

Employee Handbook

Alphind Software Solutions

Ver 2.0

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Change History

Date	Version	Created by	Reviewed By	Approved By	Description of change
04-Apr-2019	1.0	Bhuvaneswari	Balaji V	Balaji V	First Release
18-Nov-2022	2.0	Berlin Raj P	Priyanka A.G / Janani	Balaji V	Hand Book Reviewed and Updated- Incorporated more Act, Current Business Requirement Needs.

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INTRODUCTION

Welcome to Alphind software solutions. In this handbook, we will explain what is expected from you and what you can expect from the company. If any statement in this handbook is not completely clear to you, please ask the HR manager to explain it to you. We trust that you will enjoy your work here and that we will be proud of you as a good employee. May we enjoy a profitable and enduring relationship.

This manual is for the use of all employees ("employees") of Alphind Software Solutions Pvt Ltd. ("Company") and should help each person perform his or her work effectively and in as professional and complete a manner as possible. Everyone should become thoroughly familiar with the provisions of this manual. The manual is designed to inform all employees of the company's policies in general, and should be consulted and used on a continuing basis.

This manual should enable the person reading it to understand how the office operates and to better determine how his or her work fits into the overall scheme of things.

The manual is intended to be a dynamic tool for implementing office procedures. The revision of existing procedures and the development of new policies will be ongoing processes. Everyone is encouraged to submit suggestions at hr@alphind.com for revisions and additions. No such revisions or changes will be implemented, however, without formal Company authorization.

When questions regarding personnel, office procedure, format, or office computers and equipment arise, the manual should be consulted first. If the answer cannot be found in the manual, then HR Manager should be consulted.

THIS MANUAL IS NOT A CONTRACT OF EMPLOYMENT, IT DOES NOT ALTER THE AT-WILL NATURE OF YOUR EMPLOYMENT AND THE COMPANY RETAINS THE RIGHT TO ALTER IT AT ANY TIME.

1. General Policies and Procedures

1.1 Equal Employment Opportunity

The Company is an equal opportunity employer. The Company's policy, from recruitment, hiring, upgrading, training, promotion, transfer, discipline, layoff, recall and termination, is to provide equal opportunity at all times without regard to race, color, religion, sex, pregnancy, national origin, ancestry, age, marital status, handicap, medical condition, genetic information, or any other class protected under the law.

The Company is an equal opportunity employer. We will extend equal opportunity to all individuals without regard to race, religion, color, sex (including pregnancy, sexual orientation and gender identity), national origin, disability, age, genetic information, or any other status protected under applicable federal, state, or local laws. Our policy reflects and affirms the Company's commitment to the principles of fair employment and the elimination of all discriminatory practices.

1.2 Your Employment Relationship with the Company

Like most American companies, [Company Name] generally does not offer individual employees a formal employment contract with the Company. Employment is "at will," meaning that you or the Company may end your employment at any time for any lawful reason.

This Employee Handbook is not a contract. It does not create any agreement, express or implied, guaranteeing you any specific terms or conditions of employment. Nothing contained in this Handbook should be construed as creating a contract guaranteeing employment for any specific duration, nor does the Handbook obligate you to continue your employment for a specific period of time. Unless you have entered into an employment agreement that supersedes this document, either you or the Company may terminate the employment relationship at any time. The Handbook does not guarantee any prescribed process for discipline and discharge.

No manager or other representative of the Company, other than the President, has the authority to enter into any agreement guaranteeing employment for any specific period. No such agreement shall be enforceable unless it is in writing and signed by the President[1] and the employee.

2. Recruitment and Hiring

The Company's primary goal when recruiting new employees is to fill vacancies with persons who have the best available skills, abilities, or experience needed to perform the work. Decisions regarding the recruitment, selection, and placement of employees are made on the basis of job-related criteria.

When positions become available, qualified current employees are encouraged and are welcome to apply for the position. As openings occur, notices relating general information about the position are posted. The manager of the department with the opening will arrange interviews with employees who apply.

We encourage current employees to recruit new talent for our Company

3. Employment Classifications

- Part Time Employee: Less than forty hours per week on a regular basis.
- Full Time Employee: Forty or more hours per week on a regular basis.
- Probationary Period of Employment: The first six months of employment for all employees is probationary and may be extended for an additional period of time, as agreed, between the Company and the employee.
- On completing the probationary period, full time employees are entitled to all employee benefits, if any, accrued from the initial date of employment and part time employees are entitled to the benefits that have been agreed upon at the time their employment commenced.
- A year of employment, as used in connection with office policies relating to the employment of, or benefits for, any individual, means one full year of employment of that person by the Company. Employment commences on the employee's first day of employment, not at the beginning of the calendar year.

4. Orientation and Training

To help you become familiar with the Company and our way of doing things, the Company will provide an orientation and training session within the first few days after you begin work. Some of the content of the session will depend in large part on the nature of your responsibilities, while other parts will be applicable to all employees. In addition, the Company may periodically offer additional training or educational programs. Some programs may be voluntary, while others will be required.

5. Working Pattern

The Company's major goal is to provide full-cycle software development services in order to create industry-leading platforms and systems that adapt seamlessly to project requirements, business needs, and ecosystem.

Meeting this objective may require occasional overtime work. Every effort will be made to keep additional work requirements to a minimum, but when additional work is necessary, the

full cooperation of all employees will be expected. There may be times when, because of an extra heavy workload or an important deadline, employees are asked to work on weekends. Although such requests may be infrequent, employees are expected to help if possible.

5.1 Regular Hours of Work

Regular full-time employees are generally expected to work 8 Hours and 30 Minutes with Lunch break of 30 minutes.

5.2 EST (Eastern Time Zone) Work Hours Coverage

Since Majority of our customers are in the United States, respective project resources must operate in the EST time zone, which is 6.30 PM to 3.30 AM IST (Including Lunch Break).

5.3 Absence and Tardiness

Employees are expected to be at their desks on time and working according to their approved schedules.

In the Company, the flow of work depends on the cooperation and coordination of a number of people. The work performed by each employee engages closely with that of others in the Company. If one person is late, this may delay the work of others. Occasional emergencies are to be expected, but frequent and repeated tardiness will not be permitted.

1. Persistent absenteeism and lateness will lower performance appraisal and ultimately may affect not only an employee's salary progress but also his or her employment with the Company.
2. An employee who is unable to report on time for any reason is expected to notify Reporting Manager. Short absences may be made up, if the employee desires. In the case of absences in excess of those allowed by the Company's policies, deductions at the employee's regularly scheduled rate will be made from the employee's salary.
3. When an employee must take a casual Leave/absence from the office, permission should be requested as per process. At the time of this request, a decision will be reached regarding the method by which the employee will make up the lost time. This may either be by physically making up the time missed or it may be charged dealing with vacation accruals. The term casual absence means a brief, temporary absence from the office to attend to personal matters.

5.4 Daily Notice to Manager on Arrival and Departure

Each employee should inform the reporting in-charge for whom he or she primarily works with, or if this is not possible then any other manager in the office, when the employee arrives at or departs from work.

5.5 Lunch Hour

Lunchtime is not rigidly set. The Company will attempt to accommodate the employee's time choice as long as prior notice is given. Skipping lunch hours to make up tardiness or out-of-office appointments is permitted only with approval.

5.6 Voting

You are encouraged to exercise your right to vote. There will be no deduction from pay for any reasonable attempt to exercise that right.

5.7 Periodic Time Report

Each employee must submit a timesheet with the **HR portal** on a daily/weekly basis for the tasks on which they worked. It is critical that all employees correctly report their working hours. Working "after hours" is severely forbidden. Failure to respect this policy will result in disciplinary action, up to and including termination.

5.8 Over Time

Because of the nature of our business, your job may periodically require overtime work. If the Company requires that you work overtime, we will give you as much advance notice as possible

An excessive volume of work may accumulate occasionally, or an emergency may arise that requires the overtime of an employee. Overtime occurs only when it is necessary and when it is in the interest of the Company or a client. Each employee is responsible for keeping his or her work up to date and may, from time to time, find it necessary to spend some time over and above usual working hours to keep work current. You should not work overtime hours without prior approval by your immediate supervisor or the designated manager. Salaried, regular employees do not receive overtime pay.

5.9 Attendance and Punctuality

It is important for you to report to work on time and to avoid unnecessary absences. The Company recognizes that illness or other circumstances beyond your control may cause you to be absent from work from time to time. However, frequent absenteeism or tardiness may result in disciplinary action, up to and including discharge. Excessive absenteeism or frequent tardiness puts an unnecessary strain on your co-workers and can have a negative impact on the success of the Company.

You are expected to report to work when scheduled. Whenever you know in advance that you are going to be absent, you should notify your immediate supervisor or the designated manager. If your absence is unexpected, you should attempt to reach your immediate supervisor as soon as possible, but in no event later than one hour before you are due at work. In the event your immediate supervisor is unavailable, you must speak with a manager. If you must leave a voicemail, you must provide a number where your supervisor may reach you if need be.

You are expected to be at your workstation at the beginning of each business day. If you are delayed, you must call your immediate supervisor to state the reason for the delay. As with absences, you must make every effort to speak directly with a manager. Regular delays in reporting to work will result in disciplinary action up to and including discharge.

All Associates of the Company must register their attendance and record their movement during office hours in the manner prescribed by the management from time to time. This will be the basis for PAYMENT OF SALARY.

Employee physical Attendance will be recorded through Biometrics / Access card.

Tracking and monitoring of virtual attendance will be recorded through EDM Portal & Zing HR tool.

Associates traveling out of Chennai, within India or abroad must obtain a note from the HR Manager (VISA & Travel Officer) as to their period of absence in Chennai and the said note must be handed over to the HR personnel for necessary records. Similarly, on return from the tour, the associate must immediately intimate the concerned unit HR personnel and follow the procedures for recording the attendance accordingly.

5.10 Emergency

The Company is open for business unless there is a government-declared state of emergency or unless you are advised otherwise by your supervisor. There may be times when we will delay opening, and on rare occasions, we may have to close. Use common sense and your best judgment when traveling to work in inclement weather.

6 Employee Compensation

6.1 Payroll Process

Payroll periods will be every month. Salaries will be paid through direct deposit by the first working day of the following month. If the regularly scheduled payroll date falls on weekend, the Company will attempt to deliver paychecks on Friday. When a payroll date falls on a holiday, employees will, when possible, be paid on the last business day before the holiday.

Company will help you to open a Savings / Salary Account with Authorized Bank to ensure that your salary will be credited by the first day of the month in that account.

You should not disclose your compensation details to anyone in the organizations. It should be between the concerned employee and Head of Human Resources. If you want to discuss/clarification with your salary / salary structure, you must discuss only with Head of Human Resources.

Compensation will be computed in line with your letter of appointment and will make necessary statutory deductions like PF, Professional Tax, TDS etc.

Pay-slip will be distributed by first week of every month for the previous month by Finance department.

6.2 Salary Advances and Loans

Salary advances and loans are against Company policy.

6.3 Payroll Deductions

Standard deductions, as specified by Indian tax laws or authorized by employees (FORM-12BB), will be made from the gross paycheck. These may include Income tax withholding and others as applicable.

6.4 The Employees Provident Fund:

All employees will be covered under The Employees Provident Fund and Miscellaneous Provisions Act.

6.5 The Employees State Insurance (ESI):

Employees who are to be covered under ESI will be covered accordingly. The contribution towards this is as follows:

Employer contribution - 3.25%

Employee contribution - 0.75%

7. Dress

As an employee of the Company, we expect you to present a clean and professional appearance when you represent us, whether you are in or outside of the office. You are, therefore, required to dress in appropriate business attire and to behave in a professional, businesslike manner.

The current company dress code is business casuals. Please keep in mind, however, that the Company is a professional business office, where clients and others often visit. Generally, clean, neat clothing is acceptable. However, torn jeans or other torn clothing and tee shirts with inappropriate verbiage or pictures are not appropriate casual attire. As always, please use common sense in your choice of business attire.

It is the intent of this policy to comply with applicable state and local Act prohibiting discrimination on the basis of color, race, religion, sex (including pregnancy, sexual orientation

and gender identity), national origin, disability, age, genetic information and any other status protected under such laws.

Individual appearances are an important aspect of the Company's overall image. Your appearance directly affects the opinion of our clients and others with whom you come in contact. Therefore, it is your responsibility to be properly dressed, present a neat, well-groomed appearance, a courteous disposition and practice good personal hygiene. Please avoid extremes in dress and behavior.

You may be requested to wear formal dress when meeting with clients or on special occasions as need be with advance intimation. We do not wish to dress in a manner which reflects poorly on our professionalism or the company's image.

8. Workspace

Employees are responsible for maintaining the workspace assigned to them. A clean, orderly workspace provides an environment conducive to working efficiently. Employees should keep in mind that their workspace is part of a professional environment that portrays the Company's overall dedication to providing quality service to its clients. Therefore, your workspace should be clean, organized and free of items that are not required to perform your job.

9. Office Equipment

Certain equipment is assigned to staff depending on the needs of the job, such as a calculator, personal computer, printer and access to our central computers and servers. This equipment is the property of the Company and cannot be removed from the office without prior approval from your supervisor. The Company expects that you will treat this equipment with care and report any malfunctions immediately to staff members equipped to diagnose the problem and take corrective action.

10. Personnel Records

It is important that the Company maintain accurate personnel records at all times. You are responsible for notifying your immediate supervisor or the Human Resources Department of any change in name, home address, telephone number, immigration status, or any other pertinent information. By promptly notifying the Company of such changes, you will avoid compromise of your benefit eligibility, the return of Form-16, or similar inconvenience.

11. Performance Reviews, Salary Reviews

You will have your first performance review at the end of your First Year of employment with the Company. Thereafter, performance reviews will normally be conducted annually on or about your anniversary date. All performance reviews will be completed in writing by your supervisor or manager on the PMS tool designated by the Company, and reviewed during a conference with you. Factors considered in your review include the quality of your job

performance, your attendance, meeting the requirements of your job description, dependability, attitude, cooperation, compliance with Company employment policies, any disciplinary actions, and year-to-year improvement in overall performance. Compensation increases are given by the Company at its discretion in consideration of various factors, including your performance review.

12. Promotions and Transfers

In an effort to match you with the job for which you are most suited and/or to meet the business and operational needs of the Company, you may be transferred from your current job. This may be either at your request or as a result of a decision by the Company.

Reasons for transfer may include, but are not necessarily limited to, fluctuations in department workloads or production flow; a desire for more efficient utilization of personnel; increased career opportunities; personality conflicts; health; other personal situations; or other business reasons.

Most job openings that are intended to be filled from within the Company will be posted on the company intranet portal, email, internal communication tool. The management of the Company does reserve the right, however, to transfer or promote an employee without posting the availability of that position. Temporary transfers may be made at the discretion of the Company management.

13. Handing / Taking over charge

In the event of an associate being transferred, promoted or separated from the company, the associate will be responsible for the smooth transition of his job responsibilities to the associate taking charge from them.

When an associate leaves their job due to transfer, promotion or separation from the company, he/she will hand over charge to the associate appointed or nominated by the company to take over charge from them, before he/she is relieved of their position.

13.1 The handing over/taking over exercise should cover:

- All aspects of the activities and accountabilities attached to the job, including working tools (table, keys of the table, chair, calculator, cupboard, etc.), stock/inventory, petty cash, postage account, documents, records and files, identity card, balance visiting cards, etc.
- Information on the current status of the activities, pending work, matters that require special/urgent attention, performance and conduct of subordinates' etc.

- The outgoing associate and the associate taking over charge should jointly prepare a report on handing over/taking over charge and submit it to the head of the division before the outgoing associate is relieved from the company's services.
- A copy of the handing / taking over charge note shall be sent to human resources division with an endorsement of the division / department head concerned.

14. Reporting Procedures

The Company encourages direct communication with anyone whose conduct appears to violate this policy, and for offended employees to make it clear that the behavior is unacceptable, offensive or inappropriate. However, such direct discussion is not required. Any complaints or concerns regarding sexual harassment or harassment of any other nature as described in the preceding section will be treated seriously and will be investigated and resolved as deemed appropriate under the circumstances. This includes not only the conduct of employees/supervisors, but the conduct of the Company's guests, patrons, and vendors as well.

The Company will treat all such reports as confidentially as possible, informing only those persons with a need to know. Employees should notify their superior and HR Manager, in a timely fashion, of any incident of perceived or suspected harassment, sexual or otherwise. If it would be awkward speaking to their supervisor regarding this topic, or otherwise inappropriate, employees should report such incidents directly to some member of management whose position is higher in the "chain of command" than the alleged harasser. Employees are invited to report such matters directly to Senior Management if unsatisfied with the manner in which the report is handled.

The Company will not retaliate in any way against any employee for making a good-faith report of alleged sexual harassment or harassment of any other nature as described in the opening paragraph. The Company will not tolerate retaliation by the alleged harasser. Any alleged harasser who violates this policy will be disciplined severely, up to and including discharge. Any employees with questions or concerns about any type of discrimination in the workplace are encouraged to bring these issues to the attention of their immediate supervisor or HR Manager. Employees can raise concerns and make reports without fear of reprisal.

15. Open Door Policy

Openness is considered essential in making the Alphind employee/employer relationship philosophy work. The willingness of employees to confidentially approach management is the heart of the program.

In the spirit of keeping open communications throughout the Company, Alphind endorses the open door policy. Simply stated, every employee has the privilege and the right to visit and discuss matters with any member of management, including an officer of the company.

While we as a Company are firm believers in the open door policy, we encourage you (as a practical matter) to first seek answers to questions or problems from your immediate manager. Being most familiar with your work and daily activities, he or she can readily provide you with answers to most of your questions.

If your manager is unable to give you a satisfactory answer to your questions or problem, you are encouraged to take it to the next highest level of management. We encourage you to go to the level of management you are comfortable with in order to get the most prompt and complete answer.

It is our sincere belief that prompts, effective use of the open door policy will help maintain the harmonious working atmosphere which all of us strongly desire.

16. Infrastructure

16.1 Internet Access

Access to the Internet is given principally for work-related activities or approved educational/training activities. Incidental and occasional personal use and study use is permitted. This privilege should not be abused and must not affect the employee's performance of employment-related activities.

16.2 Right to Monitor

The Company email and Internet system is at all times the property of the Company. By accessing the Internet, Intranet and electronic mail services through facilities provided by the Company, you acknowledge that the Company (by itself or through its Internet Service Provider) may from time to time monitor, log and gather statistics on employee Internet activity and may examine all individual connections and communications. Please note that the Company uses email filters to block spam and computer viruses. These filters may from time to time block legitimate email messages.

16.3 Responsibilities and Obligations

Employees may not access, download or distribute material that is illegal, or which others may find offensive or objectionable, such as material that is pornographic, discriminatory, harassing, or an incitement to violence.

You must respect and comply with copyright, trademark and similar laws, and use such protected information in compliance with applicable legal standards. When using web-based sources, you must provide appropriate attribution and citation of information to the websites. Software must not be downloaded from the Internet without the prior approval of qualified persons within the Company.

16.4 Violation of this Policy

In all circumstances, use of Internet access and email systems must be consistent with the law and Company policies. Violation of this policy is a serious offense and, subject to the requirements of the law, may result in a range of sanctions, from restriction of access to electronic communication facilities to disciplinary action, up to and including termination.

16.5 Email

The email system is the property of the Company. All emails are archived on the server in accordance with our records retention policy, and all emails are subject to review by the Company. You may make limited use of our email system for matters involving your own personal business, so long as such use is kept to a minimum and does not interfere with your work.

The Company email system is Company property, and as such, is subject to monitoring. System monitoring is done for your protection and the protection of the rights or property of the provider of these services.

Electronic mail is like any other form of Company communication, and may not be used for harassment or other unlawful purposes. Your email account is a Company-provided privilege, and is Company property. Remember that when you send email from the Company domain, you represent the Company whether your message is business-related.

16.6 Confidentiality of Electronic Mail

As noted above, electronic mail is subject at all times to monitoring, and the release of specific information is subject to applicable laws and Company rules, policies and procedures on confidentiality. Existing rules, policies and procedures governing the sharing of confidential information also apply to the sharing of information via commercial software.

16.7 Social Media

The term “social media” includes all means of communicating or posting information or content of any sort on the Internet, including to your own or someone else’s web log or blog, journal or diary, personal website, social networking or affinity website, web bulletin board, or a chat room, whether or not associated or affiliated with the Company, as well as any other form of electronic communication. The same principles and guidelines found in the Company rules, policies and procedures apply to an employee’s social media activities online.

Any conduct that adversely affects an employee’s job performance or the performance of fellow employees, or otherwise adversely affects the Company’s legitimate business interests, may result in disciplinary action, up to and including termination. Similarly, inappropriate postings, including but not limited to discriminatory remarks, harassment and threats of violence or similar inappropriate or unlawful conduct will not be tolerated and may result in disciplinary action, up to and including termination.

16.8 Telephones & Mobile Phone Usage

Access to the Company telephone system is given principally for work-related activities or approved educational/training activities. Incidental and occasional personal use is permitted. This privilege should not be abused and must not affect the employee’s performance of

employment-related activities. Telephone usage should be based upon cost-effective practices that support the Company's mission and should comply with applicable rules and regulations.

When making or receiving personal cellular phone calls at work, use common sense and your best judgement. Employees should make personal cell phone calls during their breaks or lunch breaks as much as feasible. To preserve the privacy of the Company and fellow workers, the use of cameras on cell phones during work hours is banned.

The Company telephone system is at all times the property of the Company. By accessing the telephone system through facilities provided by the Company, you acknowledge that the Company has the right to monitor its telephone system from time to time to ensure that employees are using the system for its intended purposes.

The Company prohibits the use of hand-held cellular devices while driving. Also, Employees are not encouraged to use a hands-free cellular device while driving. Sending and/or receiving text messages is expressly prohibited while operating any vehicle.

16.9 No Expectation of Privacy

The Company is ultimately responsible for the operation of its systems. Also, the Company needs to be able to respond to proper requests resulting from legal proceedings that call for electronically-stored evidence. Therefore, the Company must, and does, reserve the right and the ability to enter into any of these systems and to inspect and review any and all data recorded in those systems. Because the Company reserves the right to obtain access to all electronic mail messages left on or transmitted over these systems, employees should not assume that such messages are private and confidential or that the Company or its designated representatives will not have a need to access and review this information. Individuals using the Company's business equipment should also have not expectation that any information stored on their computer – whether the information is contained on a computer hard drive, computer disks or in any other manner – will be private. By becoming or remaining employed by the Company, and using its communications services, employees are deemed to have consented to such monitoring and/or review.

16.10 Periodic Inspection

The Company will periodically spot-check use of its communications services to ensure that personal use is limited, and to ensure that the services are not being used for improper purposes, such as harassment or intimidation. The Company will also inspect the contents of computers or electronic mail in the course of an investigation triggered by indications of unacceptable behavior or as necessary to locate needed information that is not more readily available by some other less intrusive means. The contents of computers and electronic mail, property obtained for some legitimate business purpose, may be disclosed by the Company if necessary within or outside of the Company.

Any employee who violates this policy or uses the electronic communication systems for improper purposes may be subject to discipline, up to and including termination.

Copying programs and / or adding programs are not allowed unless otherwise agreed upon by the principal.

Because our computers are networked, it is important that we all benefit from a mutual electronic filing system. Please follow the system for electronic filing contained herein or supplied by the Company.

16.11 Passwords

Employees are required to maintain and update a list of all passwords with the Company. This includes, but is not limited to, Domain account passwords and E-Mail passwords. This will allow Alphind the opportunity to check client matters and return your calls if you are out of the office and unable to attend to them. If you are sick or out of the office, please change your voice mail message to indicate when you will be out and when you will be returning to work. Never give out any passwords or office keys to anyone except a current employee of Alphind. This could pose a security risk and/or violate client confidentiality.

16.12 Laptop Policy

Most of the employees shall be issued laptops for their day-to-day work by the company. Though the company encourages leaving the laptop at work place, we understand that at times, it may be helpful for employees to carry them home. Carrying laptops to home by any employee has to be approved by management on an individual basis and the risk of carrying back and forth to their home is employee's responsibility and it is expected that the employee should walk-in to the office every morning with the laptop in case (s) he chooses to carry home the previous evening.

Laptop carried to home along with Laptop bag is to be utilized only for official purposes and the management has the right to revoke this privilege at anytime. Abuse of company issued laptops will not be tolerated.

Laptops left behind at office in your locked storage shall securely be maintained by management.

Installing software on company issued laptops should only be in the interest of work and in-case of doubt, pls check with IT Support before installing the software. Unauthorized or software unrelated to work shouldn't be installed.

16.13 IT Service Request

All IT service request should be raised through ticketing tool along with department head approval.

17 Substance Abuse

The Company recognizes alcohol, smoking, cocaine or any kind of drug abuse as potential health, safety and security problems. The Company expects all employees to assist in maintaining a work environment free from the effects of alcohol, drugs or other intoxicating substances. Compliance with this substance abuse policy is made a condition of employment, and violations of the policy may lead to discipline and/or discharge.

All employees are prohibited from engaging in the unlawful manufacture, possession, use, distribution or purchase of illicit drugs, alcohol or other intoxicants, as well as the misuse of prescription drugs on Company premises or at any time and any place during working hours. While we cannot control your behavior off the premises on your own time, we certainly encourage you to behave responsibly and appropriately at all times. All employees are required to report to their jobs in appropriate mental and physical condition, ready to work.

Any violator of this substance abuse policy will be subject to disciplinary action up to and including termination of employment.

We strive to provide a clean, hazard-free, healthy, safe environment in which to work. As an employee, you have a duty to comply with the safety rules of the Company, and you are expected to take an active part in maintaining this hazard-free environment. You must observe all posted safety rules, adhere to all safety instructions provided by your supervisor, and use safety equipment where required. Your workspace should be kept neat, clean and orderly. You are required to report any accidents or injuries – including any breaches of safety – and to promptly report any unsafe equipment, working condition, process or procedure to a supervisor. In addition, if you become ill or get injured while at work, you must notify your manager immediately.

Failure to abide by the Company's safety and accident rules may result in disciplinary action, up to and including termination.

18. Workplace Violence Prevention Policy

As stated above, the Company is committed to the safety and security of our employees. Workplace violence presents a serious occupational safety hazard to our organization, staff, and clients.

Workplace violence includes any physical assault or act of aggressive behavior occurring where an employee performs any work-related duty in the course of his or her employment, including but not limited to an attempt or threat, whether verbal or physical, to inflict physical injury upon an employee; any intentional display of force which would give an employee reason to fear or expect bodily harm; intentional and wrongful physical contact with a person without his or her consent that entails some injury; or stalking an employee with the intent of causing fear of material harm to the physical safety and health of such employee when such stalking has arisen through and in the course of employment.

Acts of violence by or against any of our employees where any work-related duty is performed will be thoroughly investigated and appropriate action will be taken, including involving law enforcement authorities when warranted. All employees are responsible for helping to create an environment of mutual respect for each other as well as clients and visitors, following all policies, procedures and practices, and for assisting in maintaining a safe and secure work environment.

19. Safety and Accident Rules

Safety is a joint venture at the Company. We strive to provide a clean, hazard-free, healthy, safe environment to all employees. As an employee, you have a duty to comply with the safety rules of the Company, and you are expected to take an active part in maintaining this hazard-free environment. You must observe all posted safety rules, adhere to all safety instructions provided by your supervisor, and use safety equipment where required. Your workspace should be kept neat, clean and orderly. You are required to report any accidents or injuries – including any breaches of safety – and to promptly report any unsafe equipment, working condition, process or procedure to a supervisor. In addition, if you become ill or get injured while at work, you must notify your manager immediately.

Failure to abide by the Company's safety and accident rules may result in disciplinary action, up to and including termination.

20. Discrimination Is Prohibited

The Company is an equal opportunity employer and makes all employment decisions without regard to race, religion, color, sex (including pregnancy, sexual orientation and gender identity), national origin, disability, age, genetic information, or any other status protected under applicable federal, state, or local laws. This policy applies to all terms and conditions of employment, including but not limited to, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, benefits, compensation and training. We seek to comply with all applicable federal, state and local laws related to discrimination and will not tolerate the interference with the ability of any of the Company's employees to perform their job duties.

The Company makes decisions concerning employment based strictly on an individual's qualifications and ability to perform the job under consideration, the comparative qualifications and abilities of other applicants or employees, and the individual's past performance within the organization.

If you believe that an employment decision has been made that does not conform with management's commitment to equal opportunity, you should promptly bring the matter to the attention of your immediate supervisor, designated manager, or Human Resources. Your complaint will be promptly, thoroughly and impartially investigated. There will be no retaliation against any employee who files a complaint in good faith, even if the result of the investigation produces insufficient evidence to support the complaint.

21. Policy against Harassment

21.1 Workplace Harassment

The Company is committed to providing a work environment that provides employees equality, respect and dignity. In keeping with this commitment, the Company has adopted a policy of “zero tolerance” with regard to employee harassment. Harassment is defined under POSH as unwelcome conduct that is based on race, color, religion, sex (including pregnancy, sexual orientation and gender identity), national origin, age, disability or genetic information.

This policy applies to all aspects of your employment. Harassment of any other person, including, without limitation, fellow employees, contractors, visitors, clients or customers, whether at work or outside of work, is grounds for immediate termination. The Company will make every reasonable effort to ensure that its entire community is familiar with this policy and that all employees are aware that every complaint received will be promptly, thoroughly and impartially investigated, and resolved appropriately. The Company will not tolerate retaliation against anyone who complains of harassment or who participates in an investigation.

21.2 Sexual Harassment

Sexual harassment is prohibited by POSH, and applies equally to men and women. Sexual harassment as unwelcome sexual advances, requests for sexual favors, and other verbal or physical conduct of a sexual nature, when the conduct: (1) explicitly or implicitly affects a term or condition of an employee’s employment; (2) is used as the basis for employment decisions affecting the employee; or (3) unreasonably interferes with an employee’s work performance or creates an intimidating, hostile or offensive working environment.

Such conduct may include, but is not limited to: subtle or overt pressure for sexual favors; inappropriate touching; lewd, sexually oriented comments or jokes; foul or obscene language; posting of suggestive or sexually explicit posters, calendars, photographs, graffiti, or cartoons; and repeated requests for dates. Company policy further prohibits harassment and discrimination based on sex stereotyping. (Sex stereotyping occurs when one person perceives a man to be unduly effeminate or a woman to be unduly masculine and harasses or discriminates against that person because he or she does not fit the stereotype of being male or female.) The Company encourages reporting of all perceived incidents of sexual harassment, regardless of who the offender may be. Every employee is encouraged to raise any questions or concerns with his or her immediate supervisor, designated manager, or Human Resources. For more details, please refer the POSH policy.

21.3 Forms of Harassment

Generally, there are two kinds of harassment. The first typically involves sexual matters, and is referred to as Quid Pro Quo (“this for that” – demanding sexual favors in exchange for promotion or raise; disciplining or firing a subordinate who ends a romantic relationship; changing job performance expectations after a subordinate refuses repeated requests for a date; or other like examples). The other is hostile environment (verbal or nonverbal behavior in the workplace that focuses on the sexuality of another person or occurs because of the person’s gender; and is severe enough to affect the person’s work environment-such as off-color jokes; comments about body parts; touching-brushing, pats, hugs or pinches; offensive telephone calls of a persistent or sexual nature; inappropriate gifts of a personal nature; or similar examples). Note, again, that harassment based on other factors, such as race, age, religion, national origin or disability, can also create a hostile environment.

21.4 Hostile Environment

Hostile environment is very difficult to define, and may depend somewhat on the subjective feelings of the person targeted by the unwanted attention. It can take many forms. It may involve, without limitation, words, signs, offensive jokes, cartoons, pictures, posters, e-mail jokes or statements, pranks, intimidation, physical assaults or contact, leering, or violence. Again, harassment is not necessarily sexual in nature. It may also take the form of other vocal activity including derogatory statements not directed to the targeted persons but taking place within their hearing. Other prohibited conduct includes visual material such as notes, photographs, cartoons, graffiti, articles of a harassing or offensive nature, and taking retaliatory action against an employee for discussing or reporting harassment.

22. Policy Characteristics

Because harassment has proved so difficult to define, the Company has adopted a policy that prohibits not just severe conduct that unquestionably constitutes a hostile environment, but any unwelcome conduct (no matter how minor or seemingly trivial) that suggests, approaches or could result in creation of a hostile environment. This policy applies to all communications, including telephone, e-mail, Internet, voicemail, memoranda, notes, etc

It also provides structure for the reporting of employee issues that relate to the detrimental application of policies, practices, or procedures to an employee, and the improper or unfair administration of benefits or conditions of employment such as scheduling, vacations, fringe benefits, promotions, retirement, holidays, performance review, salary, or seniority. (See Reporting Procedures below.)

23. Holidays

The Company respects all religious beliefs, however, and therefore, will provide [one (1) day] of paid leave to employees who, for religious reasons, must be away from the office on days of normal operation. Employees who require additional time off may use vacation and/or personal days. This leave must be requested through the reporting manager two weeks prior to the event

23.1 Regular Holidays

There would be **10 (Ten)** standard holidays and **02 (Two)** floating holidays (to be picked from the list published by Alphind) in a calendar year.

Holidays for every year shall be determined in accordance with general business practice in the area and office need and will be announced sufficiently far in advance so that employees can make plans.

If too many holidays happen to be on weekends, number of floating holidays shall be adjusted accordingly. Company shall ensure a total of **12 (Twelve)** holidays (regular and floating included) per Calendar year.

23.2 Floating Holidays:

Has to be availed with prior notice and approval from your reporting person.

24. Vacations

24.1 Paid Vacation

A paid vacation is a benefit provided as a reward for past services that is granted to all regular full-time employees who have completed probationary period of continuous employment.

After probationary period, employees are eligible for a paid vacation of 12 (Twelve) days per calendar year. This Twelve (12) days vacation includes Casual and Sick leave. Vacation days shall be pro-rated for employees who joins in the middle of the year.

Upon successful completion of 5-years, Employee is eligible for 18 (Eighteen) days of paid Vacation per calendar year.

The purpose of vacation periods is to allow the Company's employees time for relaxation away from their regular work duties. Because of this, the Company prefers that vacations be taken. Vacations must be taken each year, within the same calendar year as per eligibility. Vacation days may not be accumulated and must be taken in the year earned. Any vacation time not taken and for which an extension has not been expressly granted by management, will be lost at the anniversary date.

24.2 Vacation Scheduling

Prior to submitting preferred vacation periods, each employee is requested to consult with the partner(s) to whom he or she is primarily responsible to determine a mutually acceptable time. HR manager will publish a vacation schedule. Vacation days will be scheduled at times most convenient and with minimal interference to the Company as determined by the Company. Requests will be honored to the extent that the Company's operations and schedules allow.

Vacation schedules, once established, may be changed at the request of any employee only with the prior approval of HR Manager. Requests for regular vacations should be submitted in writing at least one month prior to the time requested. Vacations will be scheduled on a first come, first served basis. In the event of conflicts in vacation requests, HR Manager will be the final arbiter.

24.3 Part-Time, Hourly Employees

No vacation rights or benefits will accrue with respect to part time employees paid at an hourly rate unless stated otherwise in writing by the Company.

24.4 Leave of Absence

Full time employee is permitted to take time off without pay subject to the following provisions:

- All requests for leaves must be submitted to HR Manager, with as much advance notice as possible, depending on the circumstances.
- Under special circumstances, a leave of absence may be granted at the discretion of Management.
- **Life changing event:** Alphind shall be glad to celebrate employee's Marriage, new born child, adoption of child and will be happy to provide up to 3 days leave for full time employee on such events.
- **Bereavement leave:** In case of an unfortunate loss of a member in the immediate family, the Company will provide up to three days(3) of paid leave if the full time employee has a death in the immediate family (wife, husband, parents, children, siblings, or grandparents) and cannot be at work.
- **Maternity leave:** All women associates will be eligible for Maternity benefits under Maternity benefits Act-1961 & Maternity (Amendment) Bill 2017.

24.5 Notification of Illness

Employees must give as much advance notice as possible when missing work due to illness or any other reason. In no event should such notice be provided less than 1 hour prior to the employee's scheduled shift. Prior to the end of each day on which an employee misses work due to illness, the employee is asked to notify the Company regarding whether he/she anticipates being able to work the next day.

24.6 Permissions

- Permission should be authorized by reporting in-charge and approved by HR, Permission is only for One to One and half Hours, more than that treated as Half/Full day leave accordingly.
- Remote workings only on specific scenarios are to be authorized by reporting in-charge and approved by HR, Remote working may not be possible always.

25. Separation

Separation of an associate from the organization can be due to resignation, retirement, termination, disengagement or voluntary abandonment of service.

25.1 Resignation

Resignation of an associate from the services of the organization will be as per the terms laid out in the letter of appointment.

If an associate of the organization desires to leave the services of the company, he/she shall submit a letter of resignation giving notice 60 (Sixty) days as per the terms of employment. Resignation letter along with recommendations / comments should be sent to the HR department through the departmental head. On receipt of the resignation letter, the HR department will advise the finance department to stop all payments to the associate in order to settle the accounts once for all at the time of relieving.

In a Special case, If the notice given falls short of the required period, the associate will be required to pay the balance salary (salary means basic pay only) in lieu of that. This require approvals from Top Management, Department Head, HR Manager. The associate must submit a 'no due certificate' from all concerned in the prescribed format, to enable the management to relieve the associate. No dues should be certified by the respective departmental heads as well as general Administration, Finance, HR and IT. An exit interview in the structured format shall be conducted by the divisional /departmental head and the head of human resources separately. The details of the exit interview shall be sent to the CEO.

25.2 Termination

In termination, the company dismisses the employee with or without cause. Discharge with cause might be for offenses such as contract violations, illegal actions, poor behavior, neglecting job duties and more. Discharge without cause occurs when the company no longer needs the employee's services, such as during layoffs.

25.3 Retirement:

An associate will superannuate from the services of the organization on completing 58 years of age.

The company shall, at its discretion, retire an associate before he completes the age of retirement on grounds of serious ill health or mental instability or suffering from infectious diseases. One-month prior to the actual date of retirement, the human resources department will intimate the concerned associate in writing, about the date of their retirement. Copies of the communication will also be sent to finance, general administration and the department head for information. On the date of retirement, a letter relieving them from the services of the company shall be issued. An exit interview will be conducted before relieving. The head of human resources or their authorized representative shall sign relieving letter. Terminal benefits such as provident fund, gratuity, etc. (if any) shall be settled on the date of retirement, if possible. The date of birth mentioned in the records will be the basis for reckoning the age of the associate. The associate shall retire on the last working day of the month in which they complete 58 years.

26. Personal Conduct

26.1 Personal Problems

If a dispute or dissatisfaction arise between an employee and the Company or another employee, or a personal problem arise, the matter should be discussed with HR Manager. The Company's continued success and growth in great measure depend on the satisfaction of the people who make up the Company. Immediate steps shall be taken to resolve any dispute or problem.

26.2 Client Relations / Greeting the Client or Visitor

Each client or other visitor to the Company should receive a friendly greeting from employees immediately on arrival. No client or any other visitor should be allowed to leave the reception area without being escorted by an employee or a member of the Company.

27. Miscellaneous Provisions

27.1 Housekeeping

Housekeeping, in the business sense, is a way of working. Orderliness usually indicates efficiency. An employee's workplace should be neat, clean, and free of items not being used. Filing should be current. Equipment should be clean and in its proper place. Waste should be disposed of in specific containers and supplies and other equipment should be stored in an orderly manner and only in designated places. Pitch in and help with general day to day clean up of the office.

Mechanical, electronic and electrical equipment should be switched off at night unless told otherwise. Malfunction of any equipment should be reported to Admin / HR.

27.2 Expense Reimbursement

Employees working after 9 p.m. IST are eligible for dinner. Employees must submit their expenses for reimbursement to the Finance team, with Department Head approval. The finance team will reimburse the employee's expenses within 7 (Seven) days of the invoice date.

Employees who work beyond 9 p.m. IST are eligible for cab service. Employees must submit their expenses for reimbursement to the Finance team, with Department Head approval. The finance team will reimburse the employee's costs within seven days of the invoice date.

27.3 Suggestions

Employee suggestions for the better and more efficient operation of the office are welcome. The Company will discuss the suggestions and a response will be given to the employee.

27.4 Gifts

All Gifts (Kind and/or Cash) received by employees from clients must be reported to HR Manager.

27.5 Adjustment of Workloads-Extra Help

Each employee is responsible for reporting his or her availability to the employee's supervisor if he or she is not busy at any given time. In this way, heavy work pressures may be relieved from others and a more equitable sharing of the workload may be achieved.

28. Office procedures

28.1 Office Opening Procedures

At the beginning of each workday, management is responsible for making sure that office ready for business.

28.2 End of Day Office Closing Procedures

At the close of each workday, the last employee is responsible for making sure that all office machines (excluding computers) and the front door is locked. The last person to leave in the evening is responsible for turning off all the lights, checking to see that all office machines are turned off.

28.3 Keys

Office keys are maintained by management.

EXCEPTIONS TO THIS HANDBOOK

Should any provision contained in this handbook be contrary to Indian Penal code, the provision shall be considered inapplicable, null and void in the locations where such law is applicable. Conditions may require the Company to change, modify, add to, or delete work rules, policies, and benefits described in the Handbook. To the extent permitted by law, the Company reserves the right to do any of these things unilaterally, anytime, and without prior notification.

Finally, this Handbook does not constitute an expressed or implied employment contract and nothing in the Handbook is intended to bind the Company contractually. Your employment is terminable at will, so that both the Company and you remain free to choose to end the work relationship.

ALPHIND SOFTWARE SOLUTIONS EMPLOYEE'S ACKNOWLEDGMENT

I have received a copy of the Company's Employee Handbook and Office Procedure Manual (the "Handbook"). I have read it carefully and will comply with all of its rules and policies. If I have any questions, I will ask a member of HR Team.

I also understand that the Handbook includes only a brief description of the benefits offered to me by the Company and an overview of its rules and policies. These may be changed by the Company anytime. I also recognize that nothing in the Handbook in any way creates an express or implied contract of employment between the Company and me. Finally, I understand and acknowledge that my employment is terminable at will so that both the Company and I remain free to choose to end our work relationship.

Date

Employee's Signature

Employee's Name (In Caps Letter)

RETAIN THIS PAGE IN HANDBOOK

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OFFICE COPY