

# EMPLOYEE HANDBOOK

There's more to **Value**  
than meets the eye.



**Value Labs**<sup>®</sup>

Where Value and Innovation Co-exist

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## Welcome Message



Dear colleague:

### **Welcome to ValueLabs family!**

As a famous patriot monk of India says, "Are great things ever done smoothly? Time, patience, and indomitable will must show. By doing well the duty which is nearest to us, the duty which is in our hands now, we make ourselves stronger and improving our strength in this manner step by step, we may reach a state in which it shall be our privilege to do the most coveted and honored duties in life and in society."

We at ValueLabs, believe that we are building a great company. We hope to build a company that, in a few years, will be world-renowned not only for the business we are in, but also for the responsibility we show towards our clients, our employees, and the society at large. We hope to achieve this by doing the morally right thing to everyone we come in contact with, day in and day out just as we have been doing since our inception.

I personally believe that we are a collection of human capital that has been harnessed into world-class teams. The better we help the individual and enable the company leverage this human capital, the better we do as a group and as an individual. Over the years, we have evolved a holistic approach to individual development that strives to help you achieve a balance between your personal and professional lives. In fact, at ValueLabs, there is no clear boundary between the two – we are your extended family.

We cannot achieve much without your whole-hearted participation and support. On my part, I can guarantee that ValueLabs will provide you with a world-class work environment that is devoid of politics, based entirely on merit, rewarding and fulfilling. If you find anything amiss, you are welcome to reach out to me.

Once again, I warmly welcome you into the ValueLabs family. All the best!!

Best regards,  
Arjun Rao  
CEO



Dear colleague:

Thank you for joining the ValueLabs family. We hope you will find your career at ValueLabs fulfilling to the best of your expectations. You have joined an organization that has established an outstanding reputation for people practices. We look forward to the opportunity of working together to create a more successful company. We also want you to feel that your association with ValueLabs will be a mutually beneficial and gratifying one.

The sound business that we have built up has been recognized by the following awards and recognitions:

- CIO Review Magazine's list of 10 Most Promising IMS Companies In India' – 2013
- 'Company of the Year in Enterprise Mobility' by Silicon India – 2013
- 'Top 100 Global Services Providers and leader in the Specialty Application Development and Management (ADM) category' – 2012
- 'Top 500 software and services companies by Software Magazine' – 2011
- '50 Best Companies to Work for in India' by The Great Place to Work® Institute and The Economic Times – 2009
- 'NASSCOM Top 15 exciting Emerging Companies to Work for in India' – 2007
- 'CNBC – ICICI Emerging India Award' – 2007
- 'Deloitte Technology Fast 500 Asia Pacific' – 2007 and 2009

This Employee Handbook provides answers to most of the questions you may have about our policies, procedures and benefit programs.

I extend my best wishes for your success at ValueLabs.

Best regards,  
Krishna Reddy  
SVP Operations

## About ValueLabs

Established in 1997, we are a global IT services company, providing complete Product Life Cycle, QA / testing, Remote Infrastructural Management (RIM) and Knowledge Process Outsourcing (KPO) services.

Our core competency is in building client-dedicated “Extended Teams” in India that consistently deliver quality services and, in due course, become seamless extensions of the client's teams, delivering clear competitive advantage beyond traditional cost efficiencies.

With an in-depth understanding of clients' businesses, strong technical expertise and an unique culture that fosters the desire to exceed expectations, we focus on delivering value and innovation to our clients. Over 15 of our 100+ clients consider us a strategic partner. The average tenure of these strategic engagements is 6 years.

We provide services to start-ups, mid-sized and multi-billion dollar companies across APAC, US, UK / Europe, and the Middle East. Over the years of our existence, we have developed many long-standing relationships with our clients.

In addition to the excellent delivery capabilities that have been acknowledged by clients time and again, our real differentiator lies in our culture and character energy that drives our entire organization.

We are ISO 9001:2008 & ISO 27001:2005 certified and successfully assessed at CMMI-DEV Level 5 (v1.3). We are HIPAA compliant and enjoy a favourable SSAE 16, SOC II, Type II opinion.

## Culture

As our CEO Mr. Arjun Rao emphasizes, we at ValueLabs have always been driven by our two key stakeholders: clients and employees. We have interacted with these two stakeholders with the intention of earning “Goodwill Dollars” with them. We have realized that once the fundamental, ‘intent to do well’ has been established, the bonds can only get stronger and, over the last 16+ years, they have.

As an organization, we grew through encouraging our employees to take up responsibilities beyond their immediate deliverables. We are a young organization and we have matured by taking large responsibilities early on. Each and every employee forms the DNA of the organization. This culture has ensured several of our senior folks apart from mentoring their teams on their respective roles also take up people management, to create well-knit teams that are agile and proactive. This way, we have inculcated our unique culture into every member of the organization.

## An Overview of our services & products

### Services:

#### Consulting

We provide IT Consulting, Offshore Advisory and Process Management Consulting services across a wide spectrum of technologies and domains. We help companies transform their strategies and move quickly from vision to value, resulting in enduring business leadership. Our strengths are in identifying client needs, understanding complex technology issues, communicating the issues to our clients, and helping them successfully overcome these issues. Our consulting services include

- Information technology consulting
- Offshore advisory
- Process management consulting

#### Software product development

We offer services across the entire product life cycle, starting from conception, design, development, and testing to maintenance and support. Our experience covers multiple software development models, from the traditional models (Waterfall, Spiral, etc.) to the most widely used Agile (Scrum, TDD and DSDM) models. Our services are backed by deep knowledge and experience across various industry verticals.

#### Quality Assurance (QA) / Testing Services

We provide the full-spectrum of software QA services, across industries and technologies. With the QA practice matured over the years and hundreds of projects executed for clients around the globe, we have evolved to a level where we focus on prevention of bugs (as against identification). With many accelerators, tools, frameworks and teams, we have made QA predictable, effective, and efficient. We are the testing arm for many of our strategic clients, taking leadership in ensuring end-to-end availability of mission-critical applications and services. We have established Testing Centers of Excellence to drive innovation and the assimilation of best practices. Our testing services include:

- **Consulting**
  - Test strategy and road map
  - Test assessment
  - Total evaluation and feasibility
  - Vendor evaluation

- **On-demand testing**
  - Task-based approach
  - Resource-based approach
  - Flexible project models
  - Quick ramp-up/ ramp-down
- **Managed testing services**
  - Collaborative planning
  - Best Practices
  - Continuous process optimization
  - Formal risk management program
- **Testing center of excellence**
  - Core group of domain experts
  - Innovation
  - Best practices
  - Re-use, rationalization of business processes, test cases and frameworks

## **Engineering Services**

We provide product engineering services across multiple media platforms – Set-Top Box, Digital TV, Internet Protocol television, Mobile TV, Portable Media Player and Home Network Device. Leveraging our reusable frameworks and ready-to-integrate components, we help bring innovation, revenue-generating solutions and services to market faster, while keeping pace with changing consumer behavior. Our services to the Media & Entertainment / Telecom industries include:

- Customized Development
- Testing
- Performance Optimization
- Porting and Integration
- Hardware Services



**Remote Infrastructure Management (RIM) Services:**

Our Remote Infrastructure Management services help organizations optimize critical IT investments while meeting the demands of a 24x7 environment. We provide end-to-end management of the client's IT assets through proactive monitoring and analysis. Backed by a robust infrastructure, streamlined processes (ITIL, CMMI, ISO) and internal expertise, we deliver high quality services to our clients. Our services include:

- Infrastructure Consulting
- Server Management
- Storage Management
- Database Management
- Network Management
- Security Management
- Desktop Management
- 24x7x365 Customer Support

**Knowledge Process Outsourcing (KPO) Services:**

We provide cost-effective, time-bound and value-added Knowledge Process Outsourcing services that help clients streamline their processes and enable superior decision-making to improve their top line and bottom line. Our services include:

- Data Processing
- Claims Processing
- Technical Operations
- Customer Support
- Research Services

**Products:****Merisavaari**

Merisavaari aims to be your one-stop solution for all things pertaining to your fleet. At present, it covers bus reservation, service management and reporting.

- Gives bus operators their own website
- Gives up-to-date seat availability and on-the-spot reservation
- Promotes customer self-service
- Allows agents / partners to effortlessly handle reservations

- Allows complete customization to suite your operational requirements
- Enables easy accessibility through popular web browsers
- Facilitates integration with third-party / aggregator website
- Is extremely easy to operate

## SecureChild

SecureChild helps school administrators provide a safe and reliable transportation service to their students. It allows them to run their fleet very efficiently by leveraging new technology applications. SecureChild is specifically designed for schools to effectively track and monitor their fleet operations, take corrective actions to improve productivity and ensure children's safety.

- Provides real time visibility about the bus locations
- Improves security and protection of assets
- Optimizes fleet operations
- Minimizes overheads and bus running costs
- Provides real time traffic updates with notifications & alerts
- Generates statistical reports for better insights into driving patterns
- Ensures better Return-on-Investments

## Our Infrastructure

Our world-class facility in Hyderabad reflects our philosophy of building competencies for clients around extended teams as well as creating an environment where our employees can truly fulfill their personal and professional aspirations. Our offices are built over an extensive 320,000 square feet of space with a seating capacity of 3500 people and one fifth of the total facility space is allocated towards employee welfare (gym, dorm, cafeteria, yoga / meditation rooms, etc.). We aim at providing services to employees which takes care of their psychological well-being in the work place. Besides the corporate office we have 4 more facilities in Hyderabad, 4 facilities in Phoenix Infocity SEZ and the other in Cyber Gateway.

## ValueLabs Corporate Office



Our corporate office is in HITEC City in Hyderabad, India. It is a state-of-the-art development center that can accommodate 1500 engineers. Our engineers are technologically well equipped with high-speed internet connectivity, multiple telephone exchanges and conferencing amenities. Every employee has at least 110 square feet of work space. There are 46 meeting rooms and 45 discussion areas. All phones are VoIP enabled. We have an entire floor of over 30,000 square feet dedicated to employee amenities, including cafeteria, library, gymnasium, yoga, meditation center, sitting lounge, dormitories, zen garden, etc. We have taken another facility which is spread over an area of 1,45,000 square feet with a seating capacity of 1500. The new facility is fully operational.

## Introduction to the handbook

There are certain questions that may trigger in our minds on the very first day we enter an organization. The write-up here attempts to address such preliminary questions on the “What”, “Why” and “How” aspects of the job.

This document provides essential information about our human resource policies along with a quick reference to our company's business plans. A comprehensive reading will help you understand the organization better. Employees are encouraged to read all the policies included in the handbook.

The handbook is also available at <http://intranet.valuelabs.net/>. Policies may change from time to time and the online handbook will be updated regularly to reflect such changes.

## Emergency Information

In case of any emergency an employee should contact the below helpline numbers.

\* Admin team extension: 30600/30444

\* HR team extension: 39619

### 1. Our Vision

Our Vision is to help our clients unlock the potential of global delivery, by building world class extended teams.

### 2. ValueLabs HR Mission

Our HR mission is to provide an environment which fosters professional and personal growth, promotes excellence in performance and infuses in people, a sense of belonging and commitment to their profession and towards the Organization. We are committed to building sustainable competitive advantage for ValueLabs through quality, capability, and ultimately the performance of our people.

We take pride in creating IT skills in India, and further strengthening our HR philosophy of:

RECRUIT THE BEST, REWARD THE BEST and RETAIN THE BEST

We aspire to be a world class HR function recognized for its business focus and its support to ValueLabs' management and employees.

### 3. Our Ethics

Honesty, trust, and integrity are essential for meeting the highest standards of corporate governance.

- Value and reward honest two-way communication.
- Hold ourselves accountable for, and be proud of, our decisions and our conduct.

- Only make promises that we intend to keep - do what we say we'll do. If things change, let people know. Share information with our colleagues that they need, and let them know if things change. Avoid any actual or perceived conflict of interest.

Acknowledge and apologize for our mistakes and learn from our errors so we don't make them again. You will find more on this in our code of conduct policy available in the intranet.

#### **4. Employment and Hiring Process**

We recruit, hire and promote based on individual ability, performance and experience in accordance with equal employment opportunity. We don't discriminate on the basis of race, religion, color, gender, physical disability, marital status etc.

#### **5. Joining Process & the New Hire Orientation Program Welcome to ValueLabs!**

The first day you report to duties, you are taken through our company's joining process. The joining process begins at 10:00 A.M and the new joiner will be escorted by the HR executive for initiating the joining process. The teams involved in the joining process are HR, Finance, Admin and IT. A complete induction of the company is provided to you during the new hire orientation program. This program will help you know the company better and help you adjust quickly to the new job. Meanwhile, we appreciate your suggestions on the program so that we can continue to improve it. [Please refer to Annexure-1 for detailed schedule of your first day at ValueLabs.]

#### **5.1 Confirmation of Employment**

Every new joiner will be on probation for a period of 6 months starting from his / her date of joining. The probation period can be extended at the discretion of the management based on the employee's performance. If an employee's probation period is extended then he / she will be informed by a written acknowledgment from HR.

#### **5.2 Background Verification Check**

We do a post-employment back ground verification check. Once the employee joins, the HR personnel will start his / her background verification.

The Background verification includes the following:

- **Background Verification Requirement Form:**

The background verification form is to be filled by the new joiner at the time of joining. In this individual declaration and authorization form, we capture all the required information for conducting our verification. Based on the details provided by the new joiner, HR prepares a detailed verification report. In case of any discrepancy in the background check of any employee, the company holds the right to withdraw the offer / cease the employee's services immediately.

## 6. Dress Code

Everyone should abide by the dress code mentioned below. It is mandatory to look presentable in office and at all official engagements.

From Monday to Thursday all employees have to be in formal attire with formal shoes while on Friday, casuals are allowed along with formal shoes and sneaker / sports shoes. Please note sandals / floaters / bathroom footwear are not allowed on any day. In the event of exception due to medical or any other unavoidable reason(s), the concerned employee must keep his reporting manager informed.

## 7. Working Hours & Attendance

The office timings at ValueLabs are 9:30 AM to 6:30 PM. A grace period of 30 minutes is allowed for exigencies. Employees take a staggered lunch break between 12:30 PM and 02:30 PM which does not exceed 45 minutes. Employees are expected to follow the client's working hours and holidays while on deputation to a client's site in India or overseas. All Saturdays and Sundays are holidays.

### 7.1 Flexi-Time

ValueLabs has a flexi time policy. This policy allows us to work in flexi shifts. However, this policy is only accepted and practiced based on project needs and necessary approvals. This adheres to our client / business specification. However, for KPO division, the working hours and weekly-offs are in accordance with their respective clients.

### 7.2 Attendance

Attendance is tracked through the swipe card system. Absence for unavoidable reasons shall be notified to your direct supervisor; failure of which will be treated as absence without justification and will be subjected to loss of pay / other penalty depending on the seriousness of the situation.

## 8. Workplace Conduct

We are committed to maintain an environment that promotes professionalism and encourages every employee's professional development and achievement. Consistency, fairness, respect and confidentiality are essential to maintain good relations between employees, their managers and ValueLabs.

### 8.1 Your Responsibilities

You have responsibilities as an indispensable part of ValueLabs. Your actions must reflect the highest possible standards of business conduct and ethics. You are expected to use good judgment, integrity, and common sense in making work-related decisions and to be accountable for your actions. And you are expected to respect your fellow folks, treating them with courtesy, respect, and professionalism. The standards and policies outlined in the code of conduct policy in intranet will help you understand these responsibilities better and perform.

## 8.2 Consequences

You are expected to observe workplace conduct standards / policies and to use good judgment in all aspects of your conduct. Failure to observe all aspects of these workplace conduct policies, including failure to participate fully and honestly in any investigative or fact-finding process initiated by ValueLabs or failure to respect the confidentiality of this process, is grounds for corrective action, which may include separation of your employment.

## 9. HRIS

HRIS referred as Human Resources Information System, is the global database which maintains the employee information. The new joiners are required to fill the necessary information in their respective profile's. Employees are requested to update the records from time to time in case of any change in their address, phone notes etc.

## 10. HRBPs

HR business partners are responsible for supporting and updating various business units on all employee relations matters. Their key responsibilities also include to contribute to multitude of HR activities and drive business performance. They establish the connect between the employees and the organization. The new joiners are introduced to their respective HRBP's at the time of joining.

## 11. Leave Policy

Regular and dependable attendance is an essential function of your job at ValueLabs. We recognize that employees may face periods of time when they are unable to work and need a leave of absence. You're eligible to take approved leave of absence, if you meet the terms and conditions of the applicable leave policy. Employees can apply for leave in our online leave tracking system.

### 11.1 General Leave

Employees are entitled for 21 days of leave in a calendar year. The entire leave quantum is categorized as General Leave (GL). The three categories of leave – Casual Leave (CL), Sick Leave (SL) and Privilege Leave (PL) – are folded into this category. 1.75 days of leave will be credited every month on a pro rata basis to your leave account taking the date of joining as the criteria. Leaves will be accrued proportionate to the service completed.

### 11.2 Maternity Leave

All woman employees, with a service of not less than 80 days in ValueLabs, shall be entitled to a maternity leave of 12 weeks, overlapping with the delivery date. These 12 weeks are inclusive of intervening weekly offs and holidays.

### 11.3 Compensatory Off

An employee, who has worked on a Saturday and Sunday or for two consecutive holidays, will be permitted to use compensatory off, within a period of one month. Supervisors must grant compensatory off at the rate of one day for working on a Saturday and Sunday or on

any two consecutive holidays. Compensatory off should be claimed within a period of one month, after which it lapses. A compensatory off is also applicable for a night-out and working throughout the next day.

#### **11.4 Absence on account of Accident / Medical Exigency**

There is no exclusive leave on account of accident / medical exigency. However, keeping larger interest of the employees the following benefit is made available. This is apart from the general paid leave benefit, accrued to the employee.

In case of long absence due to accident or protracted ailment, an employee should produce adequate documents like hospital admission report, discharge summary, medical proofs etc., certifying the period of absence. After recovery, the employee may discuss his / her case with the HR head, and, if the case is convincing the employee may be granted additional leave as the situation demands. The HR head will decide the additional number of paid leaves.

#### **11.5 Unauthorized Leave**

Any unauthorized absence, exceeding 5 days, will be treated as absconding and the management will take necessary action as per the disciplinary policy.

#### **11.6 Leave without Pay (LWP) or Loss of Pay (LOP)**

If an employee does not have any balance of leave at his / her credit and applies for leave, the leave availed beyond eligibility, will automatically be treated as Leave without Pay\* or Loss of Pay\*\*.

\* (LWP) leave beyond the available balance, informed to and approved by the approving authority concerned.

\*\* (LOP) leave beyond the available balance, not informed to or not approved by the approving authority concerned.

Any loss of pay beyond 4 weeks shall result in separation of employee's services or whichever clause as per this policy is applicable.

#### **11.7 Carry Forward**

A maximum of 10 (out of 21 leaves) un-availed general leaves every year will be carried forward to the subsequent year. This is to encourage employees to use at least 11 days of leave every year.

### **12. Leave Management System [LMS]**

ValueLabs LMS provides a comprehensive report of all the leaves applied, leaves availed and leave balance of employees. Employees' leave transactions are accurately tracked and leave balances are automatically updated.



## **12.1 Cancellation of Leave**

An approved / applied leave can be cancelled before 23rd of a month.

## **13. Performance Management**

Our philosophy is: "What gets measured gets reviewed and what gets reviewed gets improved." In principle, every employee is clarified about his / her Key Responsibility Areas (KRA's), against which an employee's performance is managed with a review done during midterm and performance evaluation done during the annual appraisal process which follows the cycle of 1st April to 31st March of every year.

## **14. Learning and Development**

We give great importance to employee development and constantly create opportunities for employee's learning and development.

From classroom facilitations to interactive workshops and knowledge sharing forums, we run the whole gamut of professional and personal development initiatives.

Training of employees in the cognitive, affective and psychomotor domains ensures steady growth of the organization and the employee alike. Trainings imparted are technical, non-technical, domain, process, soft skills and behavioral.

Training will be conducted in accordance with the monthly training calendar which is communicated by mail to all the employees. All employees have to mandatorily attend a pre-defined no of hours of training annually, the duration is communicated by L & D Team from time to time.

## **14.1 Certification Programme**

This policy governs the process of reimbursement of certification fee by the organization, in an attempt to encourage employees to acquire new skill-sets in latest technologies in line to immediate organizational needs.

## **15. Compensation & Benefits**

### **15.1 Compensation Policy**

Our company holds a fair and rational compensation policy that links with the market to attract and retain good talent.

### **15.2 Salary Structure**

We are one of the very few IT companies that provide employees the privilege of deciding the components of their salary. The concept of flexible benefit package is one of the best practices of the industry. Employees have the freedom to decide on the components in their compensation structure while abiding by the company's policies. Flexible benefit package allows an employee to fix up his / her own allowances keeping his / her commitments, income tax deductions in mind. However, there are policies and procedures laid down for each of the allowances.

### The compensation structure:

<b>Basic Pay</b>	Basic Pay is 30% of the CTC which is a fixed component.
<b>HRA</b>	This is 40% of your basic component in the salary structure.
<b>LTA</b>	LTA is provided to employees to make a trip to his/her hometown or anywhere in India for himself/herself and his/her family in connection with his/her proceeding on leave to any place in India. ("Family" means - the spouse children, parents, brothers and sisters of the individual who are wholly or mainly dependent on him.) Employees can go on 2 trips in a block of 4 years. For further details contact payroll desk.
<b>Conveyance Allowance</b>	Conveyance allowance is Rs.800 per month fixed for all the employees.
<b>Other Allowances</b>	Any other allowance is taxable

### 15.3 Salary Disbursement

Salaries are credited on the last working day of every month. Salaries are disbursed through bank transfer to employees' accounts. Our company holds its salary account with ICICI and SBI. For any payroll related query you can reach the payroll at [payroll@valuelabs.net](mailto:payroll@valuelabs.net)

### 16. Provident Fund

The total contribution towards the provident fund is 24% of the basic salary (which includes 12% employer share and 12% employee share). This rate is subject to revision by the Government of India PF Organization. For further queries you can reach the payroll at [payroll@valuelabs.net](mailto:payroll@valuelabs.net)

### 17. Gratuity

Gratuity is payable to employees as per India's Gratuity Act 1972.

### 18. Medical Reimbursement

Company provides Rs.1,250 per month (maximum Rs.15,000 per annum) towards medical reimbursement to all the employees.

These expenses are towards medicines, doctor's fees, pathological tests, medical aids and hospitalization for employees, their spouses, children and parents. Medical reimbursements are different from Mediclaim Insurance Policy and are given to meet any

small medical expenses that an employee may incur in daily life. Bills should be produced to avail non-taxable benefit.

## 19. Mediciam Insurance Policy

The company provides free medical insurance to the employees and their families as a benefit. It covers all employees (as per company policy) and their dependents as declared by the company from time to time. The number of dependents assured will vary from band to band. Dependents can be spouse, children or parents only. The policy covers reimbursement of hospitalization / domiciliary hospitalization expenses for illness / diseases / surgeries or injury sustained in India. To know more about Mediciam policy features and reimbursements, please refer Mediciam policy or contact [mediciam@valuelabs.net](mailto:mediciam@valuelabs.net)

## 20. Relocation Expenses on Joining

For a physical move of the employee and his / her family members, we provide relocation expenses to employees who join us from outside Hyderabad.

### 20.1 Eligibility:

- (i) Applicable to employees only with prior work experience
- (ii) Limits of reimbursement: expenses incurred for travel (of employee, spouse & children only) and for packing, transportation and insurance of house-hold effects by rail/road/air, are reimbursed, subject to the following limits:

Band	Relocation Distance sub 700 KMS	Relocation Distance between 701 KMS - 1000 KMS	Relocation Distance above 1001 KMS
A	INR 10,000/-	INR 15,000/-	INR 20,000/-
B	INR 15,000/-	INR 20,000/-	INR 25,000/-
C & D	INR 20,000/-	INR 25,000/-	INR 30,000/-

### 20.2 Arrangements of Accommodation:

Employees joining us from outside Hyderabad are provided accommodation for a week in our company's guest house. Only the accommodation is paid. All other expenses that include food, transportation and miscellaneous will be borne by the employee.

## 21. Gift Policy

ValueLabs encourages the employees to celebrate the important occasions in their lives with ValueLabs family. We provide gifts to employees on receiving invitations for following occasions:

- Marriage ceremony
- House warming ceremony
- Cradle ceremony

## 22. Salary Advance

This policy aims to meet any emergency needs of the employee. The guidelines for administering, recording and accounting salary advance are detailed in this policy.

## 23. Bounty Scheme

This is a rewards program, where the employees are allowed to refer a prospective employee (either their kith & kin or friends) to fulfill the organization's staffing requirements, and claim for themselves a reward in return.

### 23.1 The Bounty

If an applicant is hired for an eligible position, the referring employee will receive a gift / cash as per eligibility:

Band- A: Rs.10,000/-

Band- B: Rs.20,000/-

Band- C: Rs.25,000/-

The amount may differ from what is mentioned above, based on the critical position and shall be announced by the Talent Acquisition Group (TAG) team at the time of recruitment.

## 24. Rewards & Recognition

The rewards and recognition program at our company serves to highlight that employee recognition can be given in many ways - through saying thank you, giving praise, providing opportunity, or showing respect. Our experience on the workplace appreciation has shown that being recognized for achievements, knowing that one's contributions matter to the organization, and the opportunity for growth and professional development have a considerable impact on employee satisfaction and commitment. Hence, we ensure to recognize individuals and teams, in a timely and effective way, for their exceptional contribution to work, their department or to the organization as a whole.

We also appreciate employees who have completed three years and five year's service in the company. This is done by sending a letter of appreciation to the employee for his / her contribution and loyalty towards the company. We also send a letter to the employee's family member for the support given to the employee during the tenure in the company.

## 25. Employee Wellness

At ValueLabs, employee physical and mental health is given prime importance. Every employee is encouraged to maintain their health and improve their ability in achieving personal well-being. ValueLabs boasts of its State of Art Architecture where sunlight reaches every quadrant with a minimum of 110 Square feet of work space in each quadrant. For employees to stay active and healthy, ValueLabs provide advanced equipment and necessary medical assistance.

### 25.1 Fitness Fun

The Gym at ValueLabs is known for its advanced fitness equipment as well as the certified

trainers who give employees the right set of fitness goals required for every individual.

The Yoga instructor provides necessary training to our employees to practice yoga and stay fit.

## **25.2 Rest at Work**

Understanding the health needs, ValueLabs has a Dormitory to ensure employees get to rest when required. A well-furnished dormitory separately for male and female employees are available for the same.

## **25.3 In-house Doctors**

An In-house medical practitioner from reputed hospital is available for employees to get their health concerns addressed. The In-house doctor is available twice a week on Tuesday and Thursday. An In-house Physiotherapist provides necessary therapy to our employees to address and get their problems treated.

Periodic health checkups are organized and conducted at our office premises by reputed and efficient diagnostic laboratory.

## **25.4 Fun Index**

Having fun is serious business! We work hard to ensure that our employees find their work / client, their colleagues and the company culture exciting. Our employee engagement programs take us beyond the board room and into a family setting. Our engagement model (ETM) ensures that our employees enjoy the best of a “small company environment” and a “large company stability / infra / growth”. Fun index which takes into account both fun in work and fun at work is a critical parameter to measure the team performance at ValueLabs.

## **26. Welfare Club**

ValueLabs has constituted a club called, the ValClub to carry out social activities. Some activities which could be organized by the ValClub include:

- Summer camp
- Inter-group cricket tournament
- ValMeet, indoor competitions – quiz / antakshari / carom / chess / cultural events
- Celebrate festivals like Dussehra, Diwali, Christmas and Sankranti to name a few. Organize gifts, sweets etc.
- Festive offers for all the employees

## **27. Free Lunch / Dinner / Evening Snacks / Mid-night Snacks / Beverages**

We see to it that our employees are eating healthy and hygienic food at workplace. To cater to it we provide subsidized breakfast and free lunch to all. Besides that we also provide free evening snacks, dinner and mid-night snacks to employees who are working late. We also have a food committee which does continuous check of the food quality and also send samples in laboratory for testing. To keep our employees refresh at workplace, tea / coffee

vending machines are also stationed on every floor for our employees convenience, Please find below the timings.

- Lunch between 12:30 PM and 2:30 PM
- Snacks between 7:00 PM and 8:00 PM
- Dinner after 9:30 PM

## **28. Company Shuttle Service**

The company provides shuttle service for the convenience of employees. At present, there are 2 routes with final stops at Multi-Modal Transport System (MMTS) and Nagarjun Circle (NCRL). Employees can choose to commute through the most suitable route for them. The employees can get the route and shuttle timings from the admin team. The routes are subject to adjustment as appropriate.

## **29. Corporate Library**

We maintain a corporate library for all our employees. The library is located on the fourth floor of our facility. It has got the collection of technical books and business magazines which help employees to keep them updated about technical knowledge and business news across the world. If an employee wishes to issue the books, then they may contact: [admin-support@valuelabs.net](mailto:admin-support@valuelabs.net)

## **30. Travel Policy**

The travel policy lays down guidelines for business travel towards business development, sales, conferences, summits, training, recruitment, visa processing, and discretionary matters such as, project deputation, conferences, summits, trainings, sales related work and workshops.

## **31. Separation**

Separation from employment due to resignation, retirement, expiration of employment contract, poor performance, LOP beyond 4 weeks or unauthorized leave (absence without approved leave) for more than five days requires exit process.

## **32. Corporate Social Responsibility [CSR]**

We strive to inculcate a sense of social responsibility among our employees and make them feel their work place has more meaning than being just a job.

We have an independent ValueLabs Foundation (VLF) that work closely with various NGOs for causes like poverty alleviation, education for the underprivileged working closely with Vande Mataram Foundation, blood donation and many more. Some of the VLF activities are as follows:

- We work with an organization called Shraddha Rehabilitation Foundation to pick-up roadside destitute from the streets of Hyderabad and send them to Karjat for treatment later, they are reunited with their families.

- Support physically and mentally challenged people in gaining independence of actions and thought by collaborating with other charitable organizations and NGOs
- Work closely with the Ramakrishna Math, part-financing the social schemes like providing drinking water in more than 100 villages, free medical care at a hospital managed by the Math and provide food for orphans, poor, aged and disabled people.
- We are closely associated with the Rural Development Foundation (RDF). Our CEO has been associated with them since inception as a founding member. Our employees actively volunteer in their fund-raising drives.

### 33. Communication & Exchange

The company newsletter, ValComm, a platform for information exchange, is published bimonthly. Employees can learn about the company initiatives, project news updates, our work and life and lots more.

### 34. Media, Branding and Advertising

All media, branding, press release and advertisement activity for our company will be done by our marketing team. Employees are not authorized to make any statement relating to our company in public or on his / her website or personal blog. They are also requested to refrain from making statements about our clients. Communication of the sort and its violation are covered in our social media policy. Any violation will be considered as a breach of code of conduct and will lead to disciplinary action.

### 35. Disciplinary Policy

We have established a set of rules to regulate the relationship between the employees and the employer in the form of a disciplinary policy.

The objective of this disciplinary policy is to regulate discipline in the office with the key principle that there should be mutual respect. Emphasis is placed on both employment justice and the efficient operations of the business to:

1. Avoid work interruption
2. Maintain peace and order
3. Promote co-operation
4. Promote constructive criticism at all levels of management and employment
5. Secure the settlement of disputes and grievances by a mutually agreed procedure

### 36. Policy on Harassment at Workplace

ValueLabs prohibits any form of harassment of our employees, vendors, customers based on an individual race, color, gender, national origin, religion, age, sexual orientation, gender identity, physical or mental disability, marital status etc.

**Important:** Violating the policy against harassment, including failure to report etc are grounds for disciplinary action.

### 36.1 Discrimination

ValueLabs prohibits discrimination based on age, religion, caste, language, ethnicity, sex, gender identity, marital status, medical condition, pregnancy, childbirth and related medical conditions, disability, sexual orientation or any other classification protected by the constitution of India.

### 36.2 Sexual Harassment

ValueLabs is committed to provide a harassment free work environment to all employees. Any unwelcome sexually determined behavior is strictly punishable by law.

### 36.3 How to Raise a Complaint?

Employees can take different routes and channels to file complaints. Complaint can be raised through either an email or by communicating through telephone. Following are the different channels and routes:

We have a grievance cell mechanism which handles the grievance related to workplace. To lodge a complaint under grievance cell, please write an email to [grievancecell@valuelabs.net](mailto:grievancecell@valuelabs.net).

**Kindly note:** If you want to lodge a complaint under sexual harassment, then kindly write an email to [posh@valuelabs.net](mailto:posh@valuelabs.net). All the sexual harassment complaints are required to be addressed by the POSH (Prevention of sexual harassment) committee which is also the internal complaints committee. We would like to request our employees, that they should not be hesitant in lodging any complaint. ValueLabs has zero tolerance policy towards sexual harassment.

### 37. Solicitation

In an effort to ensure a productive and harmonious work environment, persons not employed by our company may not solicit or distribute literature in the workplace at any time for any purpose.

Our company recognizes that employees may have interests in events and organizations outside the workplace. However, employees may not solicit or distribute literature concerning these activities during working time.

Examples of impermissible forms of solicitation include:

- The collection of money, goods, or gifts for community, religious, political and charitable groups
- The sale of goods, services, or subscriptions outside the scope of official organization business
- The circulation of petitions
- The distribution of literature in working areas at any time
- The solicitation of memberships, fees, or dues



## **38. IT Rules**

### **38.1 Computer Management & Acceptable Usage**

If a new employee require computer for work purposes, the HR team shall notify the IT team one week in advance. Every project has a pre-authorized list of software & access rights to various other organizational resources that are required for the project and the same shall be installed by the IT team. The system login and mail credentials are sent to the project managers. All software requirements should be sent to the IT team for installation with the reporting manager's approval. We use Outlook Express and Microsoft Outlook for configuring mail accounts.

#### **Points to remember:**

1. You are a custodian of the machine that has been allotted to you and that the safety and appropriate usage of it is your responsibility
2. IT shall monitor the PC for any violations to the official policy and procedures
3. Call IT-Support for any type of IT asset management
4. Understand that your desktop / laptop can be audited any time to check the compliance as per the organizational policies and procedures

Further, the following DOs and DON'Ts MUST be observed (any deviations will lead to disciplinary action).

DOs	DON'Ts
<ol style="list-style-type: none"><li>1. Read and understand the IT policy on the Process Portal (process.valuelabs.net -&gt; VIMS -&gt; Integrated System Manual -&gt; IT Support Policy)</li><li>2. Take approval from Head – IT and respective Project Manager (PM) to take any official asset outside of office premises (exception – organizational laptops provided to the end-user)</li><li>3. Official equipment like phone and systems should be used only for official work</li><li>4. Contact IT for any IT incident such as, suspicious behavior on machine, misuse of assets, etc. (mail to <a href="mailto:itsupport@valuelabs.net">itsupport@valuelabs.net</a>)</li></ol>	<ol style="list-style-type: none"><li>1. Swap PCs / computer equipment / parts;</li><li>2. Manage any IT asset on your own (includes, but is not limited to, removing or fiddling with any component, installing any software without explicit permission of IT, etc.)</li><li>3. Connect your own device (smartphone, tablet, phablet, etc.) to the official network (e.g., Wi-Fi) without explicit permission;</li><li>4. Take any information / asset outside office premises without necessary permissions / authorizations</li><li>5. Move equipment (both common equipment like projector, desktops in conference rooms, official machines given or any other associated peripheral like monitor, etc.) from their designated area</li><li>6. Use official equipment (phone, systems, etc.) for personal work;</li></ol>

## 39. Information Security

As per security measure it is very important to maintain the secrecy of information within and outside the organization.

The appointment letter clause Annexure – A – terms and conditions- employment agreement - section b explains in detail about the secrecy policy to be followed.

Everyone is expected to maintain utmost secrecy with regards to the affairs of the organization and shall keep any form of information confidential, whether written or oral. Employees should not share any information regarding internal controls, any form of data, accounts, transactions, inventions of ValueLabs, client's information, vendor information etc. in any social networking sites or any other forums. It is important that all the employees should lock their respective systems before they leave their workstations. Any violation of this policy will lead to corrective action.

## 40. Company and Personal Property or Devices

Our company reserves the right to monitor and control access to and use of its physical facilities, equipment, and electronic communication systems, including but not limited to original and backup copies of email, instant messaging, text messaging, voicemail, and internet use. You should not expect privacy in connection with your use of any company resources, equipment, or property. Even if you create or have access to pass words to protect from unauthorized access, your activities or correspondence using that password should not be considered private. Phone calls that are made or received on any business telephone may be monitored or recorded.

### 40.1 Secured Property

If you have access to secured ValueLabs properties (for example, restricted ValueLabs facilities, vaults, files) of our company, then you are responsible for the security of the items that are provided for your access (for example, keys, cardkeys, pass words, and building access badges etc.).

**Important:** Allowing someone to access restricted ValueLabs property in violation of this policy, intentionally or unintentionally, are grounds for corrective action.

### 40.2 Personal Property

In most circumstances, our company isn't liable for loss, damage, or theft of personal property on its premises. For your own safety, don't leave personal property at work and don't leave personal items - such as your purse, briefcase, or wallet - unattended while you are at work.

### 40.3 Safe and Courteous Operation

If electronic communication devices are allowed in your workplace, be sensitive to your co-workers when using them and make sure that they don't disrupt work. In public spaces or where meetings are taking place, reduce or silence the tone settings. Avoid discussing sensitive or confidential information in public areas.

Safety is an important consideration for all employees when using electronic devices, especially while driving. Avoid using a cellular phone while driving.

#### **40.4 Use of Meeting Rooms**

When an employee wishes to use the meeting room and / or projector and / or network, he / she shall make the reservation through the 'Meeting Room Request' facility on the intranet. On confirmation of the reservation, he / she can use the meeting room.

#### **40.5 Protecting Company Hardware**

We provide guidance to help employees protect company hardware assets.

#### **40.6 Cameras, Personal Laptops and Accessories**

To protect company and customer information and respect individuals' privacy, there are restrictions on using cameras in our company facilities - including still and video cameras and other handheld computing or communication devices like portable memory devices, CDs, hard-disks etc. (These standards do not apply to our company approved security cameras or video-teleconferencing equipment.)

The use of cameras in our company facilities for the purpose of recognition, marketing or other official company business is permitted provided that the following conditions are met:

- You obtain approval from your supervisor.
- Confidential company and customer information is protected from disclosure (check the area that information is properly stored or covered, including images on computer screens).
- You respect employees and customer privacy by not including anyone in the picture without their prior knowledge and permission.

Employees have to take Head - IT's approval if they want to bring personal laptop, cameras, pen drives or any electronic gadgets inside the company premises. If an employee doesn't adhere to the policy then disciplinary actions will be taken against the employee.

### **41. Administration and Logistics**

#### **41.1 Stationary**

The admin team distributes stationery that includes notepad, pencil, erasers and sharpeners.

#### **41.2 Mail Distribution**

All incoming mails are received by our reception and an e-mail is sent to the respective employee requesting him / her to collect the mail within 2 working days.

### **41.3 Loss, Damage of Company Property and Compensation**

Employees have the obligation of keeping our company property under their care in good condition. For loss or damage caused by improper use, the company reserves the right to claim compensation.

### **41.4 Visitors Inside the Premises**

Considering the security measures and to ensure a safe work place, the organization only allows the family members of the employees' for a short tour visit of the office facility. The family members are allowed on the second and fourth Friday of every month. Employees who want to bring their family members are required to inform the admin team two days prior to the visit. The visitors are allowed in between 11.00 AM to 6.00 PM.

### **41.5 Data Card Policy**

Depending on the nature of the work, employees are provided data card by the company to attend work demands when away from the office. The maximum limit on the download is 1GB, costing Rs 580 per month. Any cost exceeding this limit shall be borne by the employee.

### **41.6 Emergency or Threat**

In case of any emergency or if you have received a threat call, email or any other threatening information, then please do not panic. It is important that in these kind of situations we should not panic and rather should handle the situations tactfully. Please reach out to admin or HR for help in the emergency helpline [Ext: 39619](tel:39619)

### **41.7 First Aid Box**

We have the first aid box available with the admin team in all the facilities. We also have the same available in the front desk security at the corporate office. In case of any medical emergency you can reach out to them.

### **41.8 Fire Alarm**

The entire facility is safe and fire alarms are placed in every quadrant. In case of any fire or smoke outburst the fire alarm will ring and every employee has to follow the evacuation process. To know more about the fire alarm practices or if you have any concerns then you can reach our admin representative by sending an email to [admin-support@valuelabs.net](mailto:admin-support@valuelabs.net)

### **41.9 Identity Cards**

Employees are advised to display their identity cards always and present the same when asked by the security guards either at the main entrance or any time within the office premises.

#### **41.10 Vehicle Parking**

We provide parking space to employees commuting in their private vehicles. Employees coming in two wheelers have to park their vehicles across the pavement and employees coming in four wheelers have to use the cellar for parking.

#### **41.11 Metro Cards**

Metro cards are given to all the employees on rotational basis as per request. With this metro card, employees can buy large quantities of household items for lesser cost. Metro cards are issued every Friday and are subject to be returned by Monday. To avail this, write an email to [admin-support@valuelabs.net](mailto:admin-support@valuelabs.net)

#### **41.12 Smoking, Alcohol Abuse and Drug Misuse**

It is company's desire to provide a drug-free, healthful, and safe workplace. To promote this goal, employees are required to report to work in appropriate mental and physical condition to perform their jobs in a satisfactory manner.

While on company premises and while conducting business-related activities off company premises, no employee may use, possess, distribute, sell, or be under the influence of alcohol or illegal drugs. The legal use of prescribed drugs is permitted on the job only if it does not impair an employee's ability to perform the essential functions of the job effectively and in a safe manner that does not endanger other individuals in the workplace.

Violations of this policy may lead to disciplinary action, up to and including immediate termination of employment, and/or required participation in a substance abuse rehabilitation or treatment program. Such violations may also have legal consequences.

### **42 Conclusion**

We look forward to working with you! We hope this booklet will help you adjust to the new job and environment as soon as possible.

We will regularly update and revise this handbook to include any new policy changes or developments within ValueLabs. Your comments and suggestions are most welcome.

To send suggestions, please write an email to [hr@valuelabs.net](mailto:hr@valuelabs.net)

Wishing you success!