

HR Policy Manual

Forbes Marshall Policy Manual – Confidential. For Internal Circulation Only.

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Table of Contents

Sr.No	Contents
	About the Policy Manual
1	Forbes Marshall Vision
2	Forbes Marshall Values <ul style="list-style-type: none"> Guidelines for ethical business practices Guidelines for prevention of corruption
3	General Information <ul style="list-style-type: none"> Member code Identity card Laptop / desktop allotment E-mail facility Work week and office timings Flexible timings OD slips Attendance cycle Performance appraisals / reviews <u>Dress code</u> <ul style="list-style-type: none"> <i>Attire guidelines for men</i> <i>Attire guidelines for women</i> <i>Attire guidelines for Friday</i> Personal information changes Importance of accurate data Charitable contributions and political activities Outside employment / personal business Human Trafficking Safe and healthy workplace Gambling / smoking / alcohol and drug abuse at workplace <u>Communication</u>

	<ul style="list-style-type: none"> - <i>With government agencies</i> - <i>With the media</i> - <i>With vendors</i> - <i>With each other and the public</i> - <i>Speeches and presentations in public seminars and conferences</i> • Social media • <u>Training facilities</u> <ul style="list-style-type: none"> - <i>Learning and Development Department</i> - <i>Training Programmes</i> - <i>Nomination Procedure</i> - <i>Heart of Effective Leadership and Effective Living and Leadership Programmes</i> - <i>MRA</i> - <i>Reimbursement for MRA Programmes</i>
4	Compensations and Retirals <ul style="list-style-type: none"> • Salary components <ul style="list-style-type: none"> - <i>House rent allowance HRA)</i> - <i>Conveyance</i> - <i>Leave travel allowance (LTA)</i> - <i>Medical Allowance</i> - <i>Major illnesses / treatment</i> - <i>Investments</i> • Retirals <ul style="list-style-type: none"> - <i>Provident Fund (PF) – Gratuity</i> - <i>Bonus</i> - <i>Superannuation</i> - <i>The Employees’ Pension Scheme, 1995 (wef 16.11.1995)</i> - <i>Monthly Members’ Pension</i>
5	Non CTC Benefits <ul style="list-style-type: none"> • Reimbursement of course fees • Briefcase / laptop • Mobile and internet usage <ul style="list-style-type: none"> - <i>Telephone expenses reimbursement</i> - <i>Cellphone expenses reimbursement</i>

	<ul style="list-style-type: none"> - <i>Purchase of cell phones</i> - <i>Internet data cards</i> - <i>Car maintenance</i> - <i>Cars scheme for members in Principal Lead and above</i> - <i>Car scheme (general)</i>
6	Travel Policy <ul style="list-style-type: none"> • Overseas / international travel <ul style="list-style-type: none"> - <i>Foreign exchange</i> - <i>Overseas medical insurance policy</i> - <i>Insurance for members stationed overseas</i> • Domestic travel policy <ul style="list-style-type: none"> - <i>Modes of travel</i> - <i>Travel expenses</i> - <i>Advance against travel and statement submission</i> - <i>Travel Stay</i>
7	Insurance <ul style="list-style-type: none"> • The Employee State Insurance Scheme • FM Healthcare Programme <ul style="list-style-type: none"> - <i>Group personal accident insurance policy</i> - <i>Mediclaime insurance</i> - <i>Major highlights of the policy</i> - <i>Maternity benefits</i> - <i>Methods of reimbursement</i> - <i>Exclusions in the policy</i> - <i>Term insurance policy</i> • Parents' mediclaime policy <ul style="list-style-type: none"> - <i>Major highlights of the parents' insurance policy</i> - <i>Methods of claim settlement for parents' policy</i> • Forbes Marshall Medical Policy Details
8	Leave Policy <ul style="list-style-type: none"> • Privilege leave (PL) • Casual leave (CL) • Sick leave (SL) • Maternity leave • Leave for members on probation / company trainees

	<ul style="list-style-type: none"> • Unpaid Leave • Public Holidays • Compensatory off • Leave approval procedure
9	Recovery towards loss / damage of Company Asset <ul style="list-style-type: none"> • Terms and conditions of use
10	Separation <ul style="list-style-type: none"> • Retirement • Resignation • Expiry of training / contract • Job abandonment • Termination • Compliance with statutes • Exit interview • Death while in service • Full and final settlement
11	Sharing <ul style="list-style-type: none"> • OA sharing • Engineer sharing
12	Committees <ul style="list-style-type: none"> • Value Council Committee • Committee Against Sexual Harassment at the Workplace
13	Workplace Policies <ul style="list-style-type: none"> • Policy on HIV • CSR Policy
14	Code of Conduct <ul style="list-style-type: none"> • Foreword • Interpretation of the Code • Applicability • FM Code of Conduct • Upholding the Core Values • Conflict of Interests • Financial Reporting and Records

	<ul style="list-style-type: none">• Equal opportunities , Anti-Harassment, Consumption of Alcohol /Drugs• Gifts ,Donations and Political non-alignment• Public Representation and Third Party Representations• Protecting Company Assets• Violations• Whistleblowing• Waivers and Amendments
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Forward

Dear Members,

It gives the Company immense pleasure to share with you the Forbes Marshall Policy Manual (hereinafter referred to as the Policy Manual or Manual).

At Forbes Marshall, we aim to:

- Source and select the best and brightest talent based on capabilities, role-fit and culture-fit
- Develop and engage the acquired talent through
 - Induction
 - Talent transformation
 - Talent engagement
 - Development programmes like
 - Performance management
 - Career management
 - Coaching/counselling and
 - Mentoring programmes
- Reward & Recognize the best performers through early leadership and training opportunities, career growth programmes, compensation and benefits to retain acquired talent

This Policy Manual is a ready reference for Forbes Marshall members.

Policies and processes in the Policy Manual will be periodically updated keeping in mind the interest of our Members and of the Company.

Together we will build a responsive, respectful and delightful work environment.

Wishing you a successful and rewarding career at Forbes Marshall.

– HR Team

About the Policy Manual

- This Policy Manual is a reference guide for all members of Forbes Marshall and its group companies (hereinafter referred to as FM Members).
- This Policy Manual is applicable to all FM Members and all FM Members shall strictly abide by the Policy Manual of the Company, as in force from time to time.
- It creates a comprehensive understanding regarding Forbes Marshall culture and Policies
- It ensures that FM Members are aware of all the benefits and services provided by the organisation
- The Management reserves the right to interpret, modify, revise, supplement, or rescind any policies or portion of the FM Policy Manual from time to time as it deems appropriate. All such revisions, changes and amendments to the Policy Manual may be made at the Management's sole discretion and may be made with or without prior notice but which will be notified on the Company's internal website.
- If it is found that an FM Member has breached, or has not complied with, any provision in the Policy Manual (as amended from time to time), such Members shall be held personally responsible for this act and disciplinary action (including by way of suspension, demotion, transfer or termination of such Member's services) may be taken against such Member as the Company and its management deems fit.
- Members are therefore requested to contact the Human Relations (HR) department or login at i@FM, Forbes Marshall's intranet portal, for updated policies
- The content of the Policy Manual should not be distributed to any external person/agencies. Any duplication and re-issue of the material contained herein would be construed as an infringement and violation of our confidentiality policy
- This document is issued by the HR Department. The authority to alter/modify any content of this document lies solely with the Company.
- If a Member has a grievance, he/ she should raise the same with the Director, Human Relations of the Company
- In the event of any conflict or inconsistency between the terms contained in any employment contracts and in this Policy Manual, the terms contained in this Policy Manual will prevail.
- The expression "Member(s)" or "FM Member(s)" for the purposes of this Policy Manual shall mean any person who is directly employed, including members on direct contract, trainees, or probationers with the Company and/or its Group.
- The expression "Company" or "FM" or "Forbes Marshall" for the purposes of this Policy Manual, means Forbes Marshall Pvt Ltd.

- The expression “Group” for the purposes of this Policy Manual, means any company or Body Corporate which is from time to time a Holding Company, Subsidiary of the Company or an Associate Company of the Company. The words “Associate Company”, “Body Corporate”, “Holding Company” and “Subsidiary” shall have the meanings as defined in the Companies Act, 2013.

1. Forbes Marshall Purpose and Aspirations

Forbes Marshall Purpose statement:

Energizing businesses and communities worldwide

Forbes Marshall Aspirations

- Leaders in energy and process automation solutions worldwide through innovative & differentiated offerings
- A distinctive sales approach that delivers customer benefits
- Exceeding customer expectations on quality and delivery
- A diverse great place to work, benefiting communities wherever we operate

2. Forbes Marshall Values

Integrity – Energizing Self

Ethics: Fair and Honest

Do what you say

Ownership: I own the results

Take initiative and be responsible for the result

Candour: Speaking up

Say what you think

Family Spirit – Energizing members

Empathy: Care and Respect

Understand and support colleagues

Freedom: Do it

Empower the team to act

Accountability: Answerable to the team

Help the team to achieve their results

Excellence – Energizing Customers

Add Value: Deliver customer benefits

Learn and do to benefit the customer

Quality: In all we do

Deliver quality in product, service and process

Innovation: Try something new

Improve what we do

Good Citizenship – Energizing communities

Sustainability: Business, Environment & Society

Act in the long term interest

Diversity: Ideas, People, Worldwide

Respect and value difference

Inclusive: Equal opportunity

Every member matters

Guidelines For Ethical Business Practices

All Members shall abide by the guidelines prescribed hereinafter.

Accurate Books and Records

The Company maintains accurate accounts and records which reflect the true and fair picture of the company's affairs in compliance with accepted accounting principles and standards for financial reporting.

Bribery and Corruption

The Company prohibits bribery in any form in all its business dealings and maintains strong controls to prevent and detect improper payments.

The Company complies with anti-money laundering and terrorist financing laws and shall report unaccounted cash or suspicious transactions.

Fair and Equitable Treatment

The Company does not unfairly discriminate on the basis of race, caste, religion, color, ancestry, marital status, gender, sexual orientation, age, nationality, ethnic origin or disability.

The Company does not tolerate harassment, whether sexual, verbal, physical or psychological against any employee.

Health and Safety

The Company provides a safe, clean and healthy work environment.

Quality of Goods and Services

The Company strives to ensure that its products and services meet the legally required safety and quality standards.

Environment and Society

The Company strives to be a good corporate citizen by promoting social welfare activities, promoting sustainability and minimising the adverse impact of company operations on the environment.

Guidelines For Prevention Of Corruption

The Company requires compliance with the highest ethical standards and all anti-corruption laws applicable to the Company wherever it operates, whether directly or through third parties. The Company requires all Members to ensure that all dealings with third parties, both in the private and government sectors, are carried out in compliance with all relevant laws and regulations and with the standards of integrity.

Members shall not, directly or indirectly, promise, authorise, ratify or offer to make or make any payments in cash or cash equivalents or gifts, to any person including a government official for the improper purpose of influencing or inducing or as a reward for any act, omission or decision to secure an improper advantage or to improperly assist the Company in obtaining or retaining business.

3. General Information

Member code

On joining, all personal details provided by a Member through the Employment Application Form would be keyed into the PeopleSoft HRMS and every Member will be allotted a unique member code number, (5 digit, alpha-numeric). This number needs to be retained and should be used and referred to for all official purposes. The member code is a pre-requisite for Identity Card, E-mail ID and all other transactions during a Member's tenure at FM.

Face Recognition for Attendance

On joining, every member from Pune will be registered for face recognition to register their daily attendance and within a fortnight, a permanent photo-identity card will be issued. Loss of Identity card should be immediately reported to the HR department. In case of loss of card, an amount of Rs. 210/- will be charged to the Member for the issue of a duplicate Identity card and access card.

Laptop / Desktop allotment

The departmental head needs to make arrangements to allocate a laptop/desktop on the day of joining, or at the earliest possible date, based on the availability of laptop/desktop (Please refer the point on “Recovery towards Loss/Damage of Company Assets” for further details).

E-mail facility

A newly joined Member, after being hired in the PeopleSoft HRMS, will be issued with an email ID, based on the requisition of the concerned department manager. The ID will be configured as per the Forbes Marshall email naming policy within 2 working days of Information Technology (IT) Department receiving the requisition from the manager. Once the email ID of the newly joined member is configured, the same would be communicated to the member's reporting manager who in turn will communicate it to the newly joined member.

Work week and office timings

Forbes Marshall has 2 categories of working hours

1. 6 days per week
 2. 5 days per week.
-
1. **6 days per week: for members on the Machine Shop, SSD Assembly, Fabrication Shop, Boiler Shop, Maintenance and allied activities**
 - a) First shift: 0615 to 1445 hrs (lunch 1100-1130 hrs)
 - b) Second shift: 1445 to 2245 hrs (dinner 1900-1930 hrs)
 - c) Third shift: 2245 to 0615 hrs (meals 0245-0315 hrs)
 - d) Weekly off: Thursdays / Sunday
 2. **5 days per week: all office staff, including management**
 - a) Kasarwadi and MIDC Unit: 0830 to 1800 hrs (Lunch 1300-1330 hrs)
 - b) Chakan: 0830 to 1730 hrs (Lunch 1300-1330 hrs)
 - c) Branches: 0915 to 1745 hrs
 - d) Weekly off: Saturday and Sunday

Flexible timings

We are the first company in Pune to have introduced flexible timings for all Members excluding those who work in shifts.

The timings during which work hours can be adjusted are 0600 to 1900 hrs..

The core time (i.e. the hours every day between which members should be present) is as follows

Kasarwadi and MIDC: 0900 to 1530 hrs

Every member is required to work 47hrs and 30 mins every week. For Chakan Location, every member is required to work 45 hours a week. This flexibility enables Members to work shorter hours one day and make it up the following day, or during the course of the week. Short hours cannot be made up during the weekend or on holidays.

Members are not allowed to come into the premises before the stipulated hours or work beyond the stipulated hours unless special permission is obtained. Similarly, special permission has to be obtained for Members coming to work on weekly offs or holidays.

Our computerised attendance tracking system helps the Company to keep track the number of hours worked by each Member. A record is maintained in the PeopleSoft system and any anomalies will be pointed out to the concerned manager, who will then initiate corrective action. In case of shortfall of hours without justifiable reason a pro-rata deduction in salary will be affected which will include all heads except conveyance and incentive.

The Company expects all Members to judiciously utilize this facility. In the event of any Member found taking undue advantage, the Company holds the right to debar the Member from using this facility for minimum of 6 months in consultation with the Departmental Head. This could also be stretched for the department/division.

Every Tuesday, the total attendance record of each Member for the previous week is updated on PeopleSoft. This is to help the individual, for logging in proper timing.

OD slips

It is expected that the Member going on Outdoor Duty fills the OD slip in PeopleSoft before s/he leaves the Company. In the event of this not being done (should be an exceptional case) it should be regularised within 3 days from the date of return.

Attendance cycle

The attendance cycle followed at Forbes Marshall is from 18th of the previous month to 17th of the current month. The salary payout day is first of every month. In case the last day falls on a Bank Holiday the payout will be on the previous day.

Performance appraisals / reviews

Members need to set their KRA's in consultation with their respective Manager/Department Head within 6 weeks of joining FM. Appraisals are done via Performance Management System in the PeopleSoft HRMS and the onus of the same lies with the Member. Member and Reporting Manager are also required to review the progress of the set KRA's periodically. Member can access PMS forms in the PeopleSoft HRMS.

Dress code

Comfort is as much important as projecting a professional image. We understand and appreciate this. FM offers a liberal, casual dress code to Members for enhanced workplace comfort, while not diluting the norms of decency and professional image. Please use good judgment and good taste to choose your attire for office wear as Members are the brand ambassadors of an organization and their dress code or choice of dress for office wear must reflect a professional image. If the Members are not sure, whether their clothing choice is appropriate or not, feel free to seek guidance from your Reporting Manager or HR Department team members.

Attire Guidelines for Men

Acceptable:

- Collared shirt with trousers
- Business / formal shoes
- Clothing should be neat, clean and free of excessive wrinkles
- Make-up and the grooming of beards and mustaches are left to the discretion of Members. However, please keep in mind that personal grooming should contribute to a clean, neat appearance.

Not Acceptable

- Slippers and men's sandals
- Jeans (Denims), Shorts, Round/V neck T-Shirts, Kurtas etc.

Attire Guidelines for Women

Acceptable

- Indian wear: Salwar kameez, saree
- Collared shirts with trousers
- Closed toe slip-ons, stilettos, sandals and flats.

Not Acceptable

- Shorts, Jeans (Denims), inappropriate tops, short skirts
- Slippers

Note : Please consider Friday as the Business Casual Day.

Attire Guidelines for Friday

Acceptable

- Collared t-shirts with chinos or khaki pants
- Semi-formal shirt / Mid-length tops
- Jeans

Not Acceptable

- Flip – flops, slippers
- T-shirts with Captions
- Inappropriate tops
- Round neck t-shirt

All members are required to ensure that they are decently dressed on all working days reflecting a professional image.

Personal information changes

It is the responsibility of each Member to promptly notify along with relevant document(s) through People Soft to the HR Department of any changes in personal data/Information. Personal mailing addresses, telephone numbers, details of dependents, educational accomplishments, emergency contacts and other such information should be accurate and updated with HR Department at all times.

The Company may collect sensitive personal data or information (including but not limited to images, videos and computer and electronic data) as may be required in relation to your employment. The Company may use such data to identify you personally, to communicate with

you, to comply with human resources, legal or business & marketing requirements, to comply with government regulations (employment, tax etc.) or to provide employee benefits (compensation, insurance, expense reimbursements, etc.). You agree to the storage, processing, analysis, disclosure, retention and/or any other use of such data for the aforesaid purposes.

Importance of accurate data

The Company relies upon the accuracy of information contained in the Employment Application Form (updated in the PeopleSoft HRMS), as well as the accuracy of other data presented throughout the hiring process and employment. Any misrepresentations, falsifications, or material omissions in any of this information or data may result in the exclusion of the individual from further consideration for employment or, if the person has been hired, may result in termination of employment (without the Company having to give any prior written notice).

Charitable contributions and political activities

FM encourages our Members to get involved in community activities and charitable organizations. However, no Member may bring undue pressure on another Member to contribute to a charitable organization. FM respects the rights of its Members to participate in the political process. Indeed, engaging in the process builds a stronger community and a better political system. However, Member must at all times make clear that their views and actions are their own, and not those of FM. Additionally, Members should not use Company time or resources to support personal or political activities or use their position to coerce or pressure Members to make contributions or support a candidate or political cause.

Outside employment / personal business

A Member's employment with the Company is of an exclusive nature and entails his/her whole time employment with the Company. All Members will hence devote all of their time and attention to the performance and discharge their duties as required by the Company and its management and use their best endeavors to promote and develop the business of the Company.

Notwithstanding what is stated hereinabove, a Member's services shall be transferable (whether on a temporary or on a permanent basis) for any period of time to any other Member of the Group as may be required and at the sole discretion of the Company from time to time, provided that the terms of such employment will not be varied to any Member's disadvantage upon such transfer. FM prohibits all salaried Members from working for or receiving payment

from any vendor or competitor of the Company. A conflict of interest may also arise if a Member's outside employment activities are so demanding that they interfere with the Member's responsibilities to FM.

In no event should the Member (whether directly or indirectly) be engaged in other employment activities during Company time or use Company resources for such activities or carry on any private work/ consultation or hold any office of profit with any other person(s) or company or entity, except with the specific written consent of the Director, Human Relations of the Company.

- i. Members shall undertake to the Company, that for purposes of protecting
 - A. the Confidential Information (as defined herein) of the Company and the Group and their respective clients and
 - B. the legitimate business interests of the Company and the Group and their respective clients, they will not for a period of six (6) months after their resignation, retirement or termination of their employment with the Company or expiry of their contract or upon the cessation of their probationary period (without confirmation thereafter), as the case may be:
 - a. solicit or endeavour to entice away from the Company and/or the Group any of their employees or key employees or knowingly assist in or procure the employment by any other person, of an employee or key employee of the Company and/or the Group;

(ii) A Member shall not, following the date of cessation of the Member's association with the Company for any reason whatsoever, including job abandonment communicate to any person anything which is intended to or which will or may damage the reputation or good standing of the Company or any member of its Group or and any other third party associated with the Company and/or its Group.

Human Trafficking

Forbes Marshall is committed to a work environment that is free from human trafficking and slavery, which for purposes of this policy, includes forced labor and unlawful child labor. Forbes Marshall will not tolerate or condone human trafficking or slavery in any part of our organisation. This policy is consistent with Forbes Marshall's Code of Ethics and Business Conduct and our core values to protect and advance human dignity and human rights in our business practices.

Forbes Marshall members, contractors, subcontractors, vendors, suppliers, partners and others through whom Forbes Marshall conducts business must avoid complicity in any practice that constitutes trafficking in persons or slavery. This includes, but is not limited to, the following activities:

- Engaging in any form of trafficking in persons;
- Procuring commercial sex acts;
- Using forced labor in the performance of any work;
- Destroying, concealing, confiscating, or otherwise denying access by an individual to the individuals identity or immigration documents, such as passports or drivers' licenses, regardless of issuing authority;
- Using misleading or fraudulent practices during the recruitment of candidates or offering of employment/contract positions: such as failing to disclose, in a format and language accessible to the potential candidate, basic information or making material misrepresentations during the recruitment of candidates regarding the key terms and conditions, inducing wages and fringe benefits, the location of work, the living conditions, housing and associated costs (if provided by Forbes Marshall), any significant cost to be charged to the candidate, and, if applicable, the hazardous nature of the work;
- Using recruiters that do not comply with local labor laws of the country in which the recruiting takes place.
- Charging applicants/candidates recruitment fees.
- If required by law or contract, failing to provide return transportation or failing to pay for the cost of return transportation upon the end of employment;
- If required by law or contract, failing to provide or arrange housing that meets the host country housing and safety standards.

Forbes Marshall has undertaken actions and is committed to maintaining and improving its systems and processes, to eradicate human trafficking and slavery in its direct supply chain.

Safe and healthy workplace

To meet our responsibilities to Members and customers, FM must maintain a healthy and productive workplace. Members must report all safety concerns or accidents no matter how small or inconsequential the problem may be. Violence or threat of violence will not be tolerated, whether committed by or against a co-worker, Reporting Manager, customer, vendor or visitor.

Use of contrabands or banned substances or involved in selling, manufacturing, distributing, possessing, using or being under the influence of alcohol or illegal substances while on the job is absolutely prohibited.

Gambling / smoking / alcohol and drug abuse at workplace

Keeping in mind the safety of the office premises and comfort of colleagues, Members must abstain from smoking in office premises. However keeping in mind individual preferences, smoking zones have been identified for Members who smoke. Consumption of alcoholic beverages or drugs and/or any form of gambling like playing cards or betting pools inside Company premises or outside places where Member is representing the Company are strictly prohibited. Members found to have violated these policies will be subjected to appropriate disciplinary action

Communication

With government agencies:

The Company regularly and routinely cooperates with various governmental agencies, including requests for information and inspection of facility. When approached for information, Members should refer the person to the HR department.

With the media:

To ensure consistent, accurate delivery of Company information, Members are not authorized to answer questions from the news media, securities analysts, or investors. When approached for information, Members should refer the person to the Corporate Communications Department.

With vendors:

FM encourages regular communication with our vendors. However, an FM Member should not provide any information to a vendor that could advantage the vendor in negotiating terms of its relationship with the Company. If the Members are involved in proposals, bid preparations or contract negotiations, be certain that all statements, communications and representations the Members make are accurate and truthful. Make sure all relationships with vendors and suppliers are conducted at arm's length and are based on objective criteria, fairness and the best interest of FM. Information regarding a competitive bidding process which is not formally communicated to all vendors involved in the bidding (such as where a vendor's proposal stands relative to other bidders or what changes would have to be made to the vendor's proposal for the vendor to be awarded the business) should never be disclosed to a vendor.

With each other and the public:

Each Member is responsible for maintaining professionalism when communicating with each other and the public. The Member can enhance or injure the Company's image with every written, verbal or electronic communication. FM Members should not engage in communications that are distasteful, obscene or defamatory.

Speeches & Presentations in Public Seminars / Conferences:

Members must inform their respective department/ division heads about their participating in public seminars/ conferences Members desirous of participating in conferences/seminars clearly mentioning the following details:

- Date and venue of the seminar / conference
- Overall purpose and theme of the seminar / conference
- Brief outline of the proposed presentation
- Likely audience
- Reason for participation

Permission may be granted or rejected after due deliberation with the Management. Applicant may be asked to make modifications to the contents of the speech/presentation. Members should strictly comply with the suggestions/ guidelines given. On completion of the seminar/conference the participant must submit a feedback to the decision-making authority.

FM Members should not engage in communications that are distasteful, obscene or defamatory.

Social media

Digital mediums are changing the way business is being done. Social media plays a big part in this, by way of brand awareness and recall with new and existing customers.

At Forbes Marshall, we understand that social media can be a fun and rewarding way to share your opinions with family, friends and co-workers around the world. However, the use of social media also presents certain risks and carries with it certain responsibilities.

The following principles apply to the professional use of social media on behalf of Forbes Marshall as well as personal use of social media when referencing Forbes Marshall or any of its group companies, affiliates and associates:

- 1) Forbes Marshall's corporate pages/profiles are administered centrally through the social media team; Members are not permitted to create any additional page/profile with the 'Forbes Marshall' identity.
- 2) Members need to adhere to the Forbes Marshall Policy Manual, Code of Conduct and other company policies when using social media in reference to Forbes Marshall.
- 3) Members should be aware that Forbes Marshall may observe content and information made available by Members through social media. Members should use their best judgment in posting material that is neither inappropriate nor harmful to Forbes Marshall, its Members, or customers.
- 4) Although not an exhaustive list, some specific examples of prohibited social media conduct include posting commentary, content, or images that are proprietary, defamatory, obscene, misleading, libellous, or that can create a hostile work environment.
- 5) Members are not to publish, post or release any information that is considered confidential or not public, for e.g. customer information, supplier information, drawings, processes, new product developments, R&D and engineering data, business plans, financial information, prices, turnover, sales data, user account information, personal sensitive information, any personal data/information of members without their consent, etc. Any information that is primarily Forbes Marshall proprietary, like installation pictures, success stories, customer interaction, etc, needs to be posted routed through the social media team and posted on the official Forbes Marshall channels. If there are questions about what is considered confidential, Members should check with the Human Relations Department and / or their manager.
- 6) Members should obtain appropriate permission before they refer to or post photographs of current or former members, vendors or suppliers.
- 7) Additionally, they should get appropriate permission to use a third party's copyrights, copyrighted materials, trademarks, service marks or other intellectual property.
- 8) Social media networks, blogs and other types of online content sometimes generate press and media attention or legal questions. Members should refer these inquiries to the corporate marketing team at corpmktg@forbesmarshall.com.
- 9) If a Member encounters a situation while using social media that threatens to become antagonistic, they should disengage from the dialogue in a polite manner and seek the advice of a supervisor, or the social media team.
- 10) In case a Member has erroneously posted any comment, article or any other communication that is not in line with these guidelines, they must remove / correct it immediately. Corrective action must be taken within 24 hours from the time of objection raised by the social media administrator.

- 11) Whenever a Member expresses his / her views, comments, make claims or writes anything in his / her personal capacity and not in the official capacity on anything related to Forbes Marshall, he / she needs to mention that views expressed by him / her are their own and that the Company does not endorse such views. Further, if Members publish content after-hours that involve work or subjects associated with Forbes Marshall, a disclaimer should be used, such as this: "The postings on this site are my own and may not represent Forbes Marshall's positions, strategies or opinions."
- 12) A Member shall not at any time, after the cessation of his / her association with the Company, for any reason whatsoever, including job abandonment, represent himself / herself as being in any way associated with the Company and/or its Group or interested in the businesses of the Company and/or its Group.
- 13) Social Media Account Ownership: If a Member participates in Social Media activities as part of his / her job at the Company and creates Forbes Marshall branded accounts, accounts created on behalf of the Company or corporate pages/profiles, these would be considered as Company property. If he / she leaves the Company, he / she cannot take it with him / her any content or contacts therein. He / she should not try to change the password or the account name or create a similar sounding account or have any possession of the contacts and connections he / she has gained access through the said account(s). Members must share the list of all account information, domains, login details with concerned authority in the social media team and Director, Human Relations, before leaving the Company.
- 14) Social media use shouldn't interfere with members responsibilities at Forbes Marshall. Forbes Marshall's computer systems are to be used for business purpose only. When using computer systems, use of social media for business purpose is allowed (eg. Facebook, Twitter, and LinkedIn), but personal use of social media network or personal blogging of online content is discouraged and could result in disciplinary action.
- 15) It is highly recommended that members keep Forbes Marshall related social media accounts separate from personal accounts, if practical.
- 16) Any questions or clarifications with respect to this Privacy Policy can be sent to the social media team at socialmedia@forbesmarshall.com.

Training facilities

At our rapid pace of growth, training becomes ever more essential to our success. Further, we see the need to widen the goal of training beyond an objective of technical proficiency to one of overall proficiency, personal effectiveness and individual growth.

In keeping with our chosen fields of specialisation, we have set up modern training facilities in our premises. The Kasarwadi unit has the Steam Engineering Center. It is designed to provide learning opportunities to our engineers on our products. This centre also provides business opportunity with it's commercial use for our customers.

At Chakan, we have a state-of-the-art Process Engineering Centre fully equipped with steam and instrumentation rigs for hands-on training and insights on possible system improvements. This is the only such centre in the country.

In addition to these laboratories, we have ten well equipped training halls to provide an ideal infrastructure for learning. These are equipped with all the necessary audio-visual aids.

Learning and Development Department:

Our L & D department, the training centres for Core and Process and our business sector for Customer Training are headed by a senior manager. The administration of the programmes is handled by the Training Administrator, who has the responsibility of making all arrangements for the programme including travel, food, accommodation, venue, etc. In addition, the training administrator organises the training material and is responsible for any follow up action after the programme to see that the organisation gets the maximum benefit from the programme. The contents of the training programme are decided by the program objectives and in consultation with the faculty. Key members of Specific Division/Functional area will be involved in designing the outline of a specific programme.

Training Programmes

Training needs identification is done in a very scientific manner. We extensively use PeopleSoft HRMS for this purpose. For each position in the organisation, a set of competencies is designed to suit the responsibility. These competencies are useful for new recruitments and transfers as well. Once every year every Member in the organisation is evaluated to match his/her competencies with the role-competencies. This matching-up exercise gives the Company the competency gaps as the training needs.

These are further processed to decide on what we need to plan for the year for individuals. These plans could include additional technical training, assignment to specific projects, feedback and counselling. Training programmes are then decided for the contents and the schedule. This whole plan is put together in the form of a Training-Calendar Quaterly covering three-month period. Each Member in the organisation gets a copy of the training calendar and it is also available on the intranet for quick reference.

Nomination Procedure:

Whenever there is a need to send Members for external training for acquiring special skills and abilities. L & D Department will co-ordinate for ALL external training programmes in the following manner-

Any information received on external programme, regardless of who receives it, is to be sent to L & D Department for data logging. If someone desires to attend/nominate for a particular programme then a recommendation is to be sent to L & D dept. by the manager concerned. L & D will then look up its data base and extract the relevant information to check the viability of the nomination. Based on the above information, L & D will make arrangements for the person/s to attend the programme, in consultation with the respective managers. Any such recommendation will be sent to the concerned MT member for approval by L & D. To ensure this procedure it is essential that no one, not even the MT members should approve any nomination to an external programme without the knowledge of L & D Dept.

The Company may provide a Member with the necessary training and skill sets to enhance his/her capabilities having regard to the Member's role and responsibilities in the Company. Since it is necessary to ensure adequate retention of the knowledge so acquired by a nominated Member from such training, the Member shall agree that the Company reserves the right to recover from such nominated Member all of the costs associated with such training including travel expenses (hereinafter referred to as 'Training Costs'), if any in the event of (i) the Company terminating such nominated Member's employment during the probationary period or during the first twenty four (24) months of such nominated Member's employment with the Company or (ii) such nominated Member resigning as an employee of the Company during the probationary period or during the first twenty four (24) months of such nominated Member's employment with the Company. Such nominated Member shall pay to the Company the Training Costs (as determined by the Company hereunder), within seven (7) days of receipt of a written notice from the Company notifying such nominated Member of such Training Costs, without any delay, demur or dispute.

- 1) If the Member voluntarily terminates his/her employment with the Company within twenty four (24) months following the date of the completion of the training, the Member agrees to reimburse the Company the cost of the training incurred by the Company as determined by the schedule shown below.

Within 1-6 months from date of completion of training :	100%
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7-12 months from date of completion of training :	75%
13-18 months from date of completion of training:	50%
19-24 months from date of completion of training:	25%

- 2) If the Member voluntarily terminates his/her employment with the Company before the completion of training, the Member agrees to reimburse 100% of the cost of training that has been incurred by the Company.
- 3) The training cost incurred will include but may not be limited to registration fees, transportation to and from the training site, food, lodging, travel expenses incurred in attending the training, and any other costs or expenses directly related to the training incurred by the Company. The total cost will be computed along with copies of all receipts, invoices and other supporting documentation.

On receipt of approval from concerned MT member, L & D will process the registration of the person/s for the programme and handle all administration matters. Payments against such nominations are to be routed through L & D only for smooth conclusions. L & D Dept. will maintain data base for all external nominations. The nominees should handover following to the L & D Dept. on return from the programme –

1. The hand-outs/course material for central custody
2. Written feedback on the programme for evaluating benefits to the organisation
3. Details of other courses conducted by the institute for updating our database

Three months after the programme L & D will follow up with the manager concerned to find out if there is any noticeable change in the member's efficiency. In the larger interest of the organisation it will be checked if what the member/s have learnt (or part of it) can be imparted to others in the department/organisation by them.

Heart of Effective Leadership & Effective Living and Leadership Programmes (MRA)

In addition to the technical and skills oriented training, the organisation also wishes for the welfare of the Members on the family front. Over last several years, the organisation has derived significant benefits from its interaction with the Asia Plateau Centre in Panchgani and its activities. Many Members from all categories with their family have attended workshops and seminars at this centre.

The theme of the programme is:

- The necessity of strong moral character
- Inner development
- Building integrity, excellence and teamwork
- Fulfilling family life
- Effective living in family, workplace, community
- Learning to give leadership in one's own sphere of life

Usually a mixed group of Members from all categories is sent to these programs; a maximum of 5 people are usually allowed to attend at any one time. Interested Members may apply to the L & D department through your HR contact person and get it counter signed by the Department Head will be slotted for a suitable program.

Reimbursement for MRA Programmes

Notwithstanding and in addition to what is stated in the Section dealing with 'Nomination Procedure' hereinabove.

1. Effective Living & Leadership Programme (ELL) (MT members to Shop-floor Members) (In Hindi)

- a) For HO/Pune Branch/Mumbai/Navi Mumbai
 - i. Nomination fees for self and spouse will be borne by the Company
- b) Travel expenses will be reimbursed at actuals to the maximum as follows:
 - HO/Pune branch: Rs.1,500/- (for 2 persons)
 - Mumbai/Navi Mumbai: Rs.2,000/- (for 2 persons)

Reimbursements will be made on submission of actual tickets/receipts on return from the Programme.

- c) For all other Branches except HO / Pune Branch/Mumbai/Navi Mumbai
 - i. Nomination fees for self and spouse will be paid by the Company
 - ii. Travel expenses will be reimbursed at actuals to the maximum as follows:
 - North & East Zone : Rs.5,500/- (for 2 persons)
 - South Zone : Rs.4,500/- (for 2 persons)
 - West Zone (except Mumbai/Navi Mumbai/Pune Branch) & Central Zone : Rs.2,500/- (for 2 persons)

Reimbursements will be made on submission of actual tickets/receipts on return from the Programme.

2. Heart of Effective Leadership Programme (HEL) (for MT members, Managers, Sr Managers)
(In English)

- a) For HO/Pune Branch/Mumbai/Navi Mumbai
 - i. Nomination fees for self and spouse will be borne by the Company.
 - ii. Travel expenses will be reimbursed at actuals to the maximum as follows:
 - HO/Pune branch : Rs.1,500/- (for 2 persons)
 - Mumbai/Navi Mumbai : Rs.2,000/- (for 2 persons)

Reimbursements will be made on submission of actual tickets/receipts on return from the Programme.

- a) For all other Branches except HO/ Pune Branch/Mumbai/Navi Mumbai
 - i. Nomination fees for self and spouse will be borne by the Company.
 - iii. Travel expenses will be reimbursed at actuals to a maximum as follows:
 - North & East Zone : Rs.5,500/- (for 2 persons)
 - South Zone : Rs.4,500/- (for 2 persons)
 - West Zone (except Mumbai/Navi Mumbai/Pune Branch) & Central Zone : Rs.2,500/- (for 2 persons)

Reimbursements will be made on submission of actual tickets/receipts on return from the Programme.

3. For Youth Programme/Conference and Children's Programme (ELL)

- a) For HO/Pune Branch/Mumbai/Navi Mumbai
 - i. 50% of the nomination fee will be borne by the Company.
 - ii. Travel expenses will be reimbursed at actuals to a maximum as follows:
 - HO/Pune branch : Rs. 750/- per child
 - Mumbai/Navi Mumbai : Rs.1,000/- per child

Reimbursements will be made on submission of actual tickets/receipts on return from the Programme.

- b) For all other Branches except HO/ Pune Branch/Mumbai/Navi Mumbai
 - i. 50% of the nomination fee will be borne by the Company.
 - ii. Travel expenses will be reimbursed at actuals to a maximum as follows:
 - North & East Zone : Rs.2,750/- per child
 - South Zone : Rs.2,250/- per child

- West Zone (except Mumbai/Navi Mumbai/Pune Branch) & Central Zone: Rs.1,250/- per child Reimbursements will be made on submission of actual tickets/receipts on return from the Programme.

Security (General and Visitors)

Our security personnel of the premises are handled by external contractors through Outsourcing.

Vehicles:

No Van/Truck/Goods Vehicle/Car with material/Auto Rickshaw with Material is allowed inside the gate. They are to be parked outside the gate. Only when loading or unloading is required, a written authorisation from the concerned authority as approved by Management Team as provided in the Authority Matrix is to be given to the Security Supervisor. The Security Supervisor will depute one guard who, together with the Stores Incharge oversee the loading or unloading operation. Finally a signature of both together with that of the transporter should be taken for physical verification of goods dispatched or received, date and time of the vehicle's entry and departure. This report is to be sent to the designated security in-charge for scrutiny each day. A random check of this will be done by the designated security in-charge.

For Medicare patients at Kasarwadi: No vehicle (Private or Public) will be allowed inside the gate. Any patient requiring medical aid and unable to walk shall be escorted in the vehicle by the security guard

Material:

Dispatches should be completed by 7.00 p.m. In exceptional cases it should be authorised by an Authorised Signatory as provided in the Authority Matrix.

Locking:

Upon the close of 2nd Shift at night, the shop floor supervisor of the shift shall personally ensure that all windows and doors are locked and lock the main door in the security person's presence before he leaves.

The same procedure applies when the shift begins after a holiday – the supervisor shall be present when the security unlocks the main door for the shop. In the case of Stores, the store keeper himself shall ensure that windows etc. are all closed.

Two senior Members of the rank of Manager, upon a request from HR Head shall make a surprise visit any time between 9 p.m. and 6 a.m. Each independently will give a written report to the Factory Manager.

Any theft or shortage of material/equipment in the factory premises is the responsibility of the Security Contractor and they will be penalised for the same.

Any shortage in either Raw Material Stores or Finished Goods Stores is the responsibility of the Stores In charge and they will be penalised for value equal to the shortage detected.

Any breach of the above regulations shall be reported in writing to the Member concerned. After two such written warnings are given, the Member will be asked to submit his resignation or be discharged from employment.

Visitors:

Members who are expecting visitors need to enter the details of appointment in this Visitors Management system in advance. The same system is used for creating work permits as well.

All in-coming visitors, after completing the required formalities at the gate, will be directed to the Reception and not sent directly to the concerned Department.

Visitors/Suppliers will be entertained only during the prescribed timings as below.

10.00 am to 1.00 pm

2.00 pm to – 4.00 pm

The Security Personnel at the gate will ensure that the Visitors go only to the Reception. The receptionist will find out from the visitor about the person to be visited and will inform the concerned member through phone. It is the responsibility of the concerned Member being visited to see that the Visitor is met at the Reception only, or take him personally to the visitor's area. Where 'no Visitors demarcated' area is available, the visitor shall not be allowed beyond the Reception area.

All ex-employees shall be treated as normal visitors and not given any concessions whatsoever.

All discussions with visitors shall take place only in the Visitors' Area or in the Reception Area. In case a visitor wants to visit more than one Department, it will be the responsibility of the person visited to escort the visitor to the next department.

All visitors vehicles (including those to Hospital) shall compulsorily be parked in the parking area and not allowed anywhere beyond that area.

Any visitor/ Member bringing any material into the factory must declare the same at the gate to the security supervisor, who will direct the individual to the concerned Stores-in-charge. Any Member bringing his own personal material to be taken back will show the same to the security for noting in the security log book maintained. Security shall maintain the record of entry and exit time of all visitors – including Medicare visitors.

Members:

Any Member with an identity badge shall be allowed in only for the shift in which he/she is required to be present. All other shift Members who show their identity but are not required for shift presence shall be considered as Visitors and the procedure for Visitors will strictly be followed.

Security shall maintain entry time and exit time of all Members with identity badges who may be on shift work and need to go out with an authorised Gate-pass during working hours. Except those who are using flexi timing, all other Members will be allowed into the premises only half an hour prior to start of shift/General Shift.

Gate-passes for the material to be taken out shall be considered to be authorised by an approved authority.

For Members going on leave (Monday to Friday) such as during emergency, Casual Leave, Sick Leave etc., Authorised Signatory as provided in the Authority Matrix is authorised to sign the gate passes and issue of the gate pass will be done after the leave is recommended by the concerned Manager.

On Saturdays, the concerned authorized signatory as provided in the Authority Matrix is authorized to sign the gate passes for their respective members. Such cases should however, be brought to the notice of the concerned Manager on the following Monday.

Security will ensure that no material is allowed to go out without an authorised gatepass. Individuals should write down their name in capital letters below their signature. It will be the responsibility of the SECURITY to ensure that they recognise the authorised signatures. If in any doubt, they should personally check with the person concerned and get a clear approval.

Security guards will ensure that surprise check of Members and their vehicles/belongings while leaving the factory premises is done on regular basis.

Working on weekly off and holiday and staying on beyond working hours

1. In case a Member comes to work on Weekly Off, he/she shall sign in a Register maintained by the security at the gate, both while entering and leaving. However, a prior written approval authorised by the concerned Manager/HR must be obtained.
2. The key to the department will be with the security guard who will open the Department in the presence of the first Member who comes in. It is then the responsibility of the person to lock the Department when he/she goes for lunch or home. He/She will call the security and get the Department locked in his/her presence. Security will make frequent rounds of the premises.
3. On a non-working day, the working hours to be maintained are 8:30 a.m. to 18:00 p.m.(17:30 p.m for Chakan Location) If the work requires a Member to stay on beyond 6.30 p.m. a written permission from the concerned MT member is a must. This permission needs to be obtained at least a day in advance, and not regularised after the Member has stayed late.
4. On a working day, Members (other than shift operators) wanting to stay beyond 6.30 p.m. shall obtain PRIOR written sanction from the concerned MT member.

If the work requires presence of an outsider, the Department Head needs to authorise the same and the Member needs to be with the outsider all the time.

Confidentiality Clause

Preamble to the Confidentiality Clause

Forbes Marshall operates on the principle of trust. Correspondingly, Members have access to sensitive and Confidential Information without regard to level and position. We trust all Members to act in the best interest of the Company and the Group at all times. We also expect Members to sustain the trust reposed in them even if they leave the Company or the Group. For example, we expect that:

- all drawings and technical information
- customer lists and specific customer information of what we sell to whom
- supplier data, and what we buy from whom
- member performance, and suitability for specific roles will be used only for the Company's benefit while a Member and kept fully confidential and not be shared with anyone, or used, once ceasing to be Member. Forbes Marshall will fully protect its Confidential Information against any breach, including to the fullest extent permitted by law.

A Member shall not during his association with the Company and after the cessation of the Member's association with the Company for any reason whatsoever, including job abandonment, otherwise than:

- i. in the proper performance of his/her duties and on a 'need to disclose basis' or
- ii. with the express prior written consent of the Company (and which consent should be signed by an MT member of the Company),

or

divulge, disclose, impart or reveal to any person(s), firm or company or entity, any Confidential Information (as defined herein below) concerning or relating to the Company and/or its Group (as defined herein below) and/or any other third party associated with the Company and/or its Group which may have come to his/her knowledge during his/her appointment with the Company and he/she shall not use or attempt to use any such Confidential Information in any manner, except for the sole business and sole benefit of the Company. A Member will also make best efforts to prevent the publication or disclosure or dissemination of any such Confidential Information and promptly inform the Company upon his/her becoming aware of even the likelihood of the publication or disclosure or dissemination of such Confidential Information. A Member will keep complete secrecy regarding all such Confidential Information and ensure that no injury or loss (whether directly or indirectly), is caused to the Company and/or its Group and/or any other third party associated with the Company and/or its Group.

The expression "Group" means for the purposes of this Clause, any company or Body Corporate which is from time to time a Subsidiary of the Company or an Associate Company of the Company or the Holding Company. The words "Associate Company", "Body Corporate", "Holding Company" and "Subsidiary" shall have the meanings as defined in the Companies Act, 2013.

The expression "Confidential Information" shall for the purposes of this Policy Manual mean and includes any and all information (whether in written, electronic or in any other medium or form) relating to the Company and/or of its Group and/or of any other third party associated with the Company and/or its Group to which a Member may have gained access regardless of the form in which the Member becomes aware of such information or regardless of the form in which such information was communicated to such Member, i.e. whether in writing, orally, by way of documentation, attendance at a Board of Directors' or any other management meetings or through such other activity / engagement occurring during the course of such Member's employment/ association with the Company and which information shall include without limitation:

- i. the business, assets, affairs and business practices of the Company and/or its Group and/or of any other third party associated with the Company and/or its Group;
- ii. the business development strategies, business plans, policies, policies for employees, employee data, employee personal information, pricing policies, price lists, business forecasts, prospective business opportunities, know-how, processes and technologies of the Company and/or its Group and/or of any other third party associated with the Company and/or its Group;
- iii. the actual or prospective (a) client /customer bases and/or (b) supplier bases and/ or (c) Original Equipment Manufacturers (OEMs) lists, of the Company and/or its Group and/or of any other third party associated with the Company and/or its Group;
- iv. financial details outside the public domain of the Company and/or its Group and/or of any other third party associated with the Company and/or its Group;
- v. details of the remuneration paid by the Company or its Group to its / their employees;
- vi. the inter-company relations (a) within the Company, (b) between the Company and its Group (c) within each entity belonging to the Group and (d) between various entities of the Group;
- vii. data and information concerning customers, clients, consultants, debtors, creditors and partners of the Company and/or its Group and of the contractual arrangements between them;
- viii. information residing on the Enterprise Resource Planning (ERP) system, field management system and Peoplesoft and any other systems used by the Company
- ix. Intellectual Property (as defined herein below) of the Company and/or of its Group whether owned or licensed;
- x. any technical or non-technical information provided by the Company and/or its Group to a Member, including but not limited to (ix) information relating to Intellectual Property and, (y) information relating to the Company and/or its Group and/or any other third party associated with the Company and/or its Group including as regards their current, future and proposed activities and prospects;
- xi. information relating to technical matters, engineering matters, procurement requirements, purchasing requirements, manufacturing activities, investors, sales and merchandising plans, marketing plans, and any other information regarding the Company and/or its Group and/or any other third party associated with the Company and/or its Group;
- xii. any information or material that relates to the actual or anticipated business activities or research and development of Company and/or its Group and/or any other third party associated with the Company and/or its Group, acquired by a Member from any task

assigned to such Member or work performed by such Member for or on behalf of the Company and/or its Group;

- xiii. any information expressly designated and marked as 'confidential' by the Company and/or its Group or which is intended to be treated as 'confidential' by the Company and/or its Group; and
- xiv. any other information which by its nature or the circumstances of its disclosure renders it confidential;

Confidential Information shall not however include any such information which is already as on the date hereof publicly known, through publication and is in the public domain. However, the onus and burden of proving this exception, rests solely on a Member.

- 1) The expression "Intellectual Property" for the purposes of this Policy Manual means any and all intellectual property owned by and/or used by and/or licensed to the Company and/or its Group, whether domestic or foreign or whether registered or unregistered, including any and all patents, trademarks, service marks, trade-names, logos, corporate names, copyrights, drawings and designs, including all good will associated therewith and/or all applications, registrations and renewals for any of the foregoing and all computer software, mask works, programmes, source code, machine code, layouts, data bases, trade secrets, know-how, research and development, inventions, customer lists, supplier lists, manufacturing processes, formulas, recipes, process sheets, technical instructions, technical information, technology, manuals, methods, specifications, templates, diagrams, modules, manufacturing, maintenance and service guidelines, any other valuable information of whatever nature whether residing in any copyright, design, trade secret of whatsoever description, whether or not protected and/or whether or not capable of protection and any other similar rights owned by, licensed to and/or used by the Company and/or its Group.
- 2) The Member agrees that any Confidential Information and/or Intellectual Property which comes into his/her possession or was generated or created by him/her whilst in the performance of his/her duties shall be deemed to be the absolute property of the Company (and if required by any law, shall be deemed to have been automatically assigned to the Company) and the same shall be used by him/her only in the performance of his/her duties and responsibilities as under their employment contracts; and shall not be copied, used, reproduced, published, distributed, disseminated or circulated by such Member or retained by such Member for his/her personal purposes / advantage or any other purpose, including in his/her personal email, online storage, pen drive, hard disk drive, any other

storage facility / device (such as laptops or any other medium whatsoever) or on his /her mobile phone.

- 3) The Member agrees that all right, title and interest in and to all Confidential Information and/or Intellectual Property, including any generated/created by the Member, vests solely in the Company and the same stands automatically assigned to the Company, and that the Member shall not (whether directly or indirectly) have any claim of any nature in relation to such Confidential Information and/or Intellectual Property, and the Member shall further ensure that he shall not (whether directly or indirectly) modify, reverse engineer, de-compile, create other works from, or dis-assemble any Intellectual Property contained in such Confidential Information or other information. The Member confirms and undertakes that this assignment of Intellectual Property by the Member to the Company is in perpetuity and shall not be subject to any territorial limitation.
- 4) Notwithstanding what is stated in this Confidentiality Clause, such Member shall forthwith sign and execute any other writings, if any, which the Company may require such Member to execute in relation to the Confidential Information and Intellectual Property, as may be required by the Company from time to time.
- 5) A Member shall not, during his/her association with the Company, unauthorizedly use in any manner, the intellectual property of any person, including installing and/or downloading and/or accessing any unauthorized and/or any illegal content and/or any unlicensed software which is not in furtherance of his/her terms of association with the Company. If during any audit or inspection of the Company (whether internal or external), it is found that he/she has breached this covenant, he/she shall be held personally responsible for this illegal act and disciplinary action (including by way of suspension, demotion, transfer or termination of his/her services) may be taken against him/her as the Company and its management deems fit.
- 6) Upon cessation of a Member's association with the Company for any reason whatsoever, including job abandonment, such Member shall immediately and forthwith deliver to the Company or its designated representative any and all Confidential Information, Intellectual Property, other property, materials, information, data, documents, plans, sketches, records, notes, memoranda, correspondence, as also copies or reproduction thereof, of the Company and of its Group and of any other third party associated with the Company and/or its Group, the Company's mobile phone, laptop, letterheads, visiting cards and any other property of the Company [including any Company vehicles or residential accommodation] which may be in such Member's possession, custody or under such Member's control. The Member will furnish to the Company in writing an undertaking (on terms acceptable to the Company) confirming that no such property, materials, information, data or documents

have been directly or indirectly disseminated, disclosed or distributed by him/her or have been directly or indirectly retained by him/her or are directly or indirectly in his/her possession or control.

- 7) After the cessation of his/her employment with the Company, the Member shall not attempt to illegally obtain access or enable any other person to obtain access to any of the Company's systems or servers.
- 8) A Member shall recognise and acknowledge that a breach of any of the provisions contained in this Policy Manual would cause the Company to suffer loss which may not be adequately compensated for by damages and that the Company may, in addition to any other remedy or relief, enforce the performance of the undertakings given by such Member under this Policy Manual by interim interdict or specific performance upon application to a court of competent jurisdiction (without proof of actual or special damages) and notwithstanding that in any particular case, damages may readily be quantifiable, such Member will not plead sufficiency of damages as a defense in the proceeding for such interim relief.
- 9) A Member will not regard the obligations as contained in this Clauses 1 to 8 hereinabove as ended, suspended or altered in any way because of any defense, set off, claim, counter claim, recoupment or other right of any kind or of any other circumstance (whether arising in law or equity or otherwise). The confirmations, automatic assignments and other provisions contained in this Clauses 1 to 8 shall not be affected by reason of the cessation of a Member's association with the Company for any reason whatsoever, including job abandonment, or for any other cause or reason whatsoever.

Visiting cards

Visiting Cards are usually issued to all Managers and confirmed Members working in the area of Sales, Customer Service and Purchase. These are Members who would interact regularly with external customers and therefore require visiting cards. All requests for visiting cards are to be routed through the authorised personnel at H.O. who will procure them and forward them to the concerned Member.

For Members not falling into the above job categories, a special request may be made with the concurrence of the Divisional Head/Regional Manager.

Technical information centre

Borrowing of books, periodicals and video tapes:

- a. All of the above can be borrowed by any Member. For Members who are not confirmed, a form needs to be filled-in, approved by the Department Head and sent to TIC before the books/periodicals/tapes can be borrowed.
- b. Updated lists of available books are provided for selection.
- c. Any Book/Periodical borrowed shall be returned within 15 days. Not more than 2 books and 1 periodical can be borrowed at a time. For periodicals, the current month's issue cannot be borrowed as it is displayed for a month.
- d. We cover not only technical books but also books on Management & Literature. We also have a separate section for children's books.

Members can issue books/periodicals on week days (Monday -Friday), as per below timings

- 11.45 am to 12.15 pm
- 2.00 pm to 3.00pm

There is currently no Library due to forthcoming Renovation

Housekeeping

We believe that Housekeeping is everybody's responsibility and not that of the HR Department or Maintenance only. As such, every Member is responsible to keep his/her work area and desk clean and tidy and each person is provided with a duster which may be used when needed. Members are also encouraged to use their initiative and ideas to make their work area look better.

Cooperative credit society

Our Members have formed a Cooperative Credit Society in which any confirmed Member of our organisation can become a Member by taking shares (the minimum share value is Rs.1,000/-). Dividend on the share value is paid every year. Members can avail of short-term loans after a period of one year (details of loan are available with the society staff).

4. Compensations and Retirals

Salary components

House Rent Allowance:

- House Rent Allowance is payable to all Members on payroll
- House Rent Allowance is subject to a Maximum Limit of 30% of Basic Salary for all Members from the date of joining.

Conveyance:

a) Reimbursement of Conveyance for Members at HO (except PUNE Branch)

The amount payable for monthly reimbursement of conveyance expenses to the Members in the Associate,

Executive, Team Lead or equivalent as per the norms defined by the role.

For members in the Principal Lead band and above, the amount payable for monthly reimbursement of conveyance expenses is Rs 7500/- (against submission of fuel bills)

Per KM conveyance reimbursement rates for Pune HO members for official travel (**effective 01 October 2023**)

PETROL(110.88/ltr)		
Vehicle	Reimbursement (Company Maintained)	Reimbursement (Self Maintained)
Cars upto 1200cc (Maruti 800,Santro, Alto, Zen, WagonR, i10, Swift, etc.)	9.24	12.01
Cars above 1200cc (Indigo, Honda City, Verna, Accent, etc.)	12.32	16.02
Two Wheelers	2.77	3.60
DIESEL (RS 95.37/ltr)		
Cars upto 1200cc (Maruti 800,Santro, Alto, Zen, WagonR, i10, Swift, etc.)	7.95	10.33
Cars above 1200cc (Indigo, Honda City, Verna, Accent, etc.)	10.60	13.78

b) Conveyance for Field Sales Members

The conveyance for field sales members will depend on the fuel prices applicable in their respective cities.

CSD Members in branches are eligible for a fixed conveyance reimbursement of Rs.450/month for two wheelers and Rs.650/month for four wheelers, which have to be claimed by submitting fuel bills.

For Non-Graded Managers it is Rs 1500/month.

Area-wise per KM conveyance reimbursement rates for official travel (effective 01 October 2023)

Petrol	Rate		Company Maintained Per/Km	Personal Maintained Per/km
North				
Chandigarh	96.2	2- Wheelers	2.41	3.13
	96.2	4- Wheelers (Below 1200 CC)	8.02	10.42
	96.2	4- Wheelers (Above 1200CC)	10.69	13.90
Delhi	96.72	2- Wheelers	2.42	3.14
	96.72	4- Wheelers (Below 1200 CC)	8.06	10.48
	96.72	4- Wheelers (Above 1200CC)	10.75	13.97
Lucknow	96.57	2- Wheelers	2.41	3.14
	96.57	4- Wheelers (Below 1200 CC)	8.05	10.46
	96.57	4- Wheelers (Above 1200CC)	10.73	13.95
Indore	108.68	2- Wheelers	2.72	3.53
	108.68	4- Wheelers (Below 1200 CC)	9.06	11.77
	108.68	4- Wheelers (Above 1200CC)	12.08	15.70
Ludhiana	96.81	2- Wheelers	2.42	3.15
	96.81	4- Wheelers (Below 1200 CC)	8.07	10.49
	96.81	4- Wheelers (Above 1200CC)	10.76	13.98
East				
Jamshedpur	99.77	2-Wheelers	2.49	3.24
	99.77	4- Wheelers (Below 1200 CC)	8.31	10.81
	99.77	4- Wheelers (Above 1200CC)	11.09	14.41
Kolkata	106.03	2-Wheelers	2.65	3.45
	106.03	4- Wheelers (Below 1200 CC)	8.84	11.49
	106.03	4- Wheelers (Above 1200CC)	11.78	15.32
South				
Bangalore	101.94	2-Wheelers	2.55	3.31
	101.94	4- Wheelers (Below 1200 CC)	8.50	11.04
	101.94	4- Wheelers (Above 1200CC)	11.33	14.72
Chennai	102.63	2-Wheelers	2.57	3.34
	102.63	4- Wheelers (Below 1200 CC)	8.55	11.12
	102.63	4- Wheelers (Above 1200CC)	11.40	14.82
Coimbatore	103.12	2-Wheelers	2.58	3.35
	103.12	4- Wheelers (Below 1200 CC)	8.59	11.17
	103.12	4- Wheelers (Above 1200CC)	11.46	14.90

Hyderabad	109.66	2-Wheelers	2.74	3.56
	109.66	4- Wheelers (Below 1200 CC)	9.14	11.88
	109.66	4- Wheelers (Above 1200CC)	12.18	15.84
Vizag	110.48	2-Wheelers	2.76	3.59
	110.48	4- Wheelers (Below 1200 CC)	9.21	11.97
	110.48	4- Wheelers (Above 1200CC)	12.28	15.96
West				
Ahmedabad	96.42	2-Wheelers	2.41	3.13
	96.42	4- Wheelers (Below 1200 CC)	8.04	10.45
	96.42	4- Wheelers (Above 1200CC)	10.71	13.93
Baroda	96.08	2-Wheelers	2.40	3.12
	96.08	4- Wheelers (Below 1200 CC)	8.01	10.41
	96.08	4- Wheelers (Above 1200CC)	10.68	13.88
Jaipur	108.48	2- Wheelers	2.71	3.53
	108.48	4- Wheelers (Below 1200 CC)	9.04	11.75
	108.48	4- Wheelers (Above 1200CC)	12.05	15.67
Mumbai	111.35	2-Wheelers	2.78	3.62
	111.35	4- Wheelers (Below 1200 CC)	9.28	12.06
	111.35	4- Wheelers (Above 1200CC)	12.37	16.08
Nagpur	97.04	2-Wheelers	2.43	3.15
	97.04	4- Wheelers (Below 1200 CC)	8.09	10.51
	97.04	4- Wheelers (Above 1200CC)	10.78	14.02
Pune	110.88	2-Wheelers	2.77	3.60
	110.88	4- Wheelers (Below 1200 CC)	9.24	12.01
	110.88	4- Wheelers (Above 1200CC)	12.32	16.02
Surat	96.31	2-Wheelers	2.41	3.13
	96.31	4- Wheelers (Below 1200 CC)	8.03	10.43
	96.31	4- Wheelers (Above 1200CC)	10.70	13.91
Vashi	111.49	2-Wheelers	2.79	3.62
	111.49	4- Wheelers (Below 1200 CC)	9.29	12.08
	111.49	4- Wheelers (Above 1200CC)	12.39	16.10
Vapi	97.39	2-Wheelers	2.43	3.17
	97.39	4- Wheelers (Below 1200 CC)	8.12	10.55
	97.39	4- Wheelers (Above 1200CC)	10.82	14.07

Diesel	Rate		Company Maintained Per/Km	Personal Maintained Per/km
North				
Chandigarh	84.26	4- Wheelers (Below 1200 CC)	7.02	9.13
	84.26	4- Wheelers (Above 1200CC)	9.36	12.17
Delhi	89.62	4- Wheelers (Below 1200 CC)	7.47	9.71
	89.62	4- Wheelers (Above 1200CC)	9.96	12.95
Lucknow	89.76	4- Wheelers (Below 1200 CC)	7.48	9.72

	89.76	4- Wheelers (Above 1200CC)	9.97	12.97
Indore	93.96	4- Wheelers (Below 1200 CC)	7.83	10.18
	93.96	4- Wheelers (Above 1200CC)	10.44	13.57
Ludhiana	87.15	4- Wheelers (Below 1200 CC)	7.26	9.44
	87.15	4- Wheelers (Above 1200CC)	9.68	12.59
East				
Jamshedpur	94.56	4- Wheelers (Below 1200 CC)	7.88	10.24
	94.56	4- Wheelers (Above 1200CC)	10.51	13.66
Kolkata	92.76	4- Wheelers (Below 1200 CC)	7.73	10.05
	92.76	4- Wheelers (Above 1200CC)	10.31	13.40
South				
Bangalore	87.89	4- Wheelers (Below 1200 CC)	7.32	9.52
	87.89	4- Wheelers (Above 1200CC)	9.77	12.70
Chennai	94.24	4- Wheelers (Below 1200 CC)	7.85	10.21
	94.24	4- Wheelers (Above 1200CC)	10.47	13.61
Coimbatore	94.74	4- Wheelers (Below 1200 CC)	7.90	10.26
	94.74	4- Wheelers (Above 1200CC)	10.53	13.68
Hyderabad	97.82	4- Wheelers (Below 1200 CC)	8.15	10.60
	97.82	4- Wheelers (Above 1200CC)	10.87	14.13
Vizag	98.27	4- Wheelers (Below 1200 CC)	8.19	10.65
	98.27	4- Wheelers (Above 1200CC)	10.92	14.19
West				
Ahmedabad	92.17	4- Wheelers (Below 1200 CC)	7.68	9.99
	92.17	4- Wheelers (Above 1200CC)	10.24	13.31
Baroda	91.82	4- Wheelers (Below 1200 CC)	7.65	9.95
	91.82	4- Wheelers (Above 1200CC)	10.20	13.26
Jaipur	93.72	4- Wheelers (Below 1200 CC)	7.81	10.15
	93.72	4- Wheelers (Above 1200CC)	10.41	13.54
Mumbai	97.28	4- Wheelers (Below 1200 CC)	8.11	10.54
	97.28	4- Wheelers (Above 1200CC)	10.81	14.05
Nagpur	89.89	4- Wheelers (Below 1200 CC)	7.49	9.74
	89.89	4- Wheelers (Above 1200CC)	9.99	12.98
Pune	95.37	4- Wheelers (Below 1200 CC)	7.95	10.33
	95.37	4- Wheelers (Above 1200CC)	10.60	13.78
Surat	92.07	4- Wheelers (Below 1200 CC)	7.67	9.97
	92.07	4- Wheelers (Above 1200CC)	10.23	13.30
Vashi	97.42	4- Wheelers (Below 1200 CC)	8.12	10.55
	97.42	4- Wheelers (Above 1200CC)	10.82	14.07
Vapi	93.15	4- Wheelers (Below 1200 CC)	7.76	10.09
	93.15	4- Wheelers (Above 1200CC)	10.35	13.46

All payments and/or benefits to Members including the payment of the aforesaid gross salary shall be subject to such statutory deductions and/or withholdings by the Company, as may be required in terms of Indian taxes, and which shall be in accordance with the applicable laws of India, from time to time. The Company shall issue a certificate for the tax so deducted.

Apart from what is stipulated in Clause hereinabove, all Members shall be obliged to pay all of their taxes under all applicable laws, including those of India for any and all remuneration or fees and/or benefits obtained or received by any Member under or pursuant to their employment with the Company.

All Members are required to provide, if not provided, their Income Tax Permanent Account Number (PAN) as a requirement, to their salary and any other payments to be processed and made to them.

Leave Travel Allowance (LTA):

The amount payable as LTA per calendar year to the Members in the Associate, Executive, Team Lead or equivalent band is as per the norms defined in the role.

For Members in the Principal Lead and above band, amount payable as LTA per calendar year will be Rs 35000/-.

- LTA is paid only to confirmed members of the company
- LTA can be accumulated for two years
- LTA will be sanctioned only against the availed Privilege Leave for a minimum of 5 working days or during the Block Closure.
- When a Member retires he/she will be paid full LTA, whatever be the month in which he/she retires.
- When a person leaves/resigns in any month other than December, he/she paid the eligible LTA on a pro-rata basis along with his/her final settlement
- Applications for LTA shall be made in the form prescribed for the purpose and submitted to HR by the 15th of the Month. The form is to be obtained from the intranet. LTA should be claimed within one month of the Members return from leave.
- Proof of travel (rail/air ticket, bills etc.) should be submitted at the time of claiming LTA, if the amount is not desired to be taxed.

NOTE: Members will be bound by Statutory Rules. Any change in tax or other requirements for LTA will require change in the LTA rule. (At present 2 travel journeys in a block of 4 calendar

years is exempted. The exemption amount is restricted to the rail tickets/air economy fare actually spent for self and family)

Medical Allowance:

Every Regular Member in HO and Branches will be eligible for Medical allowance. Medical allowance cycle is from September to August. The amount eligible will be paid quarterly to the member in his or her salary.

For Members in Principal Lead band and above

Members in Principal Lead and above in HO and Branches will be eligible for Medical reimbursement upto a limit of Rs. 26000/- p.a. for the period September to August.

The unavailed part of the Medical balance will lapse at the end of the year (31st August)

Major Illnesses / Treatment

For major illnesses/treatment bills which are not reimbursed through mediclaim insurance can be put up for special consideration. Such cases will be processed twice a year i.e. in July and January and will be at the sole discretion of the Company. Members are required to forward these claims after utilising the entire amount as per the scheme.

The eligibility for the special medical claims is as below

- a) Members should have completed minimum of 3 years in the organisation
- b) Special medical claims would be considered after a gap of minimum of 3 years from the previous special medical claim

Lady Members covered under ESIS have to claim Maternity Benefit through ESIS ONLY. They are required to complete all necessary formalities with the ESI authorities before proceeding on Maternity leave.

Investments:

- Every new Member (new joinee) needs to declare his/her Investments through PeopleSoft System to avail tax benefit.
- Log on to PeopleSoft and access the page as per the path mentioned below
Navigator > Self Service > Income Tax declaration
- The link would be available from the 5th to 15th of every month.
- Members other than new joinee need to declare their investments in the month of April

- All Members should submit original supporting documents to the finance department before the date informed by the HR department.

Note: Member claiming deductions u/s 24(b) & 80(c) for Housing Loan need to submit the copy of bank loan statement with Confirmation copy certificate from Banker towards Interest/Principal Paid during the Financial Year.

Subject to a review of a Member's performance and the satisfactory delivery of the agreed performance metrics, the Company may, at its discretion, grant such Member a salary increment once a year, based on the policies of the Company, from time to time. Subject to a review of a Member's performance and the satisfactory delivery of the agreed performance metrics, such Member will also be eligible for a variable incentive, as the Company in its discretion may decide in accordance with the Company's policies and guidelines from time to time. In the event of such Member leaving the Company, before the end of a financial year, he/she will not be eligible for any variable incentive.

Retirals

Provident Fund (PF)

Every Member is eligible and required to become a Member of the Employees Provident Fund Trust from the date of commencing employment. If he/she is already a Member of a PF scheme during the previous employment, he/she should immediately (after joining), advise the Company and take steps to get the balance transferred to the Employees Provident Fund Trust.

1. In case, of settlements, the cheque will be given after 2 months, against a separate application made to the Trustees of the fund. This application can be made on the format attached by the way of an affidavit on Rs 100 stamp paper duly notarised. This application must be made only in case where the Member is not going to be employed elsewhere in future and must be forwarded to the Trust after 2 months of his/her relieving date.
2. In case the Member joins another company and the company has its own Trust, he/she needs to send Form 13 (Revised) duly attested by the authorised official of the concerned company. However, in case of a company not having its own Trust, then Form 13 (Revised) duly attested by the authorised official of the concerned company has to be forwarded to the PF Office of that region & the PF office will in turn forward it with a covering letter to the company. The cheque for transfer of amount will be sent to the Trust/PF office after the next PF meeting.

3. The Member, subject to compliance with applicable Indian laws, shall contribute 12% of his/her salary [Basic Salary + DA (if any)]. The Company, subject to compliance with applicable Indian laws, shall also contribute an equivalent of 12%; out of which 3.67% (12% less 8.33%) goes to the Member's PF. The scheme is administered in our Company by a separate Trust managed by the Board of Trustees. Ours is an exempted Trust under the Income Tax Act.

The limit set for calculation of 8.33% of the salary (max. of Rs.15000/- qualifying for EPS upto maximum of Rs.1250/-) qualifying for EPS, up to a maximum of Rs. 1250/- (over and above this amount gets accounted in the Member's PF) is remitted by the Company to the Employees' Pension scheme introduced by the Government w.e.f 16-11-95. This contribution is remitted to the Regional Provident Fund Commissioner.

This scheme has come in lieu of the Family pension Fund, which stands abolished w.e.f 16-11-95.

Provident Fund Loans

PF Loans are sanctioned to Members who have completed 5 years of service as a Member of J N Marshall Provident Fund.

P F Non-refundable loans can be withdrawn for following reasons:

1. For purchasing/constructing house- 90% of (Member + Company) contribution
2. For Medical/education/marriage- 50% of Member's contribution only
3. For repairs of house- 50% of Member's contribution only

Member who would like to withdraw this amount will have to produce the necessary documents for the same and have to be approved by the trustees.

Bonus

All Members who receive salary upto Rs.21,000/- are eligible to receive a Bonus, subject to compliance with applicable Indian laws, and be covered under the Payment of Bonus Act, 1965.

Salary means [Basic Salary + Fixed Dearness Allowance (if any)]

Explanation:

- I. Salary upto Rs. 21,000/- per month=> Bonus @ of 8.33 % plus ex-gratia of 11.67% with a max. limit Rs.16,800/-

- II. Salary above Rs. 21,000/- per month => No bonus applicable and, subject to compliance with applicable Indian laws, the nomination/membership to Company's Superannuation Fund is compulsory. Every year Bonus is paid in one installment i.e. at the time Diwali. The maximum Bonus payable to any Member is Rs. 16,800/- for the year. [Resigned Members are paid bonus @ 8.33% and the ex-gratia amount is not payable to them.]

Superannuation

- I. The Superannuation Scheme is with the Life Insurance Company w.e.f. 1.4.1996. Members who are not eligible for bonus under the Bonus Act are qualified and can opt for Superannuation, for which a separate application has to be made to the Fund. The Company contributes 13% of Salary (Basic) only to the trust on a monthly basis, which earns interest as per the rates declared by the Trust. During the tenure of service the individual cannot withdraw anything from this account.
- II. On resignation the balance lying in the fund to his/her account shall be transferred to the Company the person is joining after receiving intimation from them if they have a Superannuation Scheme in their Company. In case the individual ceases to work, or the superannuation scheme is not applicable in the Company he/she is joining, then on furnishing proof, 1/3 of the amount lying to his/her account is paid to him/her, and the 2/3 balance is sent to LIC for purchase of Annuities on which the individual will get annual pension 12 months after the settlement payment is made to the LIC.
- III. This 2/3 amount is not refunded during his life time, he keeps getting pension during his/her life time. On his/her death the 2/3 amount is refunded by LIC to the person nominated by the Member.

The Employees' Pension Scheme, 1995 – (w.e.f. 16.11.95)

This scheme applies to every member

- Who has been a Member of the Employees' Family Pension Scheme of 1971.
- Who on or after 16.11.95, becomes a Member of the Employees' Provident Fund Scheme 1952.

This Scheme applies to members of all factories & other establishments to which the Employees' Provident Fund & miscellaneous Provisions Act, 1952 applies. The Employees' Pension Scheme of 16.11.95 is different from the earlier scheme

Monthly Members' Pension

Member shall be entitled to Superannuation Pension:

- I. If he has rendered eligible service of 20 years or more and retires at the age of 58 years.
- II. Retirement Pension : If he has rendered eligible service of 20 years or more and Retires or ceases to be in employment before attaining the age of 58 years.
- III. Short Service Pension: If he has rendered eligible service of 10 years or more but Less than 20 years.
- IV. If less than 10 years of service the Member can withdraw the amount accumulated in his account.
- V. Pensionable Salary means the average monthly pay drawn during a span of 12 months immediately preceding the date of exit from membership of the Scheme.
- VI. Pensionable Service means minimum 10 years.
- VII. In case of a Member who super-annuates on attaining 58 years and/or has rendered 20 years' service or more – his service shall be increased by adding a weightage of 2 years. Maximum Pension per month shall be limited to Rs.3750/- p.m.

Notwithstanding anything contained in this Policy Manual, the payment of any Salary Component shall be governed by the appointment letter or any letter issued by the Company to any individual who is (i) on direct employment ; or (ii) on direct contract; or (iii) as a Trainee; or (iv) on probation, as the case may be.

Prior to 16.11.1995	After 16.11.1995	After 22.09.97
Employer's Share : 10%	Employer's Share : 10%	Employer's Share : 12%
(PF: 8.33% + FPS 1.67%)	(PF: 1.67% + FPS 8.33%)	(PF: 3.67% + FPS 8.33%)
Member's Share : 10%	Member's Share : 10%	Member's Share : 12%
(PF: 8.33% + FPS 1.67%)	(PF: 10%)	(PF: 12%)

5. Non-CTC Benefits

Reimbursement of course fees

We encourage learning at every stage. No matter how qualified or experienced you are, there is always more that you can learn. There are various ways one can learn – through reading, through one's colleagues, through colleagues in other departments, through in-house training and through professional courses conducted by other organisations.

We have categorised the programmes as follows for the purpose of reimbursement of course fees:

1. Programmes of specific use to the organisation within the individual's current responsibilities:

In this case the organisation will bear upto 100% of the tuition fees – if this is a larger amount, usually over Rs.10,000/- it may be treated as a loan, written off after as many years as the length of the programme in weeks, but never exceeding 3 or 5 years.

2. Programmes meant primarily to develop the individual:

MBAs or DBMs, general computer literacy programmes, etc. These fall into 2 categories:

- a) Lower cost duration programmes – 2 days or 1 week etc. Here the Company will reimburse upto 100% of the tuition fees, as a loan for all those with lesser years with the Company, just written off for those of more seniority with the Company. Only the tuition fees will be reimbursed.
- b) Longer duration programmes such as MBAs – here the organisation will pay 50% of the tuition fees, again either by way of a loan or a write-off, depending on seniority. Only the tuition fees will be reimbursed.

NOTE: Reimbursements are made at the discretion of the management – this is a guideline, not a policy. All reimbursements will be made after the individual has attended the course, passed it, and put it demonstratively to use.

Laptop bag

The Company reimburses upto Rs.4500/- towards the cost incurred for purchase of a Laptop bag for Sales & Customer Support Engineers in Branches where laptops bags are not provided directly through IT department. We expect Members to be judicious in deciding the wear and tear for changing the Laptop bag.

Members in HO may please contact the IT dept for a new laptop bag.

Mobile and internet usage

Telephone Expenses Reimbursement

Telephones are provided as a need based facility to members. The need must be established by a manager / MT member. STD\ISD call charges made for official purposes are reimbursable at actuals on obtaining an approval from the concerned MT member.

Members in the Principal Lead band and above are reimbursed at actuals [ie. Rent + service charges +local calls upto a maximum of Rs.200/- (per bill) +STD/ISD calls made for official purposes].

Cellphone Expenses Reimbursement

Cell Phones will be issued on a need basis only – prior sanction will have to be taken from the MT member concerned before considering any reimbursements.

Confirmed members in the sales role having their own cell phones will be eligible for reimbursement to a maximum of Rs.1400/- for cell phone bill (both rent and calls together). Expenses over this limit will be restricted only to the STD calls made for Company's business which will have to be individually accounted for.

Divisional Manager provided with Cell Phones on a need basis in Pune are eligible for reimbursement to the maximum of Rs.1400/- per bill which will include Rental + Roaming fixed rental + STD + Usage in Pune. While on Business tour an Airtime of 10 minutes per day for business calls will be allowed i.e Rs.10/- (present roaming airtime) per minute, so it will be restricted to Rs.100/- per day.

Please note both the usage and airtime are independent to each other and the amounts should be restricted to its category only. The bill has to be settled by the individual with their respective Cellular Company before the due date and claim the allowable amount on voucher.

All vouchers for this reimbursement will be supported by a printout for the calls made from the telephone Company and should be submitted to the authorised signatories at the respective locations each month depending upon the billing cycle. Please take care to submit on monthly basis and do not carry forward. In the case of branches submission should be along with the branch reimbursement statements.

Members eligible for claiming such expenses and who hold prepaid mobile no must support the claim with the recharge voucher for eligible claim limit. If there are any STD calls for business, over and above the allowable bills, it will be reimbursed against clarification / justification.

Purchase of Cellphones

All Members in the Principal Lead band and above, members in the direct marketing role, customer support role and Members handling site jobs (projects and energy auditors) who travel extensively are eligible for reimbursement of cell phones. Members who are eligible for

a cell phone can buy the handset of their choice and get reimbursement through salary as per the eligibility below:

For members in the

- Principal Lead band and above: Rs.30,000/- every 3 years
- For any other eligible Member : Rs.20,000/- every 3 years

The Member will be eligible for reimbursement for a new mobile only after completion of 3 years from the date of previous purchase.

In the event of Member leaving the organization within 1st year of purchase, 75% of the reimbursed amount will be recovered from the final settlement. Similarly for separations within 2nd year of purchase, 50% will be recovered. The handset at the time of leaving will be formatted by the IT Team and handed over to the Member.

The procedure to be followed is as follows:

- A requisition form is required to be filled in and duly approved by the Divisional/ Regional Manager and sent to Facilities Department / HR Department with an Invoice copy of the earlier purchase and the new handset.
- This form is available on the intranet under Support Functions >> Human Relations >> Forms for Download.
- Once approved by the concerned Manager / Facilities Department / HR Department, HR Team will process the reimbursement through salary, which will be paid net of Tax deduction.

Reimbursement of the cost will be subject to the documentation being complete .

Internet Data Cards

These are provided on need basis ONLY to members in field sales

- 1) The monthly usage allowance on the data card is 1GB. The bills are received centrally and monitored for overages/excess usage which is then suitably deducted/recovered from concerned Member's salary.
- 2) Each data card has a unique ten digit no. which is to be noted carefully for future reference for the following purpose:
 - a) In case of loss/theft,
 - b) In case of computer being formatted
 - c) In case of physical damage to hardware

This ten digit no. must be informed to the central issuing administrator in any of the above three cases.

- 3) The user is responsible to reimburse the Company if the data card is lost or damaged.
- 4) The data card should NOT be sublet to anyone within or outside the Company nor should be rotated within a branch without prior written permission to and from the central issuing administrator located at HO Kasarwadi.
- 5) In case a Member leaves the Company, the Data Card should be RETURNED to the central issuing administrator at HO Kasarwadi such that the clearance is speedily processed.

Car Maintenance for Members who are Provided With a Company Owned Car

(not as a part of lease plan)

- **Scheduled Servicing:** The said car should be presented to the authorised dealer/Service centre only at the specific intervals as specified in the instruction booklet/manual of the car. The user must check the list of jobs which would be carried out on the car as indicated by the job card which would be made by the service centre when the car is presented for service.
- **After Servicing:** At the time of taking delivery of the car after service the user must cross check and verify that all work has indeed been carried out and should be fully satisfied. He/she should then sign and take the credit bill for the same and submit to the designated signatories at the respective locations for log sheet entry. If there is no credit facility given by the Service Centre then the payment can be made by credit card and claimed accordingly.

The car user must consult the designated administrators at the respective locations to discuss the problem in the car before giving it out for rectification especially whenever major repairs are involved. All old replaced parts should be brought back to the Company and deposited with the respective administrators.

Car Scheme for Members in the Principal Lead and Head Band and Above

Under the revised car scheme for members in the PL band and above, with effect from 1st March 2019, an eligible member can get a car of his/her choice on lease from the leasing Company authorized by the Company. We have partnered with a car leasing Company named- LeasePlan India for administering this scheme.

General guidelines

A member opting for the car benefit would have following options:

- A member may select a car that has a monthly lease rental value equal to or less than Rs.22000. Member will have an option to select a car of higher lease rental which can be above Rs.22000 and in such cases the differential amount will be paid by the member himself.
- For existing members in the Head Band, an additional amount of Rs.8000/- will be added in their Performance Allowance, which they may utilise for paying any additional lease rentals for a higher value car. This will be applicable to any member when they are promoted to Head Band in future.
- Members can choose any car of their choice. LeasePlan India will be providing the website for Forbes Marshall members and the member will be using this website for all further communication with LeasePlan India. Eligible member will be provided with an access ID and password.
- The scheme will not cover any second-hand cars, special purpose vehicles or commercial vehicles.
- The leasing company will purchase the car. Registration and Road Tax will be processed in name of Forbes Marshall (or its subsidiary) from the respective office location, from where the member is operating. Leasing company will coordinate the car registration process.
- The lease will run for a period of sixty months.
- The car lease rental will cover the insurance amount for the first year and for all the subsequent years (from 2nd to 5th year) the member will need to take care of the Insurance). Forbes Marshall will be partnering up with an insurance company to get the group discount and member will be required to get insurance from the company that Forbes Marshall has partnered with. The annual insurance premium will be deducted from the member's salary.
- All the maintenance charges need to be borne by the member at actuals.
- We expect the members to change the tyres of the car every 35000 kms or as evaluated by the Company and the cost of replacement of tyres will be reimbursed to the member subject to an upper limit of Rs.30,000 per change
- Eligible members who do not exercise the car option under the policy will be paid the compensated through their monthly salary, an amount equivalent to their car lease rental eligibility as mentioned in their compensation package. This will be a taxable amount as per the Income Tax norms.

- At the end of 5 years, Member can buy back the car and the value of buy-back could be seen on the web portal as well.
- The member will be liable to pay income tax on the value of the perquisite under the Income Tax Act, 1961 as may be applicable from time to time. Any change in income tax liability on account of changes in rules and regulations prescribed under the Income Act, 1961 shall be borne by the member.
- Members will be required to sign an agreement. The interpretation of the policy rests exclusively with the company. The decision of the company is final and binding on both sides.
- Any exceptions to the above would be at the sole discretion of the Management Team.

Car Scheme (general)

Under this Car Scheme a brand new car is given by the Company to a Member at an attractive cost. In order to make a brand new car available to the Member without him having to face the immediate problem of financing its acquisition, we have devised a scheme under which the Company buys the vehicle under an arrangement with a Bank/Leasing Company

- The Member gets a new vehicle by making an initial lump sum payment as calculated followed by 60 equal monthly installments.
- The Member will have to pay 1/3 amount of the Road Tax (this is a one-time payment) and the Insurance Premium every year.
- The Company ends up providing a substantial subsidy to the benefit of the individual.
- After this 5 year period, the vehicle will be transferred to the Member at depreciated price.

Members thus have the opportunity of acquiring a new vehicle without the difficulty of raising the funds for it in one go.

The scheme is available to Team Leads who are on the permanent rolls of the Company.

The guidelines are as follows:

- a. Provision of motor car under this scheme shall be at the absolute discretion of the Company.
- b. The Company may procure the car under Bank/Lease Finance schemes and provide it to the Member.
- c. The maintenance and payment of all the running expenses will be the responsibility of the Member concerned, except in the case of members in the Principal Lead band and above, where the car will be maintained by the Company.

Example

Particulars : Maruti 800

Cost of car : Rs 2,14,840.00 (a)

Insurance : Rs 5 634 00 (b)

RTO : Rs 26,081.00 (c)

Invoice value : Rs 2,46,555.00 (d)

Initial payment

Cost 25%

RTO 25% : Rs 4347.00 (f) = (c x 2/3) x 25%

Insurance 100%: Rs 5634.00 (g)

RTO (1/3) 100%: Rs 8694.00 (h)

Total Initial payment Rs 72385.00 (l)

Balance amount Rs 174171.00 (k)

EMI Calculations

Cost of vehicle : Rs 214840.00 (l) = (a)

RTO 2/3 : Rs 17387.00 (m)=(c x 2/3)

Total : Rs 2,32,227.00 (n)= (l+m)

- d. The vehicle will be transferred to the Member after completion of five years of service from the date of availing of this benefit, subject to fulfilling all terms and conditions as specified. RTO charges (so calculated by RT Office) upon transfer of vehicle from Company to individual will be passed on to individual on receipt of the same from RTO Authority.
- e. Every Member availing of this benefit shall enter into an agreement with the Company. A draft of the agreement can be provided to persons who are interested in availing of the scheme.
- f. If the Member leaves the Company before five years from the date of availing this benefit, the Company will recover the full cost of the vehicle, including interest/finance charges before transferring the vehicle to the Member.

The Company reserves the right to vary, amend, alter, relax or waive all or any of these rules and such variations will be binding on all Members.

6. Travel Policy

Overseas / international travel

For any overseas travel, bookings are to be handled through the concerned person in Administration in Pune. She will co-ordinate with our travel agent, TBI Service in selecting the flight carrier and making the bookings. You need to give her all details to enable her to do this. Visa, Invitation letter etc and all other relevant documentation would need to be handled by the person travelling or his secretary directly with the travel agent.

Please note that BEFORE the booking is initiated, a travel requisition form will have to be filled out and authorised by the concerned MT member, initiating the journey. These forms are available at H.O. Branches may make copies of the sample attached.

No travel bill will be sanctioned unless this requisition form is attached to the bill and the details on the form tally with the details mentioned on the bill. For Members in branches traveling abroad, after the requisition form is filled up, you may route your booking through the person responsible to initiate with TBI in Poona or you may use the local travel agent of your choice. A travel desk of TBI is in operation in the MIDC premises from Monday to Friday 10.00 am to 5.00pm

Foreign Exchange: Each person traveling needs to fill out and submit an expense statement on his return to India just as one does for domestic travel. The expense statement with tour report should be filled within 7 days of the individual's return and a copy is to be sent to Accounts Department. The amount initially issued to the person shall be issued as a travel advance and the account must be reconciled with the expense statement on return. Only bonafide business expenses are permitted and therefore all expenses listed should be supported by bills/receipts. The reason we need to adopt this procedure is that – different companies which people visit adopt different procedures; eg. some pay for hotels while others do not.

Overseas Medical Insurance Policy: This scheme is open to all Members traveling abroad and the cover available is for a maximum of 180 days one travel trip. This policy provides indemnity for expenses incurred for treatment of illness, disease or injury sustained during overseas travel. Any major illness or past disorder needs to be disclosed.

The following details are required to process the Overseas Insurance Policy:

- a) Name of the Member
- b) Token no.
- c) Contact No.

- d) Passport No.
- e) Date of Birth
- f) Country(ies) to be visited
- g) Departure Date
- h) Arrival Date
- i) Nominee name
- j) Residential address
- k) Approval of MT member

All these details need to be provided at least seven days in advance of travel to Insurance Department in Pune. In case of cancellation of visit or postponement again, a minimum of four days intimation is required prior to the date of departure to enable the Company to claim the refund of the premium paid. For Members from the international division where travel abroad is more frequent, a modified version of the above scheme would apply. For details, please contact Insurance Department.

Insurance for Members stationed overseas: For Members who are stationed abroad the Insurance Premium will be reimbursed by the Company for Self, Spouse and Child. In the event of dependent Parents / relatives it will have to be borne by the Member.

Domestic travel policy

The Company's policy is to reimburse all reasonable travel expenses to Members at actuals. Accordingly, it is necessary for accounting and audit requirements to support all expenses incurred by vouchers, bills etc. Any abuse or violation of the Company's policies with respect to travel concessions will result in disciplinary action and may result in the suspension or cessation of such privileges/concessions

Modes of Travel

Any mode of travel; either by air, rail or road is permitted. Which mode to use will depend on where you are traveling, distance involved and the number of places you need to visit. Similarly, for travel to Bombay from Poona and vice versa, first class rail / road should be used in such cases; only in emergency situations should a flight be used on this route, and prior sanction is then necessary from an MT member. We encourage Members to be Judicious in deciding shorter distance travel, eg Pune to Hyderabad.

NOTE: For any Member traveling to attend a training programme, external seminar and/or exhibition; travel needs to be by rail or road only. Any air travel needs prior sanction from the concerned MT member.

Travel Expenses

As travel forms part of a major expense head in our organisation, it is each person's responsibility to ensure that both travel fare and travel expenses are incurred judiciously. As our policy is to reimburse at reasonable actuals rather than having a cut and dry policy, the following guidelines may assist a first time traveler;

To decide on the mode of travel, check if the journey can be made by your own vehicle for a distance upto 100-120 kms. particularly if there is more than one person traveling

b. If the journey is beyond that, check if an overnight travel is available, try and see that maximum time is available for work. Avoid traveling during the work day, unless absolutely necessary

c. For train 1st Class/AC Chair Car to be availed

d. All bills for expenses including travel fare tickets to be submitted in originals for reimbursements

Advance Against Travel and Expense Statement Submission

For advances, much depends on the distance of the journey, the number of days you will be traveling and the sort of transportation being used. For a day's trip by your own vehicle or by rail or road, an advance of Rs.500/- is usually sufficient. For a sales visit of 5-6 days duration, advance amount should be calculated on the basis of return fare, approximate charges for three meals, accommodation if no transit flat/room exists and local transportation in the area being visited. New Members need to take guidance on this from Regional Managers, Divisional Managers or senior colleagues.

Expense statements need to be filled out immediately on return from a tour; normally expense statements submitted later than fifteen days after return will be disallowed. Ideally one should write down in a diary the expenses incurred for the day to keep consistent track of what has been spent. All receipts and cash memos have to be submitted in original, attached to the expense statement.

Travel Stay

Members should book their travel in advance as far as possible, so as to avail the best rates on rail, road or air tickets. We understand if there are personal exigencies or customer emergencies.

While booking tickets, members are requested to go through the various websites that offer online bookings and select the one which is most reasonable. This is both for flights and hotel stays, ONLY where the company has no Transit House (some fares start as low as Rs 2,000 – Rs 3,000 per night).

In a lot of our Branches, we have the facility of good, clean Transit Houses that members can opt for. Members should ensure that they book a couple of days/weeks in advance so that they can avail of these Transit Houses. The list is enclosed along with e-mail addresses of the branch admins.

Providing long-term services) for assistance with accommodation at one of their (the customer's) Transit Houses. If the customer cannot arrange for a Transit House, members can take the assistance of HR to rent out a house (for a duration of 6– 12 months), which is now available in most cities.

We must ensure that we plan our travel judiciously, which ensures you are both comfortable and the price reasonable. Our endeavour is that the travel fulfills all your objectives, at the same time anything else that can be achieved for the company during your visit to a particular city/customer. Planning these in advance shall enable you to do this well.

Many of us stay at our Branch Transit Houses, and while we encourage the use of these Transit Houses, we request members to restrict the use for official purposes only. Furthermore, should the maximum stay in these Houses exceed ten days, the members would be required to bear the expenses for food and service themselves. This includes all Transit Houses in Pune as well.

Overseas interns, who visit once a year in summer, may use the different apartments for the duration of their internship. In such cases, food expenses will be borne by the organisation.

For all other individuals who are visiting or transferred to Pune, (from Forbes Marshall and outside), the maximum stay should not exceed three weeks. Members are requested to find their own accommodation within this period. However, in such cases, members will be required to pay for their meals and services after a week.

Branch	Contact Person	E-mail ID
Delhi	Satish V C Divya Gosain	vcsatish@forbesmarshall.com dgosain@forbesmarshall.com
Ahmedabad	Riddhi Desai	riddhidesai@forbesmarshall.com

Baroda	Sandhya Kesari	barodacig@forbesmarshall.com
Mumbai	Sangeeta Naik	snaik@forbesmarshall.com
Vashi	Madhuri Gunjal	vashicig@forbesmarshall.com
Bangalore	Kavitha Sarvana	bangalorecig@forbesmarshall.com
Coimbatore	Sindhu Pai	coimbatore@forbesmarshall.com
Hyderabad	Saroja Patnam	spatnam@forbesmarshall.com
Nagpur	Renuka Iyer	riyer@forbesmarshall.com

7. Insurance

We at FM recognize the fact that Members may need financial assistance and Insurance coverage for themselves, their immediate families and dependent parents as the case may be, which will provide protection on account of Accident, Illness, Medical Exigencies, Disablement (Partial / Permanent), Demise etc. This will build a high sense of Security for Members and their Families.

The Employee State Insurance Scheme

If the Member's basic salary does not exceed Rs.21000/- per month, such Member will, subject to compliance with all applicable Indian laws, be covered under the Employee State Insurance Act, 1948, pursuant to which the Member will have to, subject to compliance with all applicable Indian laws, contribute 1.75% of the Member's salary every month and the Company will, subject to compliance with all applicable Indian laws, contribute 4.75% of the Member's basic salary towards the Employee State Insurance scheme every month.

FM Healthcare Programmes

Group Personal Accident Insurance Policy

All FM Members not covered under ESIS are covered under the Group Insurance Scheme for the purpose of accidents.

- a) In case of an accident during the course of work the respective Manager is required to fill up the accident report form available in People Soft system within 24 hours, irrespective

of whether the Member is covered under ESIS or not. At the same time HR and Insurance Department should be informed about the accident immediately.

- b) The report should be signed by the concerned Doctor who gave the initial treatment, mentioning the details of the injury and counter signed by the Company Doctor.
- c) The completed form is sent to the Insurance department for completion of Insurance formalities through HR Department (form available on intranet).
- d) After the Member rejoins duty, the fitness certificate, medical bills (in originals), insurance claim accompanied by Doctor's medical certificate should be sent to HR within two days of joining.
- e) When Branch attendance is sent to HR by the branch, it should be clearly mentioned as to how many days the Member was absent due to the accident. This can be marked as Accident Leave.

For Members meeting with an accident and staying away from work the options for regularization of his absence are as follows:

- a) The Member can first consume all his SL balance followed by PL and if necessary advance SL & PL of the next year could also be availed with sanction from the Departmental Head.

Or

- b) The Member may apply for accident leave (subject to maximum of 45 days) for which the Company will provide ex-gratia payment which will include the Basic Salary, DA if any and HRA for the number of days of accident leave. It is the responsibility of the Member concerned to inform HR Department about his/her choice with due approval from the Departmental Head.

Mediclaime Insurance

We have a Mediclaime Insurance policy for our Members. This policy period is from September and renewed every year. Our Current Mediclaime Policy is with **"The New India Assurance Co. Ltd"**. The coverage is for the Member, spouse and maximum two children upto the age of 25 years.

The amount insured is Rs 2 Lacs per family – floater, which can be used by one person at a time or full family together in a year for Members till the Team Lead Band. For members in the Principal Lead Band and above the amount insured is Rs 3.5 lacs per family. The policy covers the expenses wherein minimum 24 hours hospitalisation is mandatory.

Major Highlights of the Policy

- Pre-existing Diseases covered, Pre-hospitalization expenses covered upto 60 days & hospitalisation expenses covered upto 90 days, except maternity.
- Third Party administrator (TPA) is Paramount Health Services & Insurances Pvt. Ltd.
- There are some illness/diseases like cataract, chemo where day care expenses are reimbursed.

Maternity Benefits:

Maternity coverage (Only delivery expenses) is included in the Policy as per following limits:

- Normal Delivery : Rs. 75000/-
- C Section Delivery : Rs. 75000/-

Members are requested to immediately update in our Peoplesoft system the details of spouse on marriage and the details of child as soon as a new baby is born.

Methods of reimbursement

Cashless claim

This can be used for planned treatment in notified hospitals of The New India Assurance Co. Ltd. All major hospitals all over India have tie up with The New India Assurance Co. Ltd. Just after you enter the hospital show your Insurance card and fill up the required form. This will be faxed by the hospital along with the estimate bill to **The New India Assurance Co. Ltd** and time taken for approval is maximum 24 hours. The final bill by the hospital and getting the TPA's final approval will require 4-6 hours depending on the efficiency of the concerned hospital.

Reimbursement claim:

This can be used for hospitals where cashless facility is not available. All original bills along with all test reports, discharge card, x-rays (if any) and receipts of the amount paid to the hospital along with the Mediclaim Form needs to be submitted to the Insurance Department within 10 days from the data of discharge. The reimbursement is received within three weeks from **The New India Assurance Co. Ltd**

Important details about the plan

- Insurance Company : **The New India Assurance Co. Ltd .**
- TPA : **Paramount Health Services & Insurances Pvt. Ltd.**

Exclusions in the policy

There are some exclusions in the policy like administration, registration, service charges, extra bed, charges for laundry, food & beverages for attendants, stationery or Xerox charges, sanitary items etc. Also this policy does not cover any other treatment related to maternity.

In case of any doubt, kindly approach the HR Team members.

Term Insurance Policy

All the Members of our Organization are covered under the Term Insurance Policy through **Go DIGIT General Insurance Co. Ltd.** In the event of any natural or accidental death of the Member, the Sum Assured mentioned below with respect to such a Member will be paid to the Nominee of the Member as per the Nomination Form submitted by the Member. This Policy will cover all Members who are on the rolls of the organization and this coverage will cease to exist on separation from the organization due to retirement/resignation/termination.

Sum Assured under the Term policy is as follows:

Grade	Amount (Rs)
Bands above Team Lead	1,00,00,000
Team Lead	50,00,000
Bands Below Team Lead	30,00,000

Parents' mediclaim policy

Keeping our core value of Family Spirit in mind, Organization has decided to extend the Mediclaim Policy for parents as well as Parents-in-laws of our Members as per the following guidelines:

The Mediclaim Insurance Policy for Member's parents and in-laws will be applicable from 15th September 2023 to 14th September 2024.

The major highlights of the Policy:

- The Parents Mediclaim Policy is applicable to all the Members who have opted for it by checking the field in Peoplesoft.
- The sum insured is Rs. 3 lacs for both parents and Rs. 3 lacs for both parents-in-law (as applicable) – floater, which can be used by one insured at a time or collectively by all the

insured in a year. The policy is placed with “**The New India Assurance Co.Ltd** ” and the premium is fixed at **Rs.22,891/- per insured**. The premium will be paid by the Company on the Member’s behalf and will be recovered from salary in six equal installments starting from October 2023 till March 2024 salary.

- The Policy covers the expenses wherein minimum 24 hours hospitalization is mandatory.
- Parents up to 85 years of age can be covered.
- Medical check-up of Parents to be covered is not compulsory. The policy offers pre-existing diseases coverage from day one.
- There is no waiting period applicable for any disease/illness.

Methods of Claim Settlement for Parents Insurance

This can be used for planned treatment in notified hospitals of **The New India Assurance Co.Ltd** All major hospitals all over India have tie up with **The New India Assurance Co.Ltd** Covered Parents will have to show the Insurance card and fill up the required form. This will be faxed by the hospital along with the estimate bill to **The New India Assurance Co.Ltd** The time taken for approval is maximum 24 hours. The completion of the final billing by the hospital and getting the TPA’s final approval will require 4-6 hours depending on the efficiency of the concerned hospital.

Reimbursement claim:

This can be used for hospitals where cashless facility is not available. All original bills along with all test reports, discharge card, x-rays (if any) and receipts of the amount paid to the hospital along with the Mediclaim Form needs to be submitted to Insurance Department within 10 days from the date of discharge. The reimbursement is received within 30 days from **The New India Assurance Co.Ltd** .

Please note: Due to the availability of the Parental Mediclaim Policy, we will be restricting the reimbursements for medical treatment for Parents under the Special Medical Claim henceforth.

Important details About the plan

Insurance Company: **The New India Assurance Co.Ltd** .

TPA : **Paramount Health Services and Insurance (TPA) Pvt. Ltd.,**

In the event of any Member leaving the organization, refund of the premium paid by the Member for his or her Parents, will be subject to no claims being made during the year.

In case of any new Member joining the organization who wants to opt for the Parental Coverage, the premium will be deducted from Salary at one time.

In case of any query on the Scheme, you may get in touch with the Forbes Marshall HR contact for your respective area/representatives from The New India Assurance Co.Ltd / Marsh :

Contact Matrix : The New India Assurance Co.Ltd

1st Point of Contact	2nd Point of Contact	Escalation
PARAMOUNT HEALTH SERVICES & INSURANCE (TPA) PVT. LTD		
Details	POC 1	POC 2
Name	Ganesh Kumbhar	Mayuri Bhosale
Email ID	Forbes.phs@paramounttpa.com	mayuri.bhosale@paramounttpa.com
Mobile No.	+91 72198 09014	+ 91 93739 33328

MARSH INDIA INSURANCE BROKERS PVT.LTD		
Details	POC 1	POC 2
Name	Bhakti Sandhu	Mandar Karkhanis
Email ID	Bhakti.sandhu@marsh.com	mandar.karkhanis@marsh.com
Mobile No.	+91 98508 90338	+ 91 84110 00887

8. Leave Policy

At FM we have the following types of Leaves applicable as per eligibility. We follow the Calendar year or calculation of all leaves (PL, SL and CL)

- i. Privilege Leave
- ii. Casual Leave
- iii. Sick Leave
- iv. Maternity Leave
- v. Unpaid Leave
- vi. Public Holidays
- vii. Compensatory Off

This section details all the leaves and the procedure to be followed for approval of leaves at branches.

Privilege leave (PL)

- i. 5 day working Members are entitled for 22 days PL in a year and 6 days working Members are permitted 25 days in a year.
- ii. Members are entitled to Privilege Leave only if they have put in working days in the previous year as under:
 - Minimum 240 days for 6 day working Members.
 - Minimum 210 days for 5 day working Members.
- iii. 1 day Privilege Leave will be deducted for every 5 days of un/authorized absence. (Exceptions may be made in genuine cases at the discretion of the Manager/MT member).
- iv. Unavailed Privilege Leave will be carried forward to the next year. Maximum accumulation allowed is 60 days.
- v. Weekly offs and holidays falling in between or at both ends of the PL are excluded from the calculation of Privilege Leave.
- vi. Privilege Leave cannot be combined with Casual Leave but can be suffixed to Sick Leave, after consuming all SL.
- vii. 5 day working Members can avail of even 1 day privilege leave. This could be availed as many times as required in a year, provided the department head certifies.
- viii. Privilege Leave has to be applied for and got sanctioned 15 days in advance, when it is for more than 4 days and can be availed 3 times in a Calendar year, excluding the block closure. For four days or less, 3 days' advance sanction from the Departmental Head is to be obtained. For members in Chakan, they may avail of half day or one day Privilege Leaves.
- ix. The Company reserves the right to declare the Annual Block closure for a period of its choice for which the Members Privilege Leave will be deducted.

- x. On Confirmation leave is calculated from the date of joining as probationer, on a pro-rata basis.
- xi. Privilege Leave cannot be encashed during the tenure of service. It can be encashed only :
 - At the time of resignation
 - At the time of retirement

Casual leave (CL)

- i. 5 day working Members in Associate and Executive bands in all locations, except Chakan are permitted 4 days CL, Members in Team Lead band and above following 5 days working are not eligible for CL. All 6 day working members are allowed 10 days Casual Leave in a Calendar year.
- ii. Casual Leave cannot be combined with any other leave.
- iii. Unavailed Casual Leave is not allowed to be carried forward and lapses at the end of the Calendar year.
- iv. Members who are confirmed on any day other than 1st January of the year will get leave on prorata basis.
- v. Casual Leave can be either prefixed or suffixed but not both, to weekly offs and/or paid holidays
- vi. Casual Leave cannot be taken for more than 3 days at a time.
- vii. For members at Chakan, CL is not applicable

Sick leave (SL)

- i. Members covered under the ESI scheme and not opted for Company Medical Scheme are not entitled to any sick leave.
- ii. Members not covered under ESI Scheme (i.e. those whose salary is over Rs.21000/-) or those who are covered under ESI scheme but opted for Company Medical Scheme, get 7 days Sick Leave every Calendar year. Unavailed Sick Leave in a year can be carried forward to the next 2 years.

Maximum accumulation is 21 days.

- i. Sick leave cannot be combined with any other kind of leave. In case of prolonged illness/surgery certified by our Company Doctor, Privilege Leave can be utilised after consuming all the Sick Leave.
- ii. Weekly offs and holidays falling in between sick leave are included in the calculation of Sick Leave.

iii. Members who are confirmed on any day other than 1st January of the year will be given leave on prorata basis.

iv. Sick Leave availed for more than 2 days at a stretch must be certified by a doctor.

Maternity leave

Maternity leave may be granted for a period of upto 6 months for childbirth. An application in writing should be given to HR through the manager by the Member, indicating the tentative date from which she desires to proceed on leave, at least two months in advance. This is basically to plan the replacement during the period of absence of the Member. Any extension of maternity leave needs to be approved by the Company doctors.

The Company will, in compliance with the provisions of the Maternity Benefits (Amendment) Act, 2017 have at all its facilities, if required by the said Maternity Benefits (Amendment) Act, 2017 a dedicated crèche or notify employees about a designated crèche. The Company will bear all costs in relation to providing such facilities.

Unpaid Leave

Unpaid Leave is sanctioned in the events of any illness or some emergency situation like deaths of any close relative etc. The rule for this is similar to that we follow for CL's and SL's i.e. the weekly offs or holidays falling in between gets counted.

Public Holidays

- i. 5 Day working Members are eligible for 4 paid holidays in a year.
- ii. 6 day working Members are eligible for 10 paid holidays in a year.

The days to be declared as Public Holidays are decided at the beginning of the calendar year and published on the Intranet.

Compensatory off

Any Member at Kasarwadi, MIDC, Chakan who works on a weekly off or on a holiday is eligible for a compensatory off on the following conditions:

- i. His or her presence for work on that particular day must have been approved earlier by the departmental head. Compensatory off will have to be availed within 30 days from the day the Member has put in extra work.
- ii. Members are not allowed to first take an off and then regularise by working on a weekly off or a holiday

Leave approval procedure

For Branches: All Branch Members will be required to apply for leave on the PeopleSoft System through their own User Login provided

The Regional Managers are required to inform the MT member concerned about their leaves in advance and take approval through email.

For HO: All members in HO are required to apply for leave on the PeopleSoft System through their own User Login provided to them.

i. Leave for Members who are on probation or Company Trainees

Any Member on Probation will be allowed or entitled to leave upto 13 days for members in the TL and PL band for 1 year probation and 10 days in the Associate and Executive band for 6 months probation. Trainees will be eligible for 10 days Special Leave which is for 12 months. This could be availed with the approval of the concerned department head/manager. Any leave in excess of these shall be treated as unpaid leave (there will be no special leave for exams, etc. over and above this). If this leave is not availed, it will be treated as lapsed on confirmation/probation.

Those Members who represent the Company in any sports event or games will be allowed special leave; however prior sanction must be obtained from the department head. This note should be sent to HR with the approval obtained for the Member's personal file.

On confirmation of the employment of a Member who is on Probation, the standard Company's leave rules and regulations (as mentioned and referred to herein) shall apply to such Member.

An alert goes to the concerned Department Head whenever a Member applies for leave and subsequently on approval / rejection, an e-mail goes to the Member and the HR department.

9. Recovery towards loss / damage of Company Asset

Terms & Conditions in using assets

- The assets are the sole property of the Company and the privilege of their usage for business needs rests with the Member.
- While these assets are the property of the Company, the Member should treat it as their own and handle the asset with utmost care and diligence.
- The Company has taken necessary steps to insure the assets and the Member will not be made liable monetarily for loss, theft or damage to the asset to the extent of amount recovered from the insurance company for any of the above occurrences

- In case of loss or theft of asset, Member has to get an FIR lodged and a copy needs to be submitted to the HR department. In cases where the insurance cover is not applicable, the Member would have to bear the cost of loss, or damage.
- In cases where the insurance cover is not adequate to cover the expenses arising out of loss or damage the Member will have to bear the amount spent by the Company in excess of the claim settled by the insurance company. The value of the asset will be finalized after considering depreciation as per FM financial guidelines,
- Though the Company is responsible for the insurance and signing/renewal of annual maintenance contracts of these assets, it is important for the Member to be aware of the details and bring it to the attention of the HR department in case there are any discrepancies.
- The Member would be responsible for returning the asset in proper working condition in case of separation of the Member from the rolls of the Company through Resignation, Termination or any redundancy in the position from which he / she is operating.

10 . Separation

FM believes in treating all Members separating from the Company with utmost dignity.

Retirement

Member shall automatically retire from the service of the Company on the last day of the month in which the Member attains the age of 58 years.

Resignation

Resignation indicates that a Member is voluntarily leaving the service of the Company for professional or personal reasons. The Member must serve a written resignation, mentioning the relieving date to his/her Reporting Manager who will discuss and obtain the approval of the Department Head if required. The accepted copy of the resignation letter along with the approved relieving date must be forwarded to HR. Confirmed members are required to give 30/90 days' notice (as per the band) in advance and trainees/contractors are required to serve notice days as mentioned in their offer cum appointment letter.

Expiry of training / contract

Member under training/contract for a specific, time-bound job will be reviewed for conclusion/extension at the end of the prescribed time period. The department head will evaluate the performance of the Member and also the requirement of the Member to further undertake the prescribed activities/job.

Job abandonment

If an Member remains absent without leave or remains absent beyond the period of leave originally granted or subsequently extended, he/she shall be considered as having voluntarily terminated his/her employment without giving any notice unless he/she:

- Returns to work within 8 days from the commencement of such absence and
- Gives an explanation to the satisfaction of the Management regarding such absence

Termination

During the probationary period, of any Member who is on probation, his/her employment may be terminated by the Company without prior notice and without assigning any reasons for the same and by giving him/her one (1) month prior written notice and without the Company having to assign any reasons for the same.

The contract between the Company and any Member who is a Trainee or is on direct contract may be terminated by the Company in accordance with the terms of such contract and applicable laws.

Termination is an undesirable outcome for the Member and the Company, but it may be necessary to forthwith terminate the services of a Member without notice if such Member:

- Violates the Company's policy (Including Code of Conduct, Information Security Policy)
- Is unable to meet the Company's performance standards
- Is guilty of misconduct or inattention or negligence in rendering his/her services, whilst discharging his/her duties or whilst in the conduct of the Company's business (including for any mis-demeanor which is likely to affect or affects the reputation or the working of the Company) or for any breach of the terms and conditions herein.

Compliance with statutes

Members must comply, both in letter and in spirit, with all applicable laws, rules and regulations in the cities, states and countries in which the Company operates. Violation of such laws, rules and regulations may subject Members to individual criminal or civil liability, in addition to disciplinary action by the Company including termination. The Company disclaims any liability on account of any illegal or unlawful act by any Member.

The contract of employment between the Company and any Member who is on direct employment may be terminated at any time by either party giving advance notice in writing to the other as per the terms of your employment contract as applicable from time to time . The Company may, however elect at its sole discretion to pay the Member a salary of such period in lieu of notice and terminate the Member's services forthwith.

Exit interview

Prior to leaving, an exit interview is conducted to gather feedback and recommendations of the outgoing Member. Exit interview is a one-to-one discussion where voluntary views and suggestions are taken from the outgoing Member on what his/her expectations had been at the time of joining the Company, experience while working with the Company and reasons for leaving the Company. The HR facilitates and arranges for the exit interview.

HR conducts a personal interview with the individual such that he can add additional comments or bring up issues that personally affected him and which may not have been adequately covered by our Exit form. These are recorded separately. All exit Interviews are conducted centrally for our three units at Pune, Domestic Branches and International Branches and analysis is done every Quarter.

From the analysis we get to know issues of common concern for our Members and the reasons for them to leave. We particularly focus then on improvement in these areas. When we do this analysis in the next six months period, we compare the findings of the previous six months as well as against the like period in the previous year and make sure these improvements have, indeed taken place. There are specific evaluation process set up to check the effectiveness of this system.

Death while in service

In case of death of a Member due to causes such as natural death, or by accident or sickness while in service of the Company, HR will facilitate the claims of personal accident insurance/hospitalization and medical expenses insurance claim. The immediate relatives of the deceased would be contacted for the settlement of dues. The payment would be made as per the nomination forms that the Member had filled in at the time of joining/ latest updated during the course of employment.

Full and final settlement

Upon cessation of a Member's association with the Company for any reason whatsoever, including job abandonment,, such Member shall immediately and forthwith deliver to the Company or its designated representative any and all Confidential Information, Intellectual

Property, other property, materials, information, data, documents, plans, sketches, records, notes, memoranda, correspondence, as also copies or reproduction thereof, of the Company and of its Group and of any other third party associated with the Company and/or its Group, the Company's mobile phone, laptop, letter heads, visiting cards and any other property of the Company [including any Company vehicles or residential accommodation] which may be in such Member's possession, custody or under such Member's control. A Member will furnish to the Company in writing an undertaking (on terms acceptable to the Company) confirming that no such property, materials, information, data or documents have been directly or indirectly disseminated, disclosed or distributed by him/her or have been directly or indirectly retained by him/her or are directly or indirectly in his/her possession or control.

Notwithstanding anything to the contrary stated in this Policy Manual, Members hereby absolutely and unconditionally confirm that any and all amounts and/or benefits payable to him/her in pursuance of his/her association with the Company will be paid to him/her only upon his/her having (to the satisfaction of the Company) complied with all of his/her obligations as contained in the Confidentiality Clause herein above and in this Clause dealing with 'Full and Final Settlement'.

Members will not at any time after the cessation their association with the Company for any reason whatsoever, including job abandonment represent themselves as being in any way associated with the Company and/or its Group or interested in the businesses of the Company and/or its Group.

The Member will have to bear the cost of loss, theft or damage of the assets allotted to him/her. The Member is required to settle all financial obligations like:

- Compliance with clearance formalities
- Loan Repayment, if any
- Repayment of advance/other dues from the Member to the organization
- Abiding by any Undertaking of service with the organization

The full and final amount would be paid to the Member after recovering all advances/outstanding dues, if any, will be made along with the next month's Salary. The relieving letter would be issued to the Member on the last working day; this will be subject to the concerned Member having completed handing over formalities to the satisfaction of his immediate reporting superior and having obtained clearances from all concerned departments as given in the clearance form.

11. Sharing

OA sharing

At times more than one branch is involved in a particular order. The guidelines for sharing of Order Value for Area share are given below:

- 1) For OEM business, the sharing is 2/3rd / 1/3rd . 1/3rd share goes to the branch where the material will be dispatched, and 2/3rd to the branch where the customer is situated.

For e.g.- Alfa Laval in Pune places an order on the Company and material is to be dispatched to Kolkatta Sharing will be 2/3rd Pune branch and 1/3rd Kolkatta branch.

- 2) If more than 2 branches are involved for an order from OEM then the sharing will be done equally.

For e.g. – Alfa Laval places an order on the Company, material is to be dispatched to Kolkatta and there is a consultant for this order who is located in Delhi, then sharing will be 1/3rd Pune, 1/3rd Kolkatta and 1/3rd Delhi.

- 3) For all other business- Consultants, Projects, Plant in Baroda, Office in Bombay- it is equal shares for each branch involved regardless of branch involvement.

Example (i) Finolex Plant in Pune, ordering in Pune, Consultant Bombay – means 50% Pune and 50% Bombay regardless of involvement.

Example (ii) Tata chemicals – Ordering in Bombay, specifying in Ahmedabad, Plant in Delhi means 1/3, 1/3, 1/3. For the

Tata Chemicals Power Project where Bangalore and Pune are also involved for TCE and Thermax, it might be 1/5th each.

- 4) For EPCs, Branch Sharing, If purchase order and payment comes from EPC it will be treated like an OEM , if either of it comes from end user it will be shared equally amongst all branches involved as per AU project.

For e.g.- If PO and payment comes from EPC Customer then it is 67% to the EPC and 33% to the end destination . If purchase order comes from end customer 50% sharing to each recipient branch (EPC and end customer). In case po and payment comes from the end customer where EPC is involved 50% sharing to each recipient branch (EPC & end customer)

Engineer sharing

The guidelines for sharing of order value for Engineer share – Engineer sharing percentage will be same as the branch sharing under all circumstances irrespective whether it is an AU, Project or an OEM Order.

No discretion applies to any orders and sharing will happen only based on policy without any intervention.

For missed out/wrong branch Shares, all adjustments will be passed on in the same financial year in which either the order is booked and closed or booked in previous year and closed in the current Financial Year. No requests of old or previous year cases will be entertained for adjustments.

12. Committees

Value Council Committee

The organization has a Value Digression Committee which encourages Members to report any digression in the values of the organization to a confidential email address available in the general mailing list. Any report that reaches the council is addressed with strict confidence and course corrections are intimated to the reporting Member.

The council meets once every quarter to discuss and work on action plans for departments that score low in the Vision & Value analysis conducted in the annual appraisals, as also for departments that are not aligned to the values of the organization.

Committee Against Sexual Harassment at the Workplace

At Forbes Marshall, we believe in creating, maintaining and promoting a safe work environment for all Members. This policy has been put together, to make clear our very strong commitment to create a safe and caring environment, particularly for our women Members.

Sexual harassment is defined as any unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature when submission to or rejection of this conduct explicitly or implicitly affects an individual's employment, promotion or rewards.

Sexual harassment can take place in any of the following forms:

- a) Unwelcome Physical contact and advances (touching the body, actual or attempted sexual assault, actual or attempted rape.
- b) Request for sexual favors, sexual propositions and unwarranted pressure for dates.
- c) Sexually colored remarks, jokes about sex or gender specific traits.
- d) Showing pornography, displaying pictures showing pornography, any other unwelcome physical, verbal or non-verbal conduct of a sexual nature. This includes leering, whistling, suggestive cell phone text messages; suggestive or insulting sounds and gestures, blank phone calls etc.

To ensure preventive action and take remedial steps whenever such issues are raised; a committee has been formed consisting of 5 Members from our organization and one Member representative from a well-known NGO. The committee shall also conduct awareness programmes regularly to sensitize and educate all our Members on this important issue.

Any Member who has experienced any type of sexual harassment as mentioned above can file a complaint with the Committee. The Member may approach any one or more committee members and register the complaint. The committee members shall treat the complaint with absolute confidentiality and go through the procedure of investigation. The management shall provide all necessary assistance for the purpose of ensuring full, effective and prompt implementation of the policy. If a person is found to have behaved in a way that can come under sexual harassment as mentioned above then depending upon the severity of the offence appropriate action will be taken against that member. Appropriate action can include counselling, warning, demanding for apology to suspension or even termination from employment. However, intentional misuse or abuse of this policy will also result in strict disciplinary action. Contact: pshw@forbesmarshall.com

13. Workplace Policies

Policy on HIV

Forbes Marshall recognizes the serious global impact of HIV/AIDS and is committed to providing a safe and healthy work environment for its members. With consideration to the complex issues relating to HIV/AIDS, Forbes Marshall will comply with all the existing legislations, policies and directives of the State and Central Government and will continually review and update its policy to abide by any medicolegal changes / modifications issued from time to time.

Our Policy Guidelines

i. Non – Discrimination

The Company will not discriminate against any Member infected by HIV with regard to promotions, benefits and privileges. The Company will not make pre-employment HIV screening mandatory. There will be no obligation on the part of Members to inform the Company about their serological status in relation to HIV. If a Member volunteers information of his / her serological or clinical status in relation to HIV/AIDS, it will be kept strictly confidential and no work profile changes will be instituted unless specific medical conditions interfere with its continuation or there is a specific request from the infected Member. No employee will be permitted to refuse working alongside an HIV infected individual.

ii. Prevention through awareness and education

The Company will provide scientific information to its employees to reduce the risk of transmission of infection, encourage safe behaviour and dispel myths and misconception regarding the disease. The Company will provide facilities for counseling and voluntary testing of employees and their families. The Company believes in spreading awareness in the community and across all age groups, regarding the prevention and control of the disease and will actively continue to pursue such educational initiatives.

iii. Supportive Atmosphere

Forbes Marshall understands the need to be sensitive and supportive regarding HIV related issues and shall handle these in a discreet and private manner. Identity of the Members infected with HIV shall be kept confidential. The Company will nurture an environment conducive to enabling HIV positive Members to remain part of the mainstream and discourage any form of social isolation of these individuals. In this regard, all employees will be expected to ensure the affected person is comfortable and cared for as an equal.

CSR Policy

Forbes Marshall has always believed in contributing to community development by working as a catalyst for social change. FM's core values of Family Spirit, Innovation and Entrepreneurship, Integrity and most significantly, Value Delivery to our Customers, Members and Society drive our CSR policy.

At Forbes Marshall, we will always strive to follow responsible business practices

- a) We will in pursuance of our CSR Policy work positively with less privileged communities in the areas of health, education, and women development. We will also partner with other stakeholders including government bodies, development agencies and NGOs in this endeavor.
- b) We are committed to protecting the environment and conserving energy in all our initiatives.
- c) We will support projects conserving the cultural heritage of our city and country
- d) We will work in enhancing the capabilities and capacity of stakeholders in NGOs by sharing our own intellectual expertise and providing beneficial inputs through external sources.
- e) We will actively encourage and recognize our Members who whole heartedly participate and contribute to all initiatives related to healthcare, education, employment enhancing vocational skills, environment protection and conservation of natural resources, livelihood

enhancement, reduction in inequalities, empowering women and rural development projects in pursuance of our CSR policy.

14. Code of Conduct

Foreword

This Code is intended to serve as a guide to each of the FM Member on the values, ethics and business principles expected of him or her in personal and professional conduct. This Code of Conduct is intended to establish and clarify the standards for behavior in the organisation. The management will be entitled to amend/augment this Code of Conduct as they deem appropriate from time to time and all such changes/additions will be notified to FM Members. However, no Code of Conduct can cover all the situations that you may encounter. You are encouraged to exercise good judgment in your decision-making and when in doubt, feel free to approach your Manager or Human Relations Team or other designated persons mentioned in Code of Conduct for proper guidance.

Interpretation of the Code

In this Code, words importing singular shall include the plural or vice versa. Any question or interpretation under this Code of Business Conduct and Ethics will be considered and dealt with by the Board or any person authorized by the Board on its behalf.

Applicability

This Code of Conduct is applicable to all FM Members (core, contract, retainer, consultant or any other category) and members of the Board of Directors.

FM requires its agents, suppliers, and service providers, channel partners (dealers, distributors and others) to conduct their businesses in a legal and ethical manner.

All members must abide by the Code of Conduct and they should go through certification to enhance their understanding of the Code.

FM Code of Conduct

Conflict of Interests

All Members of FM shall always act in the interest of the Company, and ensure that any business or personal association which he / she may have does not involve a conflict of interest with the operations of the Company. A conflict of interest exists where the interests or benefits of one person or entity conflict with the interests or benefits of the Company. If a

potential conflict of interest arises, member must discuss the situation with his/ her manager and arrive at a decision which is consistent with FM's Code of Conduct.

No FM Member, without the requisite, officially written approval of the Company, accepts employment or a position of responsibility with any other company. In the case of a full time Director or the Chief Executive, such approval must be obtained from the Board of Directors of the Company.

Financial Reporting and Records

FM shall prepare and maintain its accounts fairly and accurately. The accounts should be in accordance with the accounting principles and standards and to have appropriate internal controls and procedures to ensure that our accounting and financial reporting complies with applicable law.

Equal opportunities , Anti-Harassment, Consumption of Alcohol /Drugs

FM shall always promote diversity and provide equal opportunities to all eligible applicants for employment and its Members without regard to their race, religion, caste, colour, union membership, marital status, gender, sexual orientation, age, nationality, ethnic origin, illness (such as HIV), or disability.

In all matters, equal opportunity is provided to those eligible and decisions shall be based on merit. We have zero tolerance towards sexual harassment or exploitation of any lady Member.

Possessing or consuming alcohol or illegal drugs on FM or customer premises or while conducting FM's business, is not acceptable.

Gifts ,Donations and Political non-alignment

FM Members shall neither receive nor offer, directly or indirectly, any payments, remuneration, gifts, donations or comparable benefits that are intended, or perceived, to obtain uncompetitive favours for the conduct of its business.

However, nominal gifts (provided such gifts are customarily given and / or are of a commemorative nature), infrequent business meals, celebratory events and entertainment, provided that they are not excessive, may not violate this policy.

FM shall be committed to and support the constitution and governance systems of the country in which it operates. FM shall comply fully with all local, state, central, foreign and other applicable laws, rules and regulations regarding political contributions. The Company shall not offer or give any Company funds or property as donations to any political party.

Public Representation and Third Party Representations

In all its public appearances, with respect to disclosing Company and business information to public constituencies such as the media, the financial community, members, agents, franchisees, dealers, distributors and importers, no person other than the Members of Corporate Communications team, Media Relations team, and selected persons who are authorized to speak from Business Units of FM shall attempt to speak or share or communicate any non-public information regarding FM. If any FM Member is contacted for an interview, comments, or other information by the media, analyst, or anyone outside FM, Member must speak only if they have been authorized or refer them to Corporate Communications or Media Relations teams. Under no circumstances must a Member attempt to speak on a no name basis.

Parties which have business dealings with FM but are not members of the Group, such as consultants, agents, sales representatives, distributors, channel partners, contractors and suppliers, shall not be authorised to represent FM without the written permission. Third parties and their members are expected to abide by the Code in their interaction with, and on behalf of, any company of FM Group.

Protecting Company Assets

The assets of a FM Company shall not be misused they shall be employed primarily and judiciously for the purpose of conducting the business for which they are duly authorised. These include tangible assets such as equipment and machinery, systems, facilities, materials and resources, as well as intangible assets such as information technology and systems, proprietary information, intellectual property, and relationships with customers and suppliers.

Violations

Violations of this Code or other Company policies or procedures by Company Members can lead to disciplinary action up to and including termination. Disciplinary actions may include immediate termination of employment at the Company's sole discretion. Where the Company has suffered a loss, it may pursue legal actions against the individuals or entities responsible.

Whistleblowing

Every Member of a FM Company shall promptly report to the management, and / or Values Council, when he / she becomes aware of any actual or possible violation of the Code or an

event of misconduct, act of misdemeanour or act not in the Company's interest. Such reporting shall be made available to suppliers and partners, too.

The Company shall ensure protection to the whistle-blower and any attempts to intimidate him / her would be treated as a violation of the Code.

Reprisal, threats, retribution or retaliation against any person who has in good faith reported a violation or a suspected violation of law, this Code or other Company policies, or against any person who is assisting in any investigation or process with respect to such a violation, is prohibited. Contact: valuecouncil@forbesmarshall.com

Waivers and Amendments

Any waiver of any provision of this Code for a Member of the Company's Board of Directors or a Senior Management Personnel must be approved in writing by the Company's Board of Directors and appropriately disclosed. Based on the business requirements and applicable regulations the Code may be amended by the Board of Directors from time to time.

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