

2023

TechTriad Technology Solutions Pvt Ltd

EMPLOYEE HANDBOOK

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Document History

Version	Date	Author (Function)	Reviewed by	Approved by	Key Changes
1.0	April 01, 2023	HR	HR Manager	CEO	First Issue of Handbook
2.0	September 05,2024	HR	HR Manager	CEO	1. Work From Home (WFH) Policy 2. Leave Balance policy 3. Dress Code 4. Employee Handbook Acknowledgment Form
3.0	November 11,2024	HR	HR Manager	CEO	Addendum to current WFH policy: Terms & Conditions

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1.0 INTRODUCTION

1.1 MESSAGE FROM CEO

Dear Colleagues,

We, at TechTriad Technology Solutions Pvt Ltd (T3), firmly believe that continuous innovation of customer-centric solutions using new technologies and delivering it with superior quality are the key drivers for our organization's growth.

T3 provides the platform of open culture for its employees to explore, innovate and excel in whatever they do by continuously enhancing their skills.

The ensuing pages will throw light on the various aspects of the Organization and our efforts to transform the employee expectations into reality.

I hope this employee handbook enables you to maximize the opportunities and eases the operational interaction within the organization.

I believe each of you can contribute significantly to making T3 a world leader. I look forward to a long and mutually beneficial association.

Regards,

Bharani Kumar Aroll
CEO

1.2 ABOUT EMPLOYEE HANDBOOK

The statements and guidelines in this handbook represent the basic Human Resources philosophy of T3 Group.

The guidelines set forth in this handbook are not permanent and should be considered as an attempt to help the Organization in implementation of HR practices. Exceptions may be made from time to time. These guidelines may be amended or rescinded at the Organization's discretion without notice.

2.0 WORK ENVIRONMENT

2.1 JOINING FORMALITIES

On the first day of arrival, the new joiner or associate will report to the HR Department to complete joining formalities. The following documents are required to be submitted as part of joining formalities:

- Photocopies of all certificates supporting the Associates qualifications
- Photocopy of PAN Card and a Government ID showing proof of age and address.
- Employment Letter, Relieving letter, and experience certificate from previous employer (if previously employed)
- Last salary slip/ salary certificate (if previously employed)
- 2 passport size color photographs
- Photocopy of Passport if available
- Form 26AS or Computation of Income (if previously employed)

The below forms are required to be filled by the new joiner or associate and these forms are available with the HR Department or online:

- Joining Form
- Health and Accident Insurance nomination form
- Salary account bank form

2.2 INDUCTION PROGRAM

The employee will be inducted into the organization through a comprehensive induction program which would provide the employee with the organization's overview, business overview and HR policies or programs. The program also covers meeting/ telephonic talk with key personnel of the Organization and familiarizing with soft/other aspects of the Organization such as culture, values etc. The new joined will be introduced to the team by HR personnel.

2.3 WORKING HOURS

DOMESTIC STAFFING BUSINESS UNIT: 11.00 AM TO 8.00 PM (MONDAY TO FRIDAY)

US STAFFING BUSINESS UNIT: REGULAR WORK HOURS 06:00 PM TO 3.00 AM (MONDAY TO FRIDAY)

DAY LIGHT SAVING WORK HOURS 6.30.PM TO 3.30.AM (MONDAY TO FRIDAY)

ALL OTHER BUSINESS UNITS: WILL BE WORKING AS PER THE REQUIREMENT OF THE ORGANIZATION AND AS AGREED IN THE EMPLOYMENT AGREEMENT.

WORKDAY: 9 HOURS

STANDARD WORKWEEK: 45 HOURS (INCLUSIVE OF ONE HOUR OF LUNCH/DINNER AND COFFEE BREAKS)

2.4 ATTENDANCE & PUNCTUALITY

- All the employees on the rolls of the Organization must mark their attendance using a biometric device installed at the work location.
- The swipe details can be viewed in the HRIS tool (GreytHR).
- First entry swipe and last exit swipe of the day, being considered for attendance.
- Any Loss/Damage/Expiry of ID/access card please notify the HR team immediately for a new card.
- In case of Loss of the Cards- Replacement cost will be adjusted from the respective employee pay.
- Attendance for the purpose of calculating the salary is from 1st to 30th of every month.
- 25th of the Month is the cut-off date for all the Leave/WFH/Outdoor applications & approvals. Any pending leave & approvals (Absent) in GreytHR will result in Loss of Pay for those specific no. of days.
- Attendance record is monitored by HR team on daily basis and any non-registrations during the day is considered as leave/absent/Loss of pay.
- If you have any special condition like Working On-Site or at a Client Location; Absence/Late login; Working Hours during Voting; Severe Weather and Emergency Conditions, please apply accordingly in GreytHR.
- Employees are expected to be at their workstation or at the assigned workplace of the client at their scheduled start time.
- In case of emergency situations, if employees expect to be late or will be absent, they must notify their Reporting Manager over the phone, by voicemail or by e-mail.
- It is the employee's responsibility to ensure that proper notification is given to the immediate Manager, in case of being late, taking an extended lunch break, leaving early or being absent. Notification received from another employee, friend, or relative is not considered proper, except under emergency conditions.
- Any Associate coming to the office later than 2 hours after reporting time or leaving office 2 hours before closing hours will have to submit half day leave.
- Unauthorized or unexplained absence will result in disciplinary action.

2.5 DISPLAY OF IDENTITY CARDS

All employees are required to display their identity cards during working hours.

Security is an important aspect of T3. The Security officer at the reception has the right to deny any visitor/employee entry into the office facility in case there is any ground for suspicion unless the person has already been cleared by HR or any member of the Leadership Team from T3.

2.6 DRESS CODE

Employees are expected to adhere to Business Formals from Monday to Thursday and Smart Casuals on other days.

APPROPRIATE FOR MEN & WOMEN:

- Employees should dress in business casual, business formal, or business professional attire. They should be well-groomed and wear clothes without any wear and tear signs.
- Clothing with inappropriate or offensive gestures (racial or sexual) is prohibited in the workspace.

FOOTWEAR FOR MEN:

- From Monday to Thursday, men should wear formal shoes or sports shoes that cover the entire foot, whichever is comfortable.
- On other days, casual shoes are permitted.
- Chappals are not allowed on any day.

2.7 MINOR MEDICAL EMERGENCIES

For minor medical emergencies, T3 maintains a First-Aid kit, which is available with the Administration In-Charge. The kit contains:

- Bandages
- Cotton
- Tincture of Iodine
- Pain relieving balm/ spray
- Antiseptic cream/ lotion
- OTC drugs for minor ailment

3 HOLIDAYS

- All divisions of T3 will observe a total of 9 Holidays consisting of National/International Festival including optional holiday.
- T3-India team will observe 5 National Holidays and 4 International Holidays, including 2 optional Holiday if applicable.

- The list of holidays will be made available to all the Associates by sending a copy of the list through electronic mail apart from display on the notice board.
 - To avail optional holidays an employee needs to complete 1 month's employment with T3. If an employee joins in the 3rd Quarter, he/she is entitled to avail any one optional holiday.
 - Employees who are serving their Notice Period may take optional holiday based on eligibility.
 - Employees will be eligible for 16 days of paid leave and 9 days of paid holidays as per Company policy.
-

4 LEAVE GUIDELINES

4.0 LEAVE POLICY STATEMENT & OBJECTIVE:

The objective of this policy is to explain the leave eligibility, entitlement, and procedure for availing leave. This policy will be reviewed and modified periodically. The leave policy sets out the various types of leaves that an employee is eligible for and outlines the procedure for taking leave.

4.1 LEAVE

Leave is a provision to stay away from work for genuine reasons with prior approval of the authorities. It may be granted for a casual purpose or planned activity, on medical grounds or in extraordinary conditions.

4.2 LEAVE CALENDAR AND APPLICABILITY

- Leave Calendar is from 1st January – 31st December.
- Standard hours per day: 9 hours
- Half Day: Employees need to work for at least 4 hours in a day.
- The different types of leaves covered under this policy are:
- Casual / Sick leave (CL/SL)
- The policy is applicable for all employees.
- This policy is not applicable to consultants engaged with the Organization. For consultants, the leave will be in accordance with the individual contract signed with T3.
- In the event of an employee leaving the service of the organization by way of resignation or attaining the age of retirement or otherwise he / she shall not earn or avail any Leave during the notice period that the employee needs to serve.
- All leave requests should be submitted using the "GreytHR" and should receive approval from concerned manager/supervisor and notify HR upon approval of the same.

4.3 LEAVE ELIGIBILITY

- All permanent employees (including employees who are under probation) are eligible to avail leave.
- Employees are eligible to take leave only after 1 month of service.

Accrual Rules:

- All Permanent Employees are eligible for 16 days of casual/sick leave per annum.
- Leaves are accrued at the rate of 3.99 days per quarter i.e., 1.33 days each month.
- Any employee joins in between, these leaves would apply on a prorated basis.
- If an employee exhausts all casual and sick leave, excess leaves shall be treated as Loss of Pay.
- Half Day CL/SL can be taken as needed.
- All leaves should be applied in advance in GreytHR unless circumstances are such that it is not possible to do so. In such cases a telephone call or an email to the concerned Reporting Authority or in his/her
- absence to the concerned Department Manager as intimation should serve the purpose.

Availing of Casual/Sick Leaves:

- Unused leaves can be carry forwarded or en-cashed as following:
 - ❖ A maximum of 7 unused leave days can be carried forwarded to next year.
 - ❖ Post carry forwarding limit, employees can en-cash maximum of 5 unused leaves days. Any unused leaves beyond 12 days will be exhausted.

4.4 GENERAL RULES

- Any type of leave employee should apply in GreytHR
- Leaves should be planned in such a way that it should not affect the project deliverables.
- All unauthorized leave are treated as Loss of Pay and considered as a violation of the company's policy. Employees are encouraged to contact the concerned manager/supervisor in case of exigency where prior approval was not taken.
- The Employee should check the Leave balance before applying for the same.

4.5 LEAVE WITHOUT PAY

- Leave Without Pay is granted only in exceptional circumstances approved by the Manager/Reporting Authority and only after all annual leave entitlement has been used up.

4.6 LEAVE BALANCE ADJUSTMENT AND UTILIZATION POLICY

- All employees are granted 16 paid leave annually, which translates to 1.33 leaves per month.
- If an employee has a leave balance of 0.85 days, we will round this up by adding 0.15 days to make it a full day. This rounding adjustment can be used once per year. In such an instance, please send an email to HR department requesting to round up. Hr will consider one request in a year and thus avoid multiple requests.
- In cases where an employee's leave balance is more than 0.50 days but less than 0.85 days, they can avail 0.50 days (half day) only. Any balance beyond this will result in Leave Without Pay (LOP).

4.7 WEEKLY OFF DAYS

- Standard Working week will be Monday to Friday.
- Scheduled week offs are Saturdays and Sundays. However, occasionally you may be asked to serve the company on these days offering alternative days off during the week or later.

4.8 WORK FROM HOME (WFH) POLICY

- 1. For designated employees who report directly to the CEO:** Kindly send your WFH approval request email directly to the CEO, with HR marked in CC.
- 2. For employees who report to a lead or manager:**
 - Please ensure that you send your WFH request email to your respective managers.
 - Managers, it is your responsibility to forward the request to the CEO for WFH approval.
 - Provide a brief justification for the WFH request in your email to the CEO.
 - Remember to mark HR in CC for documentation purposes.
- 3. WFH Exclusion on Weekends and Mondays:**

Employees are not permitted to opt for WFH on weekends or the start of weekday, i.e., Fridays and Mondays. And also, not the immediate days before or after a holiday.
- 4. WFH Eligibility Criteria:**
 - a) WFH requests will be considered for employees who have genuine reasons for their inability to come to the office but can still work productively with efficiency from home. In such cases, employees may request WFH , subject to review by manager and subsequent approval from CEO .

b) If an employee is not well enough to perform their duties with full productivity, they shall avail sick leave instead of requesting for WFH.

5. **WFH for Work-Related Purposes Only:** Please note that Work from Home (WFH) requests should only be made for work-related purposes. WFH will not be granted for personal reasons, such as attending marriage ceremonies, family events, or going out of town for personal commitments.
6. **Proper Usage of Work from Home (WFH):** Employees are encouraged to utilize their entitled leave types for any personal events or occasions. WFH should strictly be used to support work-related tasks and projects .
7. **WFH during Notice Period:** During the notice period, employees are not permitted to take any leaves, including WFH requests. Such employees are expected to be present at the office and fulfil their duties during this crucial period that may include job transition. If any employee wishes to take time off during their notice period, it will be considered as Leave Without Pay (LWOP).

4.9 ADDENDUM TO CURRENT WFH POLICY: TERMS & CONDITIONS

Eligibility:

- Employees with 2 or more years of experience with T3 are eligible for this WFH benefit.
- **WFH Days:** Eligible employees can utilize up to 2 WFH days per month. These days are specific to the current month and cannot be carried forward or accumulated.

Restrictions:

- WFH days are not permitted on weekends, Fridays, or Mondays.
- WFH requests cannot be made for days immediately before or after a holiday.

Additional WFH Requests: Any request exceeding the 2 WFH days per month will require CEO approval and must follow the established request process.

This initiative is designed to recognize employees' engagement with the company. However, it should not be considered a right but rather a perk, and it should not be misused. Additionally, WFH days cannot be used together at once and must be approved by the reporting manager in advance.

It's crucial to follow the standard WFH approval process as it allows us to maintain accurate records and ensure that each request is duly evaluated to prevent abuse of this process. When WFH approvals are directly managed by the CEO, it enables us to address staffing and resource allocation more effectively, especially in situations where multiple departments may have concurrent WFH requests.

Moreover, if HR does not receive a formal WFH approval email from the CEO or any designated authority, the absence will be recorded as per our regular leave policy.

5.0 TERMINATION AND RETIREMENT

5.1 VOLUNTARY RESIGNATION/TERMINATION OF SERVICES

Employees who wish to separate from the company fraternity at their will can do so without any resistance. However, such an employee shall have to notify his/her desire to resign by giving a resignation notice not less than 30 calendar days by submitting a resignation letter to his/her Manager. However, notice period may vary on a case-to-case basis and decided in accordance with the employment agreement signed by the employee.

5.2 PROGRESSIVE DISCIPLINE & TERMINATION OF SERVICES

- T3 may use progressive discipline (for example oral and written warnings) at its discretion or may discharge an Employee immediately depending on the nature of the problem and all relevant facts.
- Termination of employment may occur when deemed warranted by T3. This may occur after utilization of one or more of the above disciplinary steps or without utilizing any of the steps.
- In the event of any breach of the code of conduct or non-performance of contractual obligation or the terms and conditions laid down in this agreement, the employee services with T3 could be terminated without any notice notwithstanding any other terms and conditions stipulated herein. T3 further reserves the right to invoke other legal remedies as it deems fit to protect its legitimate interests.
- Upon termination of an Associate's employment with T3, the employee shall return to T3 all the assets, protocols, Work-in-Progress, and property of T3 (including leased property), documents, files, weapons, computers, books, papers, memos, or any other property of T3, in the employee's possession or under the employee's control.
- In the event of employment termination for any reason, the year-end performance incentive (if applicable) as part of the employee's compensation structure will not be processed as part of full & final settlement.

5.3 ABSCONDING

- A person is deemed to be absconding if he/ she is absent from duty without any intimation for more than 2 business days.

- When an employee is not attending duty without information, for more than 2 business days, the concerned Reporting Manager/Department head shall try reaching the employee with the help of Human Resources Department to his/her present and permanent address asking him/her about the reasons.
- In case he/she doesn't respond to the communication within a week/ if the communication gets returned without being served, the concerned Reporting Manager/ Department head shall refer the matter to the Human Resources department for initiating necessary legal action.

5.4 PROCEDURE FOR VOLUNTARY TERMINATION (RESIGNATION)

- The employee is required to submit his resignation letter to his Reporting Manager
- The Reporting Manager shall accept the same indicating the date when he/she can be released from the services and shall forward it to the Human Resources department for further processing.
- During the notice period of 30 or 60 days the employee will have to actual work hours.
- Vacation time will not be allowed to be set-off against notice period.
- Submission of resignation notice would result in lapse of vacation time unless an employee serves the Organization during the notice period.
- Upon successful completion of the notice period the Human Resources department shall issue an acceptance letter stating the relieving date from the services of the Organization.
- The employee will be given a service certificate and a relieving letter on his last working day with the Organization.

5.5 FINAL SETTLEMENT

- The Human Resources department should send the final clearance form to the Reporting manager/ department head and other concerned and get the relevant clearance signatures and submit the duly completed form to the accounts department and for settlement of financial dues.
- The full & final settlement should be made by the accounts department only after getting the clearance/approval from the Reporting Manager/ department head concerned that there are no pending dues with the employee and that he/she has returned all the Organization's equipment, papers, etc. that he/she may have with him/her.

6. PIP

- To ensure fair and transparent performance management, a 30-day Performance Improvement Plan (PIP) will be implemented for the employees who require additional support to meet the expected performance standards.
- The purpose of the Performance Improvement Plan (PIP) is to:
 - a. Clearly communicate performance expectations to employees.

- b. Provide employees with feedback on their performance and areas for improvement.
- c. Offer support, training, and resources to help employees enhance their performance.
- d. Establish a structured process to address performance concerns.
- e. Determine the appropriate course of action based on an employee's response to the PIP.
- Evaluation and Follow-up:
 - a. At the end of the 30-day PIP period, the supervisor, in consultation with the HR department, evaluates the employee's performance against the agreed-upon goals.
 - b. If the employee demonstrates significant improvement and meets the required performance standards, the PIP will be considered successfully completed.
 - c. If the employee fails to meet the required performance standards, appropriate disciplinary action may be taken, including termination of employment.
- Confidentiality

All discussions, documents, and information related to the PIP process will be handled with strict confidentiality. Only the concerned employee, their supervisor, and authorized HR personnel will have access to the relevant information.

7.0 EXIT INTERVIEW

Any employee, who has tendered his /her resignation, needs to participate in an Exit Interview with the HR representative. The objective of these interviews is to obtain open feedback on various aspects such as job, policies and procedures, environment, culture etc.

7.1 CODE OF CONDUCT

The T3's Code of Conduct has been formulated in order, so that the highest level of professionalism is maintained by the employee at any level whether functioning within or outside the premises of the Organization.

7.2 USE OF ORGANIZATION RESOURCES

The employee shall be responsible for the safekeeping and good condition and order of all the T3's property entrusted to his/her care and charge. The Associate may use T3's resources only for official purposes.

7.3 RETURN OF ORGANIZATION'S PROPERTY

Upon termination of employment for any reason or at any other time that T3 may request, employee shall immediately return to T3 without condition all equipment's, files, records, books and all copies thereof in possession, custody and control, including but not limited to all cellular telephones, equipment, weapons, vehicles, lists, credit cards, keys, reports, software, manuals, passwords, tax returns, financial reports, correspondence, memoranda, letters and similar items.

7.4 EMPLOYEE – DO’S AND DON’TS

The employees are required to follow some Do’s and Don’ts for smooth conduct of Organization’s business and

ensuring a healthy organizational climate. The following acts and omissions will be treated as misconduct:

- Willful insubordination or disobedience, whether alone or in combination with another or others, of any lawful and reasonable orders of a superior.
- Theft, fraud, or dishonesty in connection with the Organization's business or property.
- Habitual late attendance.
- Riotous or disorderly behavior during working hours in the premise of the Organization or any act subversive to discipline.
- Engaging in trade or personal work within the premise of the Organization.
- Habitual absence without leaves of absence for more than seven consecutive days.
- Sleeping while on duty.
- Found intoxicated by drinks/drugs, smoking in places where it is prohibited.
- Failure to observe duly notified safety instructions or interference with any safety device or equipment.
- Threatening, abusing, intimidating, or assaulting any employee of the Organization or its clients.
- Refusal to receive a memo, charge sheet, or order or other communication served.
- Willful falsification or defacement or destruction of any records of the Organization or its clients.
- All employees who are either taking out the material on a returnable basis or non-returnable basis should fill in the material register.
- All employees who are going on official tour should present themselves properly before the customers and in no way their behavior should tarnish the Organization image.
- No employee should carry out any activities during working hours which are prejudicial, or which cause disturbance to the smooth and normal functioning of work.

7.5 BUSINESS CONDUCT

The employee shall at all times, maintain office decorum, including in dealing with colleagues, both within the office premises and at client locations.

7.6 NON-DISCLOSURE TERMS

That during the course of employment the employee may be exposed to or gain knowledge of certain confidential information, about the Organization, its trade secrets, policies & practices and/or of its clients and employees; this could include financial, access and other highly secure and information that may be useful to others but is to be guarded as private.

- Employee agrees that during his/her employment with the Organization, or at any time after the termination of employment with the Organization, use for me or others, or disclose or divulge to others including future employers, any trade secrets, confidential information, or any other proprietary data of the Organization or its Clients in violation of this agreement.
- Upon the termination of employment from the Organization:

Employee shall return to the Organization all documents and property of the Organization, including but not necessarily limited to drawings, blueprints, reports, manuals, correspondence, customer lists, computer programs, equipment and all other materials and all copies thereof relating in any way to the Organization's business, or in any way obtained by them during the course of employment. Employees will also sign an affidavit prior to leaving the Organization that they warrant that they are not in possession of any material/information of the Organization and/or its clients.

The Organization may notify any future or prospective employer or third party of the existence of this agreement and shall be entitled to full injunctive relief for any breach.

7.7 SEXUAL HARASSMENT

Any act or language with sexual overtones or implications proving offensive to a colleague of the opposite or same sex will be construed as sexual misconduct and should be strictly avoided. Offensive posters/screen savers/emails or magazines and books at the Associate's workplace should be strictly avoided.

Every employee of T3 holding a senior and responsible position shall take all possible steps to ensure a positive work environment free of any form of sexual discrimination.

7.8 AUTHORIZATION

Only authorized employees of T3 may speak about the Organization, its business plans, current projects etc.

7.9 ENVIRONMENTAL, HEALTH AND SAFETY (ESH)

The employee shall at all times, ensure that all the environmental, health and safety conditions are in conformance with the statutory and Organization's policies and procedures.

8.0 JURISDICTION

- Even though T3 may depute the employee to any client location, for work, within India or overseas, the jurisdiction concerning any dispute arising out of the employee's employment will be that of the courts in Hyderabad only.

- The above terms and conditions are based on T3 policies, procedures, and other rules currently applicable.
- The above rules are subject to amendments from time to time. The employee shall also abide by all other rules and regulations of T3 as shall be in force, from time to time.

Employee Handbook Acknowledgment Form

I, [Employee's Full Name], hereby acknowledge that I have received, read, and understand the [Year] edition of the T3 Employee Handbook.

I understand that the handbook contains important information regarding the company's policies, procedures, and my responsibilities as an employee. I agree to comply with the guidelines and policies outlined in the handbook.

I acknowledge that the handbook is not a contract of employment, but rather a set of guidelines and expectations for my conduct and performance while employed by T3. I also understand that the company may modify or update the handbook as needed, and I will be notified of any significant changes.

By signing this acknowledgment, I agree to adhere to the policies and procedures described in the handbook.

Employee Signature: _____

Date: _____

Instructions for Employees:

After reviewing the employee handbook, sign and date the acknowledgment form.