor in any manner.
- ◆ Theft or unauthorized removal or borrowing of Company property or the property of fellow employees without prior authorization, including unauthorized use of Company equipment, time, materials, or facilities.
- ◆ Engaging in acts (or threats of acts) of violence or coercion, making threats of violence toward anyone, intimidating, fighting, or provoking a fight during working hours, or on Company property, or when representing the Company.
- ◆ Engaging in criminal conduct whether or not related to job performance.
- ◆ Insubordination, including but NOT limited to failure or refusal to obey the lawful orders or instructions of a supervisor, member of management of company, or the use of abusive or threatening language toward a supervisor or member of management of company.
- ◆ Using inappropriate language such as: profanity, cussing, swearing, vulgar, obscene, abusive or insulting language, including unwelcome name-calling and inappropriate jokes or racial slurs at any time on Company premises.
- ◆ Displaying indifference or rudeness towards a customer or fellow employees; or any disorderly/antagonistic conduct on company premises.
- ◆ Immoral conduct or indecency on Company property.
- ◆ Conducting a lottery or gambling on Company premises.
- ◆ Failing to obtain permission to leave work for any reason during normal working hours.
- ◆ Sleeping or loitering on scheduled work time.
- ◆ Violating any safety, health, security or Company policy, rule, or procedure.
- ◆ Committing a fraudulent act or breach of trust under any circumstances.
- ◆ Any act of harassment, sexual, racial or other; telling sexist or racist jokes; making racial or ethnic slurs.
- ◆ Being under the influence of a controlled substance while at work; use, possession, or sale of a controlled substance in any quantity while on company premises, except medications prescribed by a physician which do not impair work performance.
- ◆ Solicitations or distribution of any nature on Mantra property during scheduled work time.
- ◆ Violating safety rules, practices, or engaging in conduct that creates a health hazard, including smoking in unauthorized areas.

15.1. Attendance

All employees as per classifications, are expected to report to work as scheduled, on-time and prepared to start your duties. Employees are expected to remain at work for their entire work schedule, except for meal periods, or when required to leave on authorized Company business. Late arrival, early departure, or other unanticipated and unapproved absences from schedule hours are disruptive and place a burden on other Team Members and on company.

All supervisors are expected to do approval of attendance and leave or any time schedule as per define standards, any approval, those are not coming under standard supervisor approval rights should not accepted or approved.

All employees are expected not to mark or punch attendance on behalf of others or manipulation in attendance punching or supporting and not reporting of all un-ethical activities.

Absence from work for two or more consecutive days without notifying the Company will be considered a voluntary resignation unless an emergency medical excuse is provided by a physician and accepted by the Company limited to max four days. Excessive absences, lateness, or leaving early, misuse of approval rights may lead to disciplinary action, up to and including termination of employment.

15.2. Dress Code

Employee under all classifications is representative in the eye of public. you should always report to work properly groomed and wearing appropriate clothing. Team Members are expected to dress neatly and in a manner consistent with the nature of our business and the type of work performed. Employees who report to work inappropriately dressed may be asked to leave the workplace until they are properly dressed or groomed. Under such circumstance, you will be asked to clock out and return in acceptable attire.

Occasionally, HR is celebrating some festivals and they ask employees to report in specific attire, then same to be followed if possible by all the employees.

15.3. Outside employment

In consideration of employment with the Company, all permanent employees are expected to devote their full attention to the business interests of the Company. Employees are prohibited from engaging in any activity that interferes with their performance or responsibilities to the Company, or otherwise in conflict with or prejudicial to the Company.

Each employees shall inform the HR or Company Management of any change in events/circumstances/ conditions that may interfere with their ability to perform their duties. Additionally, employees must disclose to the Company, any interest that they have that may conflict with the business of the Company.

15.4. Business Interest

Employees is considering investment in the business of any competitor of the Company, he or she must first take care to ensure that these investments do not compromise on their responsibilities towards the Company. Before making substantial investment in the business of the Competitor, the Employees shall take permission from the Board of Directors / Company Management of the Company.

15.5. Payments & Gifts from others

Under no circumstances any employees shall accept any offer, payment, promise to pay, or authorization to pay any money, gift, or anything of value from customers, vendors, consultants, etc. of the Company, that is perceived and/or intended, directly or indirectly, to influence any business decision, of the Company any act or failure to act, any commitment of fraud, or opportunity for the commitment of any fraud.

Any gifts received from vendors, customers, or consultants on festive celebration should be notified to HR or Company management stating, vendor name, type of gifts and approx. cost of gifts etc before or after acceptance of gifts and that is not intended to influence any business decision or provide any commercial benefit to gift provider.

15.6. Company property and equipment's

All Mantra property assigned to employees under all classifications, including desks, computers, vehicles, work areas and equipment are to be used and maintained according to Company rules and regulations. They should be kept clean and used only for work-related purposes.

You may be issued certain equipment such as a computer to perform your duties as a Mantra employees. It is your duty and responsibility to reasonably protect and safeguard that equipment from loss and damage. We understand that accidents do happen. However, if the equipment assigned to you becomes lost or damaged, you will be responsible for the repair or replacement cost.

Mantra reserves the right to inspect all Company property to ensure compliance with its rules and regulations, at any time and without notice to the employees, not necessarily in the Employee's presence. No personal locks may be used on Company provided lockers unless the Employee furnishes a copy of the key or the combination to the lock to a Human Resources representative. Unauthorized use of a personal lock by an Employee may result in losing the right to use a Company locker.

15.7. Off Duty Code

Employees under all classifications are expected to conduct their personal affairs in a manner that does not adversely affect the Company's or their own integrity, reputation or credibility. Illegal or immoral off-duty conduct by an Employee that adversely affects the Company's legitimate business interests or the Employee's ability to perform his or her job will not be tolerated.

15.8. Use of communication system & Social media spaces

Mantra uses various forms of electronic communication including computers, e-mail, telephones, Internet, cell phones, etc. All electronic communications, including all software, databases, hardware, and digital files, remain the sole property of Mantra and are to be used only for Company business and not for any personal use.

Electronic communication and media may not be used in any manner that would be discriminatory, harassing, or obscene, or for any other purpose that is illegal, against Company policy, or not in the best interest of the Company. Examples of violations of communication systems include, but are not limited to:

- ◆ Solicitation for commercial ventures, religious or political causes, outside organizations, or other non-job related solicitations.
- ◆ Offensive or disruptive messages, including messages which contain sexual implications, racial slurs, gender-specific comments, or any other comments that offensively address someone's age, sexual orientation, religious or political beliefs, national origin, or disability.
- ◆ Messages that disparage anyone or any entity, including but not limited to the Company, its Employees, customers, vendors, or their employees.
- ◆ In addition, the electronic mail system shall not be used to send (upload) or receive (download) copyrighted materials, trade secrets, proprietary financial information, or similar materials without prior authorization.
- ◆ Messages that include defamation, copyright or trademark infringement, misappropriation of trade secrets, discrimination, harassment, or related actions.
- ◆ Installing personal software on Company computer systems.
- ◆ The Company reserves the right to access and review electronic files, messages, mail, and other digital archives and to monitor the use of electronic communications to ensure that no misuse or violation of Company policy or any law occurs.
- ◆ No Employee may install or use anonymous email transmission programs or encryption of email communications, except as specifically authorized by the Company.
- ◆ Employees shall not read, open, or download any files from the Internet without first screening the file for viruses using the Company's virus detection software.
- ◆ Employees who use devices on which information may be received and/or stored, including but not limited to cell phones, camera cell phones, cordless phones, portable computers, fax machines, cameras and/or video recorders and voice mail communications are required to use these methods in strict compliance with the trade secrets and confidential communication policy established by the Company. These communication tools should not be used for communicating confidential or sensitive information or any trade secrets.
- ◆ Any information about the Company, its products or services, or other types of information that will appear in the electronic media about the Company must be approved by the appropriate representative or executive of the Company before the information is placed on electronic information that is accessible to others.
- ◆ Access to the Internet, websites, and other types of Company-paid computer access are to be used for Company-related business. These systems are to be used by Employees in conducting business and are not for Employees' personal use. Incidental and occasional personal use of company computers and our voice mail and electronic mail systems is permitted, but information and messages stored in these systems will be treated no differently from other business-related information and messages, as described above. However, personal use of the systems which interferes with an employee's work performance will not be tolerated.

- ◆ Employees may not conduct personal business or business for another employer during their scheduled working hours. The telephone equipment is provided for use in conducting business for Mantra. Therefore, we ask your cooperation in limiting outgoing or incoming personal calls to an absolute minimum. Personal calls of short duration, i.e., two to three minutes, may be received and made at your desk or workstation. No long-distance calls will be allowed unless prior permission to make such a call is received from a supervisor, and the necessity is apparent, e.g., an emergency. Any Employee who violates these policies can be subject to discipline, up to and including termination.
- ◆ Employee should not post any job offering and lucrative offers onto any social media space at individual level nor can offer promotions and monetary advantages in their department / division however, employees are free to share all official company post shared by company digital team or HR. Any Employee who violates these policies can be subject to discipline, up to and including termination.

15.9. Alcohol & Drug free work culture

Mantra is committed to provide healthy and safe work space to all their employees and customer. Use of illegal or controlled substances, whether on or off the job, can detract from an Employee's work performance, efficiency, safety, and health, and therefore seriously impair the Employee's value to the Company. In addition, the use or possession of these substances on the job constitutes a potential danger to the welfare and safety of other Employees and exposes the Company to the risks of property loss or damage, or injury to other persons. Employees are required to report to work in appropriate mental and physical condition to perform their jobs in a satisfactory manner.

- ◆ Possession or use of an illegal or controlled substance, or being under the influence of an illegal or controlled substance while on the job;
- ◆ Employees shall not consume alcoholic beverages at any time during working hours or at any function in association with work.

15.10. Harassment Policy

Mantra wants to develop positive work environment that encourage respect promotes respectful and congenial relationships between Employees and is free of unlawful harassment. Mantra prohibits sexual harassment and harassment based on pregnancy, childbirth or related medical conditions, race, religious creed, colour, gender, national origin or ancestry, physical or mental disability, medical condition, marital status, registered domestic partner status, age, sexual orientation or any other basis protected by Indian central or state government local laws or ordinance or regulatory guidelines.

The Company's antiharassment policy applies to everyone involved in the operation of the Company and prohibits unlawful harassment by any Employee of the Company, including Supervisors and Managers, as well as vendors, customers, and any other persons. We also prohibit harassment based on the perception that anyone has any of those characteristics or is associated with a person who has or is perceived as having any of those characteristics.

Prohibited harassment includes, but is not limited to, the following behaviour:

- ◆ Verbal conduct such as epithets, derogatory jokes or comments, slurs or unwanted sexual advances, invitations, or comments.
- ◆ Visual displays such as derogatory and/or sexually oriented posters, photography, cartoons, drawings or gestures.
- ◆ Physical conduct including assault, unwanted touching, intentionally blocking normal movement or interfering with work because of sex, race or any other protected basis.
- ◆ Threats and demands to submit to sexual requests as a condition of continued employment, or to avoid some other loss and offers of employment benefits in return for sexual favour.
- ◆ Retaliation for reporting or threatening to report harassment.

Mantra has established formal committee to evaluate complaints and examines and assesses facts and takes best measures to satisfy employees rights.

The committee is responsible for;

- ◆ Investigating every formal written complaint of sexual harassment.
- ◆ Taking appropriate corrective steps/actions against the employees for whom the complainant has been filled.
- ◆ Corrective action may include any of the following:
 - 1.) Formal apology
 - 2.) A written warning to the employees
 - 3.) Change of office premises
 - 4.) Suspension or dismissal of services of employees
- ◆ In case of a complaint is found to be false, the complainant shall, if deemed fit, be liable for appropriate disciplinary action by the Management.

For more information, please refer detail harassment policy.

■ 16. Travel Program

Purpose

The Purpose of travel policy is fair and equitable treatment of employees by defining procedures for authorized business travel and guidelines for expense reimbursement.

Consistently grow by providing transparent and reliable timely services to maintain a high level of employees satisfaction and comfort, to enhance employees productivity and opportunities to perform.

Scope & Guidelines

This travel policy applies to all the Mantra Softech employees who are on the payroll of Mantra Softech for Business/Official purpose.

- ◆ All travel must be approved in advance of booking by the Employee's Manager
- ◆ Reimbursement requests must be submitted within thirty (30) days of the qualifying expense; receipt(s) should accompany the requests if applicable
- ◆ Employees may retain frequent flyer program benefits; however, participation in such programs must not influence flight selection that would result in an increased cost to the Company
- ◆ No more than five company employees or three company executives should fly on the same flight.

Travel Request Code

Every employees will be assigned one unique Travel request code at the time of joining.

The employees will be eligible for traveling as per the travel request code. The employees will be able to see the applicable travel policy as per the assigned travel request code.

Travel request code is derived from Designation, Experience, and frequency of travel required at Mantra Softech. Detail processes and travel code of each of the employees are available at Mantra Travel Portal "NEST".

Category of Travel request code

We have different types of domestic travel modes available in the travel policy. We have bifurcated the travel request code in five categories for each travel mode.

Types of Travel Mode

Below are the basic travel needs while an employee is planning to travel for the official purpose.

1. Local Travel – Within State
2. Road/Train Travel
3. Air Travel
4. Meals
5. Own Stay
6. Hotel Stay

Please visit the travel desk portal "Nest" for further information on travel-related lodging & boarding, arrangements, eligibility, and reimbursements.

Link: <http://nest.mantratecapp.com/Home/Login.aspx>

Process of Travel Plan Request

- ◆ The employee has to request a travel plan with all the details via NEST.
- ◆ HOD has to approve the travel plan.
- ◆ Travel requests will be forwarded to Travel Desk.
- ◆ The travel desk will do the bookings as per eligible travel policy.
- ◆ The travel desk will upload the booking on NEST. The employee has to download the Booking tickets.
- ◆ The employee has to upload the reimbursement details to get the claim from the account department after coming back from travel.

General rules to follow:

1	Priority Travel - Employee has to share approval of HOD, HR and one of Director
2	For Cancellation of Travel, Inform minimum before 6 hours of the travel time
3	If Booking is done by own -- Special Approval is Required
4	It is Compulsory to Inform Travel Desk if your own booking is done
5	Employee/HOD are requested to forward Travel booking request to Travel desk before 5 days of travel with Approval, Travel desk will not process any request without approval
6	The travel desk will try to arrange Travel with comfort and Convenience
7	Reimbursement will be payback to the employee on every working Tuesday/Friday from the date of submission of clear and approved bills to accounts. The employee has to raise the request through NEST.
8	It is the employee's responsibility to take care of personal belonging during travel. Company is not responsible for any loss during travel for personal belonging
9	The employee is responsible to keep intact the company product during traveling.
10	Amount of lost official belonging will be adjusted from the compensation of the employee in 3 equal Installment
11	All Travel KM will be calculated based on Google Maps.
12	The amendment is applicable subject to Management decision

■ 17. Confidentiality & Privacy

In the course of your work, you may have access to confidential information regarding the Company, its suppliers, its customers, or fellow Team Members. It is the responsibility of all employees to safeguard sensitive company information obtained during employment. Sensitive company information is defined as trade secrets or confidential information relating to products, work processes, know-how, customer or vendor lists, designs, drawings, formulas, test data, marketing data, accounting, pricing or salary information, business plans and strategies, negotiations and contracts, inventions, and discoveries.

Mantra, being a identity company has access certain demographic, users biometric data and users photographs or any other information related to customer company such as policy, code of conduct, entry/exit information of users etc. All such information's are most confidential and sensitive in nature and all employees include all classifications should not share any data to any internal / external third parties or individuals.

No one is permitted to remove or make copies of any records, reports or documents of Mantra or its customer without prior Management approval. Disclosure of confidential information could lead to termination, as well as other possible legal action.

Continued employment with the Company is contingent upon compliance with this policy. Employees who improperly use or disclose trade secrets or confidential business information will be subject to disciplinary action, up to and including termination of employment and legal action, even if they do not actually benefit from the disclosed information.

Upon ending up of employment, Employees must promptly return all documents containing the above information, knowledge or data, or relating thereto, to the Company. Confidential information obtained during your employment with the Company may not be discussed, disclosed, or divulged to any third party, including future employers.

Every employees including all classifications are under non-disclosure agreement and data privacy agreement that include digital data or physical paper copies including accounting data, financial data, product design of software / hardware, trade secrets, customer information, customer user information, salary information, business plan and strategies.

17.1. Personal blogs and posts

Employees may post personal information on the Internet through personal websites, blogs, or chat rooms, by uploading content, or by making comments on other websites or blogs. We value our Employees' creativity and honour your interest in engaging in these forms of personal expression on your own time. However, problems can arise when a personal posting identifies or appears to be associated with the Company, or when a personal posting is used in ways that violate the Company's rights or the rights of other Employees.

You may not use Company resources to create or maintain a personal blog or a personal website, or to upload content or make personal postings online, nor may you do so on Company time.

17.2. Human resource records & employees privacy

You have a right to inspect certain documents in your Human Resource file, as provided by law, in the presence of a Company representative at a mutually convenient time. No copies of documents in your file may be made, except for documents that you have previously signed. You may add your comment to any disputed item in the file.

Employee personal data including pay slip, salary information should not discuss personally nor officially between any of employees and will lead up to termination of employment.

All employees are requested to maintain strict compliance on confidentiality and privacy related topic available in IT policy, Data privacy policy.

■ 18. Conflicts of Interest

All employees need to do the business process within guidelines that prohibits actual and potential conflicts of interest. All Mantra employees are forbidden from engaging in any outside business or financial activity which conflicts with the interests of the Company, or which interferes with his or her ability to fully perform job responsibilities. Company policy also forbids a financial interest in an outside concern which does business with or is a competitor of the Company. Financial interests held by an Employee or by his or her immediate family members in such companies are to be disclosed immediately to the Company so that a determination can be made as to whether a conflict exists. Employee's immediate family include spouse, children, and any other relative sharing the same home as the Employee. Rendering of directive, managerial, or consulting services to any outside concern which does business with or is a competitor of the Company, except with the knowledge and written consent of the Mantra, is also prohibited.

All Employees must avoid situations involving actual or potential conflict of interest. Personal or romantic involvement with a competitor, supplier, or subordinate Employee of Mantra, which impairs an Employee's ability to exercise good judgment on behalf of the Company, creates an actual or potential conflict of interest. Supervisor-subordinate romantic or personal relationships also can lead to supervisory problems, possible claims of sexual harassment, and morale problems.

Employees are expected to devote their energies to their jobs with the Company. The following types of employment elsewhere are strictly prohibited.

- ◆ Additional employment that conflicts with an Employee's work schedule, duties, and responsibilities at the Company.
- ◆ Additional employment that creates a conflict of interest or is incompatible with the Employee's position with the Company, including consulting.
- ◆ Additional employment that impairs or has a detrimental effect on the Employee's work performance with the Company.
- ◆ Additional employment that request the Employee to conduct work or related activities on Company property during the Employee's working hours or using Company facilities and/or equipment.
- ◆ Additional employment that directly or indirectly competes with the business or the interests of the Company.

■ 19. Grievances & Re-addressal

The purpose of this policy is to explain how employees can constructively voice their complaints. Senior Management/managers should know everything that annoys employees or hinders their work so they can resolve it as quickly as possible. Employees should be able to follow a fair grievance procedure to be heard and avoid conflicts.

The company encourages employees to communicate their grievances. That way we can foster a supportive and pleasant workplace for everyone.

19.1. Open door strategy

Mantra strives to maintain a positive and pleasant environment for all of our Employees. To help us meet this goal, Mantra has an open-door policy, by which Employees are encouraged to report work-related concerns.

If something about your job is bothering you, or if you have a question, concern, idea, or problem related to your work, please discuss it with your immediate Supervisor as soon as possible. If for any reason you don't feel comfortable bringing the matter to your Supervisor, feel free to raise the issue with any officer of the Company. We encourage you to come forward and make your concerns known to Mantra. We can't solve a problem if we don't know about it.

19.2. Resolutions

Every effort will be made to maintain confidentiality to the extent possible. However, it is important to know that from time to time, information gathered and statements taken may be shared with others on a need-to-know basis only. Appropriate action will be taken where warranted.

You will not be penalized, formally or informally, for voicing a complaint with the Company in a reasonable, business-like manner, or for using the problem resolution procedure. Retaliation against an Employee utilizing this procedure will not be tolerated.

Proper resolution with systematic approaches is committed to providing the best possible working conditions for its Team Members. Part of this commitment is encouraging an open and frank atmosphere in which any problem, complaint, suggestion, or question receives a timely response from Management. If a situation occurs when you believe that a condition of employment or a decision affecting you is unjust or inequitable, we encourage you to discuss it with your Manager. If you do not feel comfortable discussing your concerns with your Manager, or are not satisfied with the response, you are encouraged to contact Human Resources or company management at any point of time.

Mantra encourages employees to resolve minor disputes by communication with their respective Reporting Manager. If the informal complaint is not fairly and constructively resolved, employees may file a formal grievance.

Employees can file grievances for any of the following reasons:

- ◆ Workplace harassment
- ◆ Health and safety
- ◆ Manager/management behavior
- ◆ Policy guidelines are violated.

Mantra also recognizes that every case is different and the above list is subject to change, depending on the formal grievance filed.

- ◆ Employee should resolve internal disputes by directly communicating with the person or with the reporting manager. The manager should try to understand the matter and resolve any grievance as quickly as possible.
- ◆ In any case, if the issue has not been resolved; employees must send a formal email to the human resource department.
- ◆ Human resource department will communicate with the employees to understand the matter thoroughly.
- ◆ Based on the matter, a formal meeting will be arranged and the human resource department will settle the concern keeping company benefits.

■ 20. Closure of Employment

All Mantra employees are working and employed on an at-will basis. The employment relationship is at the mutual consent of the Employee and the Company. Employment at-will may be terminated with or without cause and with or without notice at any time by the Employee or the Company.

Employees who voluntarily resign from the Company are asked to provide at least advance notice of their resignation as per clause 14.0 under Separation & Exit formalities. This notice should be in writing and should briefly state the reason for leaving and the anticipated last day of work. We will consider you to have voluntarily terminated your employment if you resign from the Company, fail to return from an approved leave of absence on the date specified or fail to report to work or call in for one or more consecutive work days.

Violation of policies and rules of Mantra may warrant disciplinary action. The Company may, in its sole discretion, utilize whatever form of discipline is deemed appropriate under the circumstances, up to, and including, termination of employment. The Company's policy of discipline in no way limits or alters the at-will employment relationship.

■ 21. Conclusion

HR Handbook or human resource policy manual is outlining the operating policies, benefits, practices, and procedures for all employees during employment tenure, and providing transparency & systematic approaches to employees and organization both.

The organization had formed HR committee that include all major department / BUs to understand nature of work, problem areas and expectation from every corner. The Handbook is released based on proposed recommendations by committee and accepted by management of Mantra.

All new suggestions / recommendations can freely be advised by all employees to Central HR Team and same would discuss during committee meeting, all valid proposal accepted by management would incorporate in handbook under new version release or separate addendum if any.

This HR handbook of Mantra is applicable to all the employees from 1st January-2022 or from the date of release.

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Mantra Culture Book

