



Mastech InfoTrellis Associate Handbook India

This handbook is a general guide to Human Resources policies and procedures for all Mastech InfoTrellis, Ltd. associates.

Table of Contents

Section 1 – Introduction	01
1.01 – Introduction to the Handbook	01
1.02 – Message from the CEO	02
Section 2 – General Management Practices	03
2.01 – Definition of Employment	03
2.02 – Equal Employment Opportunity (EEO)	03
Section 3 – Employment Conditions	05
3.01 – Employment Classifications	05
3.02 – Employee Grades	05
3.03 – Personnel Files and Records	05
3.04 – Reference and Background Verification	06
3.05 – Non-Disclosure Agreement (NDA)	06
3.06 – Probation	07
3.07 – Retirement Age	07
Section 4 – Employee Care	08
4.01 – Employee Orientation	08
Section 5 – Work Timings & Attendance	10
5.01 – Hours of Work	10
5.02 – Attendance/Punctuality	11
Section 6 – Dress Code Policy	12
6.01 – Appearance & Grooming	12
Section 7 – Leave and Time off	14
7.01 – Purpose	14
7.02 – Leave Year	14
7.03 – Types of Leave	14
Section 8 – Holiday Policy	19
8.01 – Public Holidays	19

Section 9 – Compensation and Benefits	20
9.01 – Philosophy	20
9.02 – Payroll Schedule and Distribution	20
9.03 – Payroll Deductions	20
Section 10 – Career Management	21
10.01 – Performance Management	21
10.02 – Performance Review Process	22
10.03 – Project Review Process	23
10.04 – Continuous Feedback Process	24
10.05 – Training Need Analysis and Career Development	24
10.06 – Performance Management Corrective Actions	24
Section 11 – Health Care Plan and Related Benefits	26
11.01 – Mediclaim Insurance	26
11.02 – Accidental Insurance	26
Section 12 – Workplace Practices	27
12.01 – One-to-One discussion	27
12.02 – Open Door Policy	27
12.03 – Personal Telephone Calls & Emails	27
12.04 – Company Property	28
12.05 – Laptop Security Policy	28
12.06 – External Representations to Customers and Partners	28
12.07 – Office Cleanliness	28
12.08 – Smoke-free/Tobacco-free Workplace	28
12.09 – Diversity and Respect	29
12.10 – Off-Duty Conduct	29
Section 13 – Workplace and Sexual Harassment	30
Section 14 – Travel Policies	39
14.01 – International Travel	39
14.02 – Business Visits	39
14.03 – Visa, Transport and Lodging Expenses	39
14.04 – Daily Allowances	40
14.05 – Domestic Travel	41

Section 15 – Employee Benefits & Employee Care	45
15.01 – Referral Bonus	45
15.02 – Late Night Cab Facility	45
15.03 – Night Shift Allowance	46
15.04 – Food Reimbursement for Extension of Work Hours	46
15.05 – Salary Advance	46
15.06 – Staff Loan Policy	47
Section 16 – Employee Exit & Termination	48
16.01 – Resignation	48
16.02 – Termination by the Employer	49
16.03 – Exit Interviews	49
16.04 – Job Abandonment	50
Associate Handbook Acknowledgement	51

Section 1 – Introduction

1.01 – Introduction to the Handbook

This handbook is Mastech InfoTrellis' (hereinafter referred to as "the Company") guide of Human Resources policies. The Employee Handbook supersedes any previous Employee Handbooks you may have received, and any previous verbal or written policies, statements, understandings or agreements concerning your employment.

However, as times and situations change, we must all be flexible and change accordingly. Therefore, the Company may, in its sole discretion, alter, reduce or eliminate the policies, practices and benefits described in this Employee Handbook, in whole or in part, with or without prior notice. We will try to keep you informed of changes as they occur, but we may not always be able to do so. Therefore, before relying on a statement made in this Employee Handbook, you should check with Human Resource Department as to whether the statement is still current.

This Employee Handbook, as well as other benefits plans and personnel records, does not constitute nor is it intended to represent an express or implied contract of employment. No representative of the Company has the authority to enter into any agreement to employ any employee for a specified period of time or to make a contract of employment, express or implied, that changes or modifies in any way your employment relationship. Only the CEO and the Head Human Resources has the authority to enter an employment agreement that alters employment status and any such agreement must be in writing.

This Employee Handbook cannot anticipate every situation about your employment, and it does not include all Mastech InfoTrellis policies and procedures. It contains a summary of some of the more important policies and procedures. If you have any questions please do not hesitate to ask your supervisor or a member of Human Resource Department.



1.02 – Message from the CEO

Welcome to Mastech InfoTrellis.

We are on a journey of transformation and growth, and we value your contribution toward that journey. In our ongoing endeavor, we have been adopting best practices across the company as well as best-in-class technology and HR frameworks for the benefit of all our associates. Our brand positioning and digital presence is reflective of our intent to build an organization that is regarded as an employer of choice. We welcome your suggestions and value your opinion to make your experience with us, more delightful. Feel free to write to us on experience@mastechdigital.com.

I sincerely hope our association will be a rewarding one.

Regards,



Vivek Gupta
President and CEO



Section 2 – General Management Practices

2.01 – Definition of Employment

A person shall be deemed to be an employee of the company only when the individual has accepted the employment contract of the Company and a start date is confirmed.

2.02 – Equal Employment Opportunity (EEO)

Equal employment opportunity has been and will continue to be a basic principle at Mastech InfoTrellis. Employment at Mastech InfoTrellis is based upon merit, ability, and qualifications. No qualified applicant or employee is to be discriminated against because of race, color, citizenship status, national origin, ancestry, gender, sexual orientation, age, religion, creed, physical or mental disability, marital status, veteran status, political affiliation, or any other factor protected by law.

EEO PROCESS

Our equal employment opportunity commitment applies to all areas of employment including hiring, training, placement, promotion, compensation, and benefits.

Recruitment and promotion will be on the basis that each applicant will be considered fairly and equally. The selected applicant will be the person who best meets the requirements of the position.

Managers and Supervisors are accountable for ensuring that the Company's EEO Policy is promulgated and pursued within their area of responsibility. Each employee has a responsibility to treat all fellow employees with fairness and equality so that the total working environment is free from discriminatory activities and practices.

Employees who feel they are victims or witnesses of unlawful discrimination should immediately report this fact to their manager or to Human Resources Department. Employees should feel free to raise such concerns without fear of retaliation.

CORRECTIVE ACTION

Appropriate corrective action, up to and including termination, will be taken against any Mastech InfoTrellis employee found to have violated this policy. If you feel that Mastech InfoTrellis's EEO policy is not being adhered to, or you may have suggestions of how to further assist Equal Employment Opportunity within Mastech InfoTrellis, please discuss with your manager and/or the Human Resources Manager.



Section 3 – Employment Conditions

3.01 – Employment Classifications

Full Time Salaried Employment: Employees hired to work the company's normal workweek on a regular basis. They shall be eligible for salary and full benefits, subject to the terms and conditions of each benefit program.

3.02 – Employee Grades

For all full time salaried Mastech InfoTrellis employees, we have an internal grade structure, which is common across all business lines and geographies. The grade structure is important in determining salary, bonus amounts and eligibility for various benefits as well as for clarifying employment status.

3.03 – Personnel Files and Records

ACCESS TO FILES

Human Resources files are Mastech InfoTrellis property; therefore, access to them is restricted. Personnel files would contain all new joiner forms, emergency contacts, appraisals, employment letter, increment & promotion letters, etc. Generally, only management has access to the files. The personal file of the employees can be shared with their practice Leads and above on a need basis. Employees may review their own records in the presence of HR team member. Copies of the records may be made; however, under no circumstances may a file be removed.

UPDATING INFORMATION

Records and information regarding each applicant, employee, and former employee are kept to ensure compliance with statutory requirements and to support benefit programs

and employment actions. It is important that records are accurate and current; therefore, employees are asked to notify Human Resources of any changes in

- Name and/or marital status
- Address and/or telephone number
- Number of dependents
- Emergency contact person
- Qualifications

3.04 – Reference and Background Verification

BACKGROUND VERIFICATION:

Typically includes verification of education, employment, address, criminal background check and other information the company might need when investigating candidate's history.

It is mandatory for new hires having a previous work experience to submit atleast three professional references from previous organizations and Fresher to submit atleast one from college.

RELEASE OF INFORMATION

All requests for references and inquiries regarding current or former employees should be directed to Human Resources. No employee may provide a letter of reference for any current or former employee without Human Resources' written permission.

Under no circumstances may any information regarding current or past employees be provided over the phone. Human Resources will respond in writing only to reference requests that are submitted in writing. Limited information, such as verifying name, dates of employment, and job title, will be provided. Any additional information regarding the employee will be released only if Mastech InfoTrellis has obtained written consent and release from the concerned individual.

When your signed authorization is received, we will forward the request to the Payroll Department to provide the appropriate information requested by a legitimate credit, mortgage, legal, or insurance source.

3.05 – Non-Disclosure Agreement (NDA)

A non-disclosure agreement (NDA), also known as a confidentiality agreement (CA), confidential disclosure agreement (CDA), proprietary information agreement (PIA), or secrecy agreement (SA), is a legal contract between at least two parties that outlines confidential material, knowledge, or information that the parties wish to share with one another for certain purposes, but wish to restrict access to or by third parties. It is a contract through which the parties agree not to disclose information covered by the agreement.

An NDA creates a confidential relationship between the parties to protect any type of confidential and proprietary information or trade secrets. As such, an NDA protects non-public business information.

NDAs are commonly signed when two companies, individuals, or other entities (such as partnerships, societies, etc.) are considering doing business and need to understand the processes used in each other's business for the purpose of evaluating the potential business relationship. NDAs can be "mutual", meaning both parties are restricted in their use of the materials provided, or they can restrict the use of material by a single party.

All employees must sign an NDA or NDA-like agreement with the employer. In fact, some employment agreements will include a clause restricting employees' use and dissemination of company-owned confidential information.

3.06 – Probation

All new joining employees in a permanent position with Mastech InfoTrellis, shall undergo three (3) months of probationary period. However employees becoming permanent after a minimum six (6) months of contract period may be exempted, on the discretion of the management.

In cases where the performance is not satisfactory, Performance Improvement Plan (PIP) shall be initiated for 1 month. Based on the outcome of the PIP, the probation may either be extended for another 1 month period or the service of the staff may be terminated by issuing one month notice.

3.07 – Retirement Age

The age of retirement for superannuation of the employees shall be 58 years. The service of an employee shall automatically cease on attaining the age of retirement.



Section 4 – Employee Care

4.01 – Employee Orientation

Your first day of employment with Mastech InfoTrellis will involve an Induction meeting. The purpose of induction is to provide the necessary information, resources and motivation to assist our employees to adjust to a new work environment and to encourage the development of loyalty and enthusiasm towards Mastech InfoTrellis.

The aims of the induction are to welcome you to Mastech InfoTrellis and introduce you to company and its employees. It will also assist you in becoming aware of your terms and conditions of employment.

TESTIMONIALS AND JOINING FORMALITIES

On the day you join Mastech InfoTrellis, you are requested to submit the following documents to the HR Department:

- Date of Birth Proof (Class 10th Pass Certificate / Birth Certificate)
- Copy of PAN Card
- Photocopy of passport (if possessed)
- Education Certificate (10th /12th / Bachelors / Masters)
- Any other Certificate/s for professional courses
- Four copies of recent Passport size colour photographs
- UAN number for linking your Provident Fund
- Relieving and Experience Letter from previous employer
- Last 3 months pay slip

Note: Please keep your originals with you at all times, at your current residence. This is important as your work may require you to travel overseas

at short notice. Please note that for the above mentioned documents, originals will have to be brought for our verification.

As a new recruit, you also need to fill in the following forms when you join the Company:

- Employee Information Form
- InfoTrellis Information Security Policy
- Background Verification Form
- Non-disclosure Agreement
- Gratuity and PF nomination forms

EMPLOYEE NUMBER AND LOGIN CREDENTIALS

You will be assigned an Employee Number on the day of Joining and other details such as system login ID, Greytip portal (HR Portal) ID and password, email address, access card will also be provided. From here on, in all correspondence, and forms you use in the organization you will need to enter your Employee Number along with your name.

The completed and signed documents must be forwarded to HR on the first day of employment.



Section 5 – Work Timings & Attendance

5.01 – Hours of work

The regular working week has five working days, from Monday through Friday and total effective working hours are forty five (45) hours per week including an hour of lunch break every day. If employees are required to work outside of these core hours due to the nature of the project involved, it is expected that the employees keep their manager informed about additional hours spent on projects.

OFFICE TIMINGS

The office premises will be open 24 X 7. However to limit electricity consumption, the air-conditioning equipment will be operational only at certain times of the day as decided by the operations team. By default, no air-conditioning will be available during early mornings, late evenings, night and weekends. We will however be ordering certain number of fans to be used in the office when AC is switched off. Exceptions can be made based on PM's request in case there is a need for his/her project team to be in the office. PM should initiate such requests to the operations team well in advance.

TIME SCHEDULE DURING THE WORK WEEK

- Minimum of 40 work hours within the office premises excluding lunch hours on a working week.
- Minimum of 6 work hours on any given day
- If not working from home or on leave, employee must be available in person for any meeting/discussions whenever he/she is required

- The operations team will be generating a report on time spent in the office on a monthly basis. Consistent shortfalls will not be appreciated. As and when the shortfall crosses 4 hours for the week, ½ a day leave will be deducted.

5.02 – Attendance/Punctuality

Regular attendance and punctuality are the foundation of dependability and high level work performance. Absenteeism and tardiness burden co-workers, disrupt business operations, and reduce the quality of customer service. Therefore, good attendance, punctuality, and dependability are required of all employees. Attendance and tardiness problems reduce an employee's opportunity for advancement. Excessive absenteeism and/or tardiness may result in disciplinary action, up to and including termination of your employment. We must meet production requirements to satisfy our customer's demands. All the Mastech InfoTrellis employees must do their part in achieving this goal, and one way is to maintain a good attendance record. Any absence or tardiness becomes a part of your employment record. Absenteeism refers to any unscheduled or unplanned absence from work. Unscheduled absence is usually related to sickness or disability leave but can also occur for a range of other personal reasons.

PUNCTUALITY REQUIREMENTS

Employees are expected to be at their work stations on time. If there are any situations of late coming to work, then he/she should make every reasonable effort via phone or other means to contact your manager at least an hour prior to their start time.

COUNTING ABSENCE

In the event that an employee is unable to come to work, he should call in his/her supervisor or let the appropriate person know, in advance where possible, but no later than your regular starting time, so that arrangements for other help can be made.

Employees may be granted excused absences for sickness/illness when the appropriate person is notified prior to the start of work. Pre-scheduled medical/professional appointments (lawyers, clergy, counselors, etc.) or other compelling reasons, with prior supervisory approval, may also be considered as excused absences.

Failure to do so shall result in the absence being considered as leave and the same will be deducted from the staff's Earned Leave balance. If there are no leaves available, the same shall go as Loss of Pay.

Upon return to work by the employee we may require documentation of authorized reasons for absence, such as sick leave or emergency leave and may also verify the documentation where appropriate.

Authorized absences include the following:

- Vacation time scheduled in advance
- Medical leave scheduled in advance
- A death in your immediate family
- A birth in own family from your absence



Employees are expected to explain their manager the reason for absence. Managers will need to inform HR if this leave of absence is approved or not approved. Excessive absenteeism or habitual absenteeism, tardiness will result in disciplinary action up to and including termination of employment.

Section 6 – Dress Code Policy

6.01 – Appearance & Grooming

PURPOSE

Service and professionalism are what separate Mastech InfoTrellis from its competition. The nature of our business demands that an employee's appearance reflect an appropriate professional image and be consistent with an employee's particular duties and the customer's dress code. Dress, grooming, and hygiene should be appropriate to the nature of work, degree of customer contact, expected business standards, and the need to maintain job safety. Employees with special needs or questions or concerns regarding dress and grooming standards should contact Human Resources. Improperly groomed or dressed employees will be subject to disciplinary/ corrective action up to and including termination.

ACCEPTED DRESS STANDARDS FOR EMPLOYEES

Mastech InfoTrellis's year-round dress code is Business Casual attire from Monday through Fridays. Below are the guidelines for proper dress code at Mastech InfoTrellis:

Important: Prohibited Attire - Extreme, immodest, or revealing attire is not permitted. Miniskirts, tank / tube / halter / transparent tops, worn / torn jeans, flip-flops, Slippers and other very casual clothing or footwear are not permitted.

The following are permitted attire for our employees:

For Women	For Men
Shirts /T-shirts with collar or mock collar & with or without sleeves	Shirts /T-shirts with collar or mock collar & sleeves
Capris with belt	Tailored Trousers / Khaki pants with belt
Denim - Jeans, skirts & dresses below the knee	Denim Pants (jeans)
Professional shoes / Slip on Shoes / Sandals	Professional shoes / Slip on Shoes

GROOMING

Good personal hygiene and grooming are essential. Hair, beards, and moustaches must be neatly trimmed and appropriate to our business.

Company expects employees to maintain a clean, neat, professional appearance in their dress and grooming consistent with high standards of quality and service in Mastech InfoTrellis's kind of business. Employees with special needs or questions or concerns regarding dress and grooming standards should contact their manager or Human Resources. Improperly groomed or dressed employees will be subject to disciplinary/corrective action up to and including termination.



Section 7 – Leave and Time off

7.01 – Purpose

Leave is granted to employees with the good intention of providing rest, recuperation of health and for fulfilling social obligations. Sanctioning of Leave is at Management discretion based on exigencies of business or seriousness of the case.

7.02 – Leave Year

- Leave year is from 1st January to 31st December
- Employees who are appointed during the course of the year shall be entitled to the Leaves on pro-rate basis

APPLICABILITY

- The Leave policy is applicable to all full time salaried employees of the company, excluding trainees
- Employees whose date of joining service falls between 1st to the 15th of a month are entitled to get the Leave credit for that month.
- Employees whose date of joining service falls between 16th to the end of the month are not entitled for the Leave credit for that month.
- If an employee is relieved on any day between 1st to 15th of a month, then he/she is not entitled for leaves due for that month.
- If an employee happens to leave on any day between 16th to the end of the month then he / she is entitled for leaves due for that month.

7.03 – Types of leave

The next page shows the types of Leaves effective January 1, 2018.

- Earned Leave
- Work From Home
- Compensatory Off
- Maternity Leave
- Leave Without Pay
- Leave for trainees
- Paternity Leave

EARNED LEAVE

Earned Leave is provided to employees for rest and recreational activities.

- All full time salaried employees are entitled to 24 days of earned Leave in a calendar year.
- Earned Leave is accrued at the rate of 2 days of Leave per month worked
- At the end of the year a maximum of 12 Earned Leaves can be encashed based on the basic salary. Remaining balance leaves if any will lapse.
- Applying for Leave, obtaining approval from supervisor is the responsibility of the employee.
- Request for Earned Leave must be made and approved of (by the reporting manager), at least 2 days in advance to enable work planning and functioning during the period of absence except in emergency situation taken.
- Upon resignation from the services of our company the balance Leaves if any, will get encashed based on the basic salary.

WORK FROM HOME

Aim and Purpose

This section of the document is designed to give guidance to managers and employees on the types of circumstances where Mastech InfoTrellis will allow, for business reasons, employees to occasionally work from home and outlines the management approvals required to support this type of “occasional” working arrangement.

Definition of Work From Home (WFH)

Work from home is a benefit extended to the employees of Mastech InfoTrellis, under certain exceptions that are pre-approved by the management.

All WFH requests have to be applied and approved through Greytip only, and proper monitoring would be conducted to ensure that “occasional” working from home does not inadvertently become a regular feature of the employees’ working arrangements

Applicability:

The benefit of Work from Home is extended by Mastech InfoTrellis to:

- All employees, subject to manager's approval
- All team members when they are working on a client project
- WFH benefit **will not be available for team members when working in an internal project or when not assigned to a customer project**

Procedure for availing WFH

- Employees wishing to occasionally work from home must apply for WFH in Greytip one day prior and secure the agreement of their project manager. If there is no Project Manager assigned at offshore, a prior approval must be acquired from the onsite Project Manager. Approval request should mention why employee cannot travel to office.
- Once the approval is given in Greytip by manager, HR will get automated notification from Greytip and attendance will be updated.
- Retrospective requests on Greytip will not be authorised and any absence maybe considered as unauthorised, in which case HR will consider WFH as leave and the employee will be asked to apply on Greytip as leave or may get LOP (Loss of Pay) marked on that day.
- Project Managers should take prior approval for their work from home requests from their reporting manager using the same approach
- Employees who are in Long term work (Either a defined Period or a Full time) from Home (with prior approval), are expected to apply on Greytip and get it approved
- Employees travelling within India to a client location or to client location in NA for short term should also apply on Greytip.

WFH Approval Guidelines for Project Manager

Line managers are advised that, as a guide, occasional working from home means that an employee does not develop a regular pattern of being away from the office.

- Any event where an employee provides a reasonable explanation can be approved. While approving such a request the Project Manager must ensure there is no negative impact to his/her project. Project Manager may consult other colleagues in the project team to determine negative impact.
- Multiple failures to complete expected tasks during WFH days may result in canceling the benefit for the said employee. Disciplinary action may also follow in such cases.
- If the employee's request does not seem reasonable, reasons can be questioned, and if the Project Manager is not convinced, request to be declined.
- If an employee is requesting for more than 1 day of work from home in a given week, it will need to be approved by the second level manager on email before applying it on Greytip and attach the approval email in the application.

Expectations during WFH

- Employee needs to be available on call at all times and in case he/she steps away from desk, should inform through hangout status or email about when he/she will be back.
- Employee must attend all conference calls and meetings and should make arrangements on his/her own. Company will not provide for calling cards, phone or internet facility for the same.

- At the end of a WFH day, employee must send the status of tasks completed to his/her respective Project Manager.

All the above rules are under normal circumstances. If there are extraordinary circumstances with project deliveries, exceptions can be made to the above WFH rules. In such cases, the Center Head is the sole deciding authority.

COMPENSATORY OFF ("COMP-OFF")

- Employees who are required to work on Weekends (Saturday/Sunday) because of business demands are entitled to avail compensatory off on any weekday
- Comp-off needs to be availed within 3 month of work date
- Advance compensatory off cannot be availed

MATERNITY LEAVE

Maternity Leave is the period of absence from work granted to a mother before and after the birth of her child.

- employees with more than 4 months' continuous service with the Company are entitled to 26 weeks' maternity Leave with pay of which not more than 8 weeks shall precede the date of expected delivery.
- The employee must provide their manager and HR with a note of intended commencement date of maternity Leave and expected return date.
- Post 26 weeks of maternity leave, the employee can avail Work from Home facility depending on the nature of her work. In cases where WFH option is not available and the employee is still unable to join the company, Earned leave can be combined with Maternity Leave. Post the completion of all leaves, the employee can go on Leave without Pay till one year period.
- In case of miscarriage, or medical termination of pregnancy, on production of proof, female employees are entitled to leave with pay for 6 weeks immediately following the day of miscarriage or medical termination.

LEAVE WITHOUT PAY

Employees, who have exhausted all their Leaves and want to avail more Leave, can do so by availing Leave without Pay, with prior approval from their manager.

LEAVE FOR TRAINEES

All trainees/interns are entitled to 1 day leave per month, during the training/internship period. Any leave not availed during such period will elapse at the end of the training and cannot be cashed out.

PATERNITY LEAVE

Male employees, who have worked for at least 90 days shall be entitled for Paternity leave of a maximum of 5 days on the birth of a child. This would be applicable for the birth of two children per family. It should be availed within 8 weeks of the birth of the Child.

PROCEDURE FOR APPLYING LEAVE

- Applying for Leave, obtaining approval from supervisor is the responsibility of the employee.
- Under normal circumstances employees should get their Leave approved in advance by their immediate superiors through Greytip Portal.
- The sanctioning authority has the discretionary rights to refuse, revise, curtail or revoke at any time according to the conditions and exigencies of work. If Leave request is not granted then the superior should assign the reason for not granting such Leave.
- An employee who has taken Leave without obtaining prior approval or has not updated the same on the Greytip portal before 20th of next month, the employee shall be considered as absent and leave deducted from EL for the said number of days
- Any extension of Leave without prior approval will be deemed to be Leave without permission as stated above.
- Leaves cannot be adjusted against the notice period. Any deviation to this has to be approved by the Country Head.



Section 8 – Holiday Policy

The company grants 10 holidays to its employees in a year coinciding with different religious and important days of the country. Details will be conveyed to all employees in the beginning of new calendar year and will be effective from 1st January every year.

8.01 – Public holidays

Public Holidays will be as prescribed by the relevant Government body. A list of National & State holidays and Company-approved holidays for each year will be declared by the HR every year and would be displayed in the Notice Board. Employees who are at client location in a different geography or the same geography will have to follow the client holiday calendar and will not be eligible for any compensatory off on MIT Chennai's declared public holidays.



Section 9 – Compensation and Benefits

9.01 – Philosophy

At Mastech we believe in providing compensation, which is commensurate with the individual's performance. Rewards are proportionate to performance, responsibilities and demonstrated results. Compensation increases, when granted, are based on job performance, position and role expectations, prevailing market conditions, and the company's financial health. Compensation policies and procedures are made at Mastech's sole discretion and may be unilaterally modified or revoked at any time. Employees who have questions or concerns regarding any compensation programs or policies are encouraged to contact their manager or Human Resources.

9.02 – Payroll Schedule and Distribution

Our financial year is assessed from April to March. The payroll period for computing salaries is the calendar month. Salary is credited to your bank account on the 25th of every month or subsequent working day if the 25th of that month falls on a holiday.

9.03 – Payroll Deductions

In accordance with Income Tax regulations, the Company makes Provident Fund and other statutory deductions. You are requested to submit details of your savings for tax planning to help the Finance Department to compute and deduct your income tax accordingly. Please get in touch with Finance Department for further details.

In case you face any difficulties with your salary disbursements, you can get in touch with the Finance department.



Section 10 – Career Management

10.01 – Performance management

The Company's performance management policy enables employees to contribute to the success of the business through the continuous review, recognition and development of their own performance.

The objectives of the performance management process are to:

- Ensure the company achieves its business targets through the collective efforts of all departments
- Ensure SMART objectives are set for all permanent staff across all levels which are in line with the business objectives
- Ensure that each employee has a formal performance review every six (6) months
- Review the key objectives of the position and agree to the responsibilities and performance measures each quarter
- Assess employees' performance against agreed performance standards for the review period
- Provide an opportunity to identify employee's additional knowledge and skills
- Identify and agree on training and development activities
- Strengthen employee/manager communication through regular review of performance
- Boost the morale of the employees by suitably framing promotions/increment structures

All employees will undergo one formal review every six months and informal reviews should occur more frequently with their manager. Performance will be reviewed against agreed objectives that are linked to the Company's business plan and the employee's position description. This enables the teams and individuals to see how their efforts contribute to

the overall success of the Company.

10.02 – Performance review process

Annual performance Review is carried out every year in June and Mid-Year Assessment in December.

Guidelines for Annual Performance Assessment:

Employees who have joined the company on or before 31st March are eligible to participate in this process

- Employee's performance during the period of July – June will be taken into consideration for the purpose of assessment.

For salary revisions pay-out the following conditions will apply:

- Employees who joined on or before 31st September of the previous year will be eligible for salary revisions based on the performance rating
- Those who joined on or after 31st September will have their salary revisions in the next cycle in April next year taking into account all of their days spent since they joined.

For variable component pay-out the following conditions will apply:

- Those who joined on or after 1st April will receive their variable component arrears for year ending June along with their mid-year component in January next year after the mid-year performance assessment.
- For variable component payment the employee has to be in employment during the date of disbursement of variable pay. Employees who are serving their notice period or have been terminated before the pay-out date, will not be eligible for the variable component pay-out in whole or even in pro-rated at the end of assessment cycle.
- Apart from Annual Appraisal in case of any correction in the CTC the same will processed during Oct.
- Annual performance assessment will start on 1st Feb and will end by 30th March. Based on the rating, pay-out of the variable component along with the annual increment will be disbursed along with the payroll processing of the month of August.

Guidelines for Mid-year Assessment

- Employees who have joined the company on or before 30th September are eligible to participate in the performance assessment process.
- Employees performance during the period July – December will be taken into consideration for the purpose of assessment

Mid-year assessment will start from 05th January and will end by 30th January. The pay out of bonus will happen in February.

At the formal review meeting, your manager will lead you through the review process, discussing:

- Your results and achievements against your objectives and measures
- Your behaviour and performance as an individual and as a team member
- Your strengths and areas requiring development
- Any factors impacting your performance
- Development and career plans
- The overall performance rating assigned to you
- Punctuality and regular attendance for duty

The meeting is a two-way discussion, focusing on the areas above. At the completion of the meeting the review should be signed-off by both you and your manager and comments made if required. If you are unhappy with the review, you should discuss this with your manager during your meeting. If there are any unresolved matters you wish to discuss further, then under the Company's open door policy, these can be raised with either HR or any member of the Senior Management team.

10.03 – Project Review Process

In order to ensure that the performance of employees in projects is considered while providing them the final performance rating, we have the Project Review Process in our PMS system.

Objectives of Project Reviews

- To review the performance of the employees in Projects over a given period of time.
- To provide feedback to the employees regarding their performance in Projects.
- Encourage Performance Improvements.
- Encourage Coaching and Mentoring.
- Determine Individual Training and development needs.
- Determine Organizational Training and development needs.
- Improving Overall Organizational Performance.
- Provide information to assist in the other personal decisions in the organization

Project Reviews Timelines

- Project review requests can be initiated at any point in time except during the Mid-Year and Annual Cycles.
- An employee can be covered only in one project review at any point of time.
- If the project is less than 6 months, Project Manager will initiate the review process at the end of the project cycle
- If the project is 6 months +, the PM will initiate the review process every 6 months (cycle 1, cycle 2 etc.)
- HR will send out a reminder to PMs every 6 months or end of project to initiate the review process

Project Review Process

- Employees will get the self-assessment form under their action item
- Once the employee completes the self-review for the Project, the manager can enter his review and submit.
- Manager will be able to refer the project reviews of the employee and should refer the review ratings during appraisal process.

10.04 – Continuous Feedback Process

Feedback is the essence of an organization's work culture. A Manager's continuous feedback to his team holds the rhythm of the work system. Continuous feedback plays a vital role in motivating an employee to give his best that in-turn helps the organization to achieve its objectives. We also use the feedback as a reference while conducting performance evaluations.

Feedback Categories and Permissions

The following are the Feedback categories and permissions:

Category	Who can give feedback under this category?	Who can view the feedback?
Appreciation	Primary Manager, HR, Practice Lead, Final Authority, Skip Level Manager, Department Head, Company Head	All
Area of Improvement	Primary Manager, Practice Lead, Final Authority, Skip Level Manager, Company Head	Employee(Self), Primary manager, HR, Practice Lead, Final authority, skip level manager

10.05 – Training Need Analysis and Career Development

The Company is committed to the ongoing investment of time and resources to support staff in achieving personal and professional development. The Company has a responsibility to provide its people with the skills and knowledge required for competent performance of their jobs. Each employee has the responsibility for their own development and for the sharing of knowledge and ideas with their team.

It is the Company's policy to invest in staff development and training. Employees training needs should be discussed during the performance review and once agreed included in a Development and Career plan. Each Manager is responsible for ensuring that the training needs of employees under his/her supervision is recognized and met. The company will support and guide Employees in their training and development and provide a range of development opportunities to ensure that employees are effectively skilled and confident to meet business challenges.

10.06 – Performance management corrective actions

The Company policy is to take a consistent approach to handle situations where an Employee is not performing his/her duties in a satisfactory manner and fails to meet acceptable standards and/or agreed

objectives/ targets. Where possible counselling and corrective actions will be taken to provide employees with an opportunity to correct performance or conduct deficiencies, or if circumstances warrant, the Company will take immediate action to terminate the employment relationship. The corrective action process can include, counselling, verbal warnings, written warnings, performance improvement plans, suspension or termination of employment. The Company reserves the sole right to respond to the issue or act in a manner it deems appropriate and take into account local Labour law requirements

Performance Improvement Plan (PIP)

In order to having a good talent-pool, PIP is designed for underperforming employees to give an opportunity to succeed while still holding them accountable for the past performance.

Steps in PIP

- The reporting manager initiates the PIP and invites the staff for a discussion with/without the presence of HR
- Both the reporting manager and the staff on PIP agree on a set of tangible objectives and desired outcome which is to be met within a period of maximum of 1 month
- Based on the agreement between the two, they can either have an interim review meeting (at 2 weeks) or a final review meeting at the end of 1 month
- The achievements are measured against the set targets and feedback given to the staff on PIP
- The manager may like either to extend the PIP for another fortnight or one month or close the discussion
- Based on the outcome of the process, the service of the staff may be either be continued or probation extended (in case of new hires) or even terminated as per the applicable termination clause

Section 11 – Health Care Plan and Related Benefits



11.01 – Mediclaim insurance

As employees of Mastech InfoTrellis you are covered under Hospitalization Insurance. The coverage is extended to you as well as your immediate family (i.e., parents, spouse and two children). The pre-existing diseases are also covered through this scheme. Our insurance provider is Apollo Munich and the coverage amount is Rs. 2 Lakhs.

Claim Settlement Process

In order to make a claim, hospitalization for at least a day (24 hours) is necessary. In addition, submission of all the relevant documents about the hospitalization like test reports, X- Rays, Culture Report, History etc. are necessary.

The Finance/HR - Department has to be informed within two days of admission to the hospital.

11.02 – Accidental Insurance

You are covered Rs 5 Lakhs under the Group Personal Accident Insurance Program, with 24 hours coverage. If any injury is caused due to accident, you can avail the facility under the benefits of Personal Accident Coverage.

The Finance/HR Department is to be informed within 24 hours of the occurrence of the accident.



Section 12 – Workplace Practices

12.01 – One-to-One discussion

With a view to increase the bond between the manager and the team members, improve the communication channels, convey the expectations of the management to the staff and in turn understand the support the staff needs from the manager, we encourage the Project managers/mentors to conduct one-on-one discussion with each of their reporting staff at regular intervals. This may vary from 1-3 months, in addition to the regular performance discussion during Half-year and annual appraisal cycle.

In cases where the manager is not initiating the discussion for any reason, the staff can also invite the manager for the same by blocking his/her calendar. The discussion point during the one-on-one meet are recorded and becomes basis for the next discussion between the two.

12.02 – Open door policy

The Company has an Open Door Policy – a policy that promotes an atmosphere whereby you can feel comfortable raising work related issues of concern. These may include: salary/benefits, bonus, work environment, safety in the workplace, performance reviews, discrimination and harassment and operation of the business.

Initially, you should discuss any problems, disputes or concerns with your manager. If you are not comfortable doing this, or not satisfied with the way your issue is dealt with, you should approach HR or a senior member of the Management team.

12.03 – Personal telephone calls & emails

The Company regards the telephone and computer as business tools that should only be used for official purposes and personal calls

and communications that are a matter of urgency or domestic concern. The circulation of chain emails and large, non-business attachments is prohibited as they slow down our system and can adversely affect our business. The distribution and circulation of offensive and pornographic material is unacceptable and will result in disciplinary action.

12.04 – Company property

All Company owned, leased or provided equipment; materials and supplies are and remain the property of the Company. Each employee is obligated, as a condition of employment, to exercise prudent, safe and effective use of all equipment, materials and supplies provided for use by the company. Unauthorized removal of equipment or materials (whether in use, surplus or discarded) or their misuse may result in corrective action and/or prosecution to the fullest extent of the law.

12.05 – Laptop security policy

The safety of the Laptop will be the absolute and sole responsibility of the employee to whom it is issued. He/she will be accountable for its safe custody at all times. Should an employee lose a Laptop, irrespective of the cause or reason, he/she will be liable to reimburse to the Company, the value of new Laptop that the company need to procure.

12.06 – External representations to customers and partners

The Company's integrity with customers and partners is a valuable and most precious asset that can be harmed by a single thoughtless or unauthorized representation or commitment. Employees should refrain from making any representations or promise without the required authorization\ authority. It is essential that we instill in our customers and partners the confidence that their inquiries or requests are handled rapidly and effectively. In situations where you are asked to make a representation or promise to a customer or partner and you do not have the authorization to do so, promptly refer the request to your manager.

12.07 – Office cleanliness

Ensuring the protection and cleanliness of our work environment is part of the responsibility of each employee. Our work locations should reflect a professional environment to all those who enter our doors each and every day. Employees should ensure that their work area is free of clutter and hazards; discard materials such as paper, toner cartridges, cleaning materials and any other garbage in proper recycling bins; take care of any accidental spills themselves or with the help of housekeeping staff.

12.08 – Smoke-free/tobacco-free workplace

The Company is committed to a smoke-free/tobacco-free work environment. Smoking or use of other tobacco products is not permitted inside the company's premises and the building where our company is located.

12.09 – Diversity and Respect

The Company requires that we will treat each other with respect and fairness at all times, just as we wish to be treated ourselves. We will value the difference of diverse individuals from around the country and are firmly committed to the equitable treatment of all employees and qualified applicants for employment. Employment decisions will be based purely on business reasons, such as qualifications, demonstrated skills and achievements and we are committed to compliance with applicable employment laws. Equal employment opportunity applies to all aspects of the employment process including promotion, placement, training and compensation. We are also intent on ensuring that the reporting of concerns and complaints is done without fear of dismissal or retaliation of any kind. The Company will not discharge, demote, suspend, threaten, harass or in any manner discriminate against any employee in the terms and conditions of employment based upon any lawful actions of an employee with respect to good faith reporting of concerns or complaints regarding discrimination or harassment.

12.10 – Off-duty conduct

In general, the Company does not seek to interfere with employees' off-duty activities and employees have a right to privacy in their family or private lives. However, if an employee's off-duty conduct impacts negatively on the Company, either in terms of an employee's individual work performance or the business interests of the Company, including its reputation then the Company reserves the right to take action. For example, the Company prohibits any illegal or immoral conduct by an off-duty employee that affects or has the potential to affect the Company or exposes or has the potential for exposing the Company to potential liability.



Section 13 – Workplace and Sexual Harassment

Mastech InfoTrellis is committed to providing a work environment free from all forms of discrimination, including sexual harassment. Mastech InfoTrellis promotes a work environment that fosters personal and professional development. Mastech InfoTrellis's policy is that any form of workplace harassment, including but not limited to, sexual, racial, religious, age, national origin, citizenship or disability, will not be tolerated and any offenders will be subject to disciplinary action, up to and including termination of their employment.

Sexual harassment is not only detrimental to the working environment but also demoralizing for everyone involved. Such harassment is illegal and a violation of

Mastech InfoTrellis's policy prohibiting any and all forms of discrimination. Where sexual harassment is found to have occurred, the Company will promptly act to stop the harassment, prevent its recurrence, and discipline and/or take any other steps that it deems appropriate, against those responsible. Employees have given many suggestions earlier and we would continue to welcome suggestions that would aid in maintaining a constructive and harmonious relationship in the work place. Our single most common goal must be to remember our primary mission and work together to meet the needs of our clients.

AUTHORITY

This policy on workplace and sexual harassment and consensual sexual or romantic relationships (the "Policy") has been authorized and approved by the Board of Directors of Mastech InfoTrellis (the "Company").

APPLICABILITY

- The Policy is applicable to all employees, the management, retainers, consultants, probationers and trainees of the Company, present and future including volunteers, interns, or those working for honorarium with the Company (hereinafter collectively referred to as "Employee" or "Employees").
- This Policy shall apply to all allegations of Harassment (as defined in this Policy), whether within or outside the premises of the Company, including on overseas programs and trainings, and/ or during the course of an Employee's employment and shall come into force with immediate effect. The Policy shall also apply in respect of all complaints of Sexual Harassment made by a third party against an employee, or vice versa if the Sexual Harassment is alleged to have taken place within the Company's premises and/ or during the course of such Employee's employment.
- This Policy is not intended to impair or limit the right of anyone seeking a remedy available under law. Proceedings under this Policy shall continue notwithstanding any proceedings initiated by a complainant against an alleged perpetrator under any law in force.
- It is hereby clarified that nothing in this Policy shall apply to any action between any independent contractor and his/ her/ its employees whose services are being utilized by the Company as contract labor, and it is further clarified that such independent contractors, the contract labor, etc. shall be treated as third parties or outsiders for the purposes of this Policy.

PROMPT ACTION

Reports of Work place and Sexual Harassment are taken extremely seriously by the Company and will be dealt with promptly. The specific action taken in any particular case depends on the nature and the gravity of the conduct reported, and may include intervention, mediation, investigation and the initiation of grievance and disciplinary proceedings as mentioned in this Policy. Where Sexual Harassment is found to have occurred, the Company will act promptly to stop the harassment, prevent its recurrence, and discipline and/or take other appropriate action against those responsible.

RELATIONSHIP TO FREEDOM OF EXPRESSION

The Company appreciates that vigorous discussion and debate are essential in order for it to maintain and foster its excellent work product and the atmosphere of friendliness in its workplace. Sexual Harassment however, is neither legally protected expression nor is it a proper exercise of expression; it compromises the integrity of the Company, its tradition of being a fair and just employer; and the trust placed by it in its Employees.

DEFINITION OF SEXUAL HARRASSMENT AND EXAMPLES

"Sexual Harassment" means unwelcome sexually determined behavior/ conduct (whether directly or by implication) such as:

- Physical contact and advances;
- A demand or request for sexual favors whether by words or actions
- Sexually coloured remarks;
- Showing pornography; or Any other unwelcome physical, verbal or non-verbal conduct of sexual nature, where:

- Submission to or rejection of such behaviour/ conduct is made, explicitly or implicitly, an adverse consequence in relation to an individual's chances of being recruited, promoted, transferred, rates of pay, benefits, or a term or condition thereof; or
- Such behaviour / conduct directed against an individual persists despite its rejection; or
- Such conduct has the purpose or effect of unreasonably interfering with an individual's professional performance; or
- Such conduct can be humiliating and may constitute a health and safety problem; it is discriminatory when the woman has reasonable grounds to believe that her objection would disadvantage her in connection with her employment, including recruitment or promotion, or when it creates a hostile working environment.

EXAMPLES OF ACTIONS OF SEXUAL HARASSMENT

There are usually three kinds of sexual harassment and the following examples are not exhaustive. Sexual harassment can be perpetrated upon members of the opposite gender or one's own gender. Prohibited actions of Sexual Harassment would include:\

Non-Verbal

- Gestures
- Staring / leering/winking
- Invading personal space
- Pin-ups
- Offensive publications
- Offensive letters / memos
- Unsolicited and unwanted gifts

Verbal

- Language of a suggestive or explicit nature
- Unwanted propositions
- Jokes of a sexual or explicit nature
- Use of "affectionate names"
- Questions or comments of a personal nature

Physical

- Deliberate body contact
- Indecent exposure
- Groping / fondling / kissing / hugging / patting / pinching / brushing
- Coerced sexual contact

Requests For Demands For Sexual Favors

These include subtle or blatant pressures or requests for any type of sexual favors accompanied by an implied or stated promise of preferential treatment or negative consequence concerning an individual's employment status.

Sexually-Colored Remarks

These include verbal abuse or joking that is of a sexual nature and considered unwelcome by another individual. For example, comments about an individual's body or appearance where such comments are beyond mere courtesy, telling "dirty jokes" that are clearly unwelcome and considered offensive by others or any other tasteless, sexually-oriented comments, innuendoes or actions that offend others.

GENERAL

In addition to the above, determining what constitutes Sexual Harassment depends upon the facts and the context in which the conduct occurs. Sexual Harassment may take many forms - subtle and indirect, or blatant and overt. For example:

- It may be conduct towards an individual of the opposite sex or the same sex;
- It may occur between peers or between individuals in a hierarchical relationship;
- It may be aimed at coercing an individual to participate in an unwanted sexual relationship or it may have the effect of causing an individual to change behaviour or work performance;
- It may consist of repeated action or may even arise from a single incident if sufficiently flagrant.

PREVENTIVE STEPS

Consistent with the existing law of Dec 9th 2013, Mastech InfoTrellis Inc., shall take all reasonable steps to ensure prevention of sexual harassment at work. Such steps shall include:

- Circulation of Mastech InfoTrellis's policy in English/Hindi/vernacular in regional offices on sexual harassment to all persons employed by or in any way acting in connection with the work and/or functioning of Mastech InfoTrellis.
- Sexual harassment will be affirmatively discussed at monthly meetings, workshops etc,
- Conduct or cause to carry out in-house training on sexual harassment and addressing complaints to staff as well as members of ICC.
- Guidelines will be prominently displayed to create awareness of the rights of female employees. Widely publicize that the Sexual Harassment is a crime & will not be tolerated.

The employer will assist persons affected in cases of sexual harassment by outsiders Names and contact numbers of members of the internal complaint's committee will be prominently displayed in all the offices.

IF YOU ARE BEING HARASSED:

- Tell the harasser his/her behaviour is unwelcome and ask him/her to stop.

- Keep a record of incidents (date, time, locations, possible witnesses, what happened, your response). You do not have to have a record of events in order to file a complaint, but a record can strengthen your case & help you remember details over time.

REPORTING A COMPLAINT

If an individual believes he or she is the victim of sexual harassment or retaliation, she/he is encouraged to report such complaint immediately. The HR Director has designated the Internal Complaints Committee to receive all complaints, verbal or written, of harassment on behalf of the organization.

The Internal Complaints Committee constituted will be appointed for a period of three years.

A complaint under this Act may be lodged with ICC at the earliest point of time and in any case within 15 days of occurrence of the alleged incident. The complaint shall contain all the material & relevant details concerning the alleged Sexual Harassment.

If the complainant feels that he or she cannot disclose his/ her identity for any reason, the complainant shall address the complaint to the Head of Human Resources & hand over the same in person or in a sealed cover. The Head of Human Resources shall retain the original complaint with him & send to the ICC a gist of the complaint containing all material & relevant details of the complainant.

Within 1 week of receipt of the complaint, the Head of Human Resources shall communicate the same to all the members of ICC

INTERNAL COMPLAINT COMMITTEE MEMBERS (ICC) – Chennai

1. Ms. Lavanya Ramkumar, Associate Director

Phone: +91 9940093972

E-mail: lavanya@mastechinfotrellis.com

2. Ms. Shylaja R, Senior Architect

Phone: +91 8754402479

E-mail: shylaja.rajendran@mastechinfotrellis.com

3. Mr. M. Bharathkumar, Senior Manager - HR

Phone: +91 9811046724

E-mail: bharathkumar.m@mastechinfotrellis.com

4. Mr. Vishwanath Shetty, Senior VP – HR

Phone: +1 412 818 5981

E-mail: vishwanath.Shetty@mastechdigital.com

5. Ms. Neethu Shibu, Senior Associate – HR

Phone: +91 9790079200

E-mail: neethu.k@mastechinfotrellis.com

6. Ms Chandrabhanu, Concerned Ethics Officer

Phone: 91 996 202 8061

E-mail: tchandrabanu@gmail.com

The Company will take all reasonable steps to prevent harassment from occurring and will take immediate and appropriate action when the company knows that unlawful harassment has occurred.

If you have been harassed by a co-worker, supervisor, agent, vendor or client, or if you believe that another employee has been harassed, you have a duty to promptly report the facts of the incident or incidents, and names of the individuals involved, to (Option: Director or Internal Complaints Committee.)

The matter will be immediately and thoroughly investigated, and confidentiality will be maintained to the extent possible. After reviewing the evidence, a determination will be made concerning whether reasonable grounds exist to believe that harassment has occurred.

It is the obligation of all employees to cooperate fully in the investigation process. The Company considers any harassing conduct to be a major offense which can result in disciplinary action for the offender, up to and including discharge.

The Company will take action to deter any future harassment. In addition, disciplinary action will be taken against any employee who attempts to discourage or prevent another employee from bringing harassment to the attention of management. The persons involved will be advised of the determination if appropriate.

The Company wants to assure all of its employees that measures will be undertaken to protect those who complain about harassment from any further acts of harassment, coercion or intimidation, and from retaliation due to their reporting an incident or participating in an investigation or proceeding concerning the alleged harassment.

GUIDELINES FOR ENQUIRY

DISPUTE RESOLUTION PRIOR TO ENQUIRY

The Internal Complaints Committee may if, and only if so requested by the aggrieved person/woman, try to resolve the matter informally by intervening and thereby permitting the parties to resolve the matter mutually before the commencement of the formal enquiry proceedings. The person to carry out the Dispute Resolution Process shall be chosen from the Internal Complaints Committee by the aggrieved person/woman. The Officer shall carry out the Dispute Resolution Process on a Local Complaints Committee.

ORAL COMPLAINTS TO BE REDUCED IN WRITING

It shall be the duty of the ICC before whom an oral complaint is made under this Act to reduce the said complaint in writing and read out the complaint to the complainant in the language requested by the complainant and obtain the signature of the complainant.

CONFIDENTIALITY OF COMPLAINTS

It shall be the duty of all the persons and authorities designated under this Act to ensure that all complaints lodged under this chapter shall be strictly confidential. The name of the aggrieved person/woman shall not be referred to in any records of proceedings, or any orders or Judgments given under this Act; the name of neither the aggrieved person/ woman nor her identity shall be revealed by the press / media or any other persons whilst reporting any proceedings, case, order or Judgment under this

Act. Confidentiality cannot be maintained include circumstances when there is required by law to disclose information (such as in response to legal processes) and when disclosure is required by the Company's outweighing interest in protecting the rights of others.

IMPROPER COMPLAINTS

This policy shall not be used to bring frivolous or malicious complaints against anyone. Making a knowingly false complaint subjects the complaint to disciplinary or corrective action.

However, failure to prove a claim of sexual harassment does not constitute proof of a false and / or malicious accusation.

PROHIBITION OF VICTIMISATION

- 1) No person shall be victimized for anything said or done in relation to any complaints or proceeding under this act.
- 2) A person victimizes another person if the person subjects the other person or threatens to subject the other person to any detriment in connection with employment or recruitment or promotion because such person
 - a. Has brought proceedings under this Act against any person.
 - b. The other person associates with the complainant.
 - c. Has given evidence or information or produced a document, in connection with any proceedings under this Act.
 - d. Has otherwise done anything in accordance with this Act in relation to any person.
 - e. Has alleged that any person has contravened a provision of this act

CONDUCTING OF ENQUIRY

Where no Dispute Resolution process has been requested by the aggrieved woman, or if requested and carried out, has not been successful, the Internal Complaints Committee or the Local Complaints Committee as the case may be, shall within a period of two weeks from the completion of any mediation process held, or if not held, within two weeks of its receipt of the complaint, proceed to conduct a full enquiry into the allegation of sexual harassment, in accordance with the rules and regulations governing misconduct for Mastech InfoTrellis Inc. and as per the procedures set out below.

Both the complainant and the alleged harasser will be interviewed, as will any individuals who may be able to provide relevant information. All information will be kept in confidence.

The employer / Mastech InfoTrellis Inc. shall hand over to the convener of the Committee a copy of the charge sheet issued to the defendant and reply/explanation (if any) of the defendant prior to the commencement of the enquiry, and the Committee shall hand over copies of the same to the complainant by hand delivery duly acknowledged or by Regd. A/D post within 3 days of its receipt of the same and prior to the commencement of the enquiry;

The Committee shall give 7 days' notice by hand delivery duly acknowledged or by Regd. A, D Post to the complainant and the defendant to appear for the first date of the enquiry which shall be specified. The notice shall state that the complainant and defendant shall be given an opportunity of producing evidence, examining witnesses etc if any.

At the commencement of the enquiry the committee shall explain to both the complainant and defendant the procedure which will be followed in the enquiry.

The enquiry shall be conducted in Hindi, English or the local language, whichever is requested by the defendant;

The Committee shall see that every reasonable opportunity is extended to the complainant and to the defendant, for putting forward and defending their case.

The venue of the enquiry should be as per the convenience of the complainant.

ENQUIRY TO BE COMPLETED WITHIN 90 DAYS

Notwithstanding anything contained in any law for the time being in force an enquiry under this chapter shall be completed, including the submission of the Enquiry Report, within a period of 90 days from the date on which the enquiry is commenced. Any delay in completion shall be done for reasons given in writing.

THIRD PARTY HARASSEMENT

In case of any complaints of Sexual Harassment committed by any third party (not being an Employee) the Complaints Committee shall actively assist and provide all its resources to the Complainant in pursuing the complaint and ensuring his/ her safety in the Company premises.

CONSENSUAL SEXUAL OR ROMANTIC RELATIONSHIPS

GENERAL

There are special risks in any sexual or romantic relationships between individuals in inherently unequal positions, and parties in such a relationship assume those risks. Such relationships would include (but not limited to) those between a supervisor and employee, trainer and trainee, evaluator and the employee being evaluated, adviser and advisee, boss and secretary, and any other relationship between senior level employees and junior level employees. Because of the potential for conflict of interest, exploitation, bias and favoritism, such relationships may undermine the real or perceived integrity of the supervision and evaluation provided. They may also, be less consensual than the individual whose position confers power or authority believes.

Further, such relationships may harm or injure others in the Company. Relationships in which one party is in a position to review the work of influence the career of the other may provide grounds for complaint by third parties when that relationship gives undue access or advantage, restricts opportunities or creates a perception of these problems. Further, even when both parties have consented at the outset to a romantic or sexual relationship, this past consent does not remove grounds for a charge based upon subsequent questionable and more importantly unwelcome conduct.

PROCEDURE TO BE ADOPTED

Where such a romantic or sexual relationship (as discussed above) exists, the person in the position of greater authority or power will bear the primary burden of accountability, and must ensure that she or he does not exercise any supervisory or evaluative function over the other person in the relationship, and must also notify her or his supervisor, head of the Human Resources Department, or the Board of Directors of the Company, so that such higher authority can ensure that alternative supervisory or evaluative arrangements are put in place.

To clarify, the responsibility for recusal and notification rests with the person in position of greater authority or power. Failure to comply with these requirements is a violation of this Policy and therefore grounds for discipline.

MISCELLANEOUS

The Company shall in consultation with the Complaints Committee periodically review the provisions of this Policy and its implementation (taking into account practical problems, if any, faced by the Complaints Committee and/or the Company in the implementation of this Policy). The Company reserves the right to amend the provisions of this Policy, from time to time, as it deems fit.

In the event any sexually determined behavior or conduct of an Employee or third party amounts to an offence under the Indian Penal Code, 1860, or any other law in force, the Company shall, notwithstanding the initiation and continuance of any enquiry or other proceedings under this Policy, render full assistance to the Complainant in making a complaint or initiating any other proceedings with the appropriate authorities.

On receipt of the consolidated report of the Complaints Committee, at the end of each calendar year, the management of the Company shall submit the same along with its observations and comments on the general compliance and implementation by the Company of this Policy to the concerned government department.

It shall be the duty of the management and the heads of each department or office of the Company to read up and familiarize themselves with the issues of sexual harassment and to conduct training events and workshops to prevent or avoid situations or circumstances, which would be likely to create a hostile or offensive environment.

The Head of the Human Resources Department may be contacted for any queries or clarifications about this Policy, its implementation and the general rights or remedies of an Employee under this Policy or otherwise.

CORRECTIVE ACTION

An employee found to have participated in any type of unlawful harassment would be subject to disciplinary/corrective action, up to and including termination.

WHO SHOULD HELP STOP WORKPLACE HARASSMENT?



S - The Source of the Behavior - Stop the Harassing Behavior

T - The Target of the Behavior - Tell the source to stop and/or report the behavior.

O - Any Observer of the Behavior - No such thing as an innocent bystander.

P - Any Person in Authority - A Duty Exists

Section 14 – Travel Policies

14.01 – International Travel

The following policies will be applicable to all full time employees of the company, excluding employees on probation, while on international travel.

14.02 – Open-Door Policy

While travelling on a business visa, only following activities are permitted: participation in meetings, conferences, seminars, collecting requirements for projects, client appointments or exhibitions. Deviation from visa requirements will prove detrimental to the interest of the Company and any deviation will not be allowed in any case as this will jeopardize the company. During business visit no activity that can be construed as “work” should be carried out.

14.03 – Visa, Transport and Lodging Expenses

All expenses related to visa, Air tickets, insurance will be paid and arranged by the company prior to the travel. Company will also arrange and pay for the lodging during travel if required. Expenses related to taxis, bus, trains for day-day travel while at client location should be paid by the

employee and will be reimbursed by the company on actuals, against submission of bills. Wherever possible employee should use public transport or pool-in with other employees, if travelling in a group. Expenses related to airport drop and pickup from your local residence will also be reimbursed on actuals, against submission of bills.

14.04 – Daily Allowances

When an Employee is on International travel, he is eligible for a per-diem allowance which will be calculated from the day he lands at the onsite location until the day he departs from the onsite location.

The per diem allowance will be paid to cover Food Expenses and incidental expenses such as laundry, tips, portage, Personal Calls, etc. No bills are required to be submitted for this allowance, unless the client expects us to provide the same even for per-diem allowance.

No change in per diem allowance even if the employees stays with friends/relative in lieu of hotel/official accommodation. Accommodation expenses will only be reimbursed against original receipts, subject to approved limit.

Per Diem rate:

Country	Per-Diem rate	Remarks
Canada	CAD 75	per day
USA	US\$ 75	per day
Greece	EURO 50	per day
Germany	EURO 50	per day
South Africa	ZAR 500	per day
Dubai	US\$ 50	per day

If the employee has to incur additional expenses for Official travel, Official Calls, Lunch/ Dinner for the Customers, the same can be claimed at actuals subject to approval from the concerned Project Manager.

KIT ALLOWANCE

All employees going on international travel are eligible for a kit allowance of Rs. 7,000/- This can be claimed once in 2 years, subject to approval by manager. This will be reimbursed on actuals with production of bills.

This allowance is meant for the travelers for equipping themselves with extra clothing- Winter clothing like Jacket/ Overcoat, Thermal Wear, Gloves, Monkey caps/ Hoods, etc., Business attire / travel accessories like suitcase and bags. In case Employee purchases the item outside India, then equivalent amount of Rs. 7,000/- will be reimbursed at the time of travel settlement.

REIMBURSEMENT POLICY

- All employees must send the expense claim for approval to their respective PM with details through the Greytip Portal. (The details should be mentioned in the ‘Remarks’ section)

- PM will approve the claim on the Greytip Portal. Finance will process the payments on a weekly basis on Wednesdays.
- Claim requests will be processed as per the calendar published by the Finance team..

14.05 – Domestic Travel

We have established the following procedures and entitlement for travel, boarding and lodging for employees, while traveling out of Chennai on official company business.

APPLICABILITY

This policy applies to all employees of Company on official travel outside of Chennai but within India:

- Temporary assignments within India.
- Visit to customer sites including sales, marketing, pre- assessment, development, testing, implementation, support work and the like.
- Visit to exhibitions / symposia on business development or data collection or make presentations on invitation or to manage Company stalls.
- Sponsorship to attend training programs, seminars, certification courses in Institutes / Universities, other organizations, as decided by the Company management.
- Meetings, conclaves, conferences, road shows held by Company or by any other sponsoring agencies.
- Visit to college / University campuses for selection and recruitment or for presentations or conducting recruitment campaigns.
- Any activity as assigned at any location outside Chennai but within India.

OPERATIVE GUIDELINES

- All travel request should be submitted to HR through travel requisition form
- All official travels should be approved by Country Head
- Advance information of 3 business days should be given for ticketing and hotel booking. Three days in advance for availing tour advance to Finance dept.
- However, travel on business exigencies can be accommodated on the same day with the submission of the travel requisition form duly approved.
- All eligibilities are in INR and have to be supported by required proof. Wherever proof cannot be produced for valid reasons, the claims must be approved by the Country Head
- For one-day outstation trips (where departure and return is on the same day), lodging expenses will not be applicable.
- Expenses incurred towards portage, excess official baggage, official communication expenses comprising postage, telephone/fax, and internet charges with proof of expenses can be claimed at actual, with supporting bills. These expenses must be kept under extreme control and be incurred only on justifiable need basis.
- Whenever private stay arrangement is opted for, allowances like boarding expenses, conveyance expenses, laundry / incidental expenses can be availed within specified limits.

- If an employee avails leave during travel on exigencies, the allowances would not apply for the period of absence while on official travel.
- Employees should return the unspent advance if any, along with the travel expense claim clearly elucidating the complete details of expenses incurred, within 3 business days of return.
- In case the touring employee requires additional financial support during the tour he can send in a request to HR. HR will arrange for the same in reasonable time. The employee should declare such advances availed at the time of travel expenses settlement.
- The actual amount spent on Local conveyance to and from the airport, railway station, bus terminal or hotel or transit guest house can be claimed on actual basis.

OFFICIAL TRAVEL PERIOD

- Actual official travel period starts 2 hours before the schedule departure of the individual by Air / Train / Bus or any other mode of travel and ends 1 hour after return to the originating location.
- Each additional 24 hours on the official travel will be treated as 1 day on travel.
- If the outstation travel time is less than 24 hours but more than 12 hours, it will be considered as 1 full day.
- If train journey is overnight and reaches the next day, it will be treated as 1 full day

ELIGIBILITY

Lodging and Food entitlement has been categorized as per the Location /Type of City you are traveling. Following are the categorization of the cities.

Type 1 Cities	Mumbai, Delhi, Kolkata, Pune, Bangalore & Hyderabad
Type 2 Cities	Agra, Ahmedabad, Allahabad, Amritsar, Bhopal, Bhubaneswar, Cochin, Chandigarh, Coimbatore, Cuttack, Dehradun, Ernakulam, Erode, Gandhinagar, Guwahati, Goa, Hyderabad, Indore, Jammu, Jaipur, Jalandhar, Jabalpur, Jodhpur, Jhansi, Kanpur, Kodaikanal, Lucknow, Ludhiana, Mysore, Madurai, Mangalore, Nagpur, Nainital, Ooty, Panaji, Patna, Pilani, Pondicherry, Ranchi, Salem, Shimla, Srinagar, Shillong, Trichy, Thiruvananthapuram, Vijayawada, Vadodara, Visakhapatnam
All other Cities	All others excluding the above.

While on tour, if employees make their own arrangements, they are entitled to claim their expenses as per the Own Arrangement entitlement. This will also cover the up and down conveyance from the place of stay to the place of work.

In order to reduce the cost, two or more employees accompanying each other on tour should share a double bed wherever feasible.

Combining leave with tour should be avoided. If there is a definite need to do this, this needs approval from Country Head.

If an employee exceeds his entitlement as per the Travel rules on a tour, the exceptions have to be

approved Country Head, failing which deductions/recovery will be made from salary.

Reimbursable Expenses	Non-Reimbursable Expenses
<p>Reimbursable expenses include but are not limited to the following:</p> <ul style="list-style-type: none"> • Local travel from Hotel to Work place by the least expensive comfortable mode of transport • Laundry charges if the travel includes a weekend (Saturday and Sunday) • Business office expenses (copy services, postage, etc.) • Business-related phone calls and faxes 	<p>Non-reimbursable expenses include but are not limited to the following:</p> <ul style="list-style-type: none"> • Clothing or toiletry items • Magazines, newspapers, personal reading materials • Personal entertainment (including Cost of Alcohol, Liquor, Cigarette etc.)

Receipts

Submission of appropriate vouchers/receipts/documentation is mandatory for all expenses unless and otherwise explicitly stated. If the employee is travelling by air, submission of ticket copy and boarding pass is mandatory.

Appropriate vouchers/receipts/documentation includes:

- **Business purpose:**
 - Written explanation of business purpose or conference/itinerary or schedule of events
- **Transportation:** (Original receipt required)
 - Air – Submission of boarding pass is mandatory.
 - Rail
 - Rental Car
 - Other Ground Transportation
- **Lodging:**
 - Hotel-Original bill/receipt (detailing all expenses)
- **Domestic Travel Policy – Break up**
 - Reimbursements should be supported by original bills. Any deviation from the specified limits needs approval from Country Head,

Category	City Type	Eligibility
Car Travel by car is reimbursable if the distance is between 350 to 400KM and train tickets are not available		Rs. 8/- Per KM + toll charges with receipts
AIR	All	Economy Class
Train Train should be the preferred mode of travel if the distance is less than 350 KM	All	AC 2 / 3Tier Class
Mode of Conveyance	All	Public Transport/Auto/Taxi
Hotel		
Lodging – Per Day	1	Rs.3,000/- to Rs.5,000/-
	2	Rs.2,500/- to Rs.4,000/-
	Other Cities	Rs.2,000/- to Rs.3,000/-
Per diem – Per Day	1	Rs. 600/-
	2	Rs. 500/-
	Other Cities	Rs. 400/-

In case, an employee of Company who is on official travel chooses to stay with his / her relative or friend, he / she will be eligible to avail the private stay arrangement. The employee should inform HR in advance of such arrangements. This will be approved by HR, only if it is a company borne expense and not a pass through expense to the client.

The following will apply in case the employee makes private stay arrangement:

Private arrangement Fixed allowance including Per diem, local conveyance etc.	1	Rs.1400/-
	2	Rs.1000/-
	Other Cities	Rs.800/-

A flat amount as shown above per day will be allowed to be claimed without any supporting bills.

If all arrangements including lodging and food are arranged and paid by the company directly, then the employee will not be eligible for Per-diem.



Section 15 – Employee Benefits & Employee Care

The following policies will be applicable to all full time employees of the company, excluding employees on probation.

15.01 – Referral bonus

Each employee is encouraged to refer strong candidates to the company for an employment opportunity. This bonus is not applicable at the fresher referrals who join at Technical Consultant. This bonus will be paid out 6 months after the candidate joins the company (on permanent rolls) and continues to stay-on. The bonus will not be paid out if the candidate is a relative of the referring employee or if the candidate turns out to be a non-performer or if the referring employee is part of the team that makes the hiring decision. For this reason, all such bonuses will be paid out, only after approval by the center head. The referral bonus will be based on the following:

Career Level	Referral Incentive
Senior Technical Consultant	INR 25,000
Manager, Architect	INR 35,000
Sr. Architect, Sr. Manager	INR 45,000

15.02 – Late Night Cab facility

If associates are required to stay in the office for official purpose beyond reasonable work hours, they can avail a cab drop facility. This will need to be approved by the respective project manager or reporting manager. The work hours are defined as below for Men and Women employees:

- 7:00 PM for Women - Drop from Office to Thiruvanmiyur station on a sharing basis
- 8:00 PM for Women – Home Drop
- 10:30 PM for Men – Home Drop

15.03 – Night Shift Allowance

People who are asked to work on night shifts will be paid an allowance for every night shift they work on based on the following:

- **Shift 1:** Shift timings: 6AM to 2PM - breakfast allowance Rs 100
- **Shift 2:** Shift timings: 2PM to 10PM - Dinner allowance Rs 125
- **Shift 3:** Shift timings: 5PM to 2AM – Rs. 250 shift allowance + one way cab drop. Wherever possible share the cab to reduce the cost
- **Shift 4:** Shift timings: 10PM to 6AM – Rs. 250 shift allowance + one way cab drop. Wherever possible share the cab to reduce the cost

People **working from home** for Shift 3 and shift 4 will be given Rs. 250.00 as shift allowance but no cab charges

15.04 – Food Reimbursement for Extension of Work Hours

Employees who are staying beyond 9 PM on working days based on project needs can avail dinner reimbursement Rs. 125/- per day. For working on holidays the food reimbursement is Rs. 200 maximum per day and against bills.

All the above is subject to approval of the respective Project Managers as the cost will be considered as part of their Project cost.

15.05 – Salary Advance

Mastech InfoTrellis makes available to its employees a Salary Advance facility. The purpose of this facility is to provide salary advance to employees who have an immediate need of funds to meet an emergency finance situation.

ELIGIBILITY

All full time employees of Mastech InfoTrellis who have completed their probation period are eligible to request for a salary advance.

DEFINITION OF “EMERGENCY”

Examples of “Emergencies” that meet the qualifications for obtaining the Salary advance facility:

- Family medical emergency.
- School / University admission / registration / exam fee of employees kids.

SALARY ADVANCE LIMITATIONS

All salary advances are subject to the following limitations:

- Salary advance can be granted for a salary equivalent to one month gross salary of the employee or maximum INR. 1,00,000 (Rupees One Lakh Only) whichever is less.
- An employee can obtain only two salary advance in a calendar year

SALARY ADVANCE REPAYMENT TERMS

- **Term:** The advance shall be deducted in the same month salary itself
- **Interest:** No Interest will be charged on staff advances.
- **Payment method:** Repayment of a Salary advance will be made through payroll deduction.
- **Employment termination:** For any reasons, the employee's services are terminated before the salary pay-out, the advance must be paid in full before relieving

15.06 – Staff Loan Policy

Staff loans shall be granted for one of the following reasons

- Emergency relief is required.
- Unforeseen medical expenses
- Children's education expenses
- Expenses to counter natural calamities

STAFF LOAN LIMITATIONS

All Staff Loans are subject to the following limitations:

- Loan can be granted for a salary equivalent to one month gross salary of the employee or maximum INR. 1,00,000 (Rupees One Lakh Only) whichever is less.
- An employee are eligible to obtain one time Staff loan in a calendar year and there should be a minimum 6 months gap between the previous and current loan.

STAFF LOAN REPAYMENT TERMS

- **Term:** The advance shall be deducted up to a maximum of 10 months
- **Interest:** No Interest will be charged but appropriate tax deduction will imply on loans.
- **Payment method:** Repayment of a Staff loan will be made through payroll deduction.
- **Employment termination:** For any reasons, the employee's services are terminated before the salary pay-out, the loan amount must be paid in full before relieving



Section 16 – Employee Exit & Termination

16.01 – Resignation

Employees can resign their employment with the Company by giving at least 2 months' notice.

All resignations should be in writing and sent to their Project manager and/or Practice Lead, who will then forward it to HR with a copy to the Country Head. During the notice period, employees will not be eligible to avail any leave/s. In case if they avail any leave/s then the notice period will get extended automatically into the number of days leave taken. Shortage of notice period cannot be adjusted with the accumulated earned leave. During the notice period, the company may assign you duties or attend the office at some other reasonable location or may exclude you from the premises of the Company and require you not to attend at work and/or not to undertake all or any of your duties provided always that the Company shall continue to pay your salary and contractual benefits for the duration.

The notice period and relieving date shall be finalized by your reporting manager and/or your Practice head. In case, the employee would like to be relieved earlier and approved by reporting manager / Practice head, and if it is less than the prescribed 2 months' notice, they will either be waived off by the Management or forfeit an amount of salary equal to that part of the notice period that has not been worked, calculated based on full fixed salary. Until all dues are settled, the Company reserves the right to withhold the issue of the relieving / experience letter.

Upon leaving the Company you will be entitled to payment of any accrued but un-availed annual leave (as per Leave policy) calculated on "basic pay" and for the worked pay period or part thereof. Insurance coverage will end on the employee's separation date.

During the notice period, as per our IT policy, there's restriction for the employee to access outside mails and file management. The employee cannot act against the interests of the Company. Amongst other things, this means that:

- You must not be employed by or otherwise provide services to any third party (unless agreed in advance with the Company in writing)
- You must not compete or prepare to compete with the Company or assist a competitor in any way, including by diverting or preparing to divert Company clients or business to a competing business
- You must not undermine the business of the Company in any way
- You must comply with all lawful instructions of the Company (including any instruction not to contact customers, prospective customers, employees or business contacts of the Company or any affiliate)

Accordingly, your obligations of confidentiality, good faith and fidelity remain in place at all times. Breach of these obligations may be grounds for summary dismissal.

Even after you have left our employment you are still under continuing obligation of confidentiality with respect to any proprietary and confidential information of the Company that you may have had access to during the course of your employment.

16.02 – Termination by the employer

The Company will not terminate your employment unless:

- You have been given at least two (2) months' notice
- Payment in-lieu of all or part of the notice period

However, your employment may be terminated forthwith by the Company by summary notice if you shall at any time:-

- Commit any serious or persistent breach of any of the terms of your employment
- Be guilty of any grave misconduct or wilful neglect in the discharge of your duties

16.03 – Exit interviews

On the exiting employee's last date of working, an exit interview will be conducted by a manager who is one or two levels above that employee and who is not belonging to his/her dept. Information gathered from exit interviews and questionnaires will be used to:

- Identify areas that will assist in recruitment and retention strategies
- Enable the Company to implement necessary strategies to improve the working environment/ conditions for our employees.

16.04 – Job Abandonment

An employee who is absent from work for five (5) consecutive working days without properly reporting their absence to his/her manager will be considered to have absconded from the company. A communication (through Registered Post with Acknowledgement Due) shall be sent to the employee's permanent residence advising to immediately report within a said number of days. A second reminder shall be sent post this if the employee doesn't report. Any employee, who doesn't respond to both reminders, shall be deemed as abandoned staff and such an employee will not be re-inducted into the services of the company.

ASSOCIATE HANDBOOK ACKNOWLEDGMENT

Acknowledgment receipt to be signed by associate to indicate he/she has read all the Human Resources Policies listed in this document and understands them.

_____ acknowledge that I have read the Human Resources Policies of Mastech InfoTrellis ("Company") and agree to adhere to them.

Associate Signature

Date

Human Resources Signature

Date



Since its inception, Mastech InfoTrellis has played a pivotal role in shaping the Information Management Roadmap for many Fortune 500 companies. Our mission is to help clients realize the full value of their data assets through our expertise in Master Data Management, Enterprise Data Integration, and Big Data. Mastech InfoTrellis is the Data Management & Analytics business unit of Mastech Digital - the NYSE-listed, digital transformation IT services company.

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