



***Retail IT Sols Pvt. Ltd.***

**EMPLOYEE HANDBOOK**

## **TABLE OF CONTENTS**

<b>I.</b>	<b>INTRODUCTION TO HANDBOOK.....</b>	<b>3</b>
<b>II.</b>	<b>GETTING STARTED.....</b>	<b>4</b>
<b>1.</b>	<b>EQUAL EMPLOYMENT OPPORTUNITY POLICY.....</b>	<b>4</b>
<b>2.</b>	<b>HARASSMENT POLICY.....</b>	<b>4</b>
<b>3.</b>	<b>EMPLOYMENT TERMS.....</b>	<b>5</b>
<b>4.</b>	<b>OPEN DOOR POLICY.....</b>	<b>5</b>
<b>5.</b>	<b>EMPLOYMENT CATEGORIES.....</b>	<b>5</b>
<b>6.</b>	<b>EMPLOYMENT OF RELATIVES.....</b>	<b>6</b>
<b>7.</b>	<b>EMPLOYMENT RECORDS.....</b>	<b>6</b>
<b>III.</b>	<b>YOUR RESPONSIBILITIES AS AN EMPLOYEE.....</b>	<b>7</b>
<b>1.</b>	<b>CONFIDENTIALITY.....</b>	<b>7</b>
<b>2.</b>	<b>CONFLICT OF INTEREST POLICY.....</b>	<b>7</b>
<b>3.</b>	<b>ALCOHOL AND DRUG ABUSE POLICY.....</b>	<b>8</b>
<b>4.</b>	<b>SMOKE-FREE WORKPLACE.....</b>	<b>8</b>
<b>5.</b>	<b>SAFETY.....</b>	<b>8</b>
<b>6.</b>	<b>OFFICE EQUIPMENT AND USAGE.....</b>	<b>9</b>
<b>7.</b>	<b>WORKPLACE VIOLENCE POLICY.....</b>	<b>10</b>
<b>8.</b>	<b>SECURITY.....</b>	<b>11</b>
<b>9.</b>	<b>SOLICITATION POLICY.....</b>	<b>11</b>
<b>10.</b>	<b>ATTENDANCE AND ABSENCES.....</b>	<b>11</b>
<b>11.</b>	<b>DRESS EXPECTATIONS.....</b>	<b>11</b>
<b>12.</b>	<b>STANDARDS OF CONDUCT.....</b>	<b>11</b>
<b>13.</b>	<b>TERMINATION OF EMPLOYMENT--EXIT INTERVIEW.....</b>	<b>13</b>
<b>IV.</b>	<b>GENERAL INFORMATION.....</b>	<b>13</b>
<b>1.</b>	<b>OFFICE TIMINGS &amp; BREAKS.....</b>	<b>14</b>
<b>2.</b>	<b>PAYROLL.....</b>	<b>14</b>
<b>3.</b>	<b>TRAVEL.....</b>	<b>14</b>

<b>4.</b>	<b>PERFORMANCE REVIEWS.....</b>	<b>14</b>
<b>V.</b>	<b>BENEFITS.....</b>	<b>15</b>
<b>1.</b>	<b>HOLIDAY SCHEDULE.....</b>	<b>15</b>
<b>2.</b>	<b>LEAVES.....</b>	<b>15</b>
<b>3.</b>	<b>HEALTH INSURANCE COVERAGE.....</b>	<b>15</b>
<b>4.</b>	<b>PERSONAL ACCIDENT INSURANCE.....</b>	<b>15</b>

## **WELCOME**

This Handbook tells you about **Retail IT Sols Pvt. Ltd. (Retail Sols)**. We tried in these pages to give specific answers to most of the questions from new employees. You will no doubt have other questions which are not answered here. Do not hesitate to ask them! All of us were new once; we are aware of the problems and uncertainties of a new job, and we are glad to help you get a good start.

Good Luck! We know that you will succeed in your career.

- **Human Resources Team**

## I. INTRODUCTION TO HANDBOOK

This Handbook contains the **Retail Sols** Human Resources Policies, employment practices and benefits to which you are entitled as our employee except where an applicable employment contract provides for different terms and conditions of your employment.

The policies in this Handbook guide the relationship between you and the Company. You are expected to read and become familiar with these policies.

The policies in this Handbook are not a contract of employment. They are guidelines only. Exceptions or changes to policy may be made whenever appropriate in the discretion of management. The Company reserves the right to revise these policies at any time.

A Confirmation form stating that you have read this Handbook will be given to you seeking your acknowledgement that you have read the Handbook. The Handbook should answer most of your questions, but please do not hesitate to ask Human Resources Department about anything that is not clear to you.

This Handbook supersedes all past Handbooks, manuals, policies, procedures, understandings, and standards, whether written or verbal, express or implied. No oral or written statement of any Manager that conflicts with anything in this manual is binding upon the Company within the limits allowed by law. The Handbook, as well as any and all of the various policies, procedures, and programs outlined within it may be unilaterally amended, modified or cancelled by the Company.

## II. GETTING STARTED

### 1. EQUAL EMPLOYMENT OPPORTUNITY POLICY

**Retail Sols** is an equal opportunity employer. Our policy and practice is to recruit, hire, promote, and make all employment decisions in a non-discriminatory manner. The Company provides equal employment opportunity to all employees regardless of region, caste, religion and sex.

If you believe that you or any other Company employee has been treated in any manner that you believe to have been discriminatory, you should report this to **Human Resources Department** so that the Company can investigate and take appropriate corrective action. The Company takes these matters seriously, and prohibits retaliation against anyone for reporting discrimination or participating in Company investigations of reported discrimination. If you believe retaliation has taken place, you should report it to Human Resources Manager / Director so that the Company can investigate and take appropriate corrective action. It is critically important that you report discrimination or retaliation, because the Company cannot investigate or correct these problems unless they are raised to the attention of the appropriate Company officials.

### 2. HARASSMENT POLICY

**Retail Sols** is committed to providing a work environment that is free of discrimination, harassment, or retaliation against persons who report discrimination or harassment. In keeping with this commitment, **Retail Sols** maintain a strict policy prohibiting unlawful harassment and retaliation, including religious, and sexual harassment. Harassment may be verbal, visual or physical, and may include but not limited to the following:

- Unwelcome requests, overtures or pressure, for sexual relations;
- Suggestions or threats that terms or conditions of employment depend on submitting to such requests, overtures or pressure;
- Unwelcome comments about a person's clothing, body, appearance, personal life;
- Telling offensive jokes or making offensive innuendoes;
- Unwelcome touching;
- Display of explicit or offensive pictures or materials; and
- Epithets, derogatory comments, or slurs.

This is not an exclusive list of conduct which could constitute harassment, and similar types of offensive conduct or language could also be considered harassment.

If you believe that you are being harassed, whether by an employee or by a non-employee, you should promptly report this to the Company. You should report harassment to the **Human Resources Department**, or to your Manager, depending on whom you feel most comfortable reporting to. It is important that you report harassment to one of these Managers, because the Company cannot respond to these problems if they are not brought to its attention. The Company will promptly and thoroughly investigate any reports of harassment, and will take corrective action when this is appropriate. Individuals who violate this harassment policy will be subject to discipline, up to and including dismissal.

It is also a violation of Company policy to retaliate against anyone for reporting harassment or for participating in Company investigations of harassment. The procedures (and your rights) regarding the reporting of retaliation are the same as for reporting harassment.

There are occasions when an employee may seek to respond to harassment by directly asking the harasser to stop. You may do this if you feel comfortable with this approach and believe it is the best way to respond. You have the right to report harassment to the Company regardless of whether or not you choose to ask the harasser to stop.

Preventing harassment and retaliation is something we all should work on together. For that reason, the Company expects all employees to report harassment or retaliation that they are aware of. The Company will be discreet in its handling of information regarding reporting harassment and retaliation, and will not share that information with anyone other than as necessary to investigate and take corrective action.

It is the Company's goal to be fair in handling reports and harassment and retaliation. We expect that employees will be fair as well, and will make such accusations only if they believe in good faith that the person or persons accused are engaging in harassment or retaliation.

### **3. EMPLOYMENT TERMS**

The terms of employment would be governed by individual letters of Appointment issued to each employee. Moreover, the Company has the sole responsibility to manage its worksites, to select its customers, to determine the schedule of work, to determine the size of its workforce, to select and hire employees, to assign work, to direct the work of its employees, to direct the method of work, to reclassify, transfer, promote or demote employees, to determine job content and create new job classifications, to establish and enforce rules and regulations, to administer discipline including suspension or discharge, and to reduce the size of the workforce including layoffs. Only the Company Managing Director / Director – Human Resources has the authority to change this agreement, to agree to employment for a specific period of time, or to make any agreement contrary to this policy. Any such agreement must be in writing and must be signed by the Managing Director / Director – Human Resources.

### **4. OPEN DOOR POLICY**

If you have any questions, concerns or complaints about your job or the Company, we encourage you to discuss them with your Manager, or the Human Resources Department / Director. You should try to provide constructive criticism if possible. While there is no guarantee that the Company will make changes on your request or suggestion, we encourage you to voice your opinion to improve the Company.

### **5. EMPLOYMENT CATEGORIES**

The Company has several employment categories:

- i. **Probationary employees** are newly hired employees still within the first 3 months of employment. Probationary employees are not entitled to benefits. The Probationary period can be extended at the Company's sole discretion due to non performance of the employee.
- ii. **Full-time employees** are those who are regularly scheduled to work at least 40 hours per week. Full-time employees receive Company benefits on a prorated basis.

- iii. **Temporary/ Contract employees** work in jobs established for a specific period of time or for the duration of a specific project or group of assignments. Working beyond the established period or project does not automatically convert the employee to regular employment. Temporary employees are not eligible for all Company benefits.

## **6. EMPLOYMENT OF RELATIVES**

The Company does not maintain a strict policy that prohibits employment of relatives in all circumstances. However, there are restrictions on the employment of relatives under some circumstances. For example, the Company may refuse to place a relative under the direct supervision of another relative, for business reasons of supervision, safety, security, morale, conflict of interest, etc. For the same reasons, the Company may refuse to place related family members in the same operating department.

## **7. EMPLOYMENT RECORDS**

It is your responsibility to keep personal information up-to-date. You should inform the Human Resources Department immediately whenever you change your address, telephone/mobile number, marital status, number of dependents, and persons to notify in case of emergency.



### **III. YOUR RESPONSIBILITIES AS AN EMPLOYEE**

#### **1. CONFIDENTIALITY**

The protection of confidential information and trade secrets is essential to protect both the Company and its employees. In the course of your work, you may have access to confidential information regarding the Company, its affiliates, suppliers, customers and perhaps even fellow employees. To protect such information, employees shall not disclose any trade secrets or confidential information outside **Retail Sols** without prior Management approval.

All employees are required to sign a Non- Disclosure and Non- Compete Agreement as a condition of employment. This Agreement defines your obligations in greater detail. Any questions about your responsibilities in this area should be directed to the Human Resources Department.

#### **2. CONFLICT OF INTEREST POLICY**

Our employees are expected to devote their best efforts and attention to the full-time performance of their jobs. Employees are expected to use good judgment, to adhere to the highest ethical standards and to avoid situations that create an actual or potential conflict between the employee's personal interests and the interests of the Company. A conflict of interest exists when the employee's loyalties or actions are divided between the Company's interests and those of another, such as a competitor, supplier, customer or other employer. Both the fact and the appearance of a conflict of interest should be avoided. Employees unsure as to whether a certain transaction, activity, or relationship constitutes a conflict of interest should discuss it with their immediate Manager/ Human Resources Department for clarification. Any exceptions to this guideline must be approved in writing by the Company's Management.

This guideline does not attempt to describe all possible conflicts of interest that could develop. Some of the more common conflicts from which employees should refrain, however, include the following:

- i. Working for an actual or potential competitor, supplier, or customer of the Company;
- ii. Engaging in self-employment in competition with the Company;
- iii. Having a substantial direct or indirect financial interest in any competitor, customer or supplier;
- iv. Accepting substantial gifts, entertainment, loans, compensation, concessions or benefits from an actual or potential competitor, supplier, or customer;
- v. Acquiring any interest in property or assets of any kind for the purpose of selling or leasing it to the Company;
- vi. Disclosing or using proprietary or confidential Company information for personal gain or to the Company's detriment;
- vii. Using employees, material, equipment or other assets of the Company for personal use;
- viii. Buying/selling of commodities for a personal account by any employee whose job it is to buy, use or sell such commodities for the Company.

If an employee or someone with whom an employee has a close relationship (a family member or a close companion) has a financial or employment relationship with an actual or potential competitor, customer, or supplier, the employee must disclose this fact in writing

to the Human Resources Department. Employees should be aware that if they enter into a personal relationship with a subordinate employee or with an employee of an actual or potential competitor, supplier, or customer, a conflict of interest may exist that requires full disclosure to the Company.

Failure to adhere to this guideline, including failure to disclose any conflicts or to seek an exception, will result in disciplinary action, up to and including termination of employment.

### **3. ALCOHOL AND DRUG ABUSE POLICY**

The Company is committed to provide a safe, efficient and productive work environment, and to provide the highest quality products and services. Therefore, **Retail Sols** has a strict policy against inappropriate use and possession of drugs and alcohol. The Company requires all employees to report for work fit to perform their jobs. Employees must perform their duties safely and efficiently, protecting their own interests, those of their co-workers, and Company interests.

No employee shall use, possess, distribute or sell alcohol or any illegal drug while on duty, while and while on the Company's property. The only exception is at Company-sponsored functions where alcohol may be served.

No employee shall report for work or remain on duty, while under the influence of any illegal drug or alcohol or impaired by any prescription drug. A drug will be considered an "illegal drug" if its use is prohibited or restricted by law and an employee improperly uses or possesses the drug. This conduct violates **Retail Sols** policy whether or not the employee's conduct is illegal, and whether or not the employee is prosecuted or convicted.

Employees who violate this policy are subject to disciplinary action up to and including termination.

### **4. SMOKE-FREE WORKPLACE**

To help ensure a safe, healthy, and productive work environment for our employees and others, the Company has adopted a policy of maintaining a smoke free workplace. Smoking is not permitted inside the Company's facilities.

### **5. SAFETY**

Safety is the mutual responsibility of the Company and its employees. **Retail Sols** will strive to provide a safe, clean, and hazard-free working environment.

Managers are responsible for their direct work areas. In the event of a job-related injury, the care and safety of the injured employee comes first. The Manager must make sure that care is administered and inform the Human Resources Department.

Employees are responsible for using protective gear where needed, observing safe work practices, and for notifying the Company immediately of any observed or perceived unsafe condition. The Company encourages such notification, and will not tolerate retaliation against persons who make such notification. If you believe you or anyone else has been retaliated against for reporting safety concerns, you should notify Human Resources Department or your Manager, so that the Company can properly investigate and take appropriate corrective action. Failure to observe safety rules, regulations and/or posted

directions, failure to wear protective gear, or retaliation against anyone for reporting safety concerns, may result in termination.

## **6. OFFICE EQUIPMENT AND USAGE**

The purpose of this policy is to protect the assets of the company and control the internal cost or wastage by using the internal communication devices (Internet and Telephone) and Office Equipment (Laptops, Desktops, Scanner, Printer and Photocopier).

### **6.1. Telephone Usage**

#### **6.1.1. Landline/Desk Phones**

Desk phones are provided and are intended for the use of serving our customers and in conducting the Company's business. Personal usage during business hours is discouraged except for extreme emergencies. All personal telephone calls should be kept brief to avoid congestion on the telephone line.

#### **6.1.2. Mobile Phones**

Mobile phones are allowed inside the office premises for all employees to use the mobile phones due to the job that requires timely and business critical two-way communication for which there is no reasonable alternative technology. All your personal calls should be kept brief and as far as possible to minimum extent to avoid disturbance of your work and others.

### **6.2. Equipment & Communication Systems**

The Company provides electronic communications systems (including email and voicemail) and access to the Internet for employees to assist in the conduct of business within the Company. These electronic communications systems are Company's property.

#### **6.2.1 Equipment**

Desktops or Laptops are provided to all employees for conducting the business within the company. While they may be personal to the employee while working within the organization, it should be borne in mind that they are still company property. Any information thus stored within these systems become a part of the company property and can be retrieved if required. Hence personal information must be stored at the minimum and no data may be extracted from the systems without explicit permission from the System Administrator.

#### **6.2.2 Communication System**

All messages composed, sent, or received on these systems are and remain the property of the Company. They are NOT the private property of any employee.

Company communications systems shall be used for Company business and authorized purposes only. The Company understands that employees will occasionally use these systems to conduct personal business but expects its employees to keep personal use of these systems to a minimum. Personal use of the communications systems that is of reasonable duration and limited frequency is permitted.

Any employee, who violates this policy or uses the office systems for improper purposes, shall be subject to disciplinary action, up to and including termination.

### 6.3. Inspection of Company Property

You may be provided desks, cabinets, computers, computer memory, office supplies and other equipment for your use during work. These items and equipment are the Company's property. Prohibited materials, including weapons, dangerous materials, alcohol, and non-prescribed drugs or medications, shall not be stored on Company premises. The Company is not responsible for any personal articles which are lost, stolen or destroyed while on Company premises.

The Company reserves the right to open and inspect desks, cabinets, other furniture, and office equipment as well as any contents, effects or articles they contain. This includes all computers (including all memory, whether or not password protected), and other data-retrieval equipment, voicemail and e-mail.

The Company can conduct an inspection of all such items including furnishings, voicemail, e-mail, computers or computer memory at any time, with or without advance notice or consent, and/or with or without the employee being present. The Company reserves the right to conduct the inspection at any time, including during, before or after working hours. Employees who fail to cooperate in any inspection will be subject to disciplinary action, including possible suspension or termination.

## 7. WORKPLACE VIOLENCE POLICY

Acts, threats, or suggestions of physical violence, including intimidation, harassment, and coercion, which involve or affect **Retail Sols** or occur on Company property, will not be tolerated. Examples of conduct which may be considered threats or acts of violence include, but are not limited to:

- Hitting or shoving an individual.
- Threatening an individual or his/her family, friends, associates, or property with harm.
- The intentional destruction or threat of destruction of Company property.
- Harassing or threatening phone calls.
- Harassing surveillance or stalking.
- The suggestion or insinuation that violence is appropriate.

The Company's workplace violence policy applies to all persons involved in the Company's operations, including but not limited to **Retail Sols** employees, contract and temporary employees, and anyone else on Company property. Violation of this policy by any individual on Company property, by an individual acting as a representative of the Company while off Company property, or by an individual acting off Company property when his/her actions affect Company business interests, will lead to disciplinary action up to and including termination, and/or legal action, as appropriate. Every employee and every person on **Retail Sols** property should immediately report incidents of threats or acts of physical violence of which he/she has knowledge. Reports should be made to the Human Resource Department, the individual's Manager, or any Manager of the Company. Prompt investigation and resolution of any violation of this policy will be made with discretion and in the same manner as any other infraction of Company policy. Nothing in this policy alters any other obligation established in Company policies or in other applicable laws.

## **8. SECURITY**

Your personal security and the security of Company property are important. To ensure protection of the Company's employees and confidential information, you must not allow any outsiders to enter the Company's premises after office hours without prior consent of your immediate Manager or the Human Resource Department.

## **9. SOLICITATION POLICY**

The Company protects employees from being distracted during work by fellow employees seeking support for nonworking causes, activities, organizations or fundraising. No employee shall solicit another employee's support for any such cause during the working time of either employee. Employees shall not distribute literature or circulate petitions at any time for any purpose in working areas.

## **10. ATTENDANCE**

**Retail Sols** rely on your work and expect regular attendance during office hours (refer IV.1). Every employee in the company has an important role in ensuring the smooth and efficient flow of daily business activities. Employees are therefore, expected to be at work, on time on each business day.

Absence from office without intimation is considered irresponsibility and lack of commitment towards work. Absence of even one person may have a negative impact on the deliverables because someone else must perform the work of the absent person in addition to their own job responsibilities. For this reason it is extremely important that everyone adhere to the attendance policies.

(For detailed reference visit Attendance Policy)

## **11. DRESS EXPECTATIONS**

Employees must dress in a manner that is consistent with their responsibilities. The clothes worn by the Company's employees directly reflect the Company's image to customers, vendors, and visitors. If you come to work unsuitably groomed or dressed, you may be asked to return home, without pay, to change to more appropriate attire.

Company observes Monday and Tuesday as a formal dress code.

- Men are expected to wear formal shirt, trousers and Necktie with formal shoes
- Women are expected to wear Saree, Salwar Suit or Western Formals.

The dress expectation on other days is semi-formal or casual but round neck T-shirts are not allowed except on Friday/last working day of the week.

Footwear such as Chappals/slippers/sandals are not allowed on any day unless in extreme circumstances due to any injury/ valid reason with the explicit permission of HR department.

## 12. STANDARDS of CONDUCT

**Retail Sols** expects order, discipline, and performance to succeed and to promote efficiency, productivity, and cooperation among employees. Disciplinary action may include immediate termination depending upon the severity of the conduct. Following are examples of impermissible conduct that may lead to disciplinary action. Disciplinary action may include immediate termination depending upon the severity of the conduct. These are only examples. The Company can take action up to and including termination of employment based on conduct which is not listed here.

- i. Poor work performance, incompetence, inefficiency, refusal or inability to maintain Company work standards, including but not limited to, standards of confidentiality and conflicts of interest.
- ii. Damage to Company, customer or coworker property, including but not limited to, disclosure or use of confidential information about the Company, customers, or co-workers.
- iii. Theft, including stealing or removing without express permission any property you do not own.
- iv. Dishonesty in providing information to the Company or customers. This includes falsification of any records, including time records, whether your own or someone else's, furnishing false information concerning absence from work, or making false allegations against co-workers
- v. Possession on Company property of a weapon or of dangerous materials such as explosives, toxic substances, flammable substances.
- vi. Failure to use safety equipment, or any activity creating a safety hazard, or failure to report a safety hazard to management. You must be safety conscious or you cannot work for the Company.
- vii. Possession, use or sale of illegal drugs or alcohol on Company premises, or working while under the influence of illegal drugs or alcohol. If you are taking drugs, prescribed for you by a licensed physician or obtained over-the-counter, which will affect your ability to work competently, you must report this in advance to Human Resources. The Company will honor its legal duty to reasonably accommodate disabilities affecting your work. However, failure to report a work-related drug problem, including prescription or over-the-counter drugs, violates this conduct rule.
- viii. Disorderly or disruptive conduct including fighting, derogatory name-calling, abusive or profane language, harassment, intimidation, coercion of coworkers. Any mistreatment or un-businesslike behavior toward customers or visiting public violates this rule.
- ix. Insubordination, including refusal of a work assignment, abusive or improper language or conduct toward a Manager or management representative, or failing to comply with a direct request from a Manager.
- x. Refusal or failure to cooperate with any investigation conducted by the Company, or to provide information about the Company's business.
- xi. Excessive absence from work, including repeated tardiness, absence without advance notice to your Manager, failure to report at the end of a leave of absence; failure to maintain an acceptable level of dependability.
- xii. Soliciting coworkers or customers for anything during work time (either yours or the person you are soliciting), distributing literature in work areas at any time, posting literature or solicitations without Company approval.
- xiii. Actions posing a security risk for the Company, including allowing or assisting unauthorized access to the Company premises, refusing to cooperate with the

instructions or activities of security personnel.

- xiv.** Unauthorized use or disclosure of Company, customer or co-worker proprietary or confidential information.
- xv.** Personal use of Company equipment, time, materials, facilities, without express Company approval, whether the use is for your direct benefit or not.
- xvi.** Failure to promptly report work-related accidents or property damage.
- xvii.** Conviction of any crime.
- xviii.** Sleeping on the job, or the appearance of sleeping on the job.
- xix.** Abuse of sick leave.
- xx.** Failure to correct inappropriate personal appearance, grooming or personal hygiene affecting your job.
- xxi.** Involving the Company in your financial affairs including, garnishment for more than one judgment.
- xxii.** Other misconduct affecting your job, coworkers or customers.

### **13. TERMINATION OF EMPLOYMENT & EXIT INTERVIEW**

Upon notice of resignation or upon the Company's decision to terminate employment, on the last working day, Human Resources Manager/Executive will schedule an exit interview with the departing employee. This interview provides the employee an opportunity to discuss reasons and the continuing obligations to avoid unauthorized use or disclosure of **Retail Sols** proprietary information. At the time of the interview, employees are expected to return all Company information and property, such as files, notes, access cards, and keys. HR Department shall arrange to provide final settlement statement of pay and other reimbursable payments. This list is not exhaustive but only an example and all others if any also are to be made at this time.

(For detailed reference visit [Resignation Regulations](#))



## IV. GENERAL INFORMATION

### 1. OFFICE TIMINGS & BREAKS

- 1.1. Company observes 5 day-a-week from Monday through Friday / as required from time to time.
- 1.2. General work timings during the day are 10:30 a.m. - 7:30 p.m. and
- 1.3. US clients work timings are:
  - 12:00 noon to 9:00 P.M. / 1:00 P.M. to 10:00 P.M. or
  - 3:00 P.M. to 12:00 midnight / 4:00 P.M. to 1:00 A.M. or
  - 7:00 P.M. to 4:00 A.M. / 8:00 P.M. to 5:00 A.M.This includes the break timings of 1 (one) hour and total working time of 8 (eight) hours.
- 1.4. The break timing includes ½ an hour lunch/ dinner break for general work timings and 2 times each 15 minutes Tea/Coffee breaks during morning/evening sessions. Please ensure that the breaks utilized are within the time limit whether inside or outside the office premises.

### 2. PAYROLL

- i. **Pay Periods** - The Company's formal work month begins on the first day of the calendar month and ends on the last day of the calendar month (both days included). **Retail Sols** pays on a monthly basis on the last day of every month.
- ii. **Payroll Deductions** - All employees are subject to Deduction of Income Tax, Professional Tax and other statutory deductions such as ESI & Provident Fund as per the Rules and Regulations of Income Tax Act and other Acts.

### 3. TRAVEL

Employees are eligible to travel depending upon the requirement of organization and approval of the Reporting Manager/Director- HR. Expenses reimbursement is allowed for a travel on submission of receipts and subject to approval by Accounts Department and Director- HR & Finance.

(For detailed reference visit [Travel Policy](#))

### 4. PERFORMANCE REVIEWS

Performance evaluation is an ongoing monthly process which ends with the yearly review. Employees are reviewed on annual basis, on or around the date of completion of one year of service. It is formal process centered on an annual meeting of the employee with their reporting Manager and Director - HR to discuss his/her work.

The review process is intended to:

- Review the previous year's achievements
- Evaluate an employee's strengths and weaknesses
- Communicate these to the employee, and
- Set future performance goals and realistic job standards

On completion of one year of service, a Performance review form is sent by the HR team to



the employee. The Employee is expected to do the Self-Assessment on certain key areas and send the filled in form to the reporting manager / HR Team.

The Reporting Manager gives his/her comments based on the assessment given by the employee after discussions with the employee if required about the assessment. Certain focus areas may be highlighted and the evaluation is given on parameters of the role currently being performed by the employee. Once filled, he/she submits it to the HR Department.

The HR Department coordinates with the Director – HR for the HR evaluation parameters. Management's collective comments are collected and the overall performance rating<sup>1</sup> is given. After the evaluation is complete the appraisal/revision letter is issued to the employee. Any Hike in the CTC shall be effective 1<sup>st</sup> day of the month.

## **V. BENEFITS**

### **1. HOLIDAY SCHEDULE**

The Company grants 9 paid holidays per year to employees. Holidays are declared at the beginning of the year, by notification through email. Since company works from Monday thru Friday for 5 day-a-week, all Saturdays and Sundays are Week end holidays (Week Off), however every employee is expected to work on these holidays if work demands and Managers have requested them to work due to deliverables.

### **2. LEAVES**

The primary purpose of leaves is to enable employees to re-energize themselves and also to attend to their personal needs. Employees are entitled to request for leave during each year in order to achieve this purpose. A year for leave calculation is based on the calendar year (January – December).

(For detailed reference visit [Leave Policy](#))

### **3. HEALTH INSURANCE COVERAGE**

All employees are eligible for the Company provided Group Health (Medical) Insurance Coverage to the employee and family, which is subject to maximum of Rs. 3,00,000/- per annum / employee / family on a floater basis. This is an additional benefit provided by the company to all employees. Family include Self, spouse and maximum of 2 children.

### **4. PERSONAL ACCIDENT INSURANCE**

All employees are eligible for the Company provided Group Personal Accident Insurance, which is subject to maximum of Rs. 5,00,000/- per employee. This is an additional benefit provided by the company to all employees.

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<sup>1</sup> Overall Performance Rating has 4 parameters: Significantly above target (>90) , Above target(75-90), On target(60-75), Below target(<60)

## CONFIRMATION OF HAVING READ THE EMPLOYEE HANDBOOK

I have read the Company's Employee Handbook. I understand that it contains important information on Company policies and on my duties as an employee. I understand that I have a duty to follow the entire Handbook, familiarize myself with the policies in the Handbook and abide by these policies.

I have read the Handbook, and I understand that I am governed by its contents. I understand that one of my key responsibilities is to maintain in strict confidence any confidential information about the Company, customers, and co-workers, pursuant to the Proprietary Information and Inventions Agreement that I have separately signed. I also understand that my employment is as per the letter of appointment issued to me. I further understand that the Company retains its discretion to make all other decisions concerning my employment (including, e.g., decisions regarding demotions, transfers, job responsibilities, increases or reductions in pay, bonuses or other compensation, or any other managerial decision) with or without cause. I understand that none of the policies contained in the Company's Handbook alter these terms and that any agreement to the contrary must be in writing and signed by a duly authorized officer of the Company.

I further understand that the Company can change, delete or add to any policies, benefits or practices described in the Handbook from time to time in its sole and absolute discretion.

Name	Signature	Date